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| Amenities | Additional services or features that are provided to members of a flexible workspace, such as high-speed internet, coffee and snacks, or fitness facilities. Amenities are often a key selling point for flexible workspaces and can help create a more productive and enjoyable work environment. |
| B Corp | Also known as Benefit Corporations or B Corps, these are companies that meet certain social and environmental standards set by the non-profit B Lab. B Corporations are required to consider the impact of their decisions on their employees, customers, suppliers, community, and the environment. In other words, they're held to higher standards of accountability and transparency. |
| Breakout (Area) | Typically a comfortable space away from desks where employees can relax, eat, drink, work independently or collaborate in small teams. |
| Broker | A broker is an individual or company that acts as an intermediary between a workspace provider and a potential client, helping to facilitate the leasing or renting of a workspace by a new occupier. Brokers may work independently or as part of a brokerage firm. There are lots of prominent broker websites dedicated to showcasing flexible workspaces. They offer benefits to both people searching for an office, and operators trying to sell space. The former can browse lots of workspace options in one step, while the latter benefits from increased exposure to their target audience. |
| Building Manager | A building manager supervises the day-to-day operations of a series of properties. They make sure that the buildings are safe and secure while fulfilling the owners' and tenants' needs. |
| Cat A | Cat A fit out is a basic operational fit out that provides you with a finished, empty space that is ready for you to move into. A Cat A fit out is the basic finishing of an interior space, this type of fit out includes the installation of a building's mechanical and electrical services. A Cat A project will also include finished internal walls, reception areas and lift lobbies – but that's it. With raised metal flooring, painted perimeter walls and a grid ceiling with fitted lights, Cat A spaces are often described as a 'blank canvas' as it is ready to be transformed into a Cat B space. Generally commissioned by landlords. |
| Cat A + | A Cat A+ fit out is typically conducted by landlords as a way of attracting tenants into their space rather than leaving the space as Cat A which would require the tenant to spend money on designing. It is called Cat A+ as it sits between Cat A fit outs and Cat B fit outs but it is also referred to as Plug and Play space. It has become a popular type of fit out with landlords who are offering flexible space under built to lease programmes. Cat A+ is a way of creating a functional office that a tenant can move in and begin working immediately while only having to make minimal adjustments to the space. Elements such as branding are not usually included in a Cat A+ space as this is left for the tenant to add once they have moved in. |
| Cat B | Cat B fit out is the process of bringing all the office design elements together to create a functional workplace complete with planting, flooring and furniture. |
| Communal Facilities | Communal facilities are shared between multiple companies within a building and can include fully-equipped kitchens, bathrooms, showers, bike storage, event spaces, breakout areas, lounges, meeting and conference rooms. |
| Coworking | A shared workspace where remote workers, freelancers, and small businesses work alongside each other in a communal environment. Coworking spaces generally offer hot desks, dedicated desks, and small private offices. They also tend to provide flexible terms and on-site amenities such as meeting rooms and coffee facilities. |
| Dedicated (desk) | A dedicated desk is a type of workspace in an office environment that is assigned to a single individual or team for their exclusive use. Dedicated desks offer a level of consistency and security for users, who can leave their personal belongings and equipment at their desk between sessions. |
| Event Space | A communal space that can be booked through a community manager to host events, team building exercises etc. |
| Fixed (desk) | Fixed desks are ultimately the opposite of hot desks, and are what you might call a traditional office layout. Fixed desk space means that your desk is your own, allowing you to make use of your own private storage, a computer and any other necessities you see fit to add. |
| Fit-out | Fit out is the term best used to describe the process of making an interior space suitable for occupation. In other words, it's the electrical, mechanical, decorating and furnishing that's undertaken either by the tenant, landlord or operator. |
| Flexible Office (flexspace) | Also known as flexible workspace (or flexspace), a flexible office is a private workspace that can be leased on flexible terms, meaning there's no need for a long-term contractual obligation from the occupier. Flexible offices also often allow businesses to scale their space up or down as needed. Flexible office buildings may include coworking spaces, managed offices, and other types of workspaces. |
| Grade A | Grade A offices are highly coveted and typically feature cutting-edge facilities in prime business hubs like London. These top-tier spaces boast state-of-the-art systems and exquisite furnishings, designed to meet the highest standards. With stylish and meticulously crafted interiors, Grade A offices command premium rental prices that align with their exceptional quality and prestigious locations. |
| Grade B | Grade B spaces offer more affordable rental rates compared to Grade A, and the fixtures and fittings are of a lower standard. Nevertheless, many Grade B offices are still well-maintained, and their facilities can be excellent. While the construction and design may not meet the same high standards as Grade A, it is not uncommon for Grade B offices to be repurposed Grade A buildings that have surpassed their prime. |
| Grade C | Grade C office space is typically situated in older buildings with less stringent maintenance standards. As expected, this type of space may not meet the same level of quality as higher grades. However, it can offer a cost-effective solution for companies that prioritize functionality over a prestigious office image. It's worth noting that Grade C office spaces are often located outside of prime city areas. |
| Hot Desking | A flexible working arrangement where employees don't have a designated desk and instead use any available desk or workstation on a first-come, first-served basis. This allows for more efficient use of space and is often the default mode of working in coworking spaces. |
| Managed Office | A type of flexible workspace where a provider designs, furnishes, and manages a space for occupiers. Managed offices can be customised to specific needs and often include access to amenities such as meeting rooms, IT infrastructure, and administrative support. Managed office leases are also generally short-term and flexible, making them a great plug-and-play option. |
| Management Agreement | A type of agreement between a commercial property landlord and a workspace provider, where the provider manages the space on behalf of the landlord. The provider is responsible for all day-to-day operations, including attracting occupiers and maintaining the space. The landlord retains ownership of the building, paid by the provider who uses it. |
| Meeting Rooms | Dedicated spaces within a flexible workspace that are designed for meetings, presentations, or other group activities. Meeting rooms may be rented on an as-needed basis and may include amenities such as audio-visual equipment and catering. |

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| Occupier | An office occupier is an individual or organisation that utilizes and occupies office space for conducting business activities. |
| Operator | An operator is a company or organization that manages and operates flexible workspaces, such as coworking spaces or managed offices. Operators may own the properties they manage, or they may lease space from landlords and sublet it to tenants. Operators are responsible for managing the day-to-day operations of the workspace, including maintenance, security, and customer service. They may also provide additional services to tenants, such as administrative support, networking events, or access to funding. |
| Phone Booths | Many offices now have 'phone booths' or 'pods' which offer an easy to access quiet space to make uninterrupted calls or video meetings without distractions or disturbing colleagues. The enclosed phone booths are very versatile and come in many different sizes which means they can be situated close to the workspace, reducing the need to find an alternative room or travel outside. |
| Plug and Play | Plug-and-play has a similar definition to turnkey solution in the context of the flexspace industry. It describes a fully furnished and equipped office space that is ready for immediate use. Plug-and-play offices can be leased on a short-term basis and are ideal for businesses that need to move quickly. |
| Private Office | A private office is located within a shared office facility, rented to a business for exclusive use, separated from other companies. Compared to open offices, private offices offer businesses control over the space, more privacy, and a quieter working environment. |
| Scaling up/down | The ability of a business to adjust the size of its workspace as needed, either by adding or removing space. Flexible workspaces, such as coworking spaces or managed offices, allow businesses to scale up or down more easily than traditional leases. |
| Self-contained | A self-contained office space can be the ideal option for any business, but is typically suited to larger teams looking for a private space that they can customise and put their own mark on – often without needing access to shared facilities. |
| Serviced Office | A serviced office is a type of flexible workspace that's fully equipped and managed by a workspace provider. Serviced offices typically offer short-term, unrestrictive leases, come fully-furnished, and include a range of services such as cleaning, high-speed internet access, document printing and copying, a manned reception, and administrative support. Some serviced offices may also offer additional amenities such as meeting rooms, kitchen facilities, and on-site parking. Serviced offices are popular with businesses that want a private office space but don't want to be responsible for managing it themselves. They're also a popular option for businesses seeking a short-term lease option, as they offer a turnkey solution that can be quickly and easily set up and moved on from. |
| Shell and Core | While part of the fit-out spectrum, shell and core is technically the state of a building before any type of fit out occurs. The space won't be usable at this stage and is the result of the initial construction of the building. Shell and core refers to the concrete and metal frame of a weather-proofed space. It may look complete from the outside, but inside the building's services, like lighting and air conditioning, aren't even installed. A shell and core fit out includes lobbies, lift shafts, structural element, concrete and metal frame. |
| Traditional (lease) | A traditional office, also known as a conventional office, is a private workspace used solely by the tenant company. This office solution involves the long-term rental of space where the cost comes at a set price per square meter on a monthly basis. |
| Turnkey | In the context of the flexible workspace sector, turnkey solutions are often used to describe fully furnished and equipped office spaces that are ready for immediate occupancy. These spaces may include amenities such as furniture, IT infrastructure, and administrative support, allowing businesses to move in and start working right away. Turnkey solutions are particularly popular with businesses that need to move quickly or do not want to invest time and resources into setting up an office space from scratch. They are also commonly used by workspace providers as a way to differentiate their offerings and provide additional value to occupiers. |
| Virtual Office | A suite of services that provide businesses with a professional business address and phone number. Virtual office services also often include call and mail handling. Their basic function is to allow businesses to have a physical presence without actually having to lease or own a physical space. Virtual office services are often offered by coworking spaces, serving both occupiers of the space who want additional features and external customers who just need a business address. |



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