

CREATING YOUR FUTURE WORKPLACE

 SPACE

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WHO WE ARE —

SPACE are award-winning workplace experts.

We are workplace design and change experts. Our core architectural and interior design disciplines are strengthened by our dedicated Workplace and Change Management consultancy teams.

We are an integrated team based in Scotland and operating UK-wide and throughout Europe.



MORE THAN OFFICES

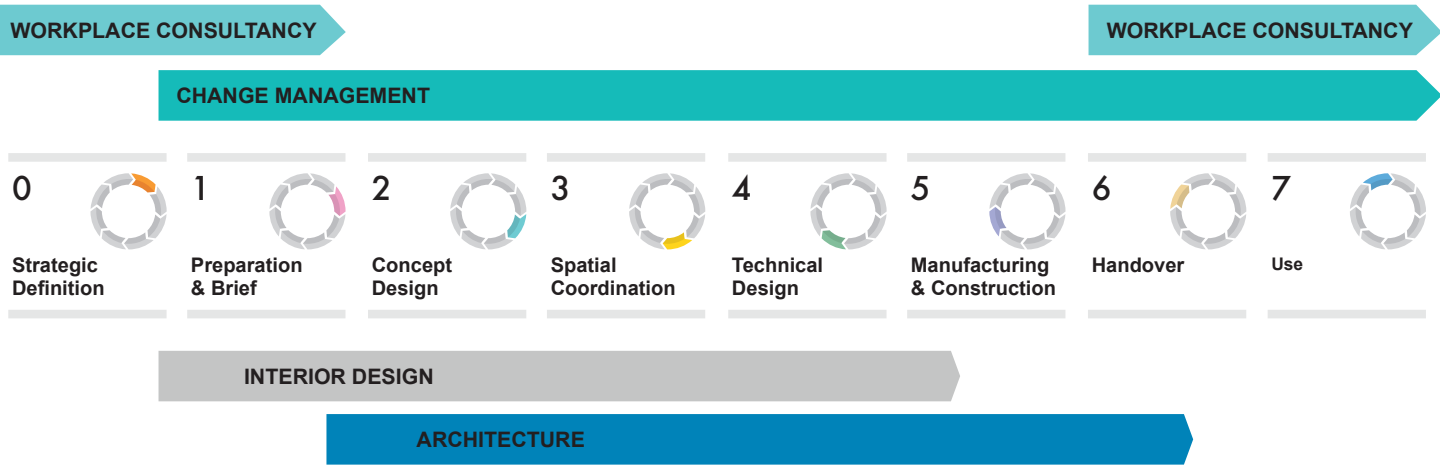
We specialise in workplaces, whatever that looks like for you and your team. We pride ourselves on rising to any challenge, and have had the privilege of working with a wide variety of spaces. Our experience extends to:

- **Offices**
- **Teaching and research laboratories**
- **Schools, Colleges, and University campuses**
- **Gyms**
- **Customer facing spaces such as meeting suites and business lounges**



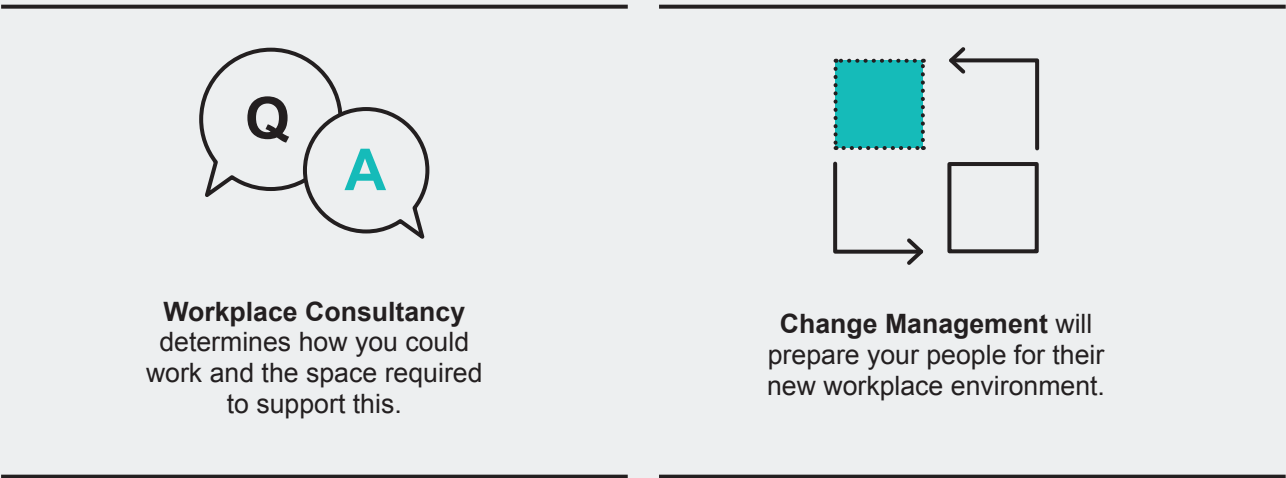
AN INTEGRATED OFFERING

Within the context of a workplace design project, Workplace Consultancy and Change Management fulfil a key role within specific areas of the RIBA 2020 Plan of Work. They can be standalone services or an integrated consultancy offering spanning the whole project lifecycle.



Our consultants and designers collaborate to provide you with an integrated service. This overlap of offerings provides you, the client, with continuity of quality and attention to detail.

Workplace Consultancy and Change Management address complex end user issues - how to optimise your workplace and enable your people to hit the ground running.



CASE STUDY

SCOTTISH PRISON SERVICE

300
1600m²
NIA

NEW HQ PROJECT, EDINBURGH

SPACE worked with SPS to create a workplace strategy for their new HQ due to the combination of a lease break and the uptake in hybrid working. It envisaged a significant reduction in the spatial requirement and a move from an environment that was dominated by desks and offices to one which provided more opportunities for different modes of collaboration.

SPS collectively were eager to move away from the constraints their former building placed on how they worked. The vision was for an updated smarter working environment that increased the number of different-sized meeting rooms at the expense of desks and allocated offices. Spaces for collaboration and for focus were provided to support new ways of working at SPS, with technology integration a key enabler. Improved staff welfare spaces were included within a new building footprint that was approximately 40% the size of their previous HQ.

Following the initial workplace consultancy commission, SPACE were retained by SPS to provide full Architectural Services and Interior Design to deliver the project on time and on budget late 2022.

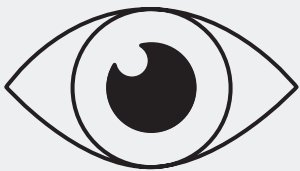


WHAT IS WORKPLACE CONSULTANCY? —

Workplace Consultancy captures data and stories to understand how you work with the goal of creating a sustainable environment that supports your people and your business.

It can take many guises but, to break it down, it's a process that involves listening, questioning and analysing, proposing and refining; all in the quest of determining an outcome that is right for your organisation both today and into the future. That outcome might be a workplace strategy; it might be an itemised square metre space requirement; it might be a zoning plan that informs the final design and it is often all three.

WHY DO YOU NEED IT?



FRESH PERSPECTIVE

It is an independent analysis of what you do and your needs, based on evidence and our experience.



EMPLOYEE ENGAGEMENT

Supporting staff wellbeing is more critical now than ever. It is generally accepted that a happy employee is a productive employee.



OPTIMISED STRATEGY

Create a workplace that supports your people and business needs towards greater success in future.



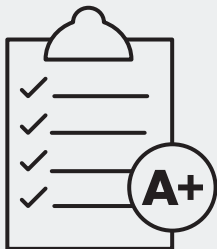
ROBUST DESIGN BRIEF

A small amount of time invested at the front end is critical to the overall success of a workplace transformation project.



A SUCCESSFUL OUTCOME

A new workplace that balances supply and demand, supporting your staff.



FINANCIAL BENEFITS

Spending time understanding your organisation's unique requirements can save you time, money, and resources in the long run.

WHAT IS CHANGE MANAGEMENT? —

Change Management prepares your people for the new working environment, looking at how you will work within the space, often using new technologies or interacting with new colleagues.

People are affected differently by change. We will assess and identify the impact and design an engagement strategy to make sure everyone is fully involved, informed and on board before the physical change takes place. Change Management enables adaptations to be made to environment (etiquettes, technology integration, space planning) prior to the transition. Our team will support your team in the run up to Day 1 – and beyond.

WHY DO YOU NEED IT?



REDUCED DOWNTIME

Reduce disruption by ensuring End User understanding



EMPOWERED TEAM

Your team have a greater sense of ownership, belonging and brand awareness.



STAFF RETENTION

Improved working practice can lead to greater staff retention.



PROCESS IMPROVEMENTS

Implementing a clear Process Strategy to develop working practice.



INCREASED PRODUCTIVITY

Achieved by adopting new technology and work-settings for appropriate tasks.



EMPLOYEE WELLBEING

By educating your team on how to utilise varied work-settings to improve wellbeing

CASE STUDY

UNIVERSITY OF GLASGOW – ARC

500
16,000m²
NIA

ADVANCED RESEARCH CENTRE, GLASGOW

Originally envisaged as a relocation, this project evolved into a different challenge altogether. SPACE supported the university to create a new working and research environment with updated policies and protocols for the c.500 academics and researchers who would use a range of spaces, some of which were shared across research disciplines.

As well as the logistics of the phased move, ensuring research downtime was minimised, the SPACE team engaged with specialist vendors and suppliers to study the impact of moving – an extensive cost-benefit analysis was carried out, comparing the relocation of sensitive existing equipment vs commissioning new.

As well as the physical move of high-value and highly-serviced equipment such as NMR and mass spectrometers, a Lab Logistics Model was developed in conjunction with building users across five main research themes to create a single unified and streamlined operating model.

The 3-year project (2019-2022) was delivered during the height of the pandemic and fulfilled the university's vision and objectives for the ARC.



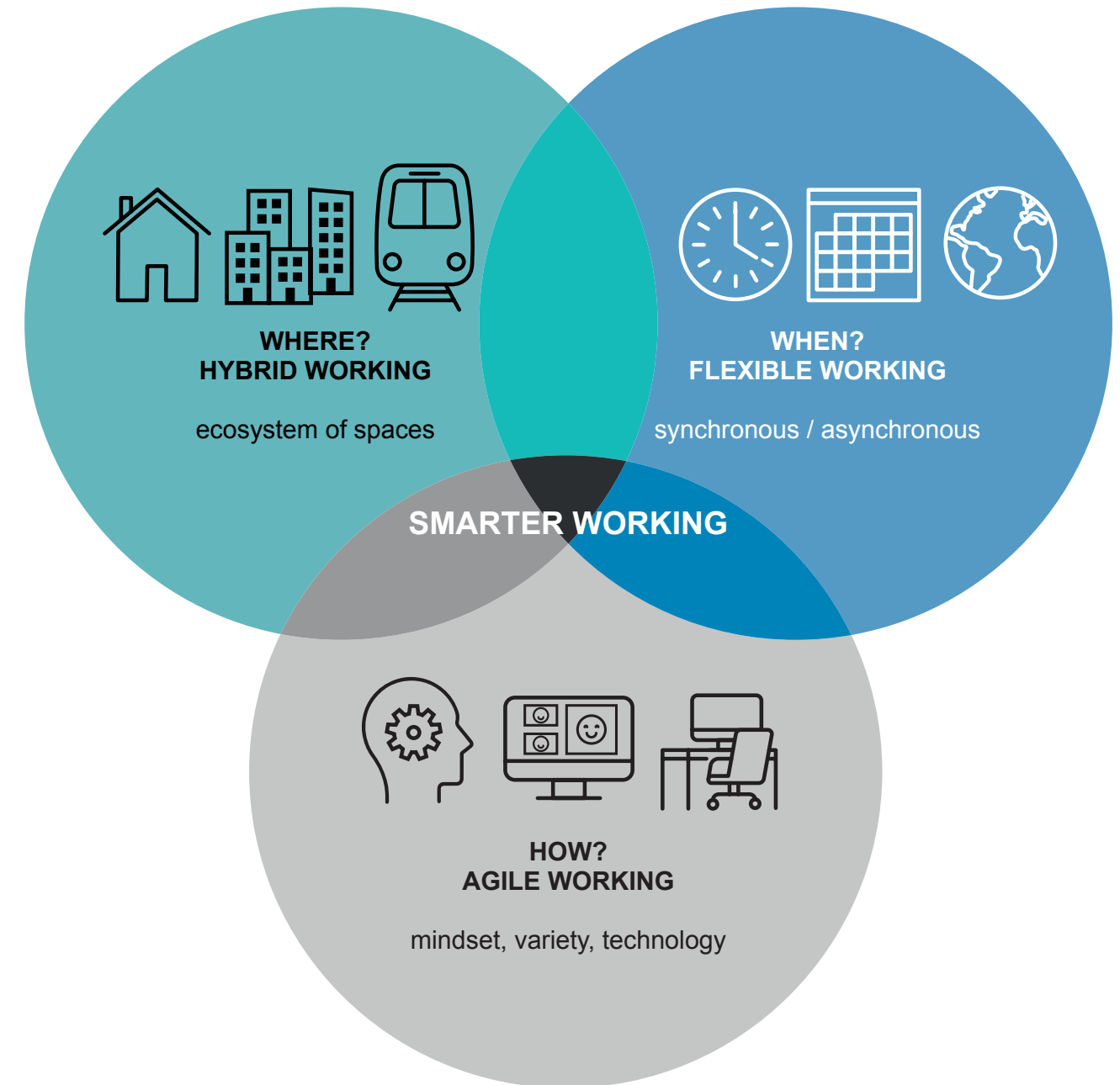
SMARTER WORKING

Ways of working have always evolved over time. From 2020 onwards, we saw swift and widespread changes due to a global pandemic. Expectations and aspirations of what constitutes work and the workplace have irrevocably changed.

Monday-Friday, 9-5 at the same desk is for management and teams alike, no longer a blanket expectation.

Smarter Working is becoming the norm for many organisations who seek to optimise their working environments and support their people to do their best work.

Smarter Working integrates the where, when and how.



“No one size fits all”

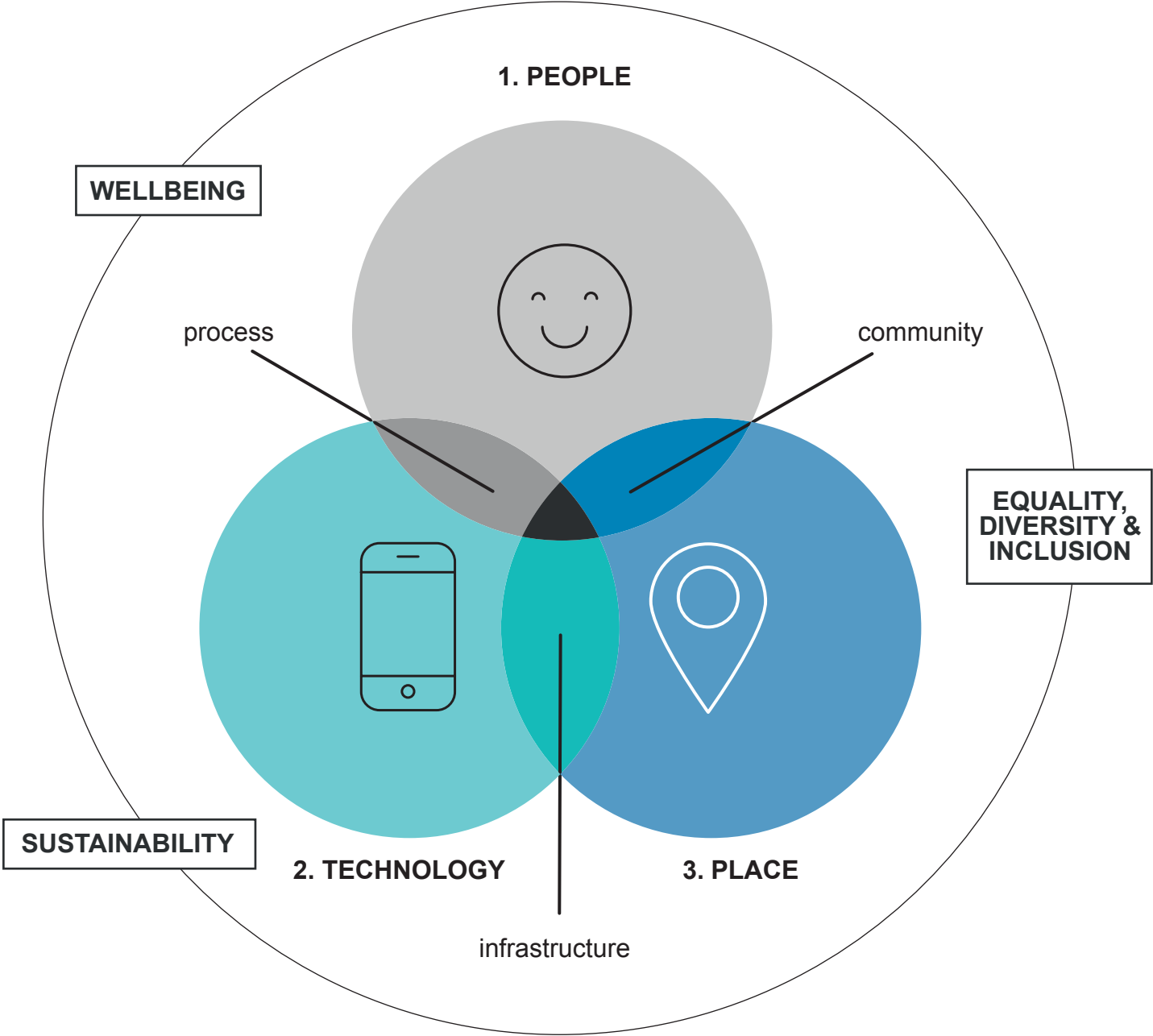
A BESPOKE APPROACH

“No one size fits all”

Every organisation is unique, and the strategy and implementation of it will likewise be unique. However, there are certain fundamentals that may not be part of every solution but require to be part of every discussion.

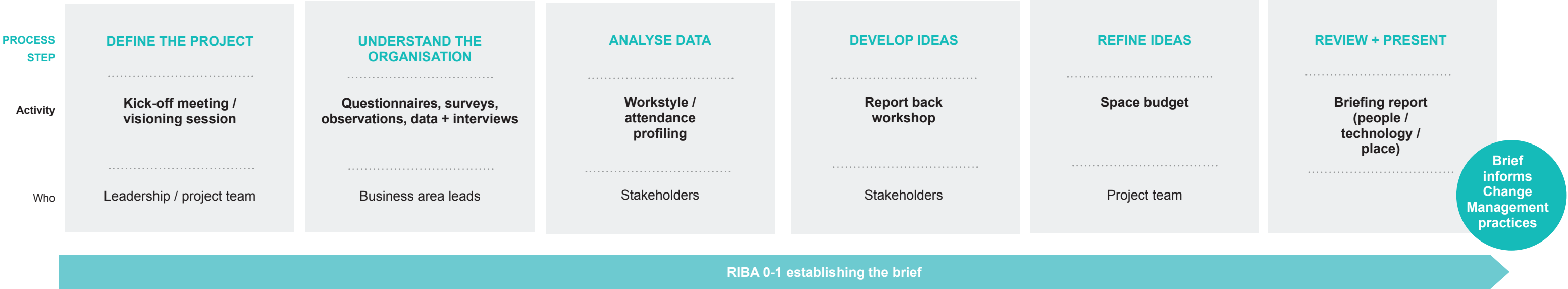
It is the job of our team (both Workplace Consultants and Change Managers) to ask the difficult questions and to help you come up with workable and lasting solutions.

	1. PEOPLE	2. TECHNOLOGY	3. PLACE
SUSTAINABILITY	Staff retention Active travel	Appropriate provision	Right-sizing Circular Economy
WELLBEING	Autonomy & choice Permissions	Supporting agility	Comfort Welfare
EQUALITY, DIVERSITY & INCLUSION	Protocols Etiquettes	Reasonable adjustments	Variety and choice



OUR WORKPLACE CONSULTANCY PROCESS

The process is logical and has an order. We need to understand the basics before we uncover the detail – the brief is not a design. Listening, questioning, filtering, and reviewing are core activities throughout the process. While engagement is often a 1-1 activity, creating a robust brief is a group activity and needs to consider organisational as well as department- or team-level requirements in terms of people, technology and place.



CASE STUDY

INSIGHTS

500
1,600m²
NIA

HQ REFURBISHMENT, DUNDEE

Insights provide the tools to help you develop your people through increasing their self-understanding and self-awareness. From their beginnings in Dundee, they are now a truly global organisation with a presence in over 30 countries.

The Insights global HQ was not reflective of their vibrant brand and did not support staff working across different functions; improving collaboration was a main client driver for the change.

Technology-based collaboration was already a key part of their operating model since teams were not all based at the Dundee HQ; remote working was already firmly embedded within the culture of the organisation.

Incorporating hybrid working patterns into the operating model opened up opportunities to alter the breakdown of space within the workplace, creating far more variety and choice in where people could work.

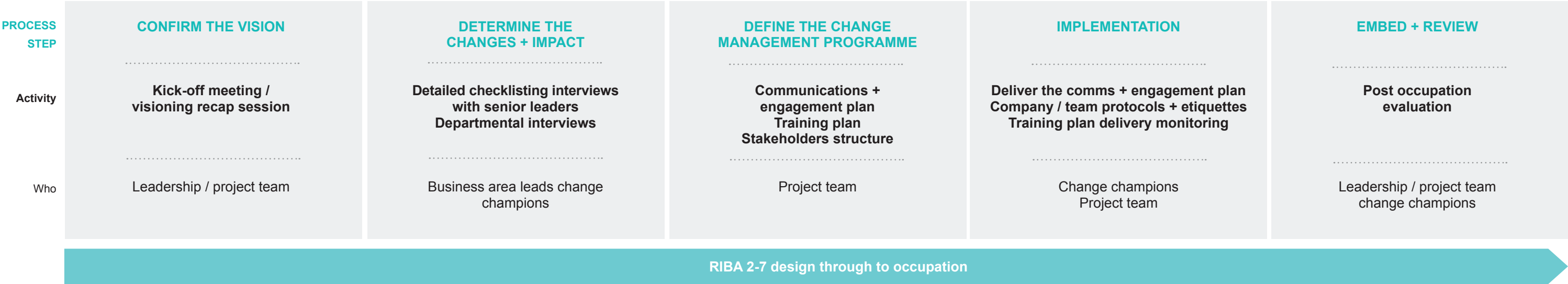
An extensive programme of stakeholder engagement led to the creation of a schedule of accommodation which used existing space more efficiently (a desk-sharing ratio of c.5:10 – down from almost 1:1 – freed up space) and created more informal settings. Staff health and wellbeing was important to the client and the spaces provided for socialisation were greatly improved.

Following the initial workplace consultancy commission, SPACE were retained by Insights to provide full Architectural Services, Interior Design, Move Management and Construction Services through to the successful handover of the new space.



OUR CHANGE MANAGEMENT PROCESS

We need to understand what is actually changing – is it the location, the design of the working environment, a move to Smarter Working, or all of the above? Who will be impacted and what behaviours and processes need to change will influence what Change Management activities and potential training programmes are required. As the integration of technology to support Smarter Working gathers pace, IT training has become an increasingly important aspect of Change Management.



CASE STUDY

TED BAKER

500
2,800m²
NIA

HEAD OFFICE RELOCATION, LONDON

We understand that it's crucial for staff to feel that change is happening with them, not to them. With 20,000 samples, office furniture and equipment, and people to move, Ted Baker's relocation was a complex project with multiple moving parts. That's why exemplary Change Management was key to the success of this project.

As part of the move, we implemented a robust change management strategy to make sure Ted Baker staff were kept engaged and informed throughout this transition. We put in place multiple opportunities for staff to engage with us, including presenting at Town Halls, delivering management briefings, and running workshops with senior leaders, user groups and departmental change champions.

For change to be meaningful and lasting, there should be procedures in place to ensure it becomes embedded. We put together a learning programme to train staff in the behavioural changes, new technology, and workplace processes that would come into play after the relocation.

Through our robust Change Management strategy, we've put in place the building blocks for long-term success in our client's new workspace.



PEOPLE, TECHNOLOGY, PLACE

Through engaging with your people, the issues and opportunities for your workplace will become clearer. There are common themes from organisation to organisation; from building to building.

A tailored solution will be created that blends responses to a series of these common themes.

A sustainable organisation has to address people, technology and place by:

- Providing an environment that helps attract and retain high quality people.
- Supporting organisational vision with appropriate use of technology.
- Determining the right amount of space and then embracing all facets of sustainable design.

Sustainability should be the cornerstone of any workplace strategy.



PEOPLE

Your people should be at the heart of your workplace solution. Our process is designed to ensure they are.

While every project is different, there are key 'people' themes that we often experience:

- Utilisation
- Organisational trends
- Attendance models
- Culture
- Training
- Hybrid working
- Etiquettes & protocols



TECHNOLOGY

Technology has transformed how we work and in use it should be intuitive and seamless. Technological solutions should be designed around your people, supported by effective training.

Some common issues we experience are:

- Mobility
- Enhanced connectivity
- Standardised technology
- Intuitive technology
- Booking systems
- Electronic storage



PLACE

Just as organisations are always changing, the spaces they inhabit need to be able to respond to these changes.

Flexibility and adaptability remain key concepts. Providing the right amount of space is key to carbon reduction.

- Functionality
- Private/ focus spaces
- Collaboration spaces
- Ergonomics
- Storage reduction
- Acoustics
- Welfare and wellbeing
- Adaptability

FUTURE PROOFING

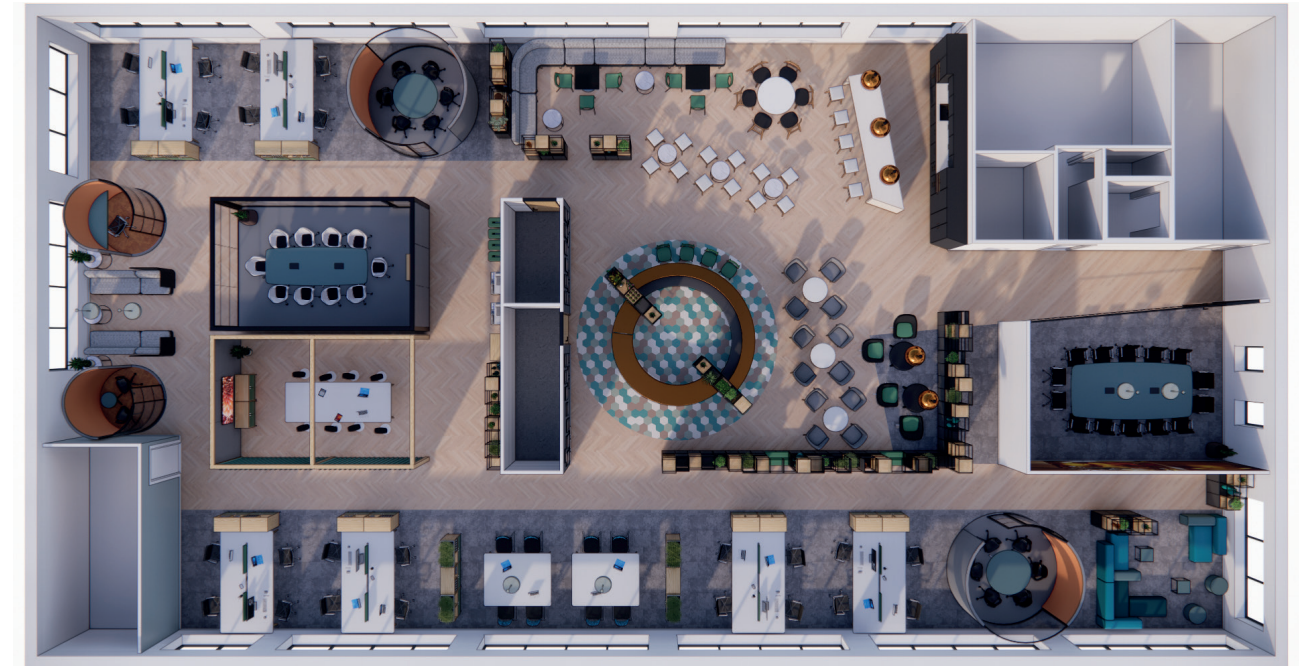
Hybrid working is now embedded within many organisations, however attendance patterns and the balance of home and office working continues to evolve.

As organisations work towards attendance patterns that work best for them, the requirement for the physical workplace to be flexible and adaptable is more important now than it has ever been.

A key activity in our Workplace Consultancy process is to establish what you do, and how you do it. By doing this we are able to determine the right 'kit of parts' for your organisation-the types and combination of spaces and worksettings that will best support your people, your activities and your goals.

This 'kit of parts' should be planned in a way that enables flexibility as the organisation evolves. Discarding fixed components does not support the sustainability agenda.

Your workplace should be conceived in a way that it can be adapted easily, moving people and flexible elements, rather than continually tearing down walls.

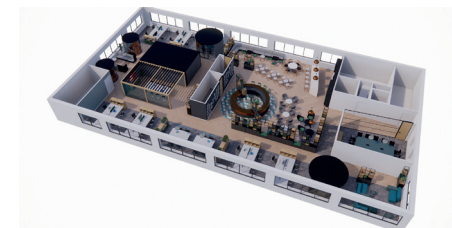


OTHER CONSIDERATIONS

People: Flexibility and adaptability are further enabled by moving away from individual space ownership. Increasing headcount needn't require more desks. Organisations that share space tend to find through time that they are able (within reason) to support increasing headcounts without their workplace growing in size.



Technology: Your services infrastructure should be flexible and adapt easily to planning changes. Could your space support dynamic stacking-the ability to shut down areas on days of low occupancy to reduce operational carbon. Hybrid meeting technology continues to develop aiming to provide an equivalent experience to those in the office and those who are remote.

Place: A workplace 'Kit of Parts' that will support and grow with your organisation.



CASE STUDY

UNIVERSITY OF THE WEST OF SCOTLAND

 3,000
 25,000m²
NIA

NEW LANARKSHIRE CAMPUS, HAMILTON

Faced with an ageing and inefficient campus, University of the West of Scotland embarked on an ambitious project to transform three office pavilions on a nearby technology park into a state-of-the-art, sustainable and flexible university campus.

SPACE consultants worked in conjunction with the university's Estates team to create a blueprint for the campus, researching current pedagogy and the spaces needed to support the new learning and teaching models. Site visits and an extensive programme of engagement with building users (staff and students) informed a detailed schedule of accommodation that evolved over the 2-year lifespan of the project.

Once the client had approved our strategic brief, SPACE provided full Interior Architectural and Design services, working with the base build Architect and using our understanding of the client's needs to protect their vision through to completion.

Spaces designed ranged from classrooms to learning hub to high-fidelity practical teaching and research spaces. The staff work areas were designed around Smarter Working principles.



OUR EXPERIENCE

marinescotland



Morgan Stanley



Arnold Clark
CAR & VAN RENTAL



MEDIA GROUP



centrica



CASE STUDY

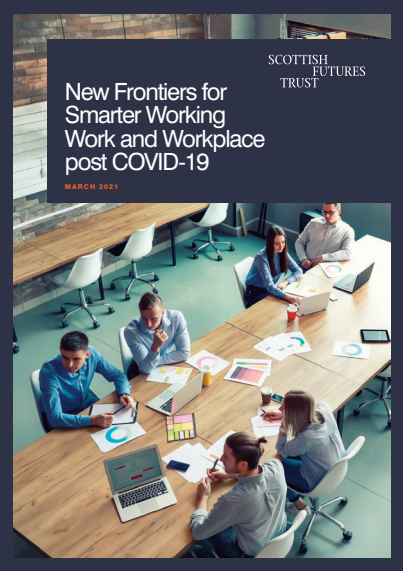
SCOTTISH FUTURES TRUST

NEW FRONTIERS FOR SMARTER WORKING

SPACE have worked on numerous public sector workplace estate projects on behalf of the SFT in recent years, with Falkirk Council, NHS Greater Glasgow & Clyde and the Scottish Law Commission being some of our notable clients. The brief from the SFT has always been to help these clients investigate opportunities for using space more efficiently and effectively, challenging them to look at how Smarter Working principles could be implemented, often within their existing spaces, sometimes in new locations.

Our engagement has always been informed by the latest workplace thinking. This has given the client confidence that any proposed changes have a strong basis in research.

Our experience in creating ‘post-pandemic’ workplace strategies led the SFT to ask SPACE to contribute their thinking towards a document that would benefit organisations in Scotland (and beyond) to understand the issues and opportunities in determining future space requirements.



OUR TEAM

Our Consultancy & Design team is made up of Workplace Consultants, Architects, Interior Designers, and Change Management Specialists defining the design and spatial needs of your workplace.

We work together to deliver your optimal space. Commissioned separately or as a whole, our Consultancy & Design services are here to help you get the most out of your workplace. Every brief, every client, and every design will be totally unique.

We aim to inspire you and work with you to deliver your optimal space.

GET IN TOUCH to discuss a project with our team.

enquiries@spacesolutions.co.uk



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96 Fountainbridge,
Edinburgh, EH3 9QA
0131 221 5210

LIVINGSTON

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South West Ind. Estate,
Livingston, EH54 8SH
01506 400704

GLASGOW

140 West George Street,
Glasgow, G2 2HG
0141 331 6910

ABERDEEN

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01224 218500

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