

CASE STUDY



CONOCOPHILLIPS BUSINESS TRANSITION AND MOVE MANAGEMENT SERVICES

Challenge

In February of 2013, the CBRE Business Transition & Move Management (BTMM) team was engaged by the CBRE Brokerage team to coordinate the relocation of employees from Houston, TX and Midland, TX into 3 buildings in the Energy Corridor of Houston. Since then, the team of four has coordinated consolidations, relocations, and restacks as ConocoPhillips has outgrown space and is preparing for a transformation of their campus as well as a consolidation of their L48 group into two new high-rise buildings within the Energy Corridor in Houston. As of October 2014 the Houston CBRE BTMM team has relocated 2,766 employees for ConocoPhillips.

With many of the relocations involving new construction the BTMM team has had to remain in close contact with the client's Project team to adjust schedules and communications as necessary. With each new build-out also comes new technology creating a learning curve and need for training for the employees relocating.

Safety is at the forefront for ConocoPhillips. The move team must conduct a safety briefing prior to the start of each move and the movers must undergo safety training before being allowed to perform work.

Solutions

To keep in close contact with the Project team weekly meetings were held to bring all parties together. These meetings included the Construction Manager, Security, IT, HSE, Strategy, Meeting and Food Services, and the Move team. These meetings gave time for updates from all groups to manage schedule and tasks. A service provider meeting is also held at the new site weeks prior to move in so all service lines can be familiar with the space and allow for smooth operations day one.

The week of move in multiple training sessions led by the IT and A/V teams are held for the employees. This provides them the opportunity to learn how to use the new technology from the service line that knows it best.

The moving company used has undergone the required safety training and the same company is used for each relocation. Prior to the start of every move a dock meeting is held in which a ConocoPhillips HSE representative is present to conduct a safety briefing. All movers are required to wear the appropriate PPE at all times; safety boots, safety glasses and gloves.

Results

- All moves were scheduled and completed on-time and on-budget.
- ConocoPhillips continues to call upon the Houston CBRE BTMM team for their relocations.
- Client expectations have been exceeded.
- Superior results on post move surveys.

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QUICK FACTS

- Client Since: 2013
- Locations:
 - Houston, TX
 - Midland, TX
 - Kenedy, TX
 - Watkins, CO
 - Dickinson, ND
- Relocated 491,929 sq.ft. and 2,766 employees

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Client Testimonial:



“From a customer point of view, it was perfect and seamless. The planning was thorough and the communication to me and the entire team was great. We knew what the plan was and what was expected of us. So for us it was easy – we packed boxes on a Friday and labeled them along with our key office equipment (chairs, monitors, docking stations, etc) with our pre-packaged labels in the move packets. Then we showed up on a Monday to the new address and it all worked! I think you really know when things have worked well when a bunch of people from the team come to me and say “we like it here and we want to stay!”

– Dave Mabee, Asset Manager, ConocoPhillips

