



“Our Workplace Innovation initiative has been a huge success across the globe. For our new UK headquarters, we were delighted with the way in which Royal HaskoningDHV provided a seamless project management and design service whilst liaising with the numerous parties involved in the build.”

Peter de Winter, Philips Real Estate Director

Delivering Workplace Innovation for Philips' new UK headquarters

As part of a worldwide rollout, Philips is encouraging greater employee collaboration, knowledge sharing and communication – three ingredients which are crucial for innovation. This, together with flexible working amongst its workforce is all part of the Workplace Innovation initiative. At the start of 2015, the Project Management Consultancy Advisory Group within Royal HaskoningDHV was tasked with delivering the design and Project Management of the innovative workspace for the new UK headquarters for Philips.

Mirroring projects around the globe in Philips' offices – including Brazil, India, Portugal and the USA – the company's new UK headquarters encourages a new way of working. Research shows that 72% of managers think that there is a link between increased employee engagement and flexible working (Regus), and Philips is encouraging employees to switch to flexible working practices using advanced working tools and technologies which allow them to work anytime, anywhere.

The Philips Workplace Innovation project aims to optimise office space with the use of different workspaces based on different employee needs – whether that's an Open Work setting, a Focus Room for team meetings, the Silent Work Area for no interruptions or a Phone Booth to conduct a private conversation.

With 500 employees located in Guildford at the company's UK HQ, Philips embarked upon a £3million project to relocate to a new office building and to change employees' way of working.

Royal HaskoningDHV delivered the fit out of the new HQ as part of a worldwide framework agreement with Philips covering the design of the 34,450ft², 2-floor office space, as well as procurement and project management.

“This project saw extensive co-operation across Royal HaskoningDHV, drawing upon the expertise of our Buildings and Services team as well as the Project Management Consultancy Advisory Group,” commented Teddy Bogdanovski, Philips Programme Account Manager, Royal HaskoningDHV. “Our integrated design and project management approach provided Philips with an end-to-end, seamless offer from the beginning of the project to the company's move-in date.”

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As the building had been unoccupied for six years, a significant amount of testing and commissioning had to be completed before any work could begin, to ensure that the building would be able to operate as required. Royal HaskoningDHV took over the close out of due diligence testing and validation work inherited from a previous study.

Issues which arose as a result of this testing caused significant delays in signing the new lease. With Philips' existing lease due to expire at the end of August 2015, Royal HaskoningDHV had a number of relationships to maintain and manage within Philips, together with managing the interface between the change of landlords for the new building in order to ensure efficient delivery of the project.

Due to the nature of their Healthcare and Lighting sectors, Philips did not want to move out of their current building after the end of August 2015, due to the busy retail period in the run up to Christmas in the last quarter of 2015.

"Whilst not part of Royal HaskoningDHV's original scope, we managed the technical aspect of landlord negotiations which helped to protect Philips' occupational rent free period. This would have largely been lost had the lease been signed as originally planned with an end date of August as opposed to the revised December completion date. In addition, had Philips signed the lease without the extended testing and validation brokered by Royal HaskoningDHV, it may have cost them a further £200k for corrections post-possession," commented Sandy McIver, Royal HaskoningDHV Project Manager. "Throughout the project, Royal HaskoningDHV kept us fully informed of the project challenges and what support they needed, so that we could align our various internal

stakeholders with the project delivery. This integrated approach has helped to reduce our risk and make the project an enjoyable although challenging experience," commented Yvonne Hanson-Nortey, Philips Guildford Project Manager. As part of the worldwide initiative, Philips has improved overall employee satisfaction throughout its offices around the globe.

"Following a tender with close outcome, Royal HaskoningDHV beat the competition due to their "in-house" integrated approach, attractive pricing and their experienced Project Manager. The integrated approach was a major selling point for us in making sure that the project was a success. The original 27 week contract duration extended to 43 weeks, which was an 60% increase mainly due to the impact of the prolonged testing, validation and lease negotiations. Royal HaskoningDHV leadership – supported by the Philips team – successfully delivered the project for 12% below the original cost plan." commented Peter de Winter, Philips Real Estate Director.

In addition to the new Philips UK headquarters, Royal HaskoningDHV is also currently successfully involved in the delivery of the company's new headquarters in Johannesburg, South Africa and Shanghai, China.