



RELOCATION INFORMATION SERVICES

The Business Move Consultancy

NORTH



NORTH, also known as North of England P&I Association, or 'NEPIA', was established on Tyneside in 1860. It is a leading marine liability insurer, providing P&I, FD&D, war risks and ancillary insurance to shipowners worldwide. North employs 200+ staff at its prestigious offices on Newcastle's Quayside.



Two relocation projects

North planned an ambitious and innovative redevelopment of their headquarters, which involved extending the existing building, adding a floor and creating an atrium. To achieve this, they needed to vacate the building – so were faced with two major moves.

RIS was engaged to advise and manage the first move and, based on the success of this, the second too.

The first move to temporary accommodation in Gateshead involved the re-use of existing furniture, though the loss of storage walls necessitated the procurement of additional units. RIS' contacts enabled the firm to save thousands of pounds by obtaining used cabinets. There was a major exercise, though, to ensure filing space was adequate, and allocated correctly – which RIS did. The variety of desks also made things interesting. There was some valuable artwork, and model ships, to transport as well. RIS agreed all move principles with the firm, planned the move and briefed staff on how it would all happen. The removal contract was then specified and tendered and the countdown began... and it was a huge success.



The second move benefitted from having the same team, and the same principles were applied. All furniture and storage was new, necessitating a repeat of the filing allocation exercise and some adjustments to plans. IT monitors were new, and had to be attached and tested as part of the move. Unfortunately, the remover did not perform well – and there was some accidental damage too. Fortunately, robust controls were in place and experience ensured that North suffered no loss as a consequence. The vast majority of staff did not notice anything untoward and had nothing but praise for the move. But the experience underlines the need for proper planning, detailed specifications and experienced control.

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