



# Office Leasing Guide

WHAT YOU NEED TO KNOW BEFORE YOU SIGN

## THE OFFICE LEASING GUIDE

This step-by-step guide has been assembled to reflect **Colliers International's** knowledge of the leasing process. You'll find information on tenant improvements, common pitfalls, timelines and frequently asked questions.

The knowledge in this handbook will help you make a major business transition with minimum disruption.



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Your step-by-step guide

# Allow Us to Introduce Ourselves

## ABOUT COLLIERS INTERNATIONAL

### WHO IS COLLIERS INTERNATIONAL?

We are an award-winning team of office leasing professionals with intimate knowledge of the local, regional and global leasing markets. We bring an in-depth understanding of business needs and the leasing process.

We are committed to creating a business solution that meets your organization's needs—now, and in the future. Your office space is more than just an address; it is where you make business objectives a reality.

Colliers International professionals are equipped with the skills, knowledge and tools to intelligently assess your space requirements. We ensure that your leasing decision—whether to stay or relocate—is informed by both your business needs and a thorough market evaluation.

Colliers International's culture of knowledge-sharing gives you access to experts in real estate management services, project management, appraisal and valuation and capital markets.

### WHY ENGAGE OUR SERVICES?

Working with Colliers professionals saves you the time and confusion of dealing with multiple agents, landlords or consultants.

Our comprehensive database contains information on every office listing, agent and landlord, providing exhaustive data about every opportunity that fits your requirements.

Our market knowledge provides forward-looking analysis to help you take advantage of trends, and we offer a single point of accountability for your project to connect all of the specialists available to serve you.

We are committed to accelerating your success.

# Getting Started

MAKING EDUCATED DECISIONS ABOUT YOUR BUSINESS SPACE



## WHAT ARE MY OPTIONS?

### Stay put

If your current space satisfies your business needs, but you are approaching the end of your lease, consider renewing your lease. We can help you ensure the space is available and negotiate a new lease with the building owner.

### Relocate

The expiration of your lease offers you an opportunity to transform your business and create new efficiencies by relocating.

## WHY SHOULD I RELOCATE?

### Business Needs

If your current space is too small, too large, or inflexible, a new office can energize your organization and act as a springboard for improved productivity and operational cost savings. Additionally, market conditions may support the business case for relocation.

### Brand Value Enhancement

The quality of your building and the tenant improvements in your office space speak volumes about your organization. A new building can strengthen your employees'

perception of your core values and elevate your brand in the minds of customers and other stakeholders.

### Employee Retention

With an improved work space, you will boost staff morale and productivity. Our market research shows that even subtle changes in the work environment create substantial gains in productivity, resulting in improved bottom-line financial performance.

## HOW MUCH WILL IT COST?

### Operational Costs

The negotiation of rent and tenant incentives depends on the dynamics of your local market. In markets where over-development or economic conditions have created higher vacancy, this favors tenants. In other markets, low vacancy gives landlords the upper hand in negotiations. Contact your Colliers professional for the market trends in your location.

### Tenant Improvement and "Make Good" Costs

Your entry and exit strategy to a lease can greatly affect the real cost of your commitment. Workplace design and tenant

improvement costs should be viewed as an organizational opportunity—a well-planned and executed office will adapt to your organization's growth and changing needs and minimize churn costs.

Balancing your tenant improvement costs and their benefit to your organization is critical. In addition, "make good" commitments will affect your cash flow when exiting a lease. These costs are covered in more detail later.

## WHEN SHOULD I START?

### Plan, Plan, Plan

Whether you decide to stay or go, knowledge is key. Understand your current situation, review other options, assess the marketplace context and negotiate with your current landlord to optimize the end result.

The period required to conduct a lease negotiation and relocate is three to six months at a minimum. Depending on the size of your organization and current market conditions, you should begin this process 18 to 24 months prior to your lease expiration. It can take two years or more to complete the lease and relocation process for large or complex assignments.

## WHOM SHOULD I INVOLVE?

Your internal steering committee should be led by a senior employee and supported by decision-makers and influencers including human resources, IT, divisional heads and staff. A single point of contact from your organization, matched with a single point of contact at Colliers International, is ideal to make the process run smoothly.

You may wish to conduct a survey of your staff to determine their needs, preferred work space amenities and location. Colliers can survey your staff to determine the impact of relocation on commute times and employee retention.

Professional real estate advice is a critical part of the project team. This will arm you with insight into the marketplace, your alternative options and the financial implications of the stay or go scenarios. A skilled workplace strategist and design professional will complete the team by providing knowledge of productivity-enhancing tenant improvements.



# Top 10

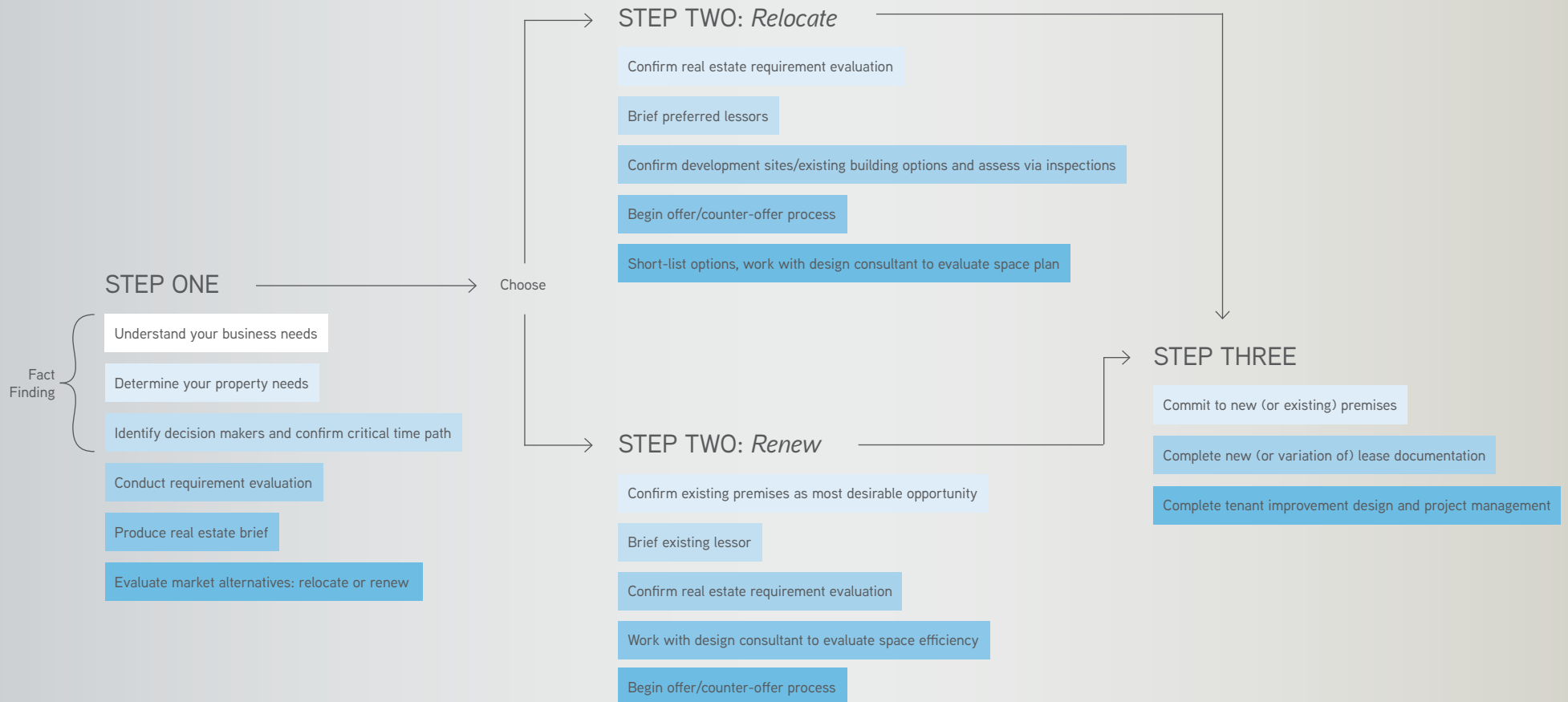
## MOST COMMON MISTAKES MADE BY TENANTS



- 1 Beginning the negotiation of a renewal or new lease too late
- 2 Lacking clearly defined business or real estate objectives
- 3 Focusing exclusively on financial costs
- 4 Failing to appoint a project leader as the internal single point of contact
- 5 Making inaccurate estimations of the company's space requirements
- 6 Failing to leave enough time at the end of the lease to fulfill "make good" obligations
- 7 Acting too slowly once a decision is made and consequently missing out on opportunities
- 8 Agreeing to terms prior to obtaining a space planning perspective
- 9 Failing to allow for expansion space
- 10 Lacking the knowledge of future opportunities; often, the best deals are secured well in advance of space becoming available

# The Office Leasing Process

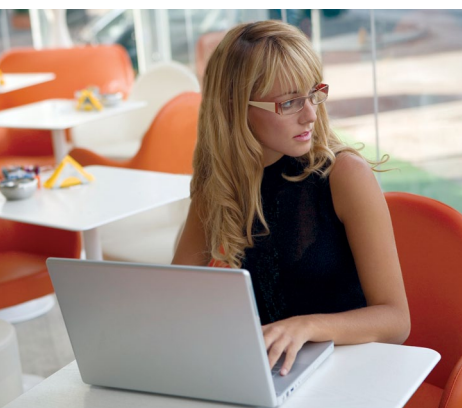
## THREE STEPS TO BUSINESS PRODUCTIVITY





# Step One

## DETERMINE YOUR PROPERTY NEEDS



### TAKE YOUR REQUIREMENT FROM NOTION TO MOTION

Skipping the planning stage triggers a number of the Top 10 mistakes most commonly made by office tenants. It is crucial to understand your property requirements through the process of evaluation and forecasting.

### DETERMINE FUTURE NEEDS

Commercial leasing decisions should consider medium- to long-range business goals for leases running three years or more. Guided by professional workplace strategists and space planners, the process of constructing a real estate brief to achieve your business objectives will consider questions including:

- › Is your business growing or shrinking?
- › What are your brand values?
- › What are your preferred work settings?
- › What types of employees will you have in the future?
- › What will your technology requirements be in three years?
- › Are you considering acquiring or merging with other firms?
- › What effect will moving have on your customers and staff?

By working through this concept planning phase, you will achieve the maximum benefit—both financial and strategic—in the relocation or reconfiguration of your office space.

If the workplace design happens solely during the design and construction phase, only minimal gains are possible.

### INVOLVE KEY INTERNAL DECISION-MAKERS

Assemble a team with the breadth of skills to drive the project. Involve your experts in information technology, human resources and finance. They will be familiar with specific future trends that may influence your requirements and decisions. Their involvement from the outset will help clarify and focus your brief and achieve internal buy-in.

Be sure to appoint a project leader to connect with your internal stakeholders as well as with your broker and consultants.





## CREATE A REAL ESTATE BRIEF

The briefing process begins with the documentation of your workplace requirements.

- › Growth projections
- › Office space size
- › Space configuration
- › Organizational vision
- › Cost parameters
- › Timing

A well-prepared real estate brief will synthesise these elements and translate them into your property requirements. The brief will expedite your decision-making process. You will save considerable time by inspecting and reviewing only suitable properties.

Your brief also creates a framework to evaluate and compare your options.

An important element in developing this brief is to audit your existing premises—creating a clear understanding of what's working and what's not.

## WHAT SHOULD BE IN YOUR BRIEF?

Your real estate brief should consider a wide range of criteria:

- › Size of space
- › Tenant improvement needs
- › Number of employees (maximum and minimum)
- › Image/quality/aesthetics
- › Location
- › Parking
- › Building services
- › Office hours
- › Security and access
- › Lease structure preferences

- › Technical requirements
- › Timing
- › Communications infrastructure
- › Budget
- › Environmental considerations
- › Other unique needs
- › Signage/naming rights
- › Term/renewals

Consider ranking each factor in terms of importance, as you may have to compromise on some items, depending on the options available. You can also assign a point value to each factor, with more points possible for the factors with greater importance. Your Colliers professional can help guide you through this evaluation process.

## KNOW YOUR LOCAL MARKET AND COMMITMENTS

During this phase, you should familiarize yourself with local office market conditions and existing lease commitments. By knowing the market vacancy rates, supply projections, current rental rates and tenant incentives, you will be in a better position to evaluate various proposals.

Your Colliers International leasing professional can provide you with an office market presentation that describes these factors, both in your local market and in the specific sub-markets you identify as most desirable.



# Step Two

EVALUATE MARKET ALTERNATIVES.  
INSPECT AND EVALUATE YOUR OPTIONS.

## RELEASE YOUR BRIEF TO THE MARKET

To avoid dealing with multiple agents, you can request that your Colliers professional approach the market on your behalf. With an intimate knowledge of the market and a well-established network of agents and owners, Colliers will act as a single point of contact to uncover all suitable space opportunities. Your real estate broker will also assist in discussions with your existing landlord regarding lease renewal options.

## EVALUATE AND PREPARE A SHORT LIST

When analyzing alternative premises, consider timing, financial and other incentives that may be offered. A lease renewal option should include expansion and contraction costs, as well as the cost of reconfiguring or completely refurbishing your work space. Aim for a short list of three or four properties.

Evaluate options against your brief, ensuring the property's benefits match

your stated business objectives. Colliers has developed a range of decision-making models and matrices. These tools dramatically improve efficiency in the evaluation process.

## FINANCIAL ANALYSIS

There are several ways to compare the financial aspects of leasing, including:

- > Gross effective rent per square foot
- > Gross stated rent per square foot
- > Gross and net rent per square foot
- > Total occupancy cost per employee

Further detail on these measurements is provided in the *Frequently Asked Questions* portion of this guide.

Look beyond the square foot rate offered. Some office space is highly efficient, enabling you to accommodate your employees in less space. For example, you may require 5,000 square feet to accommodate your staff in one building while another may be able to house them comfortably in 4,000 square feet. In this instance, it does not make sense to compare the two options based on

their rate per square foot. It is more effective to use a cost per employee lease analysis model.

Lease conditions such as “make good” requirements can also impact the attractiveness of a particular option. (For more information on “make good” costs, please refer to page 14.)

### COMPARE YOUR OPTIONS USING A LEASE ANALYSIS MODEL

Colliers International has developed a lease analysis model designed to compare leasing options on a financial basis, using an “apples to apples” approach. The model allows the comparison of proposals from multiple lessors, demonstrating the cost of the financial offer over the life of the lease.

This financial modeling takes into account lease incentives, such as free rent or a greater allowance for tenant improvements, the total rent over the life of the lease including rent hikes and the term of the lease including extension provisions.

### WORKPLACE DESIGN AND TENANT IMPROVEMENTS

It’s not all about cost. When evaluating your property options, don’t forget to consider the intangible costs and benefits for each property option.

Your workplace designer can help you evaluate each option’s impact on staff productivity and communication, corporate identity, information technology, communications performance and your customer base. If appropriately engaged at step one, your workplace designer will have the maximum positive influence on your workplace brief.

In today’s challenging business environment, it is critical that organizations look beyond the traditional view of office accommodation and the measurement standards normally applied.

Your work space must also contribute to the development of team networks and organizational learning systems. In addition, the office systems must support organizational change efficiently, and with minimal redundancy.



### DETERMINE WORK SPACE EFFICIENCIES

By conducting a design site audit of the short-listed options, your workplace designer will determine the work space efficiencies for each property. This process also produces sample tenant improvement designs prior to your agreement on terms enabling you to compare your options based on financial and non-financial criteria.

Your workplace designer will provide the following services during this critical evaluation phase:

- › Prepare a detailed existing tenant improvement audit
- › Assess items suitable for re-use in the improved office space
- › Manage the pre-design process including a review of local authority approvals and code requirements
- › Prepare selected site audits
- › Prepare a “stacking and blocking” plan
- › Prepare preliminary concept designs

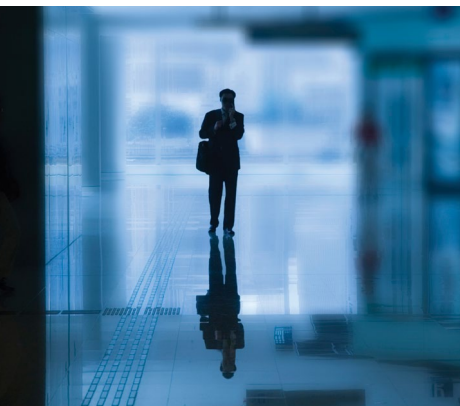
It is now a fundamental requirement that the office architecture supports the intellectual work demanded of employees and facilitates your organization’s continuous improvement strategies.

- › Conduct building services audits
- › Provide an opinion of likely tenant improvement costs

### TENANT IMPROVEMENT COSTS

Attaining a tenant improvement that is aligned with your organization’s ideal outcome depends on which components are viewed as necessary and what is discarded during the design phase. It is critical that all aspects to be included in the tenant improvement are assessed to determine their contribution to the overall objectives.

Equally important is the identification and evaluation of the potential components that are excluded. The identification of positive and negative components through the audit process provides the opportunity to maximize the effectiveness of the final result and minimize the cost of the tenant improvement.



## Step Three

### COMMIT TO PREMISES



Completing or varying your lease documentation; commencing the full design process

#### LETTER OF INTENT

Once the particulars of a lease agreement are negotiated, both parties will sign a letter of intent. This document is generally not legally binding but is a gesture of good faith that terms have been agreed. When signed, this document will be used to brief attorneys so that the final lease documents can be prepared.

#### WORKPLACE DESIGN ISSUES

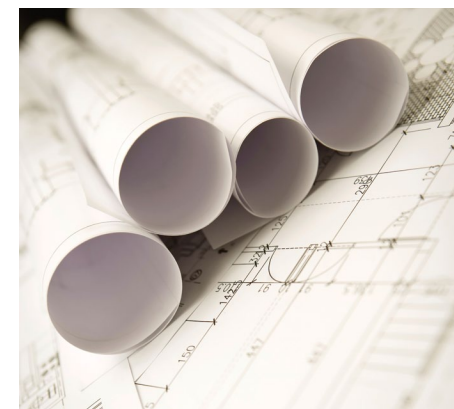
When a lease agreement is complete, the workplace tenant improvement

process begins immediately. At this stage, you should have completed:

- › Needs analysis
- › Space plan
- › Test fit

This will enable you to engage a designer, who may be the workplace designer, with accurate information regarding your requirements. The sooner a designer is engaged, the better the outcome.

It is vital that this stage is viewed as an investment in the organization's future and not merely a tenant improvement. The development of work space should be directly linked with your organizational strategy.





# Step Four

## DESIGN AND PROJECT MANAGEMENT



The final stage of the process provides the perfect opportunity to re-think office imperatives and promote organizational effectiveness, community, communication and productivity.

### DESIGN DEVELOPMENT AND CONSTRUCTION APPROVAL

- › Engagement and full briefing of all other specialists and consultants
- › Commencement of detailed design
- › Development of finishes selection
- › Short list of furniture options
- › Review of likely tenant improvement costs

- › Detailed construction timeline preparation
- › Documentation for building owner and authorities
- › Stakeholder coordination

### DETAILED DESIGN AND DOCUMENTATION PHASE

- › Preparation of documentation for a construction bid
- › Finalize furniture selection
- › Finalize the selection of tenant improvement finishes
- › Obtain building and construction permitting

### BID REVIEW PHASE

- › Determine agreed bid review panel
- › Review and assess bid responses
- › Bid management and analysis

### CONTRACT ADMINISTRATION

- › Manage the delivery process and administer contracts
- › Appoint all approved contractors and suppliers including head tenant improvement contractor
- › Coordination of all required meetings
- › Coordination of quality control inspections
- › Cost and variation management

- › Project manage delivery program
- › Project completion/occupation
- › Oversee practical completion
- › Timely issue of the Code of Compliance certificate
- › Inspection and sign-off
- › Manage the identification and completion of all outstanding and defective works
- › Cost reporting and final accounts
- › As-built drawings, operating manuals, guarantees and warranties
- › Final inspection and completion of works at the end of the defects liability period

# Translating the Lingo

## GLOSSARY OF TERMS

### BUILDING CONSENT

Approval from the relevant authorities for carrying out building work on the premises, usually for tenant improvements.

### CAP AND COLLAR

A term and method used in some market review clauses. It is a mechanism that puts a “cap” or maximum amount by which the rent can be increased, or a “collar,” the maximum the rent can decrease, on the rental rate review date. As the office leasing markets strengthen, these review methods are more difficult to negotiate.

### GROSS EFFECTIVE RENT

The rent payable under the lease accounting for all incentives and including all building expenses.

### GROSS FACE RENT

The rent payable under the lease excluding any incentives but including all building expenses.

### INCENTIVE

An inducement offered by the landlord to attract tenants to the building. This can

be offered in a variety of ways, such as through a period of free rent, provision of a tenant improvement allowance or moving assistance.

### LESSEE

That legal entity, company or person whose name appears as the occupier or user of space on the formal lease document, binding the lessee to the terms and conditions stated therein. Also known as the tenant.

### LESSOR

The party whose name appears as lessor on the formal lease document. The lessor is the landlord or owner of the property.

### LEASABLE AREA

#### Net Leasable Area (NLA)

NLA (measured in square feet) is the floor space contained within each tenancy between the internal finished surfaces of permanent internal walls and the internal finished surfaces of dominant portions of the permanent outer building walls. It generally includes window frames and structural columns, toilets, kitchens, cupboards and excludes plant/motor rooms. It excludes

areas dedicated as public spaces or thoroughfares such as building service areas.

### Gross Leasable Area (GLA)

GLA (measured in square feet) is the floor space contained within each tenancy at each floor level by measuring from the dominant portion of the outside faces of walls, to the center line of the internal common area or inter-tenancy walls.

### MAKE GOOD

The lessee's obligation to return the premises to their original condition prior to expiration of the lease.

### NET, GROSS RENT

Net rent is also referred to as “Triple Net” or “NNN.” It is the rental rate excluding net taxes, insurance and maintenance. Gross rent includes these expenses. Most leases are based on net rents plus each tenant's proportionate share of building expenses.

### OCCUPANCY RATIOS

A common ratio used to measure the tenant efficiency of individual building's floor plates. This ratio is calculated by dividing the total net leasable area by the number of people

who occupy a floor. Average occupancy ratios vary between 1:12 and 1:18 square feet per person.

### RATCHET CLAUSE

A ratchet clause is the mechanism by which the rent cannot decrease on review. There are variations of ratchet clause (“full” or “hard” ratchet and “soft” ratchet). Under a soft ratchet, the rent cannot fall below the commencement rental. Under a full ratchet, it cannot fall below the current rental.

### RENT REVIEW

The method by which your rent can vary during the term of the lease. This can be a market rate review, a predetermined figure (such as 3 percent) or a rate fixed to an index such as the CPI. The review structure is agreed prior to lease commencement.

### RESOURCE CONSENT

Approval from the local governing authority with regard to zoning or changes in the permitted use of the premises.



### RIGHT OF RENEWAL

The lessee's right to renew a lease for an agreed period of time prior to expiration of the initial lease.

### SECONDARY EXPENSES

All other costs beside rent associated with insurance, operation, upkeep and/or maintenance of the building, including air conditioning, elevator maintenance, common area cleaning, security and electricity.

### STATUTORY EXPENSES

Statutory expenses include costs such as municipal rates, water and sewer rates and usage charges.

### SUBLEASE/ASSIGNMENT

The mechanism under the provisions of the lease allowing the lessee to find a suitable replacement tenant. This is subject to lessor approval and unless specifically stated, does not limit your legal responsibilities during the term of the lease.







# Frequently Asked Questions

## HOW CAN I NEGOTIATE THE BEST DEAL?

By carefully selecting the right properties on your short list, you can create a competitive environment to achieve the most favorable lease agreement. Your Colliers International broker can assist you throughout this process.

## HOW MUCH SPACE WILL I NEED?

The amount of space you require will vary depending on the nature of your business and the efficient use of space you select. As a rule you will require roughly 120 to 180 square feet of space per employee.

## ARE AMENITIES INCLUDED IN THE NET LEASABLE AREA?

Yes, assuming you occupy a whole floor. The amenities within the floor, such as restrooms and kitchens, are incorporated within the net leasable area measured.

## WHAT ARE MY TOTAL REAL ESTATE COSTS?

In addition to your net rental rate, you may also pay for operating costs such as insurance,

building and grounds maintenance, taxes, common area maintenance and cleaning, utilities and other expenses incurred by the landlord.

## WHAT ARE THE DIFFERENCES BETWEEN GROSS RENT, NET RENT, EFFECTIVE RENT AND FACE RENT?

GROSS RENT is the rent calculated inclusive of all building costs, whereas NET RENT is the rent calculated excluding building costs. FACE RENT is the quoted rental rate before taking into account incentives or increases, whereas EFFECTIVE RENT is the rental rate averaged out over the term of the lease, including consideration of rent-free periods or up-front incentives.

## WILL I BE ABLE TO SUBLEASE OR ASSIGN MY LEASE?

Most commercial leases allow the lessee to sublease or assign their premises. Typically, the lessor is unable to unreasonably withhold consent to the sublease/assignment. A prudent lessor will consider the strength of the contract being offered by the incoming tenant and will be reluctant to accept a sublease/assignment

if it could potentially compromise their financial position or security.

## WHAT ADDITIONAL COSTS AM I RESPONSIBLE FOR OVER AND ABOVE NET RENT AND OPERATING EXPENSES?

In addition to a pro-rata share of building operating expenses, you will generally be responsible for electricity and other utility charges, light bulb replacement and cleaning your own premises.

## WHAT ARE THE RENT REVIEW PATTERNS FOR THE TERM AS WELL AS THE RENEWAL PERIOD?

Most lessors have a standardized lease document for their buildings, including a prearranged rental review schedule in light of the lessor's own objectives and current market conditions.

Typically, the two most significant influencing factors on rent review patterns are lease term and the commencing rental. Rent review methods may include fixed increases, structured increases or reviews to market levels (with or without a ratchet clause). A ratchet clause

ensures that the reviewed rental can be no less than either the previous year's rental or commencement rental. The Consumer Price Index (CPI), or a margin over CPI, is another common structure. Often, review clauses include a combination of these during the term of a lease.

Lessees will typically request a right of renewal as part of the lease negotiation, allowing them to extend their occupation beyond the initial lease term. It is normal to set out the rent review pattern for this term in the original lease document.

## WHAT IS A "MAKE GOOD" AND HOW MUCH WILL IT COST?

A "Make Good" is your (the lessee's) obligation to return the premises to its original state upon completion of your lease, usually excepting fair wear and tear of floor coverings

If you are relocating, your workplace designer will usually be able to conduct the "make good" on your previous premises as well as design and tenant improvement your new premises.

### WHEN DOES THE AGREEMENT BECOME LEGALLY BINDING?

During a typical lease negotiation, leasing proposals are used as a medium to determine terms and conditions acceptable to both lessor and lessee. This will lead to a Letter of Intent document or Memorandum of Understanding outlining the final position of both parties. It is accompanied by a leasing deposit, generally equivalent to two months' gross rent as a security deposit. This deposit is typically held in the leasing agent's trust account to be passed over when the lease becomes unconditional.

At this stage, the agreement may be conditional. In some cases it may be conditional on lessee and/or lessor board approval, together with other approval conditions.

The lessee and/or lessor may not be legally bound to commit to the premises until the

various conditions are satisfied. The Letter of Intent document provides a framework by which the agreement becomes unconditional and both parties are legally bound.

### HOW MUCH WILL MY TENANT IMPROVEMENT COST?

This depends on the quality of tenant improvements you require. Factors in the cost include the existing tenant improvements from the prior tenant, the quality of finishes selected, infrastructure needs such as plumbing and wiring and the complexity of the requested build-out. Typically, landlords provide a tenant improvement allowance and tenants are expected to pay the difference between that allowance and the actual cost of improvements.





# Relocation Checklist

## A STEP-BY-STEP GUIDE

### PRELIMINARY

- ❑ Finalize lease for new location
- ❑ Notify present landlord of termination date
- ❑ Advise staff of date and location of move
- ❑ Engage designer for new premises
- ❑ Create a master change-of-address list

### PRE-MOVE—GENERAL

- ❑ Reserve elevators and loading docks for moving day
- ❑ Bid and award moving contract
- ❑ Bid and award telephone and computer cabling
- ❑ Inventory existing furniture
- ❑ Code furniture and equipment on a color-coded floor plan
- ❑ Audit keys
- ❑ Order any new office furniture and equipment
- ❑ Order new stationery
- ❑ File change-of-address forms with post office and forward mail
- ❑ Check your insurance coverage for the move
- ❑ Obtain the Certificate of Occupancy and any other required permits or licenses
- ❑ Advise suppliers (telephone, bottled water, coffee service) of new address
- ❑ Alert photocopier contractor
- ❑ Decide on security procedures for the move

- ❑ Mail moving notices
  - ❑ Banks and financial institutions
  - ❑ Clients and customers
  - ❑ Professional organizations
  - ❑ Credit accounts and credit cards
  - ❑ Insurance companies
  - ❑ Accounts receivable and payable
  - ❑ Newspaper and magazine subscriptions
  - ❑ Telephone company and internet service provider
  - ❑ Prospects and special services
- ❑ Hold a meeting at new premises three weeks prior to move. Bring in all parties involved (design/construction/mover/cabling company/information technology specialist) to ensure all details are covered and all responsibilities clear
- ❑ Change locks/access codes on new premises as close to moving day as possible to secure access
- ❑ Schedule public relations effort, including plans for news releases and an “office warming” party
- ❑ Arrange for listing on lobby directory of new building
- ❑ Arrange for post-move cleaning

### PRE-MOVE—INTERNAL

- ❑ Organize a “staff moving committee” if appropriate and delegate responsibilities

- ❑ Schedule and prepare agenda for your employee move orientation meeting
- ❑ Finalize seating plan and identify each location
- ❑ Prepare labels for moving furniture and boxes to new locations
- ❑ Assign move supervisors in each department
- ❑ Develop a master relocation project schedule
- ❑ Schedule and implement a clean-up program (purge files, dispose of trash)
- ❑ Schedule staff for unpacking, including stocking supply cabinets, storerooms, file rooms, and removing tags from all furniture and equipment to ensure your company will be operational as rapidly as possible after move
- ❑ Arrange for off-site storage of old files
- ❑ Pack contents of all filing cabinets and desks, ensuring everything is properly labeled
- ❑ Arrange for staff to tour new premises a few weeks prior to move
- ❑ Schedule post-move training for security, fire, and life safety procedures at the new facility
- ❑ Distribute access cards and keys for new premises

### MOVING DAY

- ❑ Arrange with the building manager to have the air conditioning on during the move
- ❑ Remove computer equipment (server) and phone system prior to arrival of movers and commence reinstallation at new site

- ❑ Draft an emergency contact list for vendors such as elevator maintenance, building management, utilities, telecommunications and moving company

### POST-MOVE

- ❑ Install and test telephone system
- ❑ Distribute new phone list and map showing the locations of departments
- ❑ Install and test all computers
- ❑ Do a detailed walk-through of the premises and report any damage to moving company
- ❑ Transfer your insurance to the new location
- ❑ Obtain Certificates of Insurance from your insurance company
- ❑ Confirm termination of old leases
- ❑ Collect parking passes, security cards and keys for the old facility. Confirm the return of any deposits held by the landlord for these items
- ❑ Audit final invoices against contracts
- ❑ Complete and file all warranty information for all new furniture and equipment
- ❑ Update fixed asset accounting system for any new furniture and equipment purchased
- ❑ Confirm the change-of-address corrections made
- ❑ Schedule press release and client announcement



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