POLAND FIT-OUT COST GUIDE

TRADITIONAL AND ACTIVITY-BASED OFFICES

OCTOBER 2014



Prepared by: CBRE, Kinnarps, Mikomax Smart Office, Nowy Styl Group, Steelcase



Introduction

Welcome to the Polish edition of our benchmarking report that was developed in response to the most common question our clients ask; "how much will it cost to fit-out..."?



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The most common question we get asked by our clients is: how much does it cost to fit-out an office space? When planning an office move, the overall costs of fit-out and furniture is one of the tenant's key considerations along with such operational costs as rent and service charges. In order to answer that question we have worked together with leading office furniture suppliers: Kinnarps, Mikomax Smart Office, Nowy Styl Group and Steelcase. In this report we are set out the results of our findings and present summary information on fit-out and furnishing costs as per our and our partner's experience. Whether a tenant is planning to stay and re-fit or fit-out a brand new space, the information provided in this report is key when changes to office tenancy conditions are planned.

This report follows up CBRE's 'Fit-Out Cost Guide', a regional research document completed in 2014. This pan-EMEA publication, that combines data from the Warsaw market among dozens of other locations, has strongly resonated with our clients. While focused exclusively on the Polish market, we also went one step further and introduced the second office layout, alongside Traditional we have included the new Agile concept (AKA: Activity-Based or 360°). It is now gaining ground among local office occupiers, and we are confident that more and more of our clients will seek to explore the potential of New Ways of Working as its benefits become ever better understood.

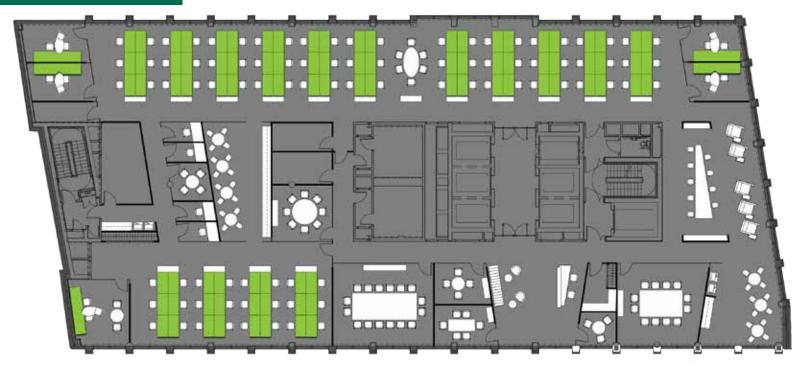
As a starting point we have used a standard design for a 1,000 sq m office space serving 95 users. We worked under following general parameters regarding that notional space:

- → The building is located in the Central Business District and is in good condition.
- This is a generic design which does not take into account cultural differences and country specific space planning considerations and local regulations.
- Benchmarking does not take into account building abnormalities or variances based on fit factor. Costs have been generated in line with a base building that has the necessary infrastructure to support the fit-out. For example, we have suitable base build HVAC and power requirements to support the fit-out.
- ➔ If the scope of your requirement varies significantly from the design information included in this report please do not hesitate to contact the report team. You will find our contact details at the end of this report.

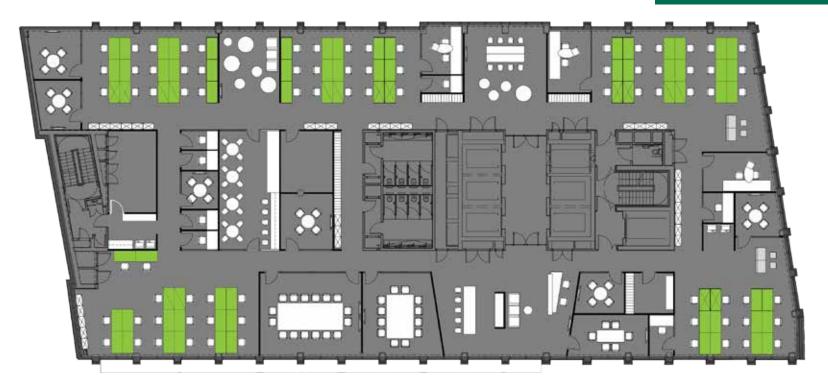
We hope that this work will empower and encourage all companies to plan a change to their current occupancy conditions, either through re-fitting or relocation, while simultaneously contributing to greater market transparency. We have aimed at delivering:

- Up to date and most relevant information on office space construction and furnishing conditions;
- A set of indicators and market benchmarks both with regards to the pricing and standard of
 office space fit-out;
- ➔ Provision of a comprehensive answer on overall fit-out costs.

Traditional Office



Activity-Based Office



Traditional versus Agile Office

The Agile Office concept responds to the change in office work activities, such as increasing employees' mobility and an activity-based working culture that includes numerous face-to-face and team meetings in place of individual work.

For the first time we have introduced a comparison between Traditional and Activity-based Offices. The Traditional office is organised around several Open Spaces but it also features single-person offices. Complemented with the set of client-facing conference rooms and limited additional amenities this type of office model remains the most popular among corporate entities operating in Poland. Initial Traditional space layout has been further developed into low, medium and high end solutions for both fit-out and furniture.



The Office 360° layout has been designed in that same notional building space of 1,000 sq m and serving 95 users. The Agile Office concept responds to the change in office work activities, such as increasing employees' mobility and an activity-based working culture that includes numerous face-to-face and team meetings in place of individual work. While employees do not have an individual workstation assigned they have a freedom to choose from the stock of available workstations – both temporary and permanent.

After creating the initial Test Fit we have developed it further to reflect high, medium and low market standards. Based on our market experience, we have made the following additional key assumptions:

- Switching to a share-desking culture with a 1.25 (users per desk) ratio. This reflects the results of our research in which we assumed workstation occupancy at 80% translating into 78 permanent workstations;
- Introducing a number of solutions and typologies for temporary workstations that are most sought after among our clients: small conference rooms, quiet booths and focus rooms, hot desks, acoustic sofas etc.
- Including more common and recreational space by adding functions to the central reception area, enlarging the kitchen/ canteen area as well as creating chill-out / informal meeting spaces.

As a result, we have not only delivered a set of benchmarking data but we have also created a comparison between Traditional and Agile Office Capital Expenses that are of the utmost interest to many of our clients. This information can be applied dependent on the level of investment a business requires.



Image: Mikomax Smart Office



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Key cost elements

Fit-out

For both concepts (Traditional and Agile) developed in three standards of layout (high, medium and low) we have issued a design along with a pricing template to our Project and Cost Managers in CBRE's Warsaw office. Based on their in-depth knowledge and local market information they have estimated the construction cost and professional fees for each of the low, medium and high specifications. The construction cost is based on a collation of measured rates and quantities. The professional fees are calculated as a percentage of construction costs based on local benchmarks.

Furniture

In preparing comprehensive solutions for both Traditional and Agile offices CBRE has cooperated with four of the key leading office furniture producers. Based on the detailed furniture specification proposed by Kinnarps, Steelcase, Nowy Styl Group and Mikomax Smart Office have prepared furniture offers to suit low, medium and high price ranges. Our partners were briefed to shape their solutions and pricing propositions as per a standard request emanating from a corporate client on the open market with whom they had never worked before. It has been assumed that this client has requested a comprehensive furniture solution that would include all movable, as well as built-in furniture in the planned office. Standard discounts and price reductions, taking into consideration both the overall volume and the exclusiveness of the assignment, were also applied.

Other considerations

Our Project Managers confirm that the 1,000 sq m office in Warsaw could be designed and fitted on site typically within 10-12 weeks. Project delivery strategy is often influenced by the approach of the landlord. It is not uncommon for the landlord's contractor to execute the tenant improvement works on behalf of clients with the cost being amortised over the term of the lease, or a capital contribution provided as an incentive. In both instances the client directs that items such as furniture, security, IT and AV are procured in line with corporate standards and supplied to the landlord's contractor. Ensuring that prospective tenants are getting the best value from the landlord, delivery options are a key objective for any relocation project. Another important risk area relates to the permitting and authorities' acceptance process that requires a sufficient time allowance.

While the calculations presented below include: CAT B Construction Costs, Professional Fees, as well as furniture costs, they exclude: CAT A works, Client Direct Costs, (Security, AV, and IT), Relocation costs, Dilapidations and VAT.



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High end fit-out

A high end office interior would usually see equal weighting paid to both front and back of house space. Rich high quality finishes would be used to create an exceptional first-rate experience, reflecting high standards for client facing areas, staff workspaces and amenities areas. In Activity-Based office the variety of workstations corresponds with range of functions performed in the office.

Typical features would consist of the following:

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Image: Steelcase

High end furniture

Quality finishes, bespoke design and good variety of workplaces

TRADITIONAL OFFICE DESKS

- → 30% being individual height adjustable (2/3 manual, 1/3 electrical) workstations including cable management and framed screens in fabric.
- → 30 bench style workplaces.
- Private offices: similar standard as regular, manual height adjustable office desk with an extension for additional sitting / meeting functions.

ACTIVITY-BASED OFFICE DESKS

- → 20% being individual height adjustable (1/2 manual, 1/2 electrical) workstations including cable management and framed screens in fabric.
- → 16 bench style workplaces.
- → Melamine lockers with magnetic card locking system.

SEATING

- Permanent and temporary workstations: good standard workstation chair with armrests and mesh back.
- → Private offices (if applicable): high quality cantilever frame chair upholstered in leather.

CONFERENCE ROOMS

Tables in wooden veneer with metal legs to include cable management.

STORAGE

Hinged doors storage in melamine.

LIGHTING

Various types of bespoke designer lighting (both free standing and suspended).

BREAKOUT FURNITURE

- → Canteen chairs with wooden frames upholstered in fabric.
- → Hocker chairs upholstered in leather.
- → Melamine table tops with metal legs.



Image: Nowy Styl Group

[EUR / sq m] Standard:	TRADITIONAL OFFICE			ACTIVITY-BASED OFFICI		
	FIT-OUT	FURNITURE		FIT-OUT	FURNITURE	
HIGH END	350	460	>	400	340	
(TOTAL)		810			740	

TOTAL FIT-OUT COST



Mid end fit-out

The mid end office fit-out typically has a heavier budget weighting towards front of house spaces, with specific emphasis on client facing areas such as the reception and client conference suites. Back of house space is more budget conscious but still making sure staff are well catered for. A variety of workstation furniture reflects the range of functions to be performed in the Activity-Based concept, but greater emphasis is placed on multi-functional and flexible furniture models.

Typical features would consist of the following:

Good quality porcelain tile floors used within the lift lobby and reception area and client facing corridor (or wooden panel flooring);
Feature timber wall cladding to the lift lobby and accent walls to the reception. Specialist joinery panelling to the client facing corridor;
Bespoke reception desk using timber and glass finishes;
High acoustic rated double glazed (H7) meeting room fronts with bespoke full height veneer door sets;
Client facing meeting rooms to have specialist joinery panelling with fully integrated state of the art AV presentation equipment;
Bespoke joinery serving and storage credenzas to all client facing meeting rooms;
Client facing meeting rooms to have good quality broadloom carpet of 550 — 600 g/sq m;

Ø	Use of scene setting lighting controls;
	All new ceilings to client facing areas to have fully coordinated MEP specialist lighting throughout and new suspended linear direct / indirect luminaires (Dali or similar);
	Open plan areas to have standard carpet tiles to the floor;
	Base building provided with a Cat A ceiling;
	Specialist joinery to copy/ print/ coat closet/ tea point areas in timber veneer with solid surfacing tops;
	Specialist joinery employed for storage, printer and recycling units;
	Internal offices, meeting rooms and quiet booths with good quality demountable double glazed (H7) office fronts with full height veneer door sets;



Window coverings to all client facing areas to have high quality full height window sheers;



Staff breakout areas with good quality porcelain tile floors, proprietary lacquer finished kitchen units with integrated appliances and proprietary banquette seating;

New specialist lighting and surface mounted AV equipment;

Wall mounted integrated proprietary work wall design furniture for cellular spaces;



Alternative working zone or staff drop-in area to have proprietary work walls and work islands with specialist lighting and integrated surface mounted AV equipment;

Specialist lighting using standard lamps with LED bulbs.



Image: Steelcase

Mid end furniture

TRADITIONAL OFFICE DESKS

- → 25% being individual height adjustable (all manual) workstations including cable management and framed screens in fabric.
- Private offices: similar standard as regular office, manual height adjustable desk with an extension for additional sitting / meeting functions.

ACTIVITY-BASED OFFICE DESKS

- → 20% being individual height adjustable (2/3 manual, 1/3 electrical) workstations including cable management and framed screens in fabric.
- → 10 bench style workplaces.
- → Melamine lockers with electronic locking system.

SEATING

- → Permanent and temporary workstations: good standard workstation chair with armrests and fabric back.
- → Private offices (if applicable): high quality aluminium cantilever frame chair upholstered in leather.

CONFERENCE ROOMS

Tables in wooden veneer or melamine with metal / painted legs and including cable management.

STORAGE

Hinged door storage in melamine.

LIGHTING

Several types of good quality and designer lighting (mostly suspended).

BREAKOUT FURNITURE

- → Canteen chairs with metal frame and plastic sitting.
- ➔ Hocker chairs with plastic sitting.
- → Laminate table tops with metal legs.

Durable finishes and a mix of workstations



Image: Mikomax Smart Office

[EUR / sq m] Standard:	TRADITIONAL OFFICE			ACTIVITY-BASED OFFICE		
	FIT-OUT	FURNITURE		FIT-OUT	FURNITURE	
MEDIUM END	225	250	>	260	210	
(TOTAL)	475			470		

TOTAL FIT-OUT COST

Traditional office

Activity-based office

470

Low end fit-out

Towards the lower end the emphasis is placed on getting the most out of the existing space. The budget is tight for both front and back of house space, with a focus placed on changing building services to maximise the quality of the design. In an Activity-Based office the variety of workstations is more limited when it comes to the type of furniture but remains the same with regards to space typologies.

Typical features would consist of the following:

Good quality carpet tiles to the lift lobby and reception area and client facing corridor;
Feature paint finish to walls in the lift lobby and accent walls to reception. Painted client facing corridor with accent colour;
Proprietary reception desk;
Acoustic rated double glazed (H5 or similar) meeting room fronts with bespoke full height painted door sets;
Client facing meeting rooms to have accent paint applied to dry-lined partitions with surface mounted AV presentation equipment
Client facing meeting rooms to have accent paint to drylined partitions with surface mounted AV presentation equipment
Proprietary serving and storage credenzas to all client facing meeting rooms: standard office furniture;
Client facing meeting rooms to have carpet tiles of $400-500$ g/sq m;

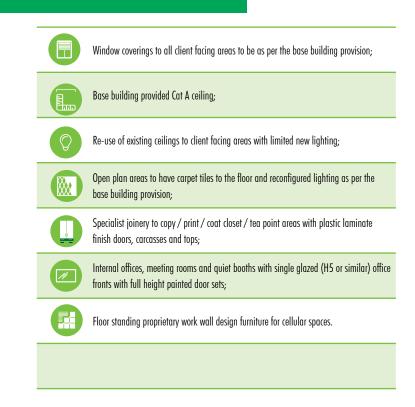




Image: Steelcase

Low end furniture

Standard finishings and basic furniture

TRADITIONAL OFFICE DESKS

- → Workstations including cable management and framed screens in fabric.
- Private offices: similar standard as a regular office, desk with an extension for additional sitting / meeting functions.

ACTIVITY-BASED OFFICE DESKS

- → 5% being individual height adjustable (all manual) workstations including cable management and framed screens in fabric.
- → Melamine lockers with standard key system.

SEATING

- → Permanent and temporary workstations: standard workstation chair with armrests and fabric back.
- → Private offices (if applicable): good quality aluminium cantilever frame chair upholstered in leather.

CONFERENCE ROOMS

Table in wooden veneer in the main conference room, melamine table top with metal / painted legs in other conference rooms, including cable management.

STORAGE

Hinged door storage in laminate.

BREAKOUT FURNITURE

- → Canteen chairs with metal frame and plastic seating.
- → Hocker chairs with plastic seating.
- → Laminate table tops with metal legs.



lmage: Kinnarps

[EUR / sq m] Standard:	TRADITIONAL OFFICE			ACTIVITY-BASED OFFICE		
	FIT-OUT	FURNITURE		FIT-OUT	FURNITURE	
MEDIUM END	135	120	>	155	125	
(TOTAL)		255			280	

TOTAL FIT-OUT COST

 Traditional office	Activity-based office
255	280

Cost Comparison

[EUR / sq m] Standard:	TRADITIONAL OFFICE			ACTIVITY-BASED OFFICE			
	FIT-OUT	FURNITURE		FIT-OUT	FURNITURE		
LOW END	135	120	<	155	125		
(TOTAL)	25	255			280		
MEDIUM END	225	250	>	260	210		
(TOTAL)	47	475			470		
HIGH END	350((*0	>	400	340		
(TOTAL)	81	0			740		



The typical price range for full fit-out and furnishing of an office currently remains in the region of 250 – 800 EUR/ sq m. This encompasses the three most common quality standards that our clients regularly apply in their premises. For the low and medium cost office a good 'rule of thumb' for overall cost estimation is 50 – 50 cost split between fit-out and furniture costs. However, high-end solutions are furniture expenses-driven for the Traditional office layout, while considerably higher fit-out costs need to be budgeted for the Activity-based concept. This clearly reflects the different approach to the office environment drivers, with a space-driven approach (required due to a much greater variety of functionalities) being the domain of the Activity-based concept.

The overall costs for low end office fit-out and furnishing reach on average 255 EUR/ sq m for Traditional and 25 EUR/ sq m (or 10%) more for an Activity-based concept office. The higher overall cost of the Activity-based office, despite the lower number of workstations (78 in our example in comparison to 95 in a similarlysized Traditional office) can be attributed to the costs of other functionalities, including temporary workstations in a number of formats. However, many cost-driven occupiers will opt for the Activity-based concept due to other potential savings: that same office can serve 15 more users (up to approximately 110 people in our example) without any further CapEx or OpEx expenses. This approach is taken further in the final section of this report.

The total costs of office construction and equipment for the medium standard remain at 475 EUR/ sq m on average for the Traditional office and nearly the same for the Activity-based concept. This level of expenses is also the most typical among CBRE's clients, coming from the banking, insurance, business services and BPO sectors. It is noticeable that the overall cost of furniture in the Activity-based office layout remains 15% lower in comparison to the Traditional concept. This can be largely attributed to the increased costs of workstation equipment, when moving from basic to more quality solutions with built-in functionalities such as height adjustable desks tops, which are greater in the overall budget of the Traditional office.

The capital cost for a high standard office reaches 810 EUR/ sa m for a Traditional lavout and is some 9% lower for the Activity-based concept. Perversely, such a level of capital expenses can be attributed primarily to large and established international corporates from rapidly expanding sectors, where the office itself becomes an important tool for employer brandina. Major price differences have been recorded in furniture pricing, with full equipment for an Agile office being 25% lower than that of its Traditional counterpart. Savings on (the number of) regular workstations as well as a reduced amount of private office furniture drives the overall price down, despite the large variety of temporary workstations' typology.

Concept Comparison

TRADITIONAL OFFICE			ACTIVITY-BASED OFFICE				
95 WORKSTATIONS			78 WORKSTATION				
		100%: 95 users	80%: 95 users 70%:			70%: 110 users	
	EUR/ sq m	EUR / WS = EUR / USER	EUR/ SQ M	EUR / WS	EUR / USER	EUR / USER	
LOW END	255	2 685	280	3 590	2 945	2 545	
MEDIUM END	475	5 000	470	6 026	4 945	4 275	
HIGH END	810	8 525	740	9 487	7 790	6 730	



WS – Workstation

As New Ways of Working and the Activitybased office concept are gaining greater recognition on the Polish office market, we expect that the question of overall costs will feature increasingly on occupiers' agendas. When deciding on implementing a new office culture that embraces such dramatic changes as sharedesking and internal mobility, the actual hard cost of the new office is often decisive in the decision making process.

Our comparison between the Traditional and Activity-based office unveils the overall costs in three, well-defined price ranges. While complete fit-out and furnishing works for Agile office are on average 10% more expensive in low end solutions, we are confident that for the majority of our clients, who opt for mid-end standards, the overall costs per sq m or user remain fairly similar. This is even more pronounced when moving up the value (and quality) range: a high-end office that applies the New Ways of Working approach is generating approximately 10% lower Capital Expenses. With similar pricing levels other factors can be taken into consideration when comparing the two models. For example, in our exercise we have assumed that for the Activitybased office the flexibility ratio stays at the level of 80% (or, to put it the other way around, there is on average 1.25 users per workstation). However, such a flexibility ratio is well above the levels of many occupiers who are already recording 70% desk occupancy (or 1.4 users per workstation). For such tenants, the per capita costs of new office fit-out and furnishing will be considerably lower. For example, in the case of our notional office of 1,000 sam the number of users could be increased by 15 to 110 persons without any further changes to the layout. Flexibilities embedded in the Agile office layout facilitate considerable changes to the team size, a feature that is strongly sought after by many tenants who record large headcount fluctuations.

Project's Participants

To ensure we meet the current and future needs of our clients, we have partnerships with many global providers, including architects, engineers, IT specialists and furniture suppliers.

Participiants

CBRE

CBRE Sp. z o. o. is the Polish branch of CBRE Group, Inc., a Fortune 500 and S&P 500 company headquar-tered in Los Angeles, that is the world's largest commercial real estate services and investment firm (in terms of 2013 revenue). The group has approximately 44,000 employees (excluding affiliates), and serves real estate owners, investors and occupiers through approximately 350 offices (excluding affiliates) worldwide. CBRE offers strategic advice and execution for property sales and leasing; corporate services; property, facilities and project management; mortgage banking; appraisal and valuation; development services; investment management; and research and consulting. It has been operating in Poland since 2000 and currently employs over 200 professionals including brokers, consultants, valuers, real estate analysts and property managers. CBRE has its offices in Warsaw, Tri-City, Krakow and Wroclaw.

www.cbre.pl, www.officego.pl, www.industrialgo.pl.

KINNARPS

Kinnarps creates furniture and interior design solutions that employ traditional craftsmanship, design and total ergonomics to make a positive impact on people, irrespective of why, how and where they work, study or meet. The Kinnarps company, based in Sweden, was founded in 1942 by Jarl and Evy Andersson. Today Kinnarps is a alobal interior design aroup which offers innovative and inspirational total solutions. With total control over the entire chain from raw materials and production to delivery and installation, Kinnarps offers top quality products and concepts which have a low impact on the environment. Kinnarps' extensive product range is designed for public environments, with a focus on offices, schools, hospitals and healthcare facilities, which not only guarantees a high level of flexibility but also freedom of choice and cost efficiency for its clients. Kinnarps' product development department works in close collaboration with internationally renowned designers, and the products have won a large number of design awards. The Kinnarps portfolio includes the Kinnarps, Drabert and MARTINSTOLL, Materia, Skandiform and NC brands. Kinnarps is the largest supplier of interior design solutions in Europe and is represented in some 40 countries. The company has about 2,700 emplovees.

> www.kinnarps.com

MIKOMAX SMART OFFICE

With over 22 years' experience in office space arrangement, Mikomax Smart Office is expert in creating modern workplaces. It combines expertise in furniture manufacturing with the knowledge about how to implement them in a contemporary office. Mikomax Smart Office creates workplaces tailored to an organization's needs, culture, clients' expectations and business goals. Mikomax Smart Office cooperates with companies from a number of sectors including the business service industry as well as telecommunications. consulting, transport and the public sector. It also offers project support services at every stage of the cooperation process. These include solution implementation: office space design, transport and assembly, as well as ergonomics training. The company is a Strategic Partner of several business organizations including ABSL, New Ways of Working (New WOW) and the International Facility Management Association (IFMA).



> www.mikomaxsmartoffice.pl



NOWY STYL GROUP

Nowy Styl Group is one of the largest and most dynamically growing furniture companies in Europe. Founded in Krosno, south of Poland, for 22 years it has been developing as a family enterprise led by brothers Adam and Jerzy Krzanowski. It has successfully evolved into a global company, with 19 offices situated in leading locations across the world, including UK, France, Germany, the United Arab Emirates and the USA.

For several consecutive years Nowy Styl Group has been the fourth largest manufacturer of chairs and office furniture in Europe, specialising in providing comprehensive solutions for interior office design and public spaces. It employs 6,100 people. More than 85% of its sales are via the export market in more than 100 countries worldwide. Nowy Styl Group records continuous revenue increases, which in 2013 reached EUR 276 million. The Group's comprehensive portfolio comprises of 6 product brands (Nowy Styl, BN Office Solution, Grammer Office, Rohde & Grahl, Forum Seating and Baltic Wood) offering functional furniture and ergonomically advanced office chairs, armchairs and sofas of prime quality, stadium, theatre and auditorium seats, as well as wooden flooring.

STEELCASE

For more than 100 years Steelcase Inc. has been helping the world's leading organizations to create great workplace experiences wherever work happens. Steelcase is an international company with approximately 10,000 employees worldwide, manufacturing facilities in 23 locations and more than 650 dealer locations around the world. Steelcase is the alobal leader in the office furniture industry; the company offers design and manufacture architecture, furniture and technology products. As workplace experts, the company helps people to have a better work experience, by providing products, services and insights into the ways they work. Steelcase offers a comprehensive portfolio of furnishings as well as products and services designed to unlock human potential and support social, economic and environmental sustainability. Steelcase has been operating in Poland since 1991 and currently has 3 authorized dealers throughout the country. The local presence and representatives offer Polish customers the trust to be served with the ideal solutions.

a > www.steelcase.pl

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