



Facility Readiness

Ensure seamless operations and an optimized customer experience from Day One.

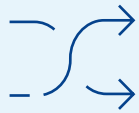
Renovating, expanding or building a new facility may be one of the more complex projects your organization ever undertakes. While construction itself is important, you also need to be sure everything will be fully functional in your new, more contemporary environment on Day One — so customers get the best experience possible, and your team can continue to work effectively throughout the transition.

To avoid service or operational disruptions and revenue loss, facility readiness should be a critical part of your project right from the start. With our professionals by your side, you benefit from expertise, experience and focus that can be hard to resource in-house, saving you both time and money.



You've started your project. Will you be ready to assume operations?

Completing your new build or redevelopment project successfully depends on having the right people, assets, processes and programs in place, ready to assume operations on Day One. We can help.



Transition planning

Our experts help you map out the 4 Ws — who, what, when and where — that need to be considered as you construct and move into your new space. That includes:

- Developing a plan for moving people, programs and equipment to a temporary space (if needed) and to your new permanent space
- Detailing how the transition activation will happen via a phasing plan that integrates requirements from multiple stakeholders
- Assessing your transition budget and staffing capacity, and identifying the equipment, supplies and workflows needed to support your transition to day-to-day operations
- Implementing a communications strategy to ensure every department is on the same page and confident in its ability to effectively start working



Readiness workplans

Your workplan ensures every detail is covered, outlining what has to be done and who will do it as your first day of operation approaches. Communicating your workplan with your team will provide clarity and help ensure a smooth transition. We help you with:

- Project management, workplan development, advisory and oversight
- Project scheduling, risk assessments and responsibility assignment (RACI) matrix
- Workplan monitoring with a dashboard for reporting and tracking progress
- Workflow assessment and change management
- Set-up and activation of your new space so it is ready for operations
- Information technology and file system move coordination to ensure a seamless digital transition and secure transfer of paper files and documents



Training and orientation

Opening a new facility requires your teams to adjust to new spaces, workflows, systems and technologies. Training helps smooth the transition and maintain productivity, while ensuring a positive move experience. To help you achieve this, our experts will:

- Detail workflows in the new environment to optimize efficiency
- Help develop a training and orientation plan for the operational areas likely to change the most, identifying who needs training and what they need to be trained on to increase productivity on Day One of operations
- Coordinate training schedules and material requirements with the external vendors or internal team who will lead the training
- Manage the implementation of training for your team and providers



Move management

Moving day is the culmination of everything you've worked toward, so it needs to be perfectly planned and coordinated. We understand how important it is to stick to your moving date to avoid service disruptions. We can help realize your Day One vision by:

- Preparing a "countdown to moving day" schedule that identifies the activities required in the months and weeks ahead of your move, keeping any lease agreement constraints front of mind
- Developing the ideal move-in sequence based on department-specific activation plans and communicating this with your teams
- Planning and supporting the ramp-down and ramp-up of business activities and services across departments before and after moving day
- Providing on-site management of movers



How we make your transition easier

Our team has helped hundreds of organizations across Canada redevelop, expand and open new facilities successfully. Through that experience and insight, we've developed a structured, rigorous Facility Readiness process that can benefit building owners of any size.

Seeing the big picture

We bring expert knowledge acquired through first-hand experience into what works and what doesn't – in planning and in real-world applications. We provide the perspective and time your internal team may not have, considering their other daily responsibilities. Combining that big-picture view with our details-focused approach ensures nothing is overlooked.

Managing and mitigating risks

Proper planning is essential to ensuring your customers, clients and patrons have a positive experience in your new space, and that service disruptions and operational downtime are minimized or eliminated entirely. With our experts to guide you through the entire process, you can proactively mitigate risks to your reputation – hitting every key milestone along the way.

Saving time and money

Since we've worked with clients on similar projects over the years, we can deliver workplans, assessments and schedules quickly and cost-effectively. Enlisting our experts to manage one of your most important projects is a high-value, low-cost investment — typically coming in at less than 1% of your overall construction budget.

Who is this service for?

Our Facility Readiness services are ideal for:

- Large-scale capital projects or redevelopments that dramatically transform operations
- Complex projects with multiple phases and many interdependencies
- Projects affecting mission-critical services with high risks to safety or revenue

When should you start?

It's never too late to add Facility Readiness to your project plan. For large-scale projects, we recommend clients engage with our team during the pre-design or design stages — ideally 18 to 24 months before substantial completion. Engage us early in your process to gain optimum value.

National presence, local focus.

30

offices across
Canada

ISO

9001:2015

250+

PMP-accredited staff

99%

on-time project delivery

15,000+

public- and private-
sector projects

1

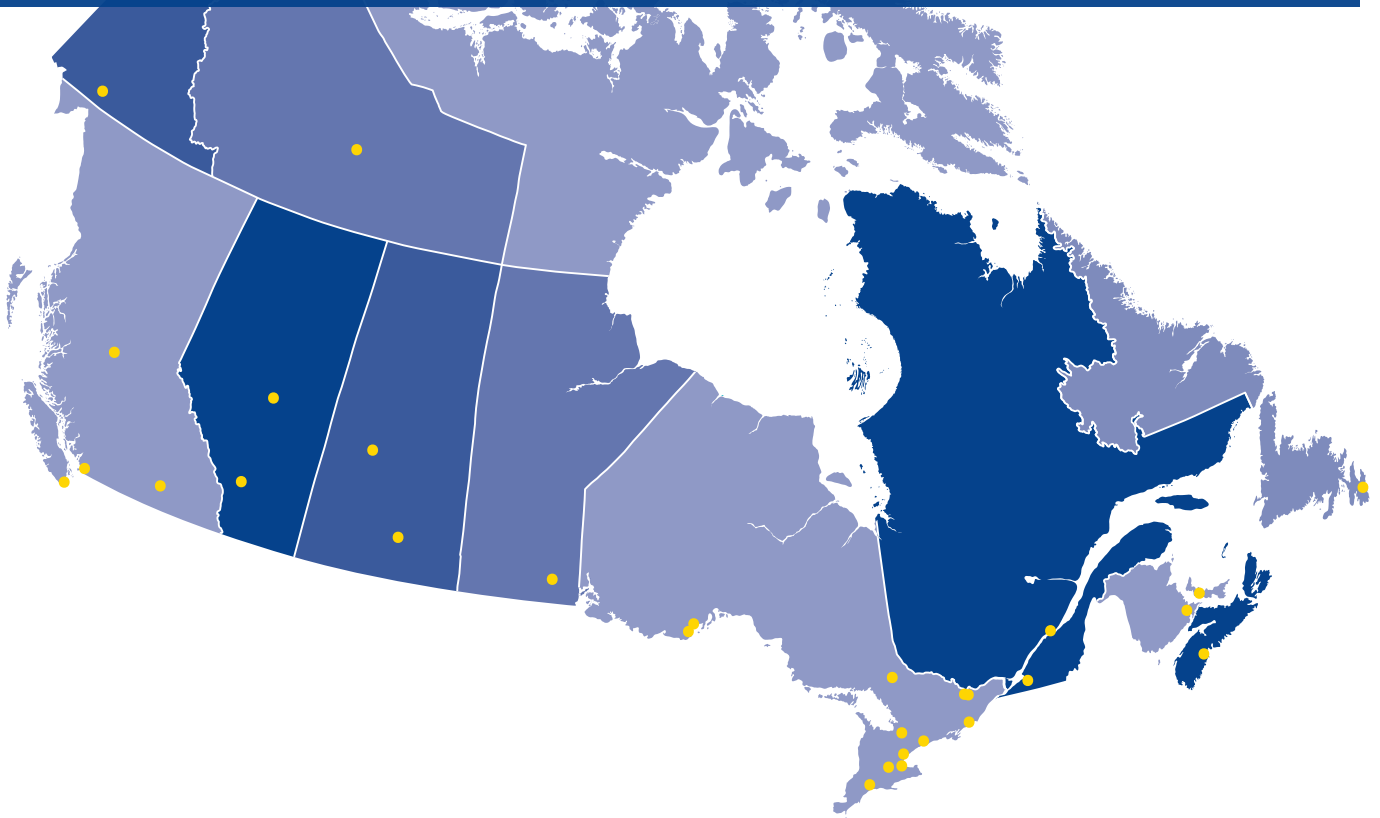
local point of contact and a
network of specialists for support

30+

years experience

75

Net Promoter
Score



Colliers Project Leaders is a leading Canadian building and infrastructure project delivery solution provider. Together with parent company Colliers, we provide integrated and strategic solutions for program and project leadership via a family of diversified professional services.

With 30 offices across Canada, our multidisciplinary team of project management and advisory professionals offers unparalleled depth and expertise to capital projects. Colliers Project Leaders has completed more than 15,000 projects to date, deploying our proprietary tools and techniques to ensure success for our clients.

Learn more at colliersprojectleaders.com.



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