

the

ULTIMATE GUIDE

to office fit-outs



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ULTIMATE OFFICE FIT-OUT GUIDE

An office fit-out can be a daunting project. Transforming a space into a welcoming, usable, well-designed workplace that adds real value to your organisation takes diligent planning, deep consideration and an ability to look at the big picture and tiny details simultaneously.

WHY USE AN OFFICE FIT-OUT GUIDE?

It's vital your project stays on budget, on schedule and delivers against your aims. Working with an office fit-out checklist ensures that you don't miss anything important, stay on the right side of complex regulations and end up with a space that works for everybody.



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01 TYPES OF FIT-OUT

Fit-out

It makes sense to start at the beginning. Fit-out is a term we use every day – but what does it actually mean?

A fit-out is simply how we describe a project that develops a commercial building into a suitable space for an occupier.

What's the difference between a CAT A and CAT B fit-out?

Both terms refer to design and build projects in commercial properties, but they have different implications.

CAT A

CAT A is short for Category A; it's a fit-out project that results in a functional yet empty space – a blank canvas for interior designers to work their magic on.

A typical CAT A project would be undertaken on behalf of a landlord who wants a finished-yet-feature-free space to market to prospective tenants; an empty space completed up to a point where a tenant can engage an interior designer to create a habitable office that reflects their brand.

The finished CAT A project will typically have all the necessary infrastructure and finishes in place, including water, power, toilets, fire detection systems and painted walls.

CAT B

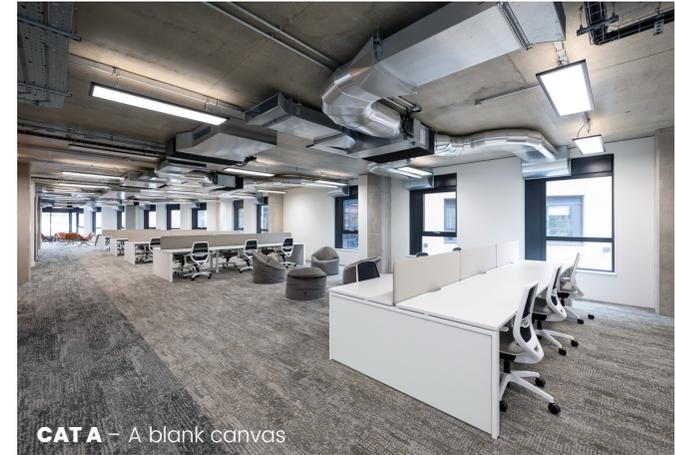
Most often a Category B fit-out will be commissioned by a tenant who is seeking to either turn an empty space into a finished workspace environment, or an overhaul of an existing office.

Ideally beginning with a period of workplace strategy consulting and space planning, a CAT B fit-out will be tailored around the bespoke requirements of an individual business, from the type of work done there to the colour of the vases in reception.

With detailed floorplans and spaces zoned and shaped by the needs of the occupier, CAT B fit-outs should result in a space that brings out the best in the people that use the space every day; a place they can thrive and do their best work in an environment that reflects their company values and aspirations.

Shell and Core

However, before a CAT A or a CAT B fit-out takes place there is often a Shell and Core project, installing or updating the infrastructure of the building, specifically areas relating to the concrete and metal frame, such as lift shafts and loading bays.



NOW YOU UNDERSTAND WHAT A FIT-OUT IS, THE NEXT STEP IS TO CONSIDER WHETHER IT'S THE RIGHT MOVE FOR YOUR BUSINESS.

- What's the primary driver for creating a new workplace?
- Does your existing space allow you to work the way you need?
- Are you expecting growth or do your current premises no longer reflect the aspirations of your organisation?
- Have your employee numbers grown beyond capacity for your building – or are you needing to downsize to a smaller, but better-suited space?

02 PLANNING YOUR FIT OUT

Although refurbishing an existing space can be a cost-effective way to bring new energy to an organisation, moving to an entirely new space allows you to take a comprehensive new approach to modern amenities, sustainability and possibly even allows a fresh start for your business culture.

- **Have you identified and agreed on your primary reason for needing a new office?**
- **Have you taken a long-term view of the size and scale of your business over the next 5 years and factored this into your requirements?**
- **Do you have a strong grasp on your organisational culture and the challenges and opportunities a new space will bring?**

It pays to think big-picture at this stage. Moving office should be a chance to reimagine elements of your organisation from the ground up – a blank sheet of paper, on which you can map out a new vision.

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While office trends come and go, one thing that does not change

is the impact that the office environment has on employee health and wellbeing. We typically spend almost a third of our lives in the office. Therefore, in order to find and retain top talent, increase productivity as well as boost motivation, it's essential for companies to foster an environment that empowers people. The right space to work, think and collaborate begins with designing an office that optimises wellbeing, starting with discovering how your employees work most effectively. Each element of design should consider their physical, mental and social wellbeing to create fulfilling and inspiring places to work.

Martha Gray
Creative Lead, Interaction



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03 DO YOU NEED TO MOVE?

Whether your office is suitable for your needs depends on a variety of factors:

Lease: what are the parameters of your lease agreement? You'll need to evaluate how long you have left on your lease, any early release penalties and what the clauses are for subletting or passing on your space.

Landlord: what's your relationship with your landlord like? It's worth finding out what they will offer to keep you as tenants; they may help fund renovation works or offer other incentives to stay.

Location: how tied are you to your location? Is it a factor in recruiting and retaining talent?

Undertake a feasibility study

This is a great time to consider a feasibility study – an investigation into how realistic an office move might be compared to a refurbishment or simply doing nothing. You can do this internally, or commission an independent partner to do this for you; many design and build companies will offer this as a service.

Undertaking a feasibility study conducted by an objective partner can help you reach impartial, easy-to-explain decisions and outline factors such as:

- **Budgets**
- **Space requirements**
- **The potential of your existing space vs your business strategy**
- **The cultural impact of a move**
- **New and optimum ways of working**
- **Timelines and legalities**

After some exploration, you may decide that your current office will meet your needs for the foreseeable future.

If that's the case, you may want to consider:

A simple refresh: replace, renew and update your existing finishes, fittings and furnishings.

A CAT B fit-out: going further than just a refresh, with re-configuration of the spaces and overall functionality with new room layouts.

A CAT A and CAT B project: revamping the bones of the building with new mechanical and electrical systems and infrastructure, before installing a CAT B finish.

Decision time

Having taken these factors into consideration it's time to decide what action you need to take:

- **A simple refresh**
- **A CAT B fit-out**
- **A combined CAT A and CAT B fit-out**
- **Relocate to an entirely new workspace**

If it's a new space you need, it's time to think about timings, budget and location.

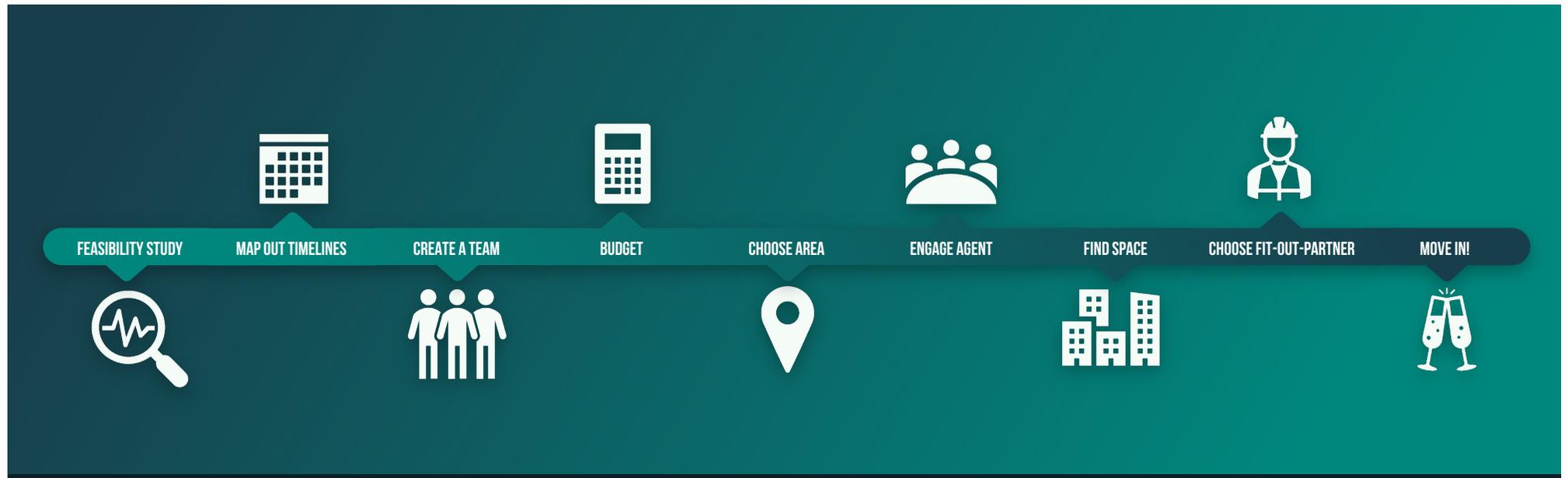
When it comes to moving location, you're looking to maximise your options – and that means making sure you have enough time to consider all aspects of the move, including new buildings, properly.



04 TIMELINES

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Your first challenge is to set a moving date; ideally one based on minimising any rent overlap between your existing and new workspace. Working back from your lease expiry date is a great start (you'll also need to add on at least a month post-move to cover any dilapidations and clearance).





Moving office can be stressful for some but constant, structured communication can really help allay concerns.

05 WHO TO INVOLVE

As with any complex job, it pays to get the right people involved as early as possible. Assigning clear roles and responsibilities amongst an internal team will make the whole process easier. It can be hard to decide who to include in the project team while making sure it doesn't turn into something unwieldy.

Candidates have to be able to make autonomous decisions and therefore should be fairly senior and know your organisation inside out. Organisational and project management skills will be necessary, as will great communication skills and an ability to stick to both budgets and deadlines.

Finance, facilities, operations, IT, marketing, office managers and admin staff are all key stakeholders.

It's useful to think about your communication strategy early on. How and when will you inform people what's happening, and what level of information will you share?

Staff should be consulted as transparently as possible. Much of the success of the process will be based on an ability to ask the right questions, challenge complacent thinking and providing a company-wide vision of the future. These are further reasons why an external consultant can be invaluable.

Have you:

- ✓ Decided your project team?
- ✓ Defined roles and responsibilities?
- ✓ Planned your communication strategy?
- ✓ Consulted employees and other relevant parties?



06 BUDGETING

Budgeting for a new workplace is an issue that most businesses don't encounter frequently. That means, that while it may be a proportionally low depreciated cost compared to an organisation's payroll, the budget for an office move is often instinctively scrutinised. Although total available budget will depend on many factors, there is a common list of associated costs to consider.

Firstly, the fixed ongoing costs – your overheads.

Overheads

- Rent
- Service charges
- Rates
- Utilities
- Insurance
- Ongoing property maintenance & repairs
- Staff engagement

In addition to these, there will also be project specific costs. Dilapidations are "exit costs" paid by tenants at the end of their lease which are attributed to restoring the property back to its original state.

If you're planning to move before your lease comes to an end, don't forget to renegotiate with your landlord about subletting or assigning your lease to a new party. Check if you're required to cover potential damage by the new tenants.

Costs to consider:

- Professional fees (agents, landlords, lawyers etc.)
- Design and specification of the new space
- Build costs
- Furniture, fixtures, and equipment costs (FF&E)
- Statutory approvals
- Connectivity
- Relocation costs
- Disposals

It's time to start thinking about your ideal new home!

Then there will be budget required for physical equipment:

- IT and telecoms installation
- Furniture
- Mechanical, Electrical and Heating, Ventilation and Air Conditioning (HVAC)

And finally – it's always worth keeping a good proportion of your budget as a buffer should any unexpected costs arise; the riskier the project the higher buffer you should keep.

That seems like a long list, but there is help at hand too.

- Landlords can be approached to assist with contributions
- For instance, if you plan to upgrade services which may improve the building's Energy Performance Certificate (EPC) rating, the landlord may be willing to co-fund some costs
- Investigate Capital Allowances and Enhanced Capital Allowances as a way to claim back costs on 'machinery and plant' assets

Have you:

- ✓ Made a comprehensive list of all outgoings as detailed above?
- ✓ Explored options to offset costs as above?
- ✓ Used this exercise to draft a budget for your



07 CHOOSING A LOCATION

Location is one of the most critical issues in finding the right workspace. Not only do you have to consider local infrastructure, price and space availability, but there's also accessibility and personal preferences to take on board.

The first things to assess is what's most important to your business.

Factors to consider	Importance 1-10
Good public transport	
Access to motorways	
Accessible for clients	
Near airport	
Near established talent pool	
Easy commutes	
Local entertainment and hospitality	
Near similar businesses	
Secure parking	
Strong local community	

Once you've considered all these factors you should have a steer on your ideal type of location. It's a good idea to use as many sources of data as possible when making your decision: we often suggest organisations map out their employee addresses and overlay transport routes to create an ideal radius in which to search.

Any change of location will undoubtedly please some and displease others. Constant communication and transparent decision making are necessary at every stage.

Remember that with sizeable changes in travel (and depending on your work from home policies) there will be some staff attrition; far from being a negative, this can drive meaningful cultural change if handled correctly.

Have you:
✓ Assessed and weighted the factors most critical to your new location



08 FINDING AN AGENT

Finding the right agency or agent will make finding your perfect home easier. Make sure they really understand your needs – (both your “must-haves” and your “nice to haves”), your growth plans, your business structure and your budget. Ensure they come with high-quality references and have great local expertise combined with national reach. They should be able to clearly and transparently explain their fees and charges.

Have you:

- ✓ **Narrowed down a shortlist of agents?**
- ✓ **Checked their references?**
- ✓ **Chosen the best fit?**
- ✓ **Briefed them comprehensively?**

With an agent's help, it shouldn't be long before you have a few buildings to view.



09 FINDING THE PERFECT PROPERTY

With a location narrowed down, it's time to find someone to guide you through your search.

A good property agent will help you select the right location, space size and configuration, shortlisting properties on how well they align with these factors and your budget. They can also help you understand a building's WELL building status, Cycling Score and WiredScore.

However, there are more factors to consider if you want to find the perfect space. You need to ascertain how well these buildings fit your brief, what alterations, if any, they'll need to become your perfect work environment – and how much the design and build might cost.

At this stage a design and build contractor will usually offer to undertake "test fits" which allow you to fully understand how your organisation will fit into and function within a space.

Your design and build partner will also be able to assess things such as:

- **Fit-out costs and timescales which may differ by building**
- **Access strategy to key infrastructure such as mechanical systems, fire alarm systems, power etc.**
- **Ease of access to site and effect on logistics**
- **Health and safety concerns such as asbestos**

If they have a workplace strategy capability, they will also be able to help you understand the location and building's impact on recruitment, access to talent and other cultural and organisational factors that may help guide your decision.

When you have narrowed down your shortlist of buildings, take a moment to:

Scope the area

Talk to other tenants and local businesses to get a feel for whether the location will suit and if there are any underlying issues you might need to address.

Survey your building

Avoid costly problems further down the line by commissioning a full building survey.

Check the fine print

Look over all potential contracts and Heads of Terms – then do it again with a lawyer. Keep an eye out for unfair clauses, hidden charges or allowances for rate and rent hikes.



10 CHOOSING YOUR FIT-OUT PARTNER

You've decided to engage a fit-out partner for a CAT A or CAT B project. Maybe they even helped you select your new space. Wherever you're starting from, there's no shortage of potential partners – so how do you narrow the field and create a shortlist?

Here are some key factors to consider:

Reputation

A strong reputation matters. Your potential fit-out partners should be able to share testimonials from previous clients, ideally from projects similar to yours in sector, size and scope. Look for a well-established business with a solid track record and clients you can speak to directly for perspective.

Pride

Your new workplace should be a source of pride for years to come – and it should matter just as much to your partner. They should be happy to arrange visits to completed and live sites, and introduce you to previous clients for open conversations.

Financial stability

A fit-out partner's financial health should be carefully reviewed to reduce risk. Are they the right size to deliver your project comfortably? Consider that being either their biggest or smallest client can create challenges.

Can they fund upfront resources and remain financially stable through to completion? Have they been transparent about their balance sheet and ownership structure? Longevity and clarity here offer real peace of mind.

Transparency about included services

There are two types of budgets – those that start low and creep up, and those that clearly set out what's included from day one. Aim for the latter to avoid any nasty surprises.

It's also helpful to understand what's delivered in-house versus outsourced. While contractors play an important role, having project managers, designers, visualisers and furniture specialists in-house can improve continuity from design through to delivery.

Cutting-edge project management

Fit-outs are complex projects. Your partner should inspire confidence that they can deliver on time and beyond expectations.

Start by confirming they have an in-house project manager, then look at their tools and processes:

- **Do they use platforms like Revit and ACC to ensure seamless communication and project updates?**
- **Is there a named day-to-day site manager and board-level point of contact?**
- **Is there a detailed schedule of update meetings, with regular reports on progress, cost and quality?**
- **How do they manage cost control?**
- **Have they got a record of (or do they guarantee) no-delay move-ins?**
- **What are their customer satisfaction and aftercare processes?**
- **Are they ISO 9001 certified?**
- **What is their NPS score?** A good partner won't shy away from telling you. (Ours is **+81**, and we're pretty proud of it.)



Things to look for include:

- **An initial workspace consultancy and feasibility study which includes an appraisal of space needed**
- **A technical appraisal of the building infrastructure**
- **Interviews with key employees and stakeholders**
- **A detailed projected budget and programme of timelines.**

10 CHOOSING YOUR FIT-OUT PARTNER

Intentional Impact

Are your prospective partners committed to sustainability and on-site health and safety?

Look for evidence of environmental compliance, waste management processes and contractor oversight. Many partners will share health and safety records, with some offering real-time dashboards. Strong partners also invest in holistic training for contractors, including mental health and wellbeing.

- **You'll also want to ensure their insurance policy covers all eventualities and that they can produce the relevant ISO certificates – specifically ISO 14001, which ensures environmental impact is being measured and improved.**
- **Do they also have Constructionline Gold status (which ensures they have checked for environmental management, quality management, equal opportunities, modern slavery act adherence and anti-bribery and corruption policies) and CHAS (also known as the Common Assessment Standard) accreditation?**
- **Membership of the Considerate Contractors scheme is also a great indication of credibility – this works on a site by site/project by project basis, so check they have signed up on previous projects.**
- **Look for NVQ6 and SMSTS qualifications from their Site Managers.**



Have you:

- ✓ Made a comprehensive list of all outgoings as detailed above?
- ✓ Explored options to offset costs as above?
- ✓ Used this exercise to draft a budget for your project?

Chemistry

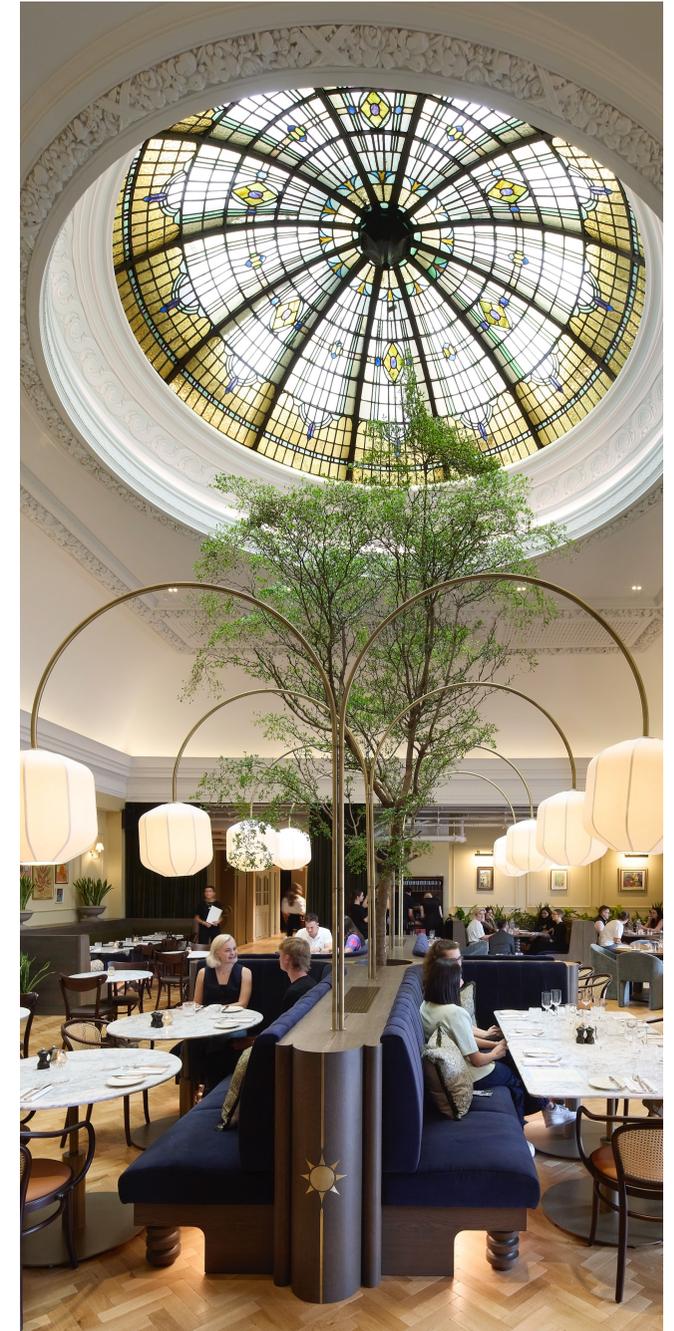
Hard to quantify, but hugely important. Will your partner approach the project with energy, honesty and creative problem solving?

Do you trust them to be open about challenges? Can you have constructive conversations if things don't go to plan? Are they genuinely excited about your project?

Review team credentials, leadership bios and project histories – and don't shy away from asking tough questions face to face to see how they respond.

FACTORS TO CONSIDER

- ✓ Reputation
- ✓ Pride
- ✓ Financial stability
- ✓ Transparency
- ✓ Project management tools
- ✓ Sustainability credentials
- ✓ Chemistry
- ✓ Understanding of your brief
- ✓ Enthusiasm
- ✓ Creativity
- ✓ Communication style



11 BRIEFING YOUR PARTNER

Your chosen fit-out partner will have a bespoke and structured process by which they interrogate your vision for your new space and ensure everybody is aligned on the final outcome.

They will speak to all key stakeholders individually to understand the dynamics and decisions at the heart of the project and gently challenge your rationale, goals and opinions in order to make sure there is a robust reason for every design decision made, helping you visualise and communicate your vision of the future.

During this process, it's important to be transparent and honest; outlining any problems, difficulties or internal struggles that might affect the project.

You can't cram in too much detail; your fit-out partner will make great use of any information you can give them, no matter how granular – how many cups of tea people make during the day, what works/doesn't work about your existing technology setup, who runs your office playlist, what your data usage looks like; it's all useful.

Budgets are always a key thing to talk about early on, even if that might seem counter-intuitive. Your design and build partner will work with whatever budget you give them, so the clearer guidance you can give upfront, the quicker you'll get to your dream workspace. Design and Build companies tend to be better at designing to a budget. It's also easier to maximise value from a set budget than it is to scale back to hit budget parameters.

It may be an idea to brief design and build partners with the same budget and see who comes back with the highest-quality response, ensuring your budget is maximised in a transparent way.

It also helps to communicate the way you like to work, include the workplace behaviours you're keen to enable and the values you exemplify. Consider how your design partner can help you use the space to remove the barriers that stop people doing their best work.

Don't be afraid to emotionally engage with the design process. Try and put any "us vs them" mentality to one side; your design and build

partner will be as keen as you are to deliver a space that matches your vision. Having said that, being unafraid to ask challenging and awkward questions will quickly reveal their expertise and limitations.

Before you engage them, ensure they repeat their understanding of your brief back to you, as well as describe what could be achieved with different tiers of budget. Align your stakeholders before key meetings, identifying motivations and blockers and aligning priorities will cut out a lot of wasted time.

Don't be afraid to use your design and build partner's expertise and objective opinions to help you manage any internal shareholders.

Lastly, be really clear on how you define success; the definition you end up with may even surprise you and may impact your project.



12 SUSTAINABILITY

Sustainability is high on every agenda. Many organisations are focusing on rapidly boosting their sustainability credentials as consumers and employees increasingly view the issue as a deal breaker.

However, it's a complex and much-debated topic, and doing your utmost to be environmentally friendly can quickly get expensive.

Therefore, you'll need to debate and decide exactly how high a priority sustainability is for your organisation.

Related to this, you'll have to consider what BREEAM, SKA, LEED and/or NABERS rating you'll try to achieve.

What is BREEAM?

BREEAM is the world's leading sustainability assessment method for projects, infrastructure and buildings, providing third party certification of the assessment of an asset's environmental, social and economic sustainability performance.

BREEAM ratings are: Outstanding, Excellent, Very Good, Good and Pass.

What is a SKA rating?

The SKA rating is a benchmark environmental standard for non-domestic fit-outs instituted by the Royal Institute of Chartered Surveyors. It's a quantifiable way for landlords and developers to track their sustainability metrics against a series of measures.

What is LEED?

Leadership in Energy and Environmental Design (LEED) is a green building certification program used worldwide. Developed by the U.S. Green Building Council, it includes a set of rating systems for the design, construction, operation, and maintenance of green buildings, homes, and neighbourhoods, which aims to help building owners and operators be environmentally responsible and use resources efficiently.

LEED Ratings are: Platinum, Gold, Silver, Certified, Not Required.

What is NABERS?

Originally developed in Australia, NABERS is a performance-based rating system that measures how efficiently a building actually operates, using real energy data rather than design predictions. We're seeing it used more and more across the UK as landlords and occupiers look for clear, credible ways to understand energy use, carbon impact and progress towards net zero. Unlike design-stage certifications, NABERS helps ensure buildings perform as promised long after the fit-out is complete.

It may help to group your objective into categories to discuss your strategy. Giving each of these a weighted value will help you decide where to focus and how far to go.

External

- Prove the importance of sustainability to your organisation for the benefit of staff, stakeholders and clients
- Attract investment
- Bolster or create a CSR programme and credentials
- Drive a positive impact in your local community

Cultural

- Boost wellness, staff retention and levels of engagement
- Attract new or different types of talent
- Establish a progressive profile for long-term employee value proposition

Environmental

- Reduce carbon emissions
- Improve air quality to create a healthier space

Regulatory

- Comply with (or exceed) regulations and guidelines
- Comply with CRC Energy Efficiency Scheme reporting requirements

Operational

- Reduce costs by increasing energy efficiency
- Increase innovation through redesigning existing products or processes
- Reduce costs by decreasing waste production

When you have compiled a shortlist of spaces there are a few factors to compare which will help you find one that matches your sustainability ambitions.

Firstly, is the building already rated for BREEAM or LEED?

A copy of the Energy Performance Certificate will be a useful guide – make sure to request one. Find out the rating of the HVAC systems and consider if they're futureproof. Is there a building management system in place? This will allow you to track the key metrics in real time.

Consider the role of light; what's the building's solar gain (i.e. how much does the sun heat it)? Does it face North or South? Does it get enough light to reduce your reliance on artificial lighting?

BREEAM standards demand good public transport links – is the building easily accessible?



How does Active Travel fit into your strategy?

Does the building have (or have space to install) bike racks, showers and other facilities that will encourage people to commute by environmentally-friendly means?

Have you:

- ✓ Assessed what's important to you when it comes to sustainability?
- ✓ Outlined your sustainability strategy?
- ✓ Examined the existing sustainability credentials of the space to see how far they go to meeting your requirements?



13 DURING THE OFFICE FIT-OUT

Once your design and build partner has commenced work, there should be very little for you to do apart from liaise with your appointed project manager to answer any queries and give direction where needed. If your partner is using tools such as AutoDesk Construction Cloud you'll receive constant updates from your new site including photos, minutes of meeting and status updates – meaning you don't even have to visit the site if you don't want to.

Ensure your design and build partner is also working on dilapidations of your previous property.

They should assist in restoring it back to its original condition in order to escape any financial penalties from your previous landlord.

Make sure your new suppliers are set up and ready to go and you have assigned relevant staff members appropriate jobs for the day of the move; create a moving plan for your staff to follow and communicate this well in advance.

Now is the time to be thinking about how to make the move-in day seamless, special and engaging for everybody in your organisation.

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The job that Interaction has done has been absolutely outstanding, it's been an incredible piece of work. It's been a brilliant collaboration and partnership for us. I couldn't have been more impressed. Interaction absolutely understands those elements of a workspace that bring colleagues in, that allows them to collaborate effectively together. They understand what makes us tick. It felt like an in-house team rather than an external consultant

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John Wood
Managing Partner, TLT



14 PROJECT COMPLETION

It's the final details that will really make your workplace come alive – and feel like home on the first day. From napkins and cutlery to artwork and toilet roll, there's a huge amount to consider if you want your staff to love the new space from the minute they first step foot inside. Some design and build companies will offer this "space dressing" as a service, ensuring you get a perfect experience without the stress.

Your fit-out partner will provide you with a handbook on how to best use your space, covering any questions employees may ask. If you've moved location, it can be useful to distribute guides to the area – and maybe even vouchers for local businesses.



Have you:

- ✓ Worked out your technology requirements?
- ✓ Translated these into a workplace technology strategy?
- ✓ Checked if your building has a WiredScore certificate?

Moving into a new office – what to do on the day

So the big day has dawned and it's time to take up residence in your new office space. It's important to make the experience feel special, seamless and safe for everyone in your organisation.

Maps of the local area, discounts at local cafés and shops, goody bags, branded merchandise and of course, chocolates and treats can help make the experience a positive one. Some organisations create a committee to host a moving-in party, which can be a great informal way to welcome everybody to the space.

All employees should have a guided walkthrough of the space and a chance to air any questions; the tour should be supported by onboarding collateral supplied by your design and build partner, which will explain in detail how to get the best out of the building.

Don't forget to have a welcome committee at the door to hand out new passes and welcome people into the new space!

What happens at the end of an office fit-out?

When the project is "complete", it's time to conduct a thorough walkthrough and identify any issues that need resolving – a process known as "snagging".

Usually a small percentage of the fee is kept back, dependent on a timely resolution of any final snags. When the snags have been rectified you can sign the project off – but do enquire about your partner's aftercare capabilities.

Some small "wear and tear" jobs, such as replacing a broken tile or fixing a small leak can be difficult to fix on an ad hoc basis as tradespeople won't quote for minor works. Choose a fit-out partner who has demonstrated excellent post-project aftercare capabilities and processes.

Your fit-out partner should also have a comprehensive list of items from your project, including:

- **All contractors used**
- **Warranties**
- **Paint colours**
- **Tile types**
- **Fabrics**
- **Cabling**
- **Carpets**
- **Audio visual items**
- **Ceiling tiles**
- **Soft furnishings**
- **Worktops**
- **Coffee machines and accessories**



15 CONCLUSION

An office fit-out is undoubtedly complex, but when it's done well, the rewards are felt across the whole business – from stronger recruitment to higher productivity. It also doesn't have to be painful, as long as you take the time to choose the right partner. One who genuinely understands your business, listens to your needs and delivers a workplace that exceeds expectations. Like Interaction.

We'd love to hear about your fit-out plans...

[why not give us a call?](#)

CONCLUSION

Fit-Out

The process of transforming an empty commercial space into a usable area tailored to meet the needs of its occupants.

Shell and Core

A stage of construction that refers to the structural and mechanical elements of a building, including concrete and metal frameworks, lift shafts, and loading bays, typically completed before interior design begins.

Category A (CAT A) Fit-Out

A basic fit-out that results in a functional but empty space, often undertaken by landlords to make a space market-ready. Includes infrastructure such as water, power, fire detection systems, and painted walls, but no furnishings or interior design.

Category B (CAT B) Fit-Out

A fit-out tailored to a tenant's specific needs, turning a CAT A space into a fully functional office, often including furniture, branding, and customized layouts to enhance workflow and reflect company culture.

Dilapidations

Exit costs that tenants pay at the end of their lease to restore a property to its original state, covering damages or alterations made during occupancy.

Workplace Strategy

A consultancy process to analyse and design office spaces around the specific needs and goals of an organisation, with the aim of optimizing employee productivity and well-being.

Sustainability

The focus on reducing environmental impact during fit-out projects, often assessed through standards such as BREEM, LEED, and SKA ratings.

BREEM (Building Research Establishment Environmental Assessment Method)

A method for assessing, rating, and certifying the sustainability of buildings, with ratings ranging from Pass to Outstanding.

LEED (Leadership in Energy and Environmental Design)

A green building certification program that evaluates buildings for their environmental performance, with certifications like Certified, Silver, Gold, and Platinum.

SKA Rating

An environmental assessment method for non-domestic fit-outs, used to measure the environmental impact of office refurbishments.

Energy Performance Certificate (EPC)

A document that provides an energy efficiency rating for a building, offering insights into the building's energy consumption and CO² emissions.

WiredScore

A certification that assesses the quality of a building's digital infrastructure and connectivity, ensuring strong internet access and technology capability.

Test Fit

A preliminary analysis performed by design and build contractors to determine how well an organization will fit into a potential space, including layout considerations.

CHAS (Common Assessment Standard)

A certification indicating a company's adherence to safety, environmental, and risk management standards in construction projects.

ISO 9001

A certification for companies that meet international standards for quality management systems.

ISO 14001

An international standard that outlines effective environmental management systems to help reduce environmental impact.

Constructionline Gold

A certification that ensures contractors comply with key areas such as environmental management, modern slavery laws, equal opportunities, and anti-bribery policies.

NVQ6

A qualification for senior management in construction, ensuring they are equipped to manage high-level projects.

SMSTS (Site Management Safety Training Scheme)

A certification required for site managers to oversee the safety aspects of construction projects.

Project Snagging

The process of identifying and rectifying minor issues or defects at the end of a construction or fit-out project before the final handover.