

**client**

Global automotive lubricant brand

**location**

United Kingdom

**further information**

Ann Brewin

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**services provided**

- Workplace Engagement & Communication Process

**the challenge**

The property team defined three business objectives for the move:

- To help create a competitive cost base for the company
- To support the needs of employees, providing a more productive and inspiring working environment
- To bring the company's brands alive in the workplace

**project scope**

- A poor design brief will focus purely on base worksetting needs and technical specifications, making it difficult for a design team to respond effectively to the strategic objectives of the move.
- Together with fti, the team set out to create a business-led brief - one which gave the architects the insight necessary to develop a business-led design solution.
- Leadership interviews
- Appointment of user champions
- User group forums
- Employee survey
- Space utilisation analysis
- Brand and HR interviews

**outcomes**

- Project delivered on budget and on time
- The division now occupies only two floors, delivering significant long-term cost savings
- The new workplace is "owned" by the employees and supports the company's working model
- The workplace has a sense of energy, dynamism and community
- The building now feels like the global HQ of a leading Lubricants company, a living representation of the company

"forward thinking inc. have been instrumental in helping us review our global strategy and establishing measurement systems to help us stay on track. The team are always practical in their approach as well as challenging when we need them to be."

– Global Marketing

**client**

Government Agency

**location**

Bristol, United Kingdom

**further information**

Ann Brewin

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**services provided**

- Employee engagement and communication
- Strategic Design Brief for Workplace Refurbishment

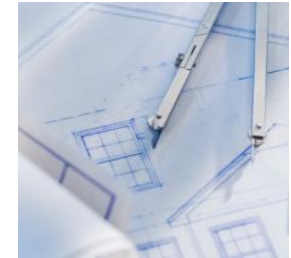
**the challenge**

A government agency was planning a large scale refurbishment of its Head Quarters in the South West, with the aim of introducing more remote working and subletting one floor of the building.

In addition, the Property team faced specific challenges regarding managing employee satisfaction throughout the move - without any additional decant space available. The move had to be carried out in 3 stages over 2 years, meaning employees faced multiple moves throughout the programme.

The team wished to ensure that employee satisfaction was not damaged by the disruption, and the final design would deliver a productive and inspiring environment in which to work.

fti engaged employees (including senior management) to develop a Strategic design brief, collaborated with the appointed architects to ensure its recommendations were reflected in the design, and managed communications with employees throughout the entire process.



**project scope**

- Senior management interviews
- Employee workshops
- Employee survey (exploring the organisation's working model and workplace satisfaction)
- Marketing and HR interviews
- Development of a Strategic Design Brief
- Workshops with the architect's project team to communicate Brief and review designs
- Communication materials to keep employees informed throughout the programmes (designed with consistent "project brand" )

**outcomes**

- A refreshed workplace design
- Employee buy-in to changes in the working model and proposed design
- A sense of employee ownership over the new working environment

**client**

Investment Bank

**location**

United Kingdom

**further information**

Chris Woolston

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**services provided**

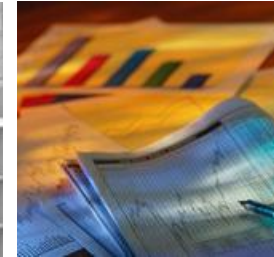
- Workplace design strategy
- Design brief
- Post move quantitative evaluation

**the challenge**

The client wished to develop a 'flexible box' model which would introduce flexible working practices for the bank as well as 'plug and play' flexibility in managing workplace churn

The model to be piloted by a division of the business moving to new offices

fti were asked to develop the principles of the new model, brief the architect / interior design teams and then review and analyse the pilot results



**project scope**

- A series of workshops with senior internal client teams and Sales, Real Estate / Workplace teams to identify key strategic priorities, issue and opportunity areas and principles of the new 'flexible' approach
- Development of detailed recommendations for the new model with practical, human and technical challenges thought through
- Production of briefing document for tendering design teams and management of briefing and review process for the client
- Quantified post move pilot survey and analysis to analyse learning

**outcomes**

- Design and execution of a successful pilot with learning used to inform the roll out across UK portfolio

**client**

Global Bank

**location**

Singapore

**further information**

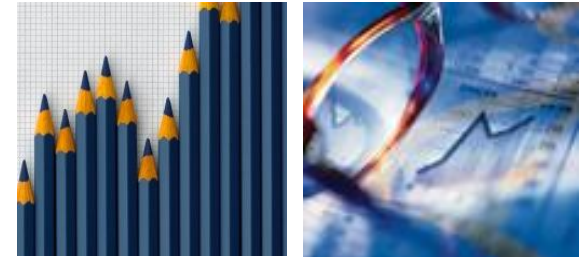
Chris Woolston

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**services provided**

- Workplace change, post project assessment



**the challenge**

Building on a successful flexible working pilot developed and executed with fti's help in London, the client wished to review learning from a major move in Singapore, impacting circa 1,300 employees

Outputs to be used in fine tuning the working model and its potential, in Asian markets

**project scope**

- Pre and post move electronic survey of circa 1,300 employees in Singapore
- Analysis of data on workplace satisfaction and employee productivity
- Production of report and recommendations

**outcomes**

- Completion of successful learning exercise
- Buy-in from Asia Pacific team to new quantitative methodology
- Further benchmark data for use in global workplace strategy evolution

**client**

Merchant Bank

**location**

United Kingdom

**further information**

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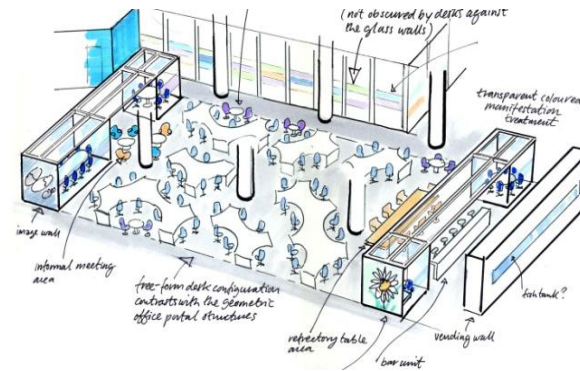
**services provided**

- Workplace strategy
- New working model concept
- Design brief

**the challenge**

The client wished to develop a new working model for the bank and establish a pilot workplace in the London HQ to demonstrate its value

The objective was to better reflect and reinforce the Bank's distinctive brand and culture, establish new space standards, support flexible working where appropriate and encourage the development of relationship capital

**project scope**

- Extensive internal interview programme with management across all business units and functions
- Development of business unit / function analysis detailing - profile, organisational characteristics, dynamics, interaction patterns, workstyle and support needs, issues and opportunities
- Workplace utilisation studies
- Workplace satisfaction survey
- Development of new working model recommendations and conceptual ideas
- Adjacency model
- Stacking diagrams
- Space analysis and new space standard recommendations
- Brief and briefing of interior design team for initial pilot fit-out

**outcomes**

- Fundamental client rethink of working model
- Agreed pilot workplace strategy and related design principles
- Detailed briefing pack for interior design team

"forward thinking inc. worked closely with me on the development of a 'new working model' for the UK business, with the potential to transform the way we work and make a significant impact on the bottom line. I find them to be highly tenacious and professional in everything they do."

– Head of Workplace and Facilities Management