



Teammates Commercial Interiors Moving/Relocation Guide

A helpful, informative guide
to make your next move/relocation
a successful, pleasant experience

GOOD MOVES!

Time-tested Tactics to Avoid Costly Mistakes During Your Office Move

In this day and age, moving a company can be a high-stakes gamble – both for the company itself and for the person assigned to handle it. Simply put, mistakes in scheduling, a failure to plan for potential moving “deal-breakers” and poor technology management can result in downtime and thousands of lost dollars for companies already facing pressure from tough economic times.

Frankly, the responsibility for an office move can make or break a busy professional’s career path. Do it well? You’ll earn kudos, maybe even a promotion. Do it poorly? And it’s a demotion to the mailroom, or perhaps a sabbatical to deal with stress-related illness.

With this in mind, Teammates Commercial Interiors has developed a series of handy tips and tactics that can help minimize the headaches of

a move and put you on the sweet road to success, rather than being sent packing to the branch office in Timbuktu.

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Teammates Moving Guidebook: Top Ten Moving Mistakes

Teammates Commercial Interiors has participated in countless office moves over the years, and we've compiled a list of the top ten most common moving mistakes and how to counter-act them.

Mistake No. 1: Not enough planning or start the planning far too late in the process.

The counter-attack? Start your planning early.

Mistake No. 2: Technical decisions lead to phone/computer failures.

The counter-attack? Assign someone with technical expertise and organizational/scheduling skills to handle this.

Mistake No. 3: Minimal staff communication results in low morale.

The counterattack? Communicate positively, regularly with employees.

Mistake No. 4: Waste lots of money moving worthless junk.

The counter-attack? Schedule a junk purging day prior to the move.

Mistake No. 5: Miss important deadlines which delay the move.

The counter-attack? Build and use a checklist and timeline of activities.

**Teammates Moving Guidebook:
Top Ten Moving Mistakes (cont'd.)**

Mistake No. 6: Exceed your moving budget.

The counter-attack? Don't sign off on change orders you don't understand. The more change orders you implement, the more extra costs you will pay.

Mistake No. 7: Files and equipment are delivered to the wrong areas.

The counter-attack? Code each floor and distribute copies of this coded map to the moving crews.

Mistake No. 8: Not enough communication with your vendors (leads to project delays).

The counter-attack? Understand the correct sequence of activities that must occur, track timeline and make sure vendors meet their deadlines.

Mistake No. 9: Furniture and equipment doesn't fit into the space.

The counter-attack? Have your furniture vendor to do a precise, field measurement of the space down to a 16th of an inch. Use these field measurements as the "bible" for all vendors.

Mistake No. 10: Make lots of enemies as move coordinator.

The counter-attack? Maintain your sense of humor and practice good diplomacy skills.

**Teammates Moving Guidebook:
Top Ten Steps In Planning a Move**

Step 1: Select a realistic move date.

Step 2: Appoint a move leader and a team of move captains to manage the process.

Step 3: Build a checklist and timeline of activities, and stick to it.
(Checklist enclosed...read on!)

Step 4: Convey moving news to employees frequently and positively.

Step 5: Communicate with customers about the impending move.

Step 6: Develop a move-related security plan.

Step 7: Schedule a cleaning/purging day before moving.

Step 8: Use the move as an opportunity to improve operations.

Step 9: Make the move a fun, exciting day for employees.

Step 10: Celebrate the new facility with a party or open house.

**Teammates Moving Guidebook:
Step 1: Set a realistic move date**

One of the major contributors to moving delays is unrealistic planning from the get-go. Take the time to assess what it will take to complete all phases of a move, from site planning and construction schedules to office furniture manufacture, delivery and installation.

How To Set A Realistic Move Date

Step 1: Meet with designers, contractors, cabling, electrical, carpet and furniture vendors.

Step 2: Build a schedule that factors in the time each vendor needs.

Step 3: Determine your move date based on non-rush scheduling from vendors.

Step 4: Add 10 % to whatever timeframe you think you need.

Step 5: If you need to move more quickly, work with vendors to find cost-effective ways to speed the process. Usually, though, speeding the process means you are squashing a vendor's schedule and you may pay overtime.

**Teammates Moving Guidebook:
Step 1: Recommended sequence of activities**

The order in which activities take place is crucial, too. For example, you must finish certain tasks before other tasks can be implemented in the process. Here's a quick look at recommended sequencing:

- ④ Select vendors, set schedules, set move date.
- ④ Work with architect, interior designers; develop space plan.
- ④ Order furniture in time for delivery and installation.
- ④ Construction completed.
- ④ Electrical work completed.
- ④ Computer cabling completed-Phase I (ceiling drops installed).
- ④ All finish work completed.
- ④ Carpet installed.
(Complete this once all construction/finish work is done.)
- ④ Building inspection completed.
- ④ Furniture installed AFTER everything else is done.
- ④ Final electrical drops to power work areas.

Teammates Moving Guidebook:

Step 2: How to structure a move coordination team

Ultimately, SOMEONE must be in charge and have the authority to make decisions so the build-out and moving process can proceed without delays. Ideally, the move team should be structured as follows:



MOVE LEADER!!!

(Someone who is actually in the trenches coordinating the move and overseeing the process on a day-to-day basis.)

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**

**Move captain
(By Dept.)**



Teammates Moving Guidebook:
Step 2: How to select an ideal move leader

Choosing the right person to coordinate your move is crucial to the success of the venture. Here are ideal qualities of a good move leader:

- ✎ Ability to handle true authority and make decisions quickly. (If the move leader has to wait a day to get an answer from a higher up, the whole process can be thrown off schedule.)
- ✎ Good communication skills.
- ✎ Good negotiation skills.
- ✎ Ability to multi-task.
- ✎ Must have a firm hand and be able to raise a little hell if construction or some other part of the process is falling behind.
- ✎ Must understand phone and data technology, or be able to interface with a technology consultant.
- ✎ Must be able to work with a construction foreman, construction crews and installation crews.
- ✎ Multi-task experience of a facilities manager or office manager.

10-10-10

**Teammates Moving Guidebook:
Step 3: Recommended Timelines**

So, how much time do you really need to plan a move?

Conventional wisdom dictates the following:

- ☞ For moves of larger than 50,000 square feet, you'll need between six months to a year.
- ☞ For 50,000 square feet, you'll need six months of planning.
- ☞ Moves that are even smaller often can be handled in 3-4 months.

(Note to readers: See Addendum A for a complete, six-month checklist to follow!)

11-11-11

**Teammates Moving Guidebook:
Step 4: Employee communications**

They say change is hard, and some employees will find the move more difficult than others. The best you can do is to communicate frequently and clearly as to what's going on, what's expected, the benefits and more. Here are some employee communications tips to consider:

- Announce the overall move and move date so employees can plan their work and personal schedules accordingly.

- Explain the rationale for the move, and the benefits to employees.

- Once the move is announced, send out pithy little announcements of the move status periodically.

- Make sure employees gain access to information about the services that are available in and around the new office. (Things like dry cleaners, affordable restaurants, parking and public transportation options are helpful.)

12-12-12

Teammates Moving Guidebook:
Step 5: Customer communications

You'll need to communicate with customers about the move, particularly if customers may be inconvenienced due to the move. Be sure to explain the benefits to customers and that you appreciate their patience during the move process. Here are some ideas for communicating with the people who write the checks that keep your company going.

- Prepare a formal communication that announces the company's impending move, and the reasons why it will be great for customers.
- Review how the move may impact customers and develop work-arounds to keep service going during the move.
- Send out "we've moved" rolodex cards to customers, so they can update their rolodexes, or Palm pilots.
- Hold an open house after the move is completed to showcase the new facility and spend some time with customers in person. (See Step 10.)

13-13-13

**Teammates Moving Guidebook:
Step 6: Build a security plan**

Serious breaches in security and privacy often occur just before and during company moves. It's also a prime time for thieves to make off with employee's handbags, briefcases and lap tops. How can this be the case?

Simply put, moving is a time when valuable computers (storing valuable data) often are left unattended on pallets near moving trucks, in hallways or elevators. It's also a time when the usual security protocols (locked doors, card-key access requirements and more) are overlooked. And all too often, there are strangers moving throughout the premises and no one questions them.

Since there can be heavy penalties and consequences that arise from these security breaches, the wise move leader will have a specific plan to handle security before, during and after a move. Here's a quick look at typical security problems that occur, and some common sense advice on how to protect your company's equipment, intellectual property and employee belongings. *(For more detailed advice, consult with a third-party consultant specializing in security.)*

14-14-14

**Teammates Moving Guidebook:
Step 6: Build a security plan (cont'd.)**

Security Nugget 1: Protect Computers and Sensitive Data

- ✎ Dispose of high-tech junk with a reputable technology disposal firm. (Protects you from liability with new federal privacy laws, prevents ID theft.)
- ✎ Don't leave computers unattended, even if pallets are shrink-wrapped.
- ✎ Don't throw old computers away. (*Violates EPA laws, causes ID theft.*)

Security Nugget 2: Maintain Security During The Move

- ✎ Provide all employees with bright-colored temporary badges on neck lanyards that are worn during the move.

Security Nugget 3: Protect Employee's Belongings

- ✎ Have your vendors wear the brightly colored move badges as well.
- ✎ Have employees keep a watchful eye for strangers in the building.

Teammates Moving Guidebook:

Step 7: Schedule a file and junk purging day prior to moving

No question, a visit from relatives forces you to clean house and complete dormant projects. Correspondingly, there's nothing like an office move to force you to dispose of useless junk rather than pay to move it. The best solution is to hold a company-wide file and junk purging day. Here are some tips:

- ✎ Develop guidelines for file purging program and make employees responsible for purging their own files.
- ✎ Department managers should be responsible for purging useless departmental files.
- ✎ Separate "SENSITIVE DATA" (which should be shredded) and "JUNK" (which can simply be thrown away or recycled).
- ✎ Do not rely on office garbage cans. Obtain rolling dumpsters.
- ✎ Make advance arrangements for disposal of all the materials. Call a data destruction vendor to destroy the sensitive paperwork on site.
- ✎ Make it fun! Hold a company-wide contest with "Junkbuster Awards" for "Best packrat" and other fun categories, with inexpensive prizes. Provide free lunch for everyone involved.
- ✎ Deliver non-needed items to a non-profit, and get a write-off.

Teammates Moving Guidebook:

Step 8: Review business processes, involve employees

Developing a new office space plan is an ideal time to improve business processes. Glean valuable information that can help the company operate more efficiently and minimize waste. Here's how you can do that:

- ✎ Choose up to five insightful employees from different departments. Interview them to find out how and where office layouts or equipment groupings have impeded productivity.
- ✎ As feasible, incorporate those ideas into the new space plan.

Suggested Questions You Can Ask Employees:

- 1) What are the top three areas of operations that are inefficient and could be improved?
- 2) What impeded your productivity at the old office?
- 3) Where could we minimize waste with a different space design?
- 4) What is your general feedback about the new space plan?
- 5) Are there any specific business processes that we employ where you have repeatedly thought, "There's GOT to be a better way to do this?" What is it? And do you have any ideas for how the problem could be solved?

17-17-17

**Teammates Moving Guidebook:
Step 9: Make moving day fun**

Let's face it. A successful move can be made even more successful if you have the willing and enthusiastic help from employees. Here are some tips for making the day fun, productive and successful.

- 1) Announce a company-wide "dress-down" day (jeans and sneakers).
- 2) Provide breakfast munchies and lunch.
- 3) Encourage friendly competitions between departments for getting organized quickly. Offer silly prizes that can be enjoyed by a whole department.
- 4) Have the more personable managers circulate and say thank you to employees for their hard work.

18-18-18

**Teammates Moving Guidebook:
Step 10: Celebrate and announce your move**

Once you're comfortably re-located into the new space, it's time to take advantage of this. In fact, it may be the biggest piece of news the company announces all year. So use it, baby! Here are some thoughts on what to do:

- ✍ Schedule an open house **AFTER** the new space truly looks finished.
- ✍ Invite current customers, past customers, prospects on your wish list, "friends" of the company, and media if it's large enough to be newsworthy.
- ✍ Develop a formal tour of new facility that's loaded with key messages about the benefits of the move, particularly to customers.
- ✍ Send guests home with a gift item or gift bag.
- ✍ Prepare and send a "We've Moved" announcement to customers and prospects.
- ✍ Send a press release to all relevant local media announcing the move.

19-19-19

Teammates Moving Guidebook: Tips on Moving Dealbreakers

Some of the biggest problems occur right smack on moving day, and can be avoided with a little shared knowledge from Teammates' experienced staff. The following are categories with various problems you may encounter, and what to check on PRIOR to the move to avoid potential problems.

Building Access Problems

You've gone to a lot of trouble to schedule a move. You get to the new building and you can't get in.

Ask the following questions prior to moving day!

- 1) What is the protocol for moving into the building?
- 2) Can we move into the building during regular business hours? Or do we have to move in after hours or on the weekend?
- 3) Has the security staff been notified that we are moving in? (Be prepared by having the property manager's home and cell phone number, in case there is a problem.)
- 4) Are any other companies planning to move into the building on the same day that we move?
- 5) Can furniture be moved in during business hours, or not?

20-20-20

**Teammates Moving Guidebook:
Tips on Moving Dealbreakers (cont'd.)**

Elevator Access Problems

Elevators (or lack of) are the biggest contributors to delays.

Everybody's got to use them in multi-floor buildings.

Ask the following questions prior to moving day!

- 1) What is the protocol for using elevators to move in?
- 2) Do you have freight elevators?
- 3) Who schedules freight elevators and how much notice do they need?
- 4) If we have to use regular elevators, how many may we use?
- 5) Do you have any specific rules for protection of the elevators while we're moving? (padding, Masonite on floors, etc.)
- 6) Does the building have a loading dock? (Answer may be "yes" if they also have a freight elevator.)

Bad Weather Problems

Heavy rain, excessive wind or snow can seriously delay the move, and also damage electronics and furniture.

Ask the following questions prior to moving day!

- 1) Do the movers have plastic coverings for furniture, electronics?
- 2) Does property management have maintenance people available to shovel and salt walkways?

21-21-21

**Teammates Moving Guidebook:
Tips on Moving Dealbreakers (cont'd.)**

Damage Control Problems

One furniture crate can weigh 400 pounds. This contributes to wear-and-tear on floors, carpets, walls. Make sure the movers use materials that can minimize damage during moving.

Ask the following questions prior to moving day:

- 1) Does the mover have Masonite, duct tape to protect floors, elevators?
- 2) Does the mover have corner protectors where the dimensions are tight, or where there will be heavy traffic?
- 3) Does the mover and/or building management have elevator padding?

Voice/Data Problems

Keep in mind that you'll have an electrical contractor that will wire the building. THEN, you'll need more electrical services when the furniture is actually installed to supply power to each work area.

Ask the following questions prior to moving day:

- 1) Who will wire the workstations and offices once furniture is installed?
- 2) Who will make sure phones are transferred on moving day?
- 3) Who will make sure cabling is done by moving day?
- 4) Who will make Internet connectivity is working?

22-22-22

**Teammates Moving Guidebook:
Tips on Moving Dealbreakers (cont'd.)**

Certificate of Occupancy (C.O.) Problems

Before you can move in, the building will need to be inspected by three different entities:

- 1) A building inspector (for overall review of structural integrity, etc.)
- 2) A fire inspector (from the fire department)
- 3) An electrical inspector

If any of these inspectors don't "pass" the building, then the whole process can be held up while a problem is being fixed.

Your general contractor is in charge of scheduling inspections and making sure the project gets its certificate of occupancy (C.O.). If something needs to be fixed, an inspector can offer a Temporary Certificate of Occupancy (TCO), so you can keep going with the process and get problems fixed so you can pass inspection.

Ask the following questions of your general :

- 1) When are the building inspections scheduled?
- 2) Following inspection, how did the inspection go? Did we get a CO or a TCO?
- 3) If we got a TCO, what problems have to be fixed?

Addendum A

**Teammates Moving Guidebook:
Moving Timeline Checklist**

Six Months Prior To Move Date:

- Choose move leader, assign move team.

(Move captains for each department, and specific people to handle the following tasks: floor space and office layout manager, office furniture and office equipment manager, electrical/telephone/computer manager, employee relocation manager, budget/finance manager.)

- Select vendors for construction, cabling, electrical, furniture.
- Work with vendors to determine feasible move date.
- Set company-wide policy to defer printing new business cards, etc.
- Set up system for tracking tax-deductible moving expenses.
- Order phone and data communication lines for new location.
- Attend all construction meetings, make sure vendors attend as well.

**Teammates Moving Guidebook:
Moving Timeline Checklist (cont'd.)**

Five Months Prior to Move Date:

- Select some employee “influencers” who can provide feedback on the space plan, and generally help incorporate new, more efficient business processes and office layouts.
- Furniture vendor should complete precise field measurement of the new space.
- Develop and finalize space plan.
- Make multiple copies of the space plan and distribute to all vendors involved in the job.
- Employee communications to alert employees of the impending move.
- Oversee construction schedule on a daily/weekly basis.
- Attend all construction meetings, make sure vendors attend as well.

Four Months Prior to Move Date:

- Finalize designs and order signage for new building.
- Oversee construction schedule on a daily/weekly basis.
- Attend all construction meetings, make sure vendors attend as well.

**Teammates Moving Guidebook:
Moving Timeline Checklist (cont'd.)**

Three Months Prior to Move Date:

- Notice to current landlord if this hasn't already been done.
- Oversee construction schedule on a daily/weekly basis.
- Contact your insurance agent to make sure furniture and equipment is covered during the move and at the new location.
- Contact local utility company to set up service at the new location.
- Attend all construction meetings, make sure vendors attend as well.

Two Months Prior to Move Date:

- Research the area surrounding the new location, and gather information on nearby public transportation access, parking options and costs, nearby banks, restaurants and services such as dry cleaners. Build a fact sheet with this information for employees.
- Oversee construction schedule on a daily/weekly basis.
- Employee communications re status/progress of move/new office.
- Develop print or email moving announcements aimed at vendors, customers and prospects and members of the media.
- Attend all construction meetings, make sure vendors attend as well.

Addendum A

**Teammates Moving Guidebook:
Moving Timeline Checklist (cont'd.)**

One Month Prior to Move Date:

- Contact local utility company to confirm service at the new location.
- Order new print materials (letterhead, business cards, sales collateral)
- Contact all vendors who service your company (water deliveries, coffee deliveries, office supplies, etc.) and alert them of the move, and new location for deliveries.
- Company-wide file purging and junk dumping day scheduled.
(Excluding computers and electronics; do NOT throw these away.)
- Oversee construction schedule on a daily/weekly basis.
- Employee communications to alert employees of status/progress of move/new office.
- Prepare electronic files for Web site that update the company address ANYWHERE it is featured on the site, plus a “What’s New” button on the homepage that highlights the company move.
- Attend all construction meetings, make sure vendors attend as well.

**Teammates Moving Guidebook:
Moving Timeline Checklist (cont'd.)**

One Week Prior to Move Date:

- Packing begins, with common areas (artwork, non-critical furniture) handled first.
- Moving maps outlining new office areas by code distributed to employees so they can correctly mark their boxes.
- Oversee construction schedule on a daily/weekly basis.
- Company-wide meeting to outline moving plans/instructions, and distribute maps to the new facility, date and time of the move, and information on nearby services.
- Produce and distribute new office keys or key cards to new building.
- Complete forms at post office to request that mail be forwarded.
- Clean out refrigerators of old food, and clear out freezers.
- Final confirmations of every service or activity that needs to be done for moving day.
- Back up all computer files prior to move.
- Security protocols announced to protect company property and employee property during move, security badges passed out.
- Attend all construction meetings, make sure vendors attend as well.

Addendum A

**Teammates Moving Guidebook:
Moving Timeline Checklist (cont'd.)**

On Moving Day:

- Moving day meeting with move leader and move captains before movers arrive.
- Markers, scissors, poster board and duct tape on hand to post signs as needed.
- Special arrangements for receptionist to handle phone calls and take messages, via a cell phone, if necessary, while move takes place.
- Set up management and critical departments first (set these priorities in advance and alert movers in advance).
- Company check book and petty cash available as needed.
- Tip for movers.
- Voice mail message on company phones alerting customers/prospects that moving day is in process and “it will be difficult to reach us.”
- Security detail to oversee computers and other data-gathering devices.
- Security guards on premises of new site.
- Load Web site updates announcing the move and updating addresses.
- Post “We’ve moved” sign posted at old location.
- Change voice mail to welcome customers/prospects to new location.

**Teammates Moving Guidebook:
Vendor moving notification list**

Service/Utilities Notification Checklist:

Local telephone service

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Long-distance telephone service

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Cellular telephone service

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Copiers/office equipment service vendors

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Computer technical support staff

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

**Teammates Moving Guidebook:
Vendor moving notification list (cont'd.)**

Vending machines company

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Coffee/tea service suppliers

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Janitorial/maintenance services

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Security system services

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Phone answering service

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Call center staff/technical support services

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Addendum B

**Teammates Moving Guidebook:
Vendor moving notification list (cont'd.)**

Office supply vendor

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Overnight delivery services

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Construction completion date

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Telecommunications installation date

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Telecommunications testing date

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Certificate of Occupancy inspection date: _____

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Addendum B

**Teammates Moving Guidebook:
Vendor moving notification list**

New Address and Postal Code confirmation

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Phone number confirmation

Vendor contact: _____

Date confirmed: _____

Vendor phone: _____

Main phone number _____

FAX number: _____

FAX number: _____