



## CASE STUDY - NG BAILEY

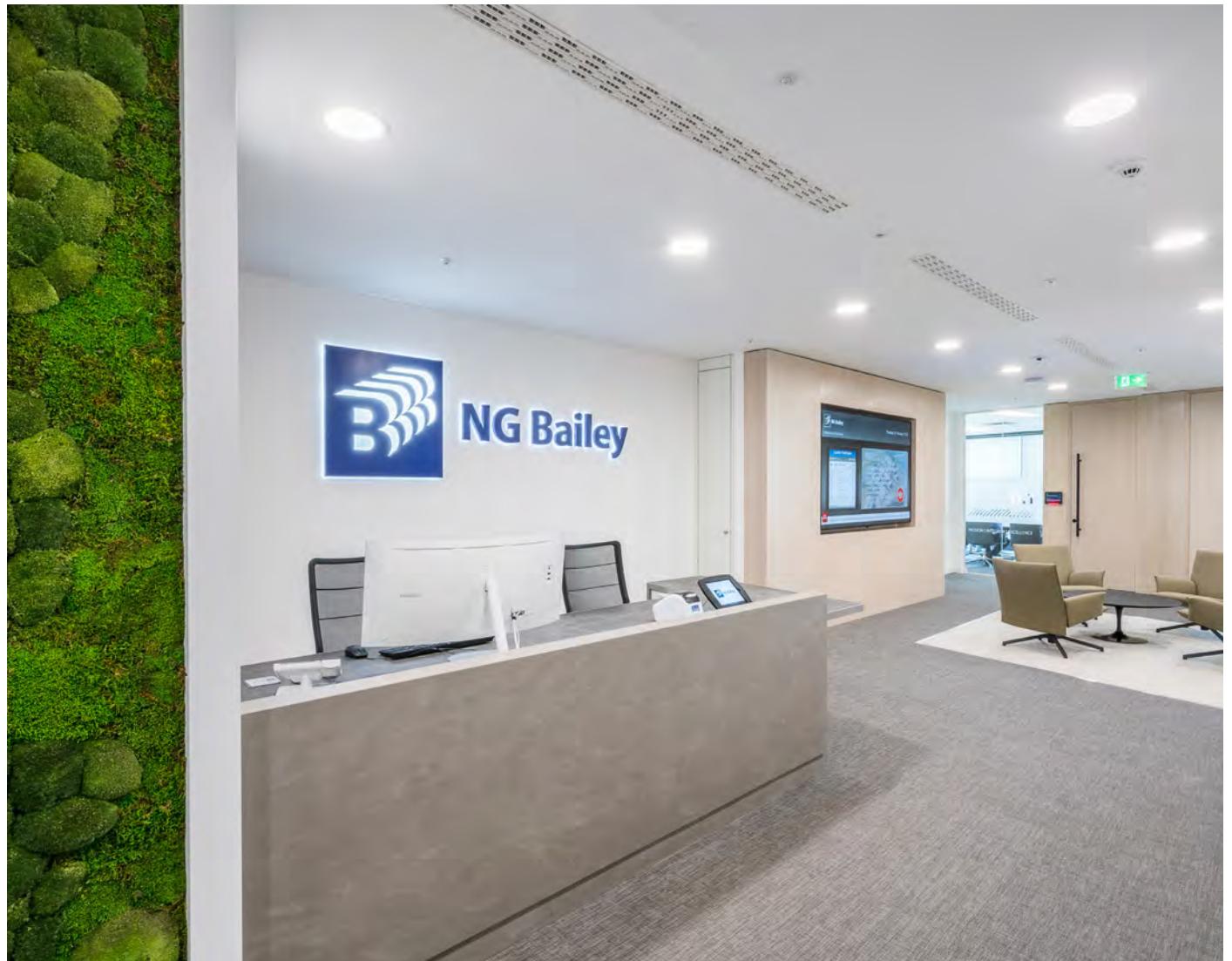
NG Bailey employed us to design and project manage the works for the relocation to their new office at 20 Farringdon Street, London. The brief was to create a client facing corporate headquarters and to provide an inspiring office space to support their increasingly agile workforce.

Located on the 10th and 11th floors of a fully refurbished building, it was decided to position a client facing reception area and suite of meeting rooms on the 11th floor with views over the city and to allocate the remaining 11th and 10th Floor areas to general office functions including flexibly allocated workstations, meeting rooms, touchdown spaces and breakout areas.

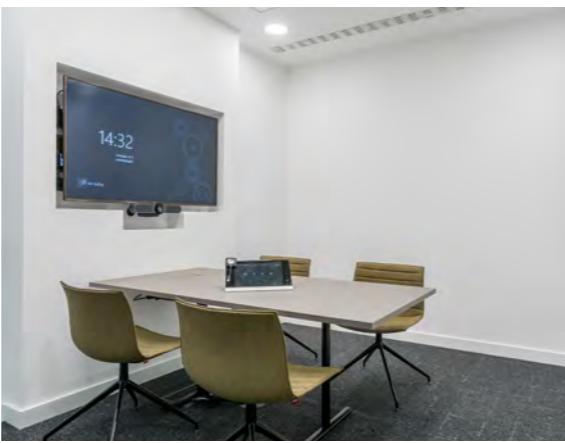
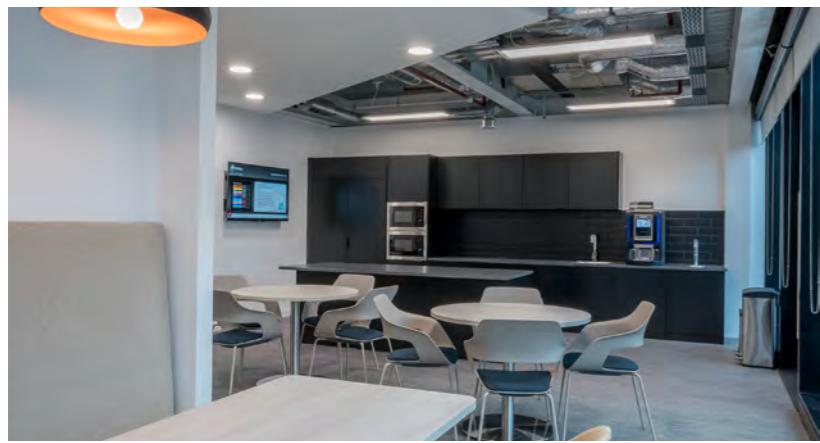
NG Bailey hoped analysis of their workforce would confirm its agility and that this would create opportunities for a more compact and dynamic working environment. Robust investigation of existing work patterns as well as a desire to support and expand flexible working supported their aspirations and thereby the brief.

*"The Workspace Consultants were able to easily identify what we needed in terms of workspace, work style and staff and ensured we met the brief for all departments as well as our external client requirements. What seemed a daunting project to begin with was made extremely simple and the look and feel of our new office has met with nothing but praise both internally and externally. Crucially, the project was also delivered on time and on budget"*

**Jonathan Stockton - Group Director of Strategy and Performance**



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We recommended occupancy rate surveys for all areas and these were subsequently managed internally over a significant time frame to ensure accuracy.

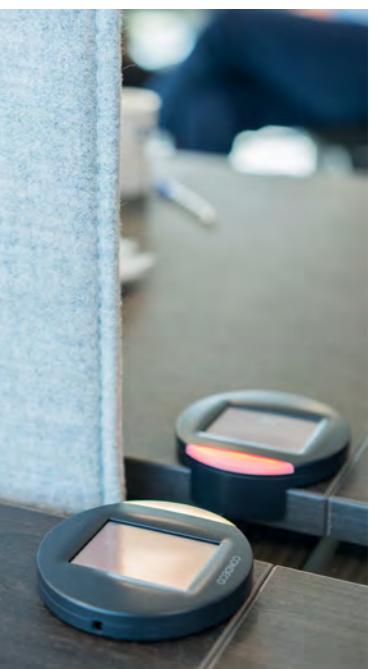
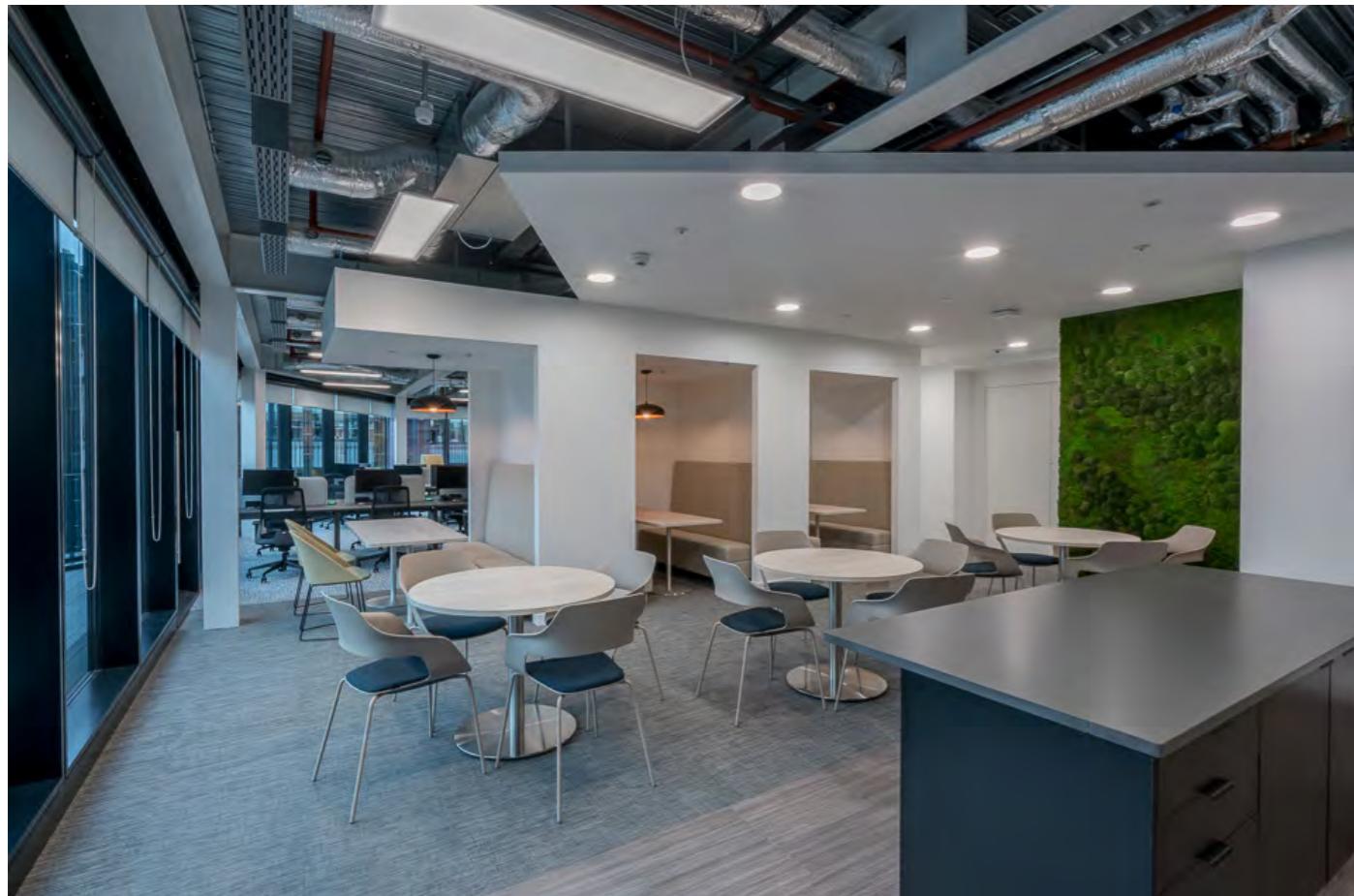
The 16 week time & motion survey confirmed an average occupancy rate of 56% for the open plan and departments have now been allocated desks in flexible neighbourhoods at agreed levels. The desks are supported by lockers and touchdown spaces to allow for peak occupancy as required.

The meeting room survey found that 65% of meetings were internal and for under 4 users. It was clear that the already agile workforce needed more space for spontaneous collaboration and this has been the cornerstone of the open plan design.

Individual tasks can now be performed in multiple work settings with touchdown spaces, acoustic chairs and booths as well as small meeting rooms located to support the open plan.

*"The Workspace Consultants listened to our ideas and thoughts, spoke with key stakeholders, looked at our time and motion studies and expertly turned it all into a reality; their designs were imaginative and flawlessly eliminated wasted space. They were also always on hand to answer any questions we had."*

**Danielle Ashmann - Office Manager**



PROJECT:  
DURATION:  
SIZE:  
OCCUPANCY:

NG Bailey, 20 Farringdon, EC4  
26 weeks  
11,750 sqft  
Office Space

The management of the works from inception to completion was achieved within a tight timeframe with little margin for error and presented us with many challenges. We achieved our goal by having clear, open communication channels with NGB and by giving honest and timely guidance on all aspects of the project.

In order to ensure best value we ran a transparent tender process after a stage 3 design with cost consultancy on items thought to be outside of the market norms. From the initial client meetings to the project pre-start meeting and throughout the construction programme, all stakeholders had a clear understanding of their roles within the process and expected deliverables. This clarity gave the project the sense of urgency required to maximize time available to all parties. Project programming was a particular challenge for us and managing expectations was the key to success here, both with the client and with the selected contractors.

Snagging started early with a significant bespoke joinery package being carefully quality checked and we believe the result is outstanding. We are immensely proud to have been part of the team that made this project happen.

*"Our relocation had tight timescales and high expectations and Workspace were able to ensure completion to a very high standard within programme. We introduced several direct suppliers for AV as well as room & desk booking systems and these were managed in a timely fashion into the construction and furniture installation phases."*

**Indi Singh Sall - Solutions Director**



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