



# EMBRACING CHANGE AT HOWDEN GROUP HOLDINGS

Howden Group Holdings moved into their new London HQ in 2018. The building was designed to be an agile working environment. And, with increasing business growth, their ambition was to recreate the office into a cross-functional productive workspace across nine floors. The priority was to create a collaborative setting for each team that improves the flow of the overall organisation.

The restack required an assessment on the needs of all departments and a plan of action on:



### FURNITURE CHANGES

cabinet ownership, locker allocations, reduction in furniture and specialist equipment requirements



### OFFICE LAYOUT REQUIREMENTS

reconfigure meeting rooms and desk spaces that created a more efficient setting to empower teams.



### MATERIAL REDUCTION & MOVEMENT

review, reduction and relocation of filing material, lockers and cabinets to be packed and old tech removed

to achieve the maximum real estate efficiencies.

Howden Group Holdings is a leading international insurance group owned by its employees and three long-term growth equity partners.



Since 1994, Howden Group have grown from a tiny team in a small London office, to more than 8,500 people in over 45 territories. Their long-term vision has always been to create an empowered, talent-driven company – something they have committed to doing while retaining their spirit and independence.

Due to the expansion of the business, Howden Group set about a major restack of their HQ in London which could accurately reflect their culture as they embraced the changing work environment.



# MAXIMISING SPACE EFFICIENCY

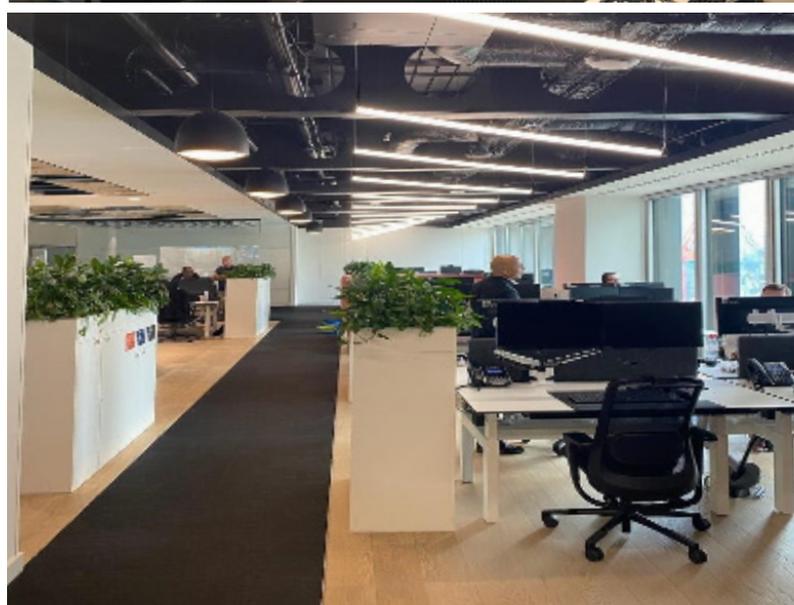
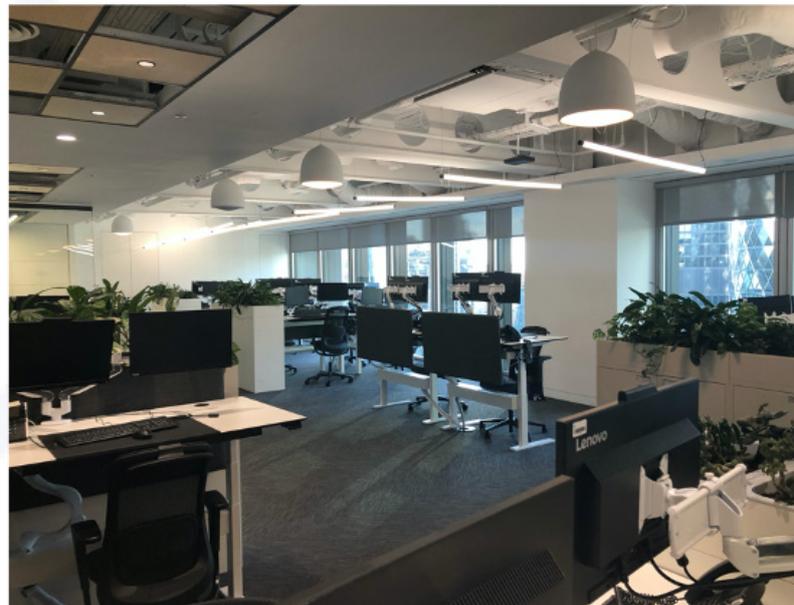


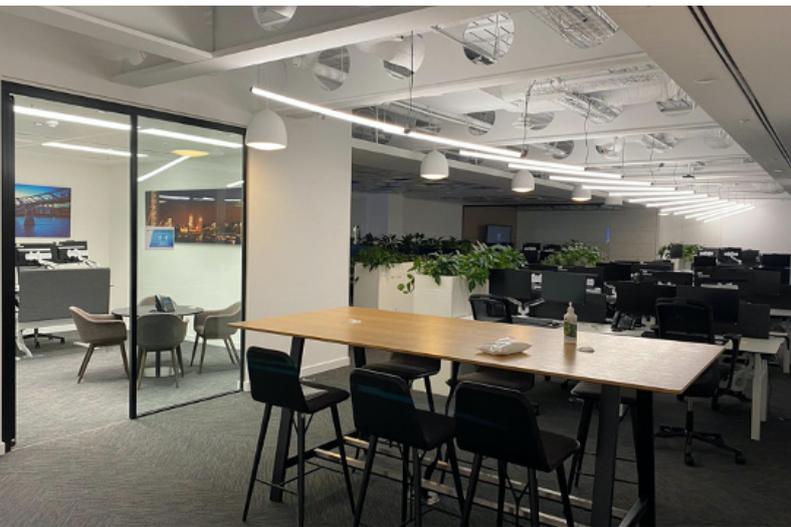
## OVERVIEW OF SOLUTION

The team at ClearSpace took on the challenge to rejuvenate the working floors to empower productivity. Each of the nine floors had to be strategically reviewed to create a positive use of space that would support fast decision-making and retention of talent.

ClearSpace needed to understand the focus from not only the management but also departmental needs. The first move was to work closely with team heads to solve the gaps in organisational function for over 1,000 employees across 167 teams. With pandemic restrictions, most of this had to happen virtually.

After each phase of consultations, our team confirmed the details of the workplace re-stack with the steering group. The design of each floor went through a structured sign off process before implementation. The ClearSpace team then undertook the physical works required for the relocation of lockers, reprogramming of supporting software, packing of documents and filing along with personal items.





## OVERVIEW OF SOLUTION

Desks, meeting rooms and the associated technology were altered or replaced as required to develop collaborative spaces carefully positioned within the floors.

As an example, for one business group, 16 desks were removed to create personal space with professional engagements. The neighbouring hubs were adjusted by adding two desks and realigning six more. And finally, an office area was repurposed into a meeting room for shared departmental use. These changes were paired with ClearSpace undertaking a full re-decoration and flooring change in this area.

This highlights the calculated adjustments needed on each floor to achieve a cohesive atmosphere. Additionally, as the building was still active (even during a pandemic), our team had to execute with minimal operational disruption.

## AS A RESULT

ClearSpace revealed a number of opportunities to reduce material, reconfigure spaces and support collaborative teamwork.

This re-stack allowed Howden Group Holdings' to achieve their objective of creating a level of synergy and an atmosphere of "co-creation".

"The ClearSpace team provided the logistical powerhouse for our 1000+ person office restack. They were incredibly diligent in their approach and liaised directly with our business heads to identify each area's requirements.

We also gave ClearSpace a target for reducing our filing requirements which they successfully completed with a mix of archiving and scanning. Our experience of working with ClearSpace was excellent and they completed the restack to an aggressive timetable without losing a single item!"

**MATT HALL**

Howden Group One Creechurch Place Project Manager



**37**

new workstations installed



**1,629**

square feet of new collaborative spaces



**1,170**

hours of virtual and face-to-face meetings



**24.3%**

reduction in filing material