



Bringing it all together

Business as usual. A 105 point mover's checklist

While we at BT might not be renowned for moving businesses, last year alone 45,000 businesses, when moving, asked for our assistance. In helping those 45,000 business moves we've gained quite a lot of first-hand experience and understanding of what businesses are going through at these times and now we're trying to pass on that knowledge.

Using this invaluable experience we have, with the aid of our moving partners, created this 105 point checklist for a successful move. This checklist, we believe, will provide invaluable advice and help remove some of the stresses and strains associated with moving. (We also offer a free 12 step movers guide that is available from our website.) Register your company name at www.bt.com/movebusiness to notify us of your pending move and your interest in Managed Movers. We're very good at bringing it all together.

Timetable	Owner	Lead time	Duration	Start date	Finish date
Draw up an outline plan with a timetable					
Identify when you want to move – review business commitments and assess impact of move					
Identify your move date					
Relocation provider to conduct visits to origin and destination sites					
Seek initial consultation with relocation provider, discuss requirements; ask for first draft move plan and quote					
Cancel rental/lease agreements					
Check lead times and anticipated time to complete for all the elements of the moving plan					
Check status of existing lease and ensure there are no barriers to your leaving the old premises on the move date					
Give each task a completion date – based on lead time and time to complete					
Review and negotiate timescales with all suppliers – revise move date if required					
Create a business continuity/roll-back plan to ensure that you can operate if things go wrong					

Budget	Owner	Lead time	Duration	Start date	Finish date
Create a moving budget – identify key cost items and obtain quotes					
Deposit on new premises					
Removal costs					
Fitting out of new premises					
Upgrading equipment and furniture					
Updating ICT (Information and Communications Technology)					
People costs (e.g. relocation, redundancy or recruitment expenses)					
Updating stationery, business cards and marketing collateral					
Lost revenue due to downtime					

Move team	Owner	Lead time	Duration	Start date	Finish date
Set up a “move team” and identify a move champion (team leader)					
Work with your relocation provider to engage removal firm, employ decommissioning specialist and configure moving plan. Make sure you detail all costs					
Appoint an internal “move champion” (if multiple departments, multiple move champions)					
Create a “mover file” to keep track of estimates, receipts and important documentation					
Identify key tasks					
Obtain and review quotations for all additional services					
Appoint additional service providers (e.g. builders, equipment suppliers, etc.). Hold a move meeting with all suppliers. Brief them					
Second draft of move plan to include schedule of all activities					
Review meeting to track performance against plan and budget					

Staff involvement	Owner	Lead time	Duration	Start date	Finish date
Consult with all employees and unions, get them involved					
Provide briefings and presentations to keep everyone aware of the progress (can be prepared as move packs)					
Define expectations of staff preparing for the move (packing deadlines, rationalisation of workspace, etc.)					
Provide staff training for relocation event – packing, use of new systems (filing, security, comms), etc.					
Involve employees in the plans e.g. space planning					
Review employment contracts if move requires relocation					
Relocating without agreement could be a breach of employment contract					
Relocation is not an excuse for redundancy – relocation packages or payment of expenses may be required					
If employees cannot relocate redundancy packages need to be reviewed and offered					
Review the need for commensuration, e.g. extended journey to work					

Communications	Owner	Lead time	Duration	Start date	Finish date
Use the move as a marketing tool					
Change of address to customers and suppliers including a map					
Call key customers and explain the move					
Set up a “business as usual team” tasked with maintaining customer service levels throughout the move period					
Inform insurance companies, banks etc.					
Inform the Inland Revenue of change of address					
Inform Companies House of change of address					
Order stationery					
Update advertising and promotional material					
Update business cards					
Update website					
Register change of address with the “phone book”					
Provide “acclimatisation” information for staff (local shops and facilities, transport routes, layout of the new building, etc.)					

Services	Owner	Lead time	Duration	Start date	Finish date
Contact the post office and arrange for mail to be redirected					
Reregister any franking equipment					
Notify BT and ISP of change of address and get written confirmation of new numbers					
Redirect calls to old numbers (remote call forwarding)					
Inform utilities companies of your move at least 14 days before the move date					
Read meters and keep a record in the move file					
Cancel/transfer existing delivery/service contracts					
Identify requirements for new suppliers (office/window cleaning, waste disposal, maintenance, security, newspapers etc.)					
Notify insurance company of the move and update policy					
Ensure both premises are insured on the day of the move					

Equipment and fit out	Owner	Lead time	Duration	Start date	Finish date
Dispose of anything you do not want					
Identify any electrical goods you do not want to take and advise BT					
Identify a specialist to decommission PCs, servers, telephone systems and office equipment					
Create a configuration plan for telephony and computer systems					
Identify where new power outlets are required					
Identify where telephone and data points are required					
Identify where printers, scanners and faxes will be located					
Check compliance with Building and Health & Safety regulations					
Identify any alterations required to the premises – structural alterations requiring suspended ceilings, partitions, floor coverings					
Provide additional signage and emergency lighting					

Physical move	Owner	Lead time	Duration	Start date	Finish date
Engage removal companies					
Draw up a detailed specification of what needs to be moved, in which order and to where (schedule/phasing plan)					
Establish key performance indicators (optional: usually a “large move”/long-term contract requirement but large SMEs may want)					
Identify access/parking problems					
Highlight large, heavy or fragile goods					
Agree loading/drop off points					
Agree parking arrangements					
Get detailed quotations and cost breakdown for service elements					
Packing/unpacking					
Qualify crates, hire periods and additional charges					
Asset registration and management					
Space planning					
Decommissioning/recommissioning of machinery and equipment					

Physical move (continued)	Owner	Lead time	Duration	Start date	Finish date
Fitting out					
Specialist ICT services					

Pre-move	Owner	Lead time	Duration	Start date	Finish date
Finalise pre-move plan (third draft)					
Colour code, boxes, furniture and files					
Draw up a floor plan and mark out where different boxes/furniture should go					
Print a separate list of key customer, suppliers and other contacts and ensure that this is easily accessible					
Draw up a rota for who will be where and ensure everyone has a copy					
Ensure that key staff have access to fully charged mobile phones and that everyone has the telephone numbers					
Determine handover arrangements at the old premises – cleaning up, making good damage, handing over keys etc.					
Finalise move plan (final draft)					
Pre-move supplier meeting to check awareness of coming event and make sure everyone is “on board”					
Deliver and distribute packing materials					
Introduce move team to staff					

The Move	Owner	Lead time	Duration	Start date	Finish date
Daily, per phase, per week or whenever appropriate: review progress, identify “live” issues, resolve and adjust move plan					
Sign off each activity as correct					

Post-move	Owner	Lead time	Duration	Start date	Finish date
Conduct thorough walkround of all sites					
Post-move help desk (on- or off-site)					
Prepare snagging list					
Sign off completed snags					
Reconcile invoices with quotations and identify extras					

Visit www.bt.com/movebusiness

or contact us on 0800 707 6324

Offices worldwide

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