

Relocation at Norwich Union



Moving staff into two new office sites in York meant Norwich Union had a huge project on its hands. The new locations, Monks Cross and The Zenith Building had to be completed within a very tight timeframe; the first stage had to be completed in just three and a half weeks and involved the installation of 500 workstations at Monks Cross.



Norwich Union chose Arenson Group from five competing office furniture suppliers based on reliability, value for money and the positive experience Norwich Union had had in previous dealings with the company.

Trevor Hampshire, senior consultant (North) at Norwich Union explained the project criteria: *“It was decided from the outset that a professional, image was key. But as well as being professional we also wanted to be welcoming. At Norwich Union we have an ‘open door’ policy and insist on a comfortable atmosphere. For this reason we sought low height storage to facilitate a greater sense of openness and Arenson Group’s CX storage range was ideal, plus the CX wave desks had a soft shape which added to the friendly look and feel of the offices.”*

Yet the aesthetic considerations for each building were by no means identical. Trevor continued: *“The*

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Monks Cross site is a temporary location and not client facing, therefore it was essential that practical considerations took priority. We wanted furnishings that would be easily transferable. Zenith is a client facing site so demanded more attention to appearance and we invested more heavily in the reception facilities there.”

Health and safety was another

pressing concern for Norwich Union. Staff operate large DIP (Document Image Processing) machinery on their desks that can affect eyesight and posture. Norwich Union asked Arenson Group to create a large size made to measure desk, it’s shape helps staff to keep the recommended distance from their screens.

As a result of Norwich Union’s

Case study

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careful consideration and solution to their staff's particular working conditions, The Zenith site was awarded with Breem Rating 6, a recognised environmental commendation.

Trevor Hampshire and Pat Byrne, facilities manager at Norwich Union, were particularly proud of this recognition.

In terms of the support provided by Arenson Group, Trevor commented: *"The company is a great partner. We have a solid twelve year relationship with the company, working together is a smooth, efficient process because we know each other's requirements so well."*

But what do the end users at



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Norwich Union think of the new sites? Pat Byrne comments *"The staff are as delighted with their new working conditions as we are, especially in light of the Breem award. This was granted as a result of all the hard work and effort that went into the planning and implementation of the locations."*

Paul Guze, sales and marketing

director, Arenson Group adds *"The project was a great success and, of course, I'm delighted that Norwich Union is satisfied with the end result."*

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