

# University of Bristol

## Estates Office

**DISCLAIMER:** Please note this document is currently being overhauled, and will be updated in due course.



# Office Moving Guide

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## **Introduction**

Planning an office move, whether internally or to a new site, is an unfamiliar experience for most people and can be both exciting and stressful. The Estates Office has produced this guide to help staff prepare for your move and minimise disruption to your department.

The key to keeping it simple is to break it down into easy steps. We've listed everything you need to think about – from the beginning stages of the project to move-in day and beyond.

We hope that you will find the information and instructions in this guide useful and that it will ensure your move goes as smoothly and efficiently as possible. Please feel free to copy any parts you wish or request further copies.

## Why are you moving?

There are several reasons why your department may need to move, whether on a temporary or permanent basis. It helps to communicate the reason(s) to staff at the very beginning of the process so that everyone is clear and feels involved.

The main reasons for office moves are:

- o **University space requirements have changed**

Space and Asset Management (S&AM), as part of the Estates Office, work to ensure that the University has adequate space, in the right locations, to function effectively and efficiently. The accommodation of new staff, equipment or even to move whole departments or directorates to achieve desired co-location will from time to time necessitate reorganisation and moves of staff and resources.

- o **New builds, refurbishment and redecoration**

Your current space may require refurbishment that cannot be completed without clearing the site e.g. for the removal or inclusion of walls, or electrical upgrades – or it may require redecoration or new flooring. The temporary relocation of staff so a project can be delivered is referred to as a "Decant". Alternatively, you may be moving to another newly refurbished area within your current or an alternative building, or into a newly built space.

If your department is moving into a newly built or refurbished space, the Estates Office, through the Project Leader, will have already discussed and agreed the following areas with your Head of Department and Space and Asset Management;

- General layout (including how many people/workstations you need to accommodate)
- Shared space (including print areas and corridors)
- Disabled facilities, access and security
- Meeting rooms, offices and reception areas
- Teaching/laboratory space (if required)
- Tea points and toilet facilities
- Heating/Cooling, electrical and other fuel requirements
- Storage space
- A timetable for completion of the project
- Any other specific requirements
- o **Your requirements have changed**

Staffing levels and team functions will change over time – the space that was fit for purpose a few years ago may no longer be appropriate. S&AM can advise on ways to maximise the efficiency of your office space. However, it maybe that simply reorganising furniture will no longer suffice; at this point S&AM will work to furnish your Head of Department with potential options. From this, costs of refurbishment can be obtained and bids made to the Capital Investment Programme Board (CIPB).

CIPB is the University Board charged with all allocations of space and capital for building work. So changes to resources beyond Department/School/Faculty's current allocation will require approval. Estates Office staff will be able to assist you with preparing a bid to CIPB.

It is worth noting, early engagement with S&AM is crucial as finding solutions can be reliant on long term strategic planning. Property based decisions tend to be taken long term and require careful consideration.

## Roles and responsibilities

Although staff from various departments across the University will be available to help you throughout any builds/refurbishments and moves, your department will need to have its own nominated person who will be able to liaise directly with your own staff and others. This person is known as the "Department Move Coordinator".

Ideally, this person will

- Be given the authority to act and make decisions on behalf of the Head of Department
- Able to organise both people and tasks and encourage teamwork
- Effectively communicate information and instructions to staff and be sure that they are understood and complied with, dealing with any concerns raised
- Know how their department functions and be able to consider any impact on its effectiveness
- Able to manage a budget (if necessary).

The Department Move Coordinator may wish to form a small team within their own department, to assist them and meet regularly as a group to plan all the things you need to do. They may want to assign team members specific tasks such as:

- Agree a seating plan with staff
- Coordinating office tidy-ups and waste disposal
- Clearing and packing shared areas and kitchens
- Directing furniture and crates to correct locations
- Redirecting your deliveries to your new location
- Ordering new stationery, or producing temporary signage etc.

## Who else will be involved and why?

The following departments will usually be involved during the move process – however, this is not an exhaustive list, as other agencies may be involved depending on the intricacies of any move:

**Estates Office** – will lead new build/refurbishment projects through its Capital Projects and Capital Maintenance and Infrastructure offices, and help coordinate your move. The University's "Configuration and Move Coordinator", who is the main central point of contact for office moves is based within this office at 1-9 Old Park Hill

**Facilities Management** – will ensure smooth management of all buildings in their area and will work closely with **Safety and Health Services** to adhere to building regulations and safety systems. They will liaise with other building users who may not be directly involved with the move, but may be impacted (either by disruption, or any affect to shared building facilities)

**Learning Facilities Management** - will organise the relocation of audio visual equipment in specialist teaching space, or any other audio visual equipment your department may use.

**IT Services** – will help to move your PCs and printers and ensure they are working in your new space

**Removals Contractor** - will assess your needs and supply a workforce to carry out your move

**Security** – will need to be aware of occupation in new and old spaces and will help to allocate car spaces where appropriate

**Site Services** - will arrange cleaning, Portering (if needed) and postal deliveries/ collections for your new space

### Space and Asset Management

- **Asset Management** – will liaise with landlords where properties are leased. This could be to coordinate any landlord's consent for works or for alterations to legal agreements, or documents
- **Space Management** – will provide advice on good practice, sign off overall allocations of space and give feedback on bids to be made to CIPB, agree any new room numbers, and update CAD drawings and occupancy data in Space Management systems following any moves

**Sustainability** – will be involved in waste management and recycling, reuse of furniture, equipment and office resources, monitor and advise on energy usage within your new space and can advise on transport related issues.

**Telephone Services** – will reassign phone lines and numbers, transfer your current services, and deal with faults and requests for new equipment

**Timetabling Team** – if teaching spaces will be out of use during moves, they will need to update Syllabus Plus and assist with moving/rescheduling teaching.

**Remember!** Involving all appropriate people and departments and keeping them in the loop will prevent surprises and delays during your move. The Configuration and Move Coordinator can help you with this.

## Getting started

Once it has been decided that a move will take place, the Department Move Coordinator should meet with the Estates Office's Configuration and Move Coordinator.

The Configuration and Move Coordinator will be able to:

- Help you plan your move and advise on how to allocate tasks
- Agree a timetable with you and advise you/others of the steps needed throughout the move process
- Answer questions
- Act as the point of contact for your department and any other agencies involved in your move
- Help make and confirm arrangements
- Resolve problems

Contact details for the University's Configuration and Move Coordinator can be found at the end of this document.

## Planning your move

**There are lots of stages involved in any move, how can you make your move go smoothly?**

1. **Start planning as early as possible.** This will give you time to think through every aspect of the process. It is easy to underestimate the amount of time and resources it may take to organise and carry out the tasks associated with any move.
2. **Identify any key dates or time constraints.** E.g. start of term, exams, holidays of key individuals, conferences, open days etc.
3. **Office move budget.** Allocate an amount in case your department needs to fund extra furniture, new stationery or other items.
4. **Office move checklist.** Use a checklist for tasks that you can complete in advance and on moving day. Advance tasks include packing and labelling items, shredding unwanted documents and disposing of unwanted furniture and other waste. Tasks on the day include checking inventories of items moved and placing key staff in the old and new buildings to direct operations.
- s. **Office move plan.** Obtain plans of the new office layout from Estates, the process for requesting drawings can be found at: [http://www.bristol.ac.uk/estates/media/accessing-drawings1\\_2.pdf](http://www.bristol.ac.uk/estates/media/accessing-drawings1_2.pdf) and decide where to place furniture and equipment. Assign work spaces and address any concerns with staff well before your move.
6. **Plan a skeleton operation.** Organise a skeleton operation to maintain vital functions while the move is underway. This could be just a mobile phone or laptop so that others can get hold of your department during the move. Let Security, Porters and Telephone Services know your plans and contacts.
7. **Minimise downtime.** Only key staff directly involved with your move should be present on the day and should be on hand at both the loading and unloading sites. All other staff will be required to stop working on site to avoid accidents or disruption. However, you may want to ask them to work at other locations or from home, or they may wish to schedule leave until it is time for them to unpack their items. It is wise to have a contingency plan in case of sickness on move day.
8. **Communicate your office move plan.** Make sure all your staff know what's happening (when to clear their desks, what to tell clients, when to move, etc.) - they may need reminding! Set up a bulletin board or intranet with key information, such as deadlines for packing and the new office layout or send an internal memo with key dates. Brief staff to inform them of their

responsibilities and to answer questions. Ask staff to take personal items home for safe-keeping. Don't let everyone leave things to the last minute!

9. **Assign office move duties.** Put someone in charge of managing the packing and de-clutter process. Staff might clear desks, pack and label crates, or create and check inventories of materials. Leave crating and lifting of heavy or expensive items and disassembling/reassembling furniture to the removal firm experts, who have insurance to cover breakages and who are responsible for their own health and safety.
10. **Before moving IT.** Back up important data and ensure that staff can access what they need within your skeleton operation.

## Layouts and seating plans

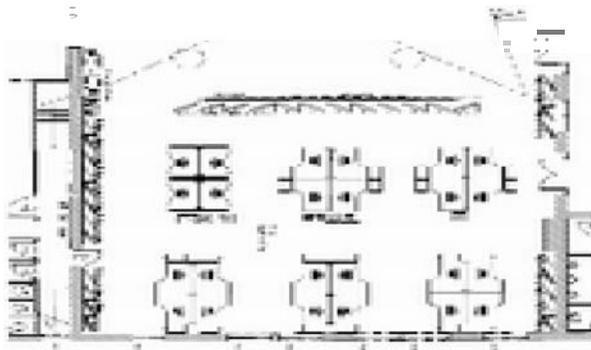
One of the first and most important tasks in any move is to agree a seating plan that everyone (as far as possible) is happy with. People may need to be grouped together for work purposes and space constraints may limit the layout of desks and other furniture.

The Estates Office Project Leader or Configuration and Move Coordinator can help you obtain drawings of your new or current premises and these can be used to create detailed seating and furniture plans (see example below). The creation of numerical or alphabetical sequences can help to show where each person and each item of furniture or equipment will be located.

**Tip!** You may find it helpful to take photographs of your current office layout, furniture and equipment. This may help you to; get a sense of how much space items will take up, identify items that need replacing or recycling - or identify items that may need to be positioned in particular areas, near certain individuals or other equipment. It will also help when compiling inventories (the Configuration and Move Coordinator can supply a furniture inventory form) and matching furniture types.

The University has approved suppliers for furniture and equipment, which must be used. Information about suppliers can be found at: <http://www.bristol.ac.uk/procurement/> (see the 'Information for staff' section). The University has an internal furniture reuse web app Restore <http://www.bristol.ac.uk/environment/waste/> where you can donate unwanted furniture to, or obtain furniture from. Godfrey Syrett is the University's approved furniture supplier and the Configuration and Move Coordinator can arrange for a representative to provide samples and alternative layouts (see page 26 for Godfrey Syrett's contact details).

*Example of an office layout plan:*



## **Site visits: Staying safe and showing courtesy to others**

Staff may wish to visit their new location prior to moving in, so that they can visualise where furniture and equipment will go and what space they will have for themselves.

Please remember and appreciate that current occupants may still be working in the area up until the time of your move and that any visits should be agreed and arranged in advance, at times to suit both parties, to avoid unnecessary disruption.

Where a project is on-going, it is essential that any visit be planned in conjunction with the Estates Office and contractors working on-site. Construction sites are by their nature hazardous places and should not be entered unless you have made arrangements to do so and have also obtained suitable PPE (Personal Protective Equipment).

## Who will cover costs?

If your move is part of a wider Estates Office funded project, we will place official orders and cover the costs of the move.

If your move is not Estates funded, or if you require additional items or services outside of the original scope of the project, we will discuss your requests with you and agree what will or will not be included.

Anything not included will need to be paid for by your department or faculty and you will need to place official orders through the Proactis finance system.

Departments *may* be required to fund:

- Removal costs, including crate hire
- Furniture - the cost of new furniture, delivery and installation
- Disposal costs (of old furniture, computers, waste)
- Relocation of AV equipment in specialist teaching space, meeting rooms or offices
- Extra security (during the move)
- Printing costs
- Telephones - equipment and installation
- Marketing costs - new stationery, announcements, invitations, website update of new address, plus mail redirection
- Temporary storage, before, during and after the move
- Extracleaning.

It is advisable to set a budget and allow a contingency amount to cover any unexpected costs.

## **Tidying, disposing of unwanted or damaged items and recycling**

It is your responsibility to arrange for all waste and recycling to be removed from your old office, this needs to be planned in advance so that you allocate enough time for staff to manage their waste correctly in line with legislation.

No-one wants to be moving a mountain of obsolete paperwork, outdated equipment, or damaged items of furniture that you have amassed over several months or years, during an office move. Anything that is not going to be missed or used in your new work environment should be appropriately disposed of, or recycled where possible.

There's no point in wasting time and money moving things you're not going to need and it will help to reduce the amount of packing needed and also the amount of crates to be moved on the day.

A whole-office de-clutter session can be very therapeutic and fun, and is an opportune time to reassess and calculate your current and future storage needs. You need to inform Sustainability in advance so they can arrange extra waste and recycling collections from your building, and they can advise you how to dispose of items. It is not permissible to leave waste outside your building and in bin stores if it isn't correctly contained.

Our advice is to arrange a specific date/time to carry out a de-clutter session and during that session you may want to:

- Clear out obsolete files and scan documents you don't need in hard copy
- Securely dispose of any information by shredding or using confidential waste boxes/sacks (remember to arrange collection through Sustainability)
- Identify any unwanted or damaged furniture, computers or appliances and notify IT Services and Sustainability's "Re-Store" website where appropriate
- Have plenty of extra bins and recycling points set up (encouraging staff to dispose and recycle)
- Arrange for the removal of all waste and recycling with prior agreement from Site Services and Sustainability.

During your tidying session, you may also want to consider:

- Your current storage needs
- What you will require in your new space
- Possible future requirements
- Individual storage - at desks or lockers
- Document storage

- Storerooms or cabinets (for office supplies and equipment)
- Secure storage and safes
- Off-site storage - Can you reduce the amount of space you need by moving long-term storage off-site?

Furniture that is surplus to requirements should be advertised on Re-Store so that other University departments can use it. It can be removed by our removals contractor and either placed into storage for reuse elsewhere or recycled/disposed of. Please leave any keys relating to the furniture in the locks.

You can use Sustainability's "Re-Store" website to advertise unwanted items of furniture, office supplies or equipment, or to locate extra items that you might need. Visit <http://www.bris.ac.uk/re-store/home.html> for details, using Single Sign-On.

Most paper waste can be recycled using the blue recycle bins already in your office, or through confidential waste bins or sacks which will be collected. Site Services will also be able to provide general waste sacks for normal rubbish. Waste should be removed prior to move day, as this will keep the area clear for the removals contractor.

If you have secure shredding boxes, whose contents are normally collected regularly, please inform Sustainability so that these can also be moved or reallocated and collections rearranged.

If your move involves the transport or disposal of chemicals or radioactive materials, advice should be sought from the Health and Safety and Sustainability offices – the Configuration and Move Coordinator can help you with this.

For advice on waste management and recycling at the University, please visit the Sustainability website at: <http://www.bristol.ac.uk/environment/waste/>

### **When disposing of old electrical items**

**Please note!** From January 2007 the Waste Electrical and Electronic Equipment (WEEE) directive came into force to encourage the reuse and recycling of equipment. To find out about our responsibilities visit [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

Unwanted IT equipment should be notified to the IT help-desk as they may be required to wipe existing data securely from drives, or may be able to reuse equipment elsewhere.

## Crates

The vast majority of items to be moved will need to be packed into crates and these will be supplied by the removals contractor.

In order to assess how many crates you will require, their representative will visit your department and compile an inventory based on the amount of furniture you have, the number of staff, computers and other equipment, and any other items.

Staff are normally responsible for packing (and unpacking) their own items, but occasionally packing can be provided by our removals contractor, although this will incur additional costs that may need to be met by the department.

Special security crates can also be supplied for personnel records and restricted documents. Crates will be delivered to your premises in stacks of 20-25. If you are using a very large quantity of crates it is helpful to designate areas from which staff may collect them as and when they are needed. When they are empty they should be returned to a similar area for collection. Please do not fill crates above the stacking bars or lids. When they are full the crates should be stacked in lots of three or four.

Where departments are funding moves directly, they will receive a quote from the contractor and will need to generate an official purchase order through the Proactis finance system.

We will arrange for the delivery of A3 Standard packing crates (see example below) direct to your location(s), by our removals contractor, for your office move at least three working days before the move takes place.



Identification labels will also be supplied at this time (please see the section on 'Labelling' for our suggestions on how to label your crates and other items).

Special packing crates: IT1-Crates which can be supplied to house your IT equipment and printers will be brought by our removals supplier on the day(s) of your move. This equipment should only be packed/unpacked and moved by the removals contractor and/or the IT Zonal Support Team. Please note: these crates will be

taken away immediately after the equipment has been moved and unpacked.



For the moving of filing systems or libraries, A6 Metre long crates can be supplied - these help to keep large amounts of sequential documents in order.



Crates should be packed carefully and sensibly to avoid making them too heavy, unstable or likely to spill. Please do not overfill crates, especially with books - you should leave sufficient space at the top of each crate or box to ensure that the lid closes completely to ensure that they can be moved and stacked safely. On the rare occasion that you may have to move any crates yourselves, you should follow the Manual Handling instructions supplied by Safety and Health Services (see 'Health and safety' section).

All items should be placed into the crates provided for the move. If you need to use cardboard boxes for some items, make sure that they are properly assembled and sealed securely with strong tape. Make sure they remain within a weight which can easily be lifted by one person.

Boxes should be clearly marked with your name and the room you are moving to. IT equipment should have labels attached with this information. IT equipment will normally be disassembled and reassembled by IT, but packed and transported by the removals contractor. Your Department Move Coordinator will advise you of the timescale for this.

Shared cupboards and other items of furniture should be cleared by all people who use them, with items placed in crates. Kitchen items should be cleaned and packed. Larger items, such as fridges should be both empty and clean whether they are being left or moved.

The removals contractor will use specialised crates and equipment to transport your computer/electronic equipment, libraries, bulk supplies, lamps, and other breakables.

### **Delivery and collection of crates**

This is arranged to suit specific needs and will be scheduled between the Department Move Coordinator and the Configuration and Move Coordinator as part of the pre-move planning process. All crates will need to be receipted on both delivery and collection.

All crates will need to be emptied and ready for collection by the removals contractor no later than two weeks after your move has taken place.

Please ensure all crates are fully accounted for, as any outstanding crate hire costs will be charged to departments after this two week period.

If any crates are 'lost' – please report this to the Configuration and Move Coordinator as soon as possible. Depending on the circumstances, your department may have to pay for lost crates.

If you need to keep items in storage, special cartons or boxes are available to purchase from the moving company or through your usual stationery suppliers – however, any costs must be met directly by departments.

## Labelling

All crates, furniture, equipment and sundry items that need to be moved must be labelled and the removals contractor will provide sufficient colour coded labels for this purpose (see example below). The labels will normally be delivered at the same time as your packing crates, with more available later if needed.



The image shows a rectangular label with a blue header section and a white body section. The header section contains the text: "McKeown Business Moves", "Tel: 0117 3789927", and "www.mckeownbusinessmoves.com". The body section is divided into two columns by a vertical line. The left column is labeled "Room" and the right column is labeled "Position".

The more accurate information you can provide on each label, the easier it will be for the removals contractor to make sure your items are positioned correctly in your new space. You will either be allocated a specific room number and/or desk position within an open plan area and this may be colour coded to help identify your items and furniture. Please complete your labels clearly with your name, department, the building you are going to and your new office number or desk position.

Where floor areas are particularly large, on different levels or with a number of cellular offices, it can be useful to draw up individual plans for each area, floor or office. Post a floor plan at the entrance to each floor and office plans on the appropriate doors or windows as a guide for the moving company and staff.

Please ensure that the room and position numbers entered on each label correspond with those indicated on the floor plan.

Important! Please ensure that any old labels from previous moves are removed from furniture, crates and all other items to avoid any confusion during the move.

### Effective labelling and placement

Labels should always be clearly written, placed prominently and the correct way up. Try to record the information on each label in a uniformed manner - this helps the removals contractor place your items in your new location quickly and efficiently.

Labels should always be positioned at one end of each crate - this ensures that it remains visible when crates are stacked.

Important! Any items of equipment or furniture destined to remain in your current location, for re-use, or for disposal, should be labelled 'Do Not Move'. This will eliminate unnecessary effort and expense.

Once you have your location code(s) from your Department Move Coordinator, carefully write (print) the details onto the labels (where possible, please use a dark

permanent marker pen). We would suggest writing your labels **BEFORE** affixing them to items or furniture, as it reduces the chances of damage caused by ink bleed or impressions.

## **Packing**

The process of packing everything within an average sized department of 40 staff will usually take one to two full-days to complete.

Individuals will be responsible for packing/unpacking their own items unless specifically agreed in advance between the Department Move Coordinator and Configuration and Move Co-ordinator, and the Removals Contractor. Extra cost will be incurred if the Removals Contractor is required to pack/unpack on someone's behalf and if these costs are considered to be outside of any Estates project, the department will be responsible for those costs.

All packing must be completed prior to the start of the actual move – trying to pack while furniture and other items are being moved around you is unsafe for both you and the removal company and will make the whole process considerably longer.

**Tip!** If possible, work methodically from one end of the room to the other. That way you won't have people treading on each other's toes and there is less chance of you missing something and leaving it behind.

## **Furniture**

If the removals contractor notices that furniture is already damaged before or when they try to move it, they will report this to you and check that you still want it transported. This will allow you to substitute another item of furniture in its place if you wish.

## **Furniture contents**

The contents of desks, cupboards, lateral filing systems, book cases, shelving units and racking should be packed into the crates provided.

**Tip!** When packing items of loose stationery from desks or cupboards, it may be useful to seal these items in envelopes or bags to prevent them spilling within crates.

## **Bookcases and storage cabinets**

We recommend that shelves should be removed from bookcases and storage cabinets and stacked in the bottom of each unit - this will prevent them falling during transit. Please remember to make a note of current shelf positions to aid your unpacking and remove the holders for safekeeping, as they can often get lost during moves. Please lock any doors, or secure them by taping or tying them closed where possible.

## **Multi-drawer filing cabinets and cabinets containing confidential files**

As a rule, all cabinets should be emptied and the contents packed in crates. Occasionally, the removals contractor will be able to move cabinets without them having to be emptied – this is usually only when they are moving between offices in the same building or on the same floor where there is easy access to lifts. If they indicate that this is possible, do not pack the contents – instead, lock the cabinets

and ask appropriate staff to retain the keys. If they cannot be locked for any reason, please ensure you secure them with tape or string.

Crates (or cabinets) containing confidential files should be escorted by a member of staff during the move, please advise both the Configuration and Move Coordinator and the removals contractor in advance and they will arrange for files to be transported together in as few trips as possible.

### **Safes and fire-proof cabinets**

Safes and fire-proof cabinets should be emptied and packed into crates where possible. As with confidential files, these should also be escorted by a member of staff during the move.

It is important to establish in advance that the floor loading in the new space is sufficient to take the weight of these items. In some cases the movement of safes may have to be scheduled separately and special lifting equipment may be needed. The Configuration and Move Coordinator can advise you of the best course of action.

### **Computers and IT equipment**

Our removals contractor will pack and transport all desktop computers and associated IT equipment for you on the day of your move. Special crates will be provided on the day of the move for this task. Occasionally this service may also be provided directly by the IT Zonal Support Team for your area.

*Please note: When moving between zones, both IT Support Teams will be involved.*

Your IT Zonal Support Team will help you disconnect and reconnect your equipment and will ensure that:

- Your PC is working correctly
- The software you require for your role has been installed
- You have been linked to the relevant printers/photocopiers in your new area.

They will also be responsible for ordering any new or additional IT equipment you may need.

If you experience any problems with your IT provision, please contact the IT Service Desk using the following contact information:

Web: <https://servicedesk.bristol.ac.uk/tas/public/index.jsp>

Email: [service-desk@bristol.ac.uk](mailto:service-desk@bristol.ac.uk)

Phone: 0117 928 7870 internal 87870 Mon-Fri 8:00am - 5:15pm

Counter Service: Mon-Fri 9am-5pm

Address: 5 Tyndall Avenue, Bristol, BS8 1UD

Please ensure that any data not stored on central servers is fully backed up before your move commences and that your computers are turned off and disconnected unless instructed otherwise by IT Services.

## **Photocopiers and other office machines**

Photocopiers must only be moved in accordance with the manufacturer's instructions. Please supply the Configuration and Move Coordinator with details of the make, model and serial number of your machine(s) as early as possible so that arrangements can be made with the supplier. Unauthorised moving may result in any maintenance contracts or leases being null and void. They and most other large office machines will generally require the manufacturer to move them and nearly all require advance notice of a few weeks.

As machines can be heavy and easily damaged, we would advise that:

- You **DO NOT** attempt to pack them
- Leave them in their current positions
- **DO NOT DISCONNECT** them, unless instructed to do so.

## **Vending machines**

Vending machines must be emptied and disconnected before the move. In most cases these machines are moved and re-installed by the supplier and will also require advance notice.

**Remember!** Notify delivery operatives of your change of address.

## **Fixtures and fittings**

Ideally, fixtures and fittings such as shelves which are screwed to the floor should be removed in advance by submitting a job to the Estates help-desk. If they have to be removed on move day, the moving company can remove them, but a job must be submitted to the help-desk in order for them to be installed elsewhere and your department may incur charges.

## **Personal items**

Personal items can be packed into crates for your move, but are outside of the University's or moving company's responsibility and are not covered in case of damage. We strongly recommend that any items of value should be taken home by the owners before packing commences. Items left behind, which are not packed and clearly marked for moving will be treated as rubbish for disposal when post move cleaning occurs.

## **Plants**

Our removals contractor will move small pot plants but ideally prefer staff to take them to the new premises to ensure they are not harmed in any way. Plants supplied on leasing arrangements are usually removed by the leasing company.

## **Fragile items**

If you need to pack fragile items, please remember to wrap them in paper or bubble wrap and fill any space in crates/boxes with filler to prevent any movement during transit that could result in breakages.

Please mark any crates or boxes that contain glass or sharp objects, so that the moving company is aware.

### **Pictures, notice boards, clocks, etc.**

Please remove pictures, the contents of any notice boards and clocks from walls and pack them into crates. Your department will need to log requests with the Help-Desk to have any items that have been secured to walls, removed and remounted in your new space.

### **Coat racks and lockers**

All personal items should be removed and transported by their owners. Remember to label coat racks and lockers for transportation.

### **Desks**

All contents must be packed, including papers, letter trays, books, all desktop items, and the contents of all drawers.

### **Chairs**

All chairs, whether desk, easy, conference or other types can remain in their current position. Please apply the label to the wooden, metal or plastic leg(s) of the chair, as labels will not stick well enough to fabric. The best place to put labels on desk chairs is on one of the five spindle legs near the castors.

### **Special equipment**

Depending upon the make, model and type of office machines and equipment you use, they may need to be transported or serviced by a manufacturer's representative.

This will normally need to be booked in advance and the Configuration and Move Coordinator can help you to arrange this.

**Important!** Any equipment containing liquid is usually required to be drained prior to any move, unless specified by the manufacturer.

### **Special types of furniture**

Occasionally, large or shaped furniture such as reception desks or conference tables may need to be dismantled for easy transportation. If this is the case, each piece of the item should be clearly labelled and small parts/instructions taped to the furniture where possible.

### **New furniture**

There may be a requirement for new or different furniture in order for your department to fit into your new location. Costs for new furniture may be met within a wider Estates project, or be funded directly by your department or faculty.

The University's recommended office furniture supplier is Godfrey Syrett and their representative can visit you to offer advice on solutions that will be:

- Practical and suitable
- Ergonomic
- Will meet your storage requirements
- Provide the best layout

A consultation can be arranged directly or through the Configuration and Move Coordinator – the company's contact for the University is:

Ben Wooster  
E: [ben.wooster@godfreysyrett.co.uk](mailto:ben.wooster@godfreysyrett.co.uk)  
M: 07827 893 551

**Important!** New furniture will need to be ordered several weeks in advance of any move as items are not usually kept in stock. All new furniture will be delivered and installed directly by their operatives.

## Health and safety

Health and Safety is of paramount importance during any move process.

Where possible, please ask your local Health and Safety and First-Aid Representatives to be available throughout the move. Accidents can happen, so it is good to have basic first-aid materials available and agree procedures for any other eventualities. Remember to record any accidents in your accident book.

It is advised that staff refresh their knowledge of Health and Safety policies and guidance, including Manual Handling, before starting to pack or move any items. Training courses are also available – please see the Safety and Health Services website for details: <http://www.bristol.ac.uk/safety/>

Please be aware that trailing cables will become exposed during moves and others may leave boxes, rubbish and other items in walkways during packing - all of these present tripping hazards so please remain vigilant at all times. You may wish to carry out a Risk Assessment in both your old and new areas. Try to keep things as tidy as possible and ensure that fire escape routes and walkways are kept clear.

Please do not overload or over stack crates, we recommend that stacks are no more than three or four crates high and crates should always be lifted by more than one person.

Once you have moved into your new premises, your School Safety Adviser (SSA) should arrange for your Health and Safety Local Rules documentation to be updated and circulated, and Display Screen Equipment and other assessments to be carried out. Facilities Managers should also have the relevant documentation for your building.

Links to Local Rules documents are:

- Schools and Faculties - <http://www.bristol.ac.uk/safety/media/gnllocal-rules-sf-gndoc>
- Support Services - <http://www.bristol.ac.uk/safety/media/gn/bcal-rules-sspo-gndoc>

Once settled into your new location, please make sure that all staff are familiar with the new fire evacuation procedure and escape routes.

## **Insurance**

The University will be using a removal company for office moves who will move all items except for employee's personal effects and desk stationary. The removal company will provide their own insurance cover for any damages incurred whilst items are under their control. The University also has insurance in place to protect employee's health and safety at work however we strongly advise that employees refrain from moving items other than personal effects and desk stationary due to risk of injury. You can find more information about the University's insurance at [www.bris.ac.uk/secretary/insurance](http://www.bris.ac.uk/secretary/insurance).

## Facilities

### Catering

Make sure you have made adequate catering arrangements for everyone involved in the move. It will become very dusty during the move, and depending on the season, access to hot and cold drinks will be welcomed. You may wish to schedule and agree rest/lunch break times, including those of the removals contractor's operatives in advance, so that everyone is aware of downtime during your move.

Departments are responsible for arranging, cancelling and paying for any milk deliveries.

### Site Services: Cleaning & Portering

Site Services will be informed of your move and will make suitable arrangements for cleaning and Portering (including post collection and deliveries) at both your old and new sites. Please let your cleaner know if you have waste that needs to be disposed of before and after your move so that they can provide enough waste bags.

All toilets will be cleaned and stocked prior to your move.

### Signage

- **Temporary signage:** You may need to put up temporary signs to redirect staff and students to offices or teaching/meeting rooms until new signs can be ordered. These can be printed by you or you may wish to send the information to Print Services.
- **Permanent signage:** Permanent signage, both internal and external, will usually be provided free of charge to your department as part of any new build/refurbishment contract. Details will be confirmed with you by the Estates Office.
- **Room numbering:** Is provided as part of a project by S&AM, it links into core University systems and once allocated should not be changed for any reason without consultation with and agreement from S&AM.

### Lifts and stairs

Where possible, lifts should be kept free for use by the removals contractor during the move and they will protect the interior of the lifts where necessary.

Please put up signs to let your staff know that access to lifts and stairways will be restricted.

## Telephones

A pre-move audit will be carried out between the Department Move Coordinator and Estates staff to establish current telephone provision.

This will include:

- Noting current numbers held
- Additional numbers required
- Services/dialling privileges you currently have (e.g. voicemail) that will need to be transferred

The information will then be passed to Telephone Services so that they can take appropriate action during the move.

Where possible, will we try to ensure that you keep your current telephone number; however, this may not always be possible if you are moving to a location that is served by a different exchange system.

Depending on whether you will be receiving new equipment as part of the project, it may be necessary for you to pack your existing telephone handset and related extension cables and adaptors - we will let you know if you do not need to bring these with you. Additional handsets and other equipment can be ordered through the Telephone Services website.

If you have a voicemail facility, it may be useful to provide a message detailing your move and any change of number.

Please note: As diversets are set-up by individual staff, these will need to be re-set- once you have moved.

**Remember!** You will need to update the University's Contact Directory and any websites with your new contact details.

Post-move, if you wish to request a service that you did not have before, this should be requested directly through the Telephone Services website <<http://www.bristol.ac.uk/telephones/>> and will incur charges to your department.

Please nominate an emergency contact number on the day of your move – this will allow Telephone Services and other departments to reach you.

Please let Estates/Telephone Services know if your department uses a Fax Machine, as adaptations will need to be made to sockets.

**Important!** All brand new extensions at the University are automatically given internal dialling access only. This means you will only be able to make calls to other extensions within the University.

To request access to dial 'outside lines' (dialling 2, 1), users should complete the on-line form at: <http://tele.estates.bris.ac.uk/access-change.php>



## Communications

Moves can be stressful for staff, especially when they have teaching commitments, research deadlines and appointments, or will be away at the time of the move.

It is important to make sure that staff are fully involved and briefed through the move process and information should be repeated regularly to ensure that all are aware.

Use every means available - posters, emails, bulletins, memorandums and meetings. You cannot 'over communicate' on a subject as important as this. Don't forget external contacts such as stakeholders, customers and suppliers. Good planning and clear communications are the keys to a successful move.

Below is a list of some things you may wish to consider:

- Give people a way to voice their honest opinions and objections
- Provide access to an Intranet to share files and plans
- Hold presentations on layouts and seating plans to gauge opinions
- Arrange site visits for key stakeholders and provide staff tours before occupation where possible
- Create a 'move' newsletter for staff
- Formulate a plan to let others know about your move
- Amend your contact details on your website and inform other University departments, such as Human Resources and Finance, so that important information reaches staff promptly
- Change delivery addresses in Proactis and inform regular suppliers
- Update and order new business cards/stationery/forms through Print Services. <http://www.bristol.ac.uk/printservices/> – don't forget any rubber stamps you may use!
- Redirect your mail
- Send out letters or emails to clients/customers well in advance, letting them know where you are moving and when
- Rearrange meetings if necessary
- Don't forget staff who may be away on sick leave or sabbatical
- Set up a telephone link between premises on move day to help resolve any problems.

**Remember!** Share information and check anything you are unsure of, it is better to ask than assume.

**Important!** It is recommended that you review your stationery stocks before moving and dispose of or recycle items that you no longer require. Take care to include new addresses and telephone numbers on new orders where applicable.

Departments are responsible for ordering and paying for any stationery required.

## **Security**

If your building(s) require, please arrange security clearance for contractors and staff at both premises – this may involve amending the access rights of staff. This may be able to be set by a local departmental contact or through Security Services.

Don't forget to secure your old/new premises, if necessary, after the move. If your staff have car parking passes, they may need to contact Security Services to ask them to reassess their car parking spaces, where possible.

Please ask your staff to be vigilant during your move, as doors will be open and items easily accessible to opportunists.

## **Access and parking**

Please arrange for unrestricted use of lifts and entry for our removals contractor to all parts of the building where they will need to work. The Configuration and Move Coordinator will be responsible for liaising with Security Services to arrange parking for removal vehicles, where necessary.

## **Vacated premises**

Please let Estates know if you are vacating premises not owned by the University as there may be outstanding legal obligations to fulfil. Keys should be returned to the appropriate agencies.

## **Keys**

Please return any office keys that are no longer required to Estates via your Department Move Coordinator. Any keys that you need to take with you should be tagged and packed in a safe place. Staff remain responsible for their own keys, shared keys should be kept by the office manager.

Any new keys will be allocated to the department at the building handover stage. Additional/replacement keys outside of any project may be charged to your department.

## Pre-move, move-day and post-move

### Pre-move

Before the move, make sure that:

- 1) Everything is packed and labelled
- 2) You have undertaken a walk-around to ensure nothing has been missed
- 3) Everyone directly involved on move-day knows where they should be and what time to arrive (sketch out a rough programme for the day)
- 4) All other staff know where they should be and what they should be doing, especially those involved in skeleton operations.

### Move-day

On the day of your move, make sure that everyone:

- 1) Arrives on time and knows the rough programme for the day
- 2) Knows where they should be and has all relevant access
- 3) Knows what their responsibilities are
- 4) Has everything they need in order to fulfil their role (layout plans, telephone lists etc.)
- 5) Shares information with the foreperson and operatives of the removals contractor to aid communication.

### Post-move

Your first concern, naturally, will be to get unpacked and back to business as soon as possible.

Try to get all furniture in its final location as adjusting positions once filled will be difficult. Ideally start positioning items based on size and weight. Get the largest items to their proper place and then work your way through to the smaller items, which can be easily carried around and adjusted if required.

Before unpacking anything – please make sure shelves are positioned correctly, are level and secure. Also check that the locking systems of pedestals and cabinets are working correctly. Files, hanging rails and other loose items can get jammed behind drawers and fingers can easily be caught trying to free items – so please be careful!

Once all your furniture is safely in place, carefully unpack your crates and put away your items.

After staff have finished unpacking, all crates should be stacked in one safe area so that the removals contractor can retrieve them quickly and easily.

**Remember!** If you need to continue to store items after the move, it is the responsibility of the department to purchase appropriate boxes or cartons - **Departments will not be able to retain crates belonging to the moving company!**

## Resolving problems

All of us hope that any project and move will go smoothly with no problems, but occasionally timescales slip, systems fail, or works may not be totally complete.

After refurbishment, Estates Project Leaders will review your new space, list any snags or defects that need to be put right and arrange for the contractors to carry out remedial works.

The Configuration and Move Coordinator will check that your department is satisfied with the location of all items and will arrange for the removals contractor to adjust anything you are not happy with.

If you have problems with IT or telephones, it is always a good idea to check around the office to see if anyone else is having similar problems. These may be resolved more quickly if they are all grouped together and reported online, using a single job number. Likewise, check to see if anyone else needs items dealt with by Maintenance Services before logging jobs with their Help-Desk.

Check you can perform all the tasks in your job role, so you can flag up any problems immediately. Problems with IT equipment used in infrequent tasks may only become apparent long after the move, when you are no longer IT Services' priority.

## **Service evaluation**

In order to evaluate and continually improve our service, we will be introducing a debriefing meeting approximately one month after your move has taken place.

The Configuration and Move Coordinator will arrange to visit you, conduct a short walk-around of your new space and ask you to provide feedback using a questionnaire.

The questionnaire will also include questions about any refurbishment that may have taken place.

Thank you for taking the time to read this document – we hope it has been helpful to you during your office move.

If you have any comments regarding content, or suggestions for additions/ amendments, please contact:

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**2<sup>o</sup>d Edition: October 2014**