



the galleria  
OUTLET SHOPPING

## FOOD AND BEVERAGE DESIGN GUIDE



## Food and Beverage Design Guide

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### Food and Beverage Technical Guide

Refer to fit-out guide web site for full document suite

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## 1.0 Introduction:

The Galleria presents a unique opportunity to create an exceptional brand experience in this outlet Centre of some 40,000sq.m over 2 levels, located in the heart of Hertfordshire. The Centre hosts over 85 top brands over 30,000sqm of designer outlets, 15 restaurants and coffee shops and a 9-screen cinema.

### OUR AMBITION:

To maintain The Galleria as a retail and food/beverage destination while continuing to improve the Centre environment. This will add to the feel, aesthetic quality and overall presentation across the whole Centre. To ensure that the customers experience is aesthetically pleasing and well maintained.

The Retail Design Team will assist and work with the Brand Partners to produce creative schemes that combine high quality aesthetics along with commercial retail densities.

The Brand Partner should consider the commerciality of their proposal such as storage, delivery logistics and integration of staff facilities into the store design.

### WHAT IS THE GUIDE FOR?

High quality, exciting and creative retail environments are the key to a successful outlet. We want to exceed customer expectation and maximise the Brand Partner's potential earnings through inspired and informed design. We actively encourage new ideas and fresh thinking. This guide aims to provide an understanding of what is expected from Brand Partners, while outlining the design ethos of the Centre, from both design and technical perspectives.

The approval process and requirements for submissions are to be found within Section 8 of this document. Section 9 of this guide sets out the requirements and arrangements for the contractors who will be carrying out the works.

### WHAT DOES THE GUIDE DO?

This document assists in the preparation of the Brand Partner's design submission which allows the Retail Design Team to consider, review and provide feedback.

### THE BRAND PARTNER ASPIRATIONS

We are working hard to improve the retail experience across the Centre and ask for the Brand Partners to do their part by taking on the opportunity that is presented when fitting out a new or existing unit. High-quality shop fits will help your store stand out and help you convert footfall into product sales.

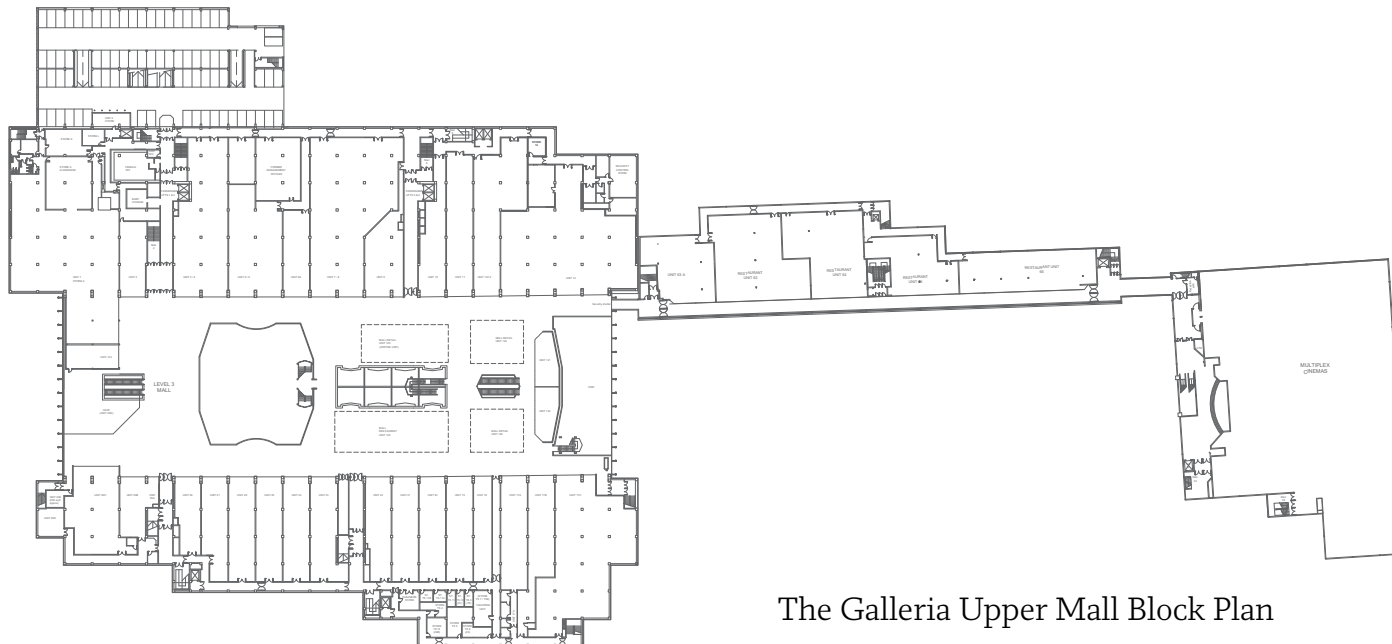
We would expect that a creative design approach had been considered in the following key areas:

- Shopfront
- Signage and brand messaging
- Interior fixtures and fittings
- Lighting
- Decoration and floor finishes

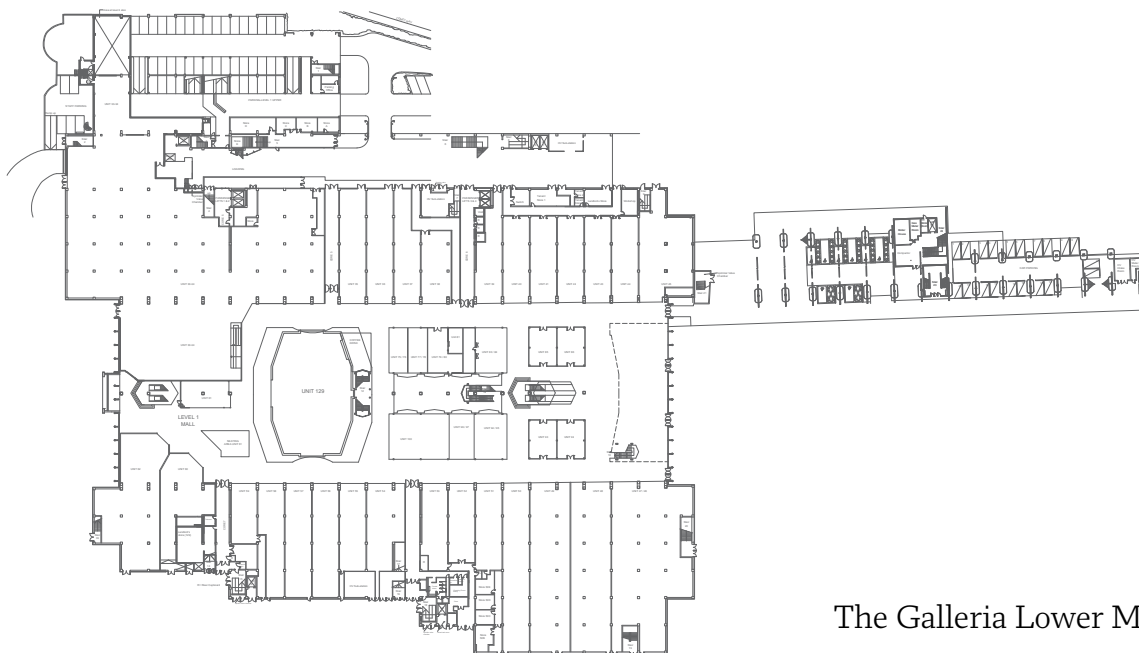
### DESIGN ETHOS:

Designs are encouraged to propose imaginative ideas and solutions. Where possible, the landlord will seek to approve all applications that enhance existing standards.





The Galleria Upper Mall Block Plan



The Galleria Lower Mall Block Plan





# 2.0 DESIGN AMBITIONS



**It is the Brand Partner's responsibility to ensure that all designs are compliant with any planning requirements, statutory legislation and building regulations.**

Please note that all minimum standards expressed in this document were current at time of print and Brand Partners will also be required to comply with any subsequent legislation.

Whilst all information contained within this document is given in good faith and believed to be accurate at the time of circulation, it is not intended to constitute any legal representation or warranty. Brand Partners are recommended to undertake their own independent investigations, inspections, surveys and enquiries to satisfy themselves on all points.

The F & B guide is intended to cover all primary information however there will inevitably be situations which differ and/or require different treatments. The approvals process is a framework to allow communication of these issues to ensure resolution to the satisfaction of all parties.





Non illuminated hanging sign to match Centre standard

Please refer to section 3.0 - Shopfront and Entrances

Signage should consist of 3D illuminated individual letters constructed from contemporary materials

Please refer to section 3.0 - Shopfront and Entrances

We encourage the use of exposed ceilings in conjunction with light features to create visual interest

Please refer to section 4.0 Interiors

Front 30% of ceiling to be full height

Please refer to section 4.0 Interiors

An effective lighting scheme is decisive to the success of any restaurant design - The use of feature lighting is encouraged to create interest

Please refer to section 4.0 Interiors



Lighting should be carefully designed and detailed around the shopfront to enhance your product display

Please refer to section 3.0 - Shopfront and Entrances

Ensure good visibility is maintained throughout the store from the shopfront and entrance

Please refer to section 4.0 Interiors

Utilise a combination of well designed and robust furniture types, tables and chairs to create varied dining experience

Please refer to section 4.0 Interiors

Flooring to be hard wearing and resilient in either natural or composite stone or timber with feature areas creating focal points

Please refer to section 4.0 Interiors

A mixed material palette should be exploited to give a depth of texture to the interior treatment

Please refer to section 4.0 Interiors

Consideration should be given to the BOH door arrangement to ensure no direct customer views

Please refer to section 4.0 Interiors



# 3.0 SHOPFRONTS AND ENTRANCE





'Shopfronts should reflect the aspirational retail with a sense of variety, style and interest'

Shopfronts are one of the most important aspects of the restaurant design. It is your opportunity to showcase your brand through the creation of a creative, impactful and unique windows.

#### SHOPFRONT:

- Deliver your brand in a visually bold manner. Set yourself apart, be innovative.
- Work with the whole shopfront to create a visual statement with presence.
- Play with solid, semi-transparency and clear vision areas to create an active frontage.
- Create exciting visual interest, animate and attract and, utilise lighting and imagery to foster a sense of arrival.
- Menu board with opening times and payment options should be fixed to elevation adjacent to entrance.
- Consider the use of technology
- Double height frontages require special
- Create and maintain strong interesting vistas with a minimum of 70% visibility through to the interior.
- To ensure a strong shopfront presence design emphasis should be placed on the first metre of flank walls. Utilising wall treatments, materials and secondary signage.
- Quality lighting should be integral to the design, creating an atmosphere and offsetting the merchandise effectively.
- Consider the experience from the threshold. Fixtures and fittings should not block entrances.
- Shopfronts should be clean and simple allowing for the product and brand to speak for itself.
- Shopfront framing should be stainless steel finish.
- Framing materials should be factory finished with precise engineering and jointing.
- Shopfronts will not be permitted to project beyond the agreed designated demise line.
- The shopfront design must consider the appearance when closed to create an active advertisement for the visitors still within the Centre.
- New shop frontages, where being replaced, are to conform to the Centres design criteria.
- Be creative, think differently, be on brand - create your point of difference.





Signage is a prime opportunity to make a statement and demonstrate your core values. Signage should emulate a sense of quality and attention to detail as an extension of your brand.

#### SIGNAGE:

- Primary signage is to be formed of 3 dimensional illuminated individual logos or letter forms with a minimum projection of 30 mm.
- Utilise contemporary materials, light and colour in 3 dimensions to create a strong vision with contrast and textural innovation.
- Ensure your signage is suited to the changing light conditions.
- Play with shape and form to create a unique identity for your store.
- Consider how you can deliver your brand identity with coherence, conveying a sense of quality and attention to detail.
- Signage must be illuminated with LED to provide a strong visual contrast ensuring clear and defined visibility in all lighting conditions.
- Generally, signage will be confined to a single overhead door signage zone located above the entrance.
- Text must be no greater than 350 mm in height with a minimum depth of 30 mm.
- Logos are to be no greater than 1 sqm
- Backing Trays – where permitted must be no deeper than 30 mm and should be treated in a creative manner.
- We will consider additional signage dependant on shopfront location.
- Any area of the signage zone not utilised for signage must be finished to the Retail Design Team's satisfaction.
- Signage is restricted to core trading name and one logo.
- External signage should always reflect the brand's current full-price concept.
- Signage repetition, strap-lines or other iconography should be incorporated into the shopfront display.
- Be innovative and distinctive – set yourself apart.

#### PROJECTING SIGNAGE:

- In order to achieve a coherent design palette across the Centre, projecting signs are to follow the existing design principles.
- To be non-illuminated in double sided oval shape - The projecting signs are all existing and recycled on a Brand Partner moving.
- Make use of individual 3 dimensional forms with a minimum projection of 12 mm. Branded colours and logo forms are often more recognisable when competing with other Brand Partners.
- Be creative, ensure your sign is integrated with your shopfront and complements the design.
- Ensure the design fully represents the brand and is impactful and clear when viewed from a distance.





The threshold is a key touch point with the customers. Use the threshold as a zone to slow down customers and allow them to engage with your environment and brand.

#### ENTRANCE:

- Existing entrance configuration should be finished in high quality, durable materials and comply with the Equality Act.
- Perforated shutters are required as part of the smoke extract system, encouraged for over night security and to ensure an open store front during opening hours.

#### THRESHOLD:

- The use of an interesting beautiful or textural wall treatment to the shopfront flank walls, other than a decorated interior finish, creates interest and promotes the visual presence on approach.
- Entrance flank walls to be in brand colours to increase presence within the centre.
- Consider secondary signage as an opportunity to communicate to passing shoppers. Large scale branded graphics, digital screens or motifs are most effective.
- Ensure creative wall treatments are well illuminated to maximise their potential.
- Consider the positioning of promotional window graphics so as not to obscure visibility and resist cluttering the store front with repeated branding or signage.
- Creative use of graphics and instore messaging will further promote the story of the brand.







Windows should be creative and impactful as they are an opportunity to engage and inform customers as well as promote your brand.

#### WINDOW DISPLAYS:

- Create a bold style with a strong impact for a memorable visual presence. Be imaginative and emotive with a strong coherent story throughout.
- Imaginatively located display cabinets, show kitchens and food preparation areas can all be utilised to engage with customers. Create visual interest.
- Sculptural compositions of form and colour help create window displays with stylish qualities. Utilise creative settings and theatre.
- Utilise textural back drops and graphics to maintain 70% visible area through to the interior at all times. All unitary should be open backed with a curated product display to allow view into the restaurant.
- Think in visual planes. Layered window displays add interest and depth. Consider the consumers eye line.
- Quality lighting is integral to a successful display, creating atmosphere whilst illuminating the merchandise effectively.
- Lighting output should achieve a minimum of 1000lux at floor level and be time controlled to remain illuminated throughout the Centre's opening hours.
- Creative textures, large scale graphics, dedicated displays stimulate and motivate customers to enter.
- Consider integrating technology.
- Feature lighting will help draw the eye, creating a focal point.
- where used, graphic backgrounds are to be a maximum of 15% of the window bay. Full width window graphics are not permitted.
- Bold colours and strong messaging are more effective, drawing the eye over distance.





Utilise natural materials to create a sensual journey, defining seating areas with ambience and mood.

#### DEMISE WALLS:

- Utilise a palette of natural finishes suited to the local environment for a sense of quality with longevity.
- Ensure a common language across the restaurant by keeping the materials and finishes coherent throughout.
- Consider the detailing of junctions and exposed edges.
- Be innovative with materials and furnishings. Utilise integrated textures and lighting to create a considered design.
- Retain visibility and encourage a sense of openness by ensuring solid elements do not exceed 1200mm high.
- Break up the linear plane with textural and graphic treatments.
- Allow visual breaks and vertical movement to give a change of pace and create interest.
- Creative use of secondary signage will further reinforce your brand, providing a clear identity on approach.

#### ATRIUM FURNISHINGS:

- Utilise a combination of furniture types, loose tables and chairs, booths and banquettes to create varied dining experiences.
- Seating areas should represent the brand and should complement the interior design of the restaurant, promoting the brand's ethos.
- Be innovative, make creative use of unusual or unexpected pieces to create feature brand elements.
- Implement a common language with a hierarchy of furnishings across the restaurant to promote a strong identity.
- Consider the consumer mix and abilities when designing layouts and fixtures.
- All public environments are to be designed as accessible and fully inclusive environments as set out in the Equality Act 2010.
- External fabrics to banquettes or loose seating are to be removable to enable maintenance and repair. All fabric used are to be Cribb 5 fire rated.



# 4.0 INTERIORS







Tell your brand story and what it represents, create focal points of interest within the restaurant.

#### INTERNAL SIGNAGE:

- Graphics are a key feature of a shop fit and should be integrated in the overall design concept from the signage, to displays and packaging.
- Playful use of illustrative graphics and signage content located within the store can communicate the background to the products.
- Graphics and decorative treatments should also be used as focal points to break up runs of seating and further narrate the customer journey.
- Contrasting colours and textures are encouraged to create a visual focal point for the customer.
- Instore messaging should add texture and create interest. It should also promote the additional services the store can offer.
- The considered use of integrated, creative secondary signage further reinforces your brand, creating an active, dynamic shopfront.
- Special consideration should be given to the illumination of any signage behind the glass. Be wary of detrimental reflections and glare.
- Effective use of glazing manifestation and graphics, combining elements of solidity with transparency, can help promote the story of the brand.
- Be mindful not to clutter the store front with repeated branding signage/ messages or flyers.
- The signage should be emphasised with direct lighting or back lighting.

#### MATERIALS:

- Your material palette should be a textural representation of your brand ethos and should be innovative.
- High quality authentic and innovative materials will be required to provide the best brand perception to the customer.
- Brand Partner's should incorporate suitable colour contrast into their designs to assist partially sighted customers and staff to navigate around the unit.
- Unfinished materials will be reviewed on a case-by-case basis. Urban and industrial style treatments may be considered where integral to the brand environment and positioning.
- Alternative materials will be reviewed case by case but will require a fire resistance property.





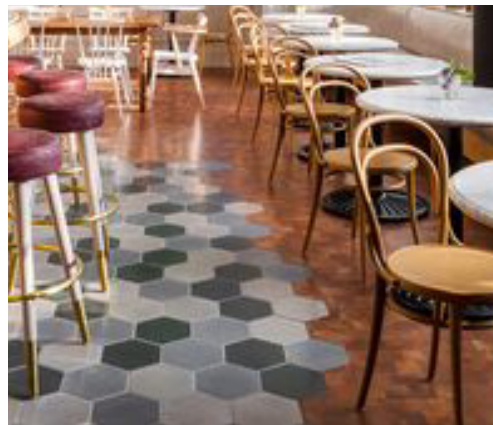
Exciting and appropriate lighting design is encouraged, as the quality of a lighting design directly impacts on the dining experience.

#### LIGHTING:

- Quality lighting is critical to the success of any restaurant design.
- Lighting designs should be a mixture of light sources, levels and colour temperatures to enhance ambience, provide spatial definition and create atmosphere.
- Utilise integrated, indirect and concealed lighting where possible, consider the use of directional lighting carefully to avoid excessive glare.
- Be creative with uniformly high quality lighting solutions to highlight key product areas.
- Implement feature lighting distinct to your brand to create focal points and reinforce your identity.
- Track lights within the shopfront windows soffit/ceiling should be detailed to be recessed and concealed from view.
- All lighting must be specified as LED fittings.
- The use of light sensitive sensors to control light output in shopfront is strongly recommended.
- Lighting for halo illumination and coving should be continuous and concealed.
- Projections and digital screens will be permitted if no visual disturbance is caused.
- The back of house lighting should be PIR to ensure energy efficiency and lower electrical consumption.







Flooring is one of the most important elements of a restaurant space and should be used to create feature areas.

#### FLOORING:

- Ensure floor finishes are resilient and hard wearing, suited to a busy restaurant environment. Natural Stone, ceramics, composite stones, FSC approved real wood hardwood (stained, painted, lacquered) are preferred examples. Vinyl products are not permitted in front of house areas.
- Utilise a palette of finishes to define key areas, create a visual journey through the store.
- Rugs or woven finishes may be used as accent treatments to create feature areas.
- All junctions are to be level and must not create trip hazards.
- Where expansion joints are found, cover plates or fixings are to be fully removable to permit access and allow sufficient flexibility for movement.





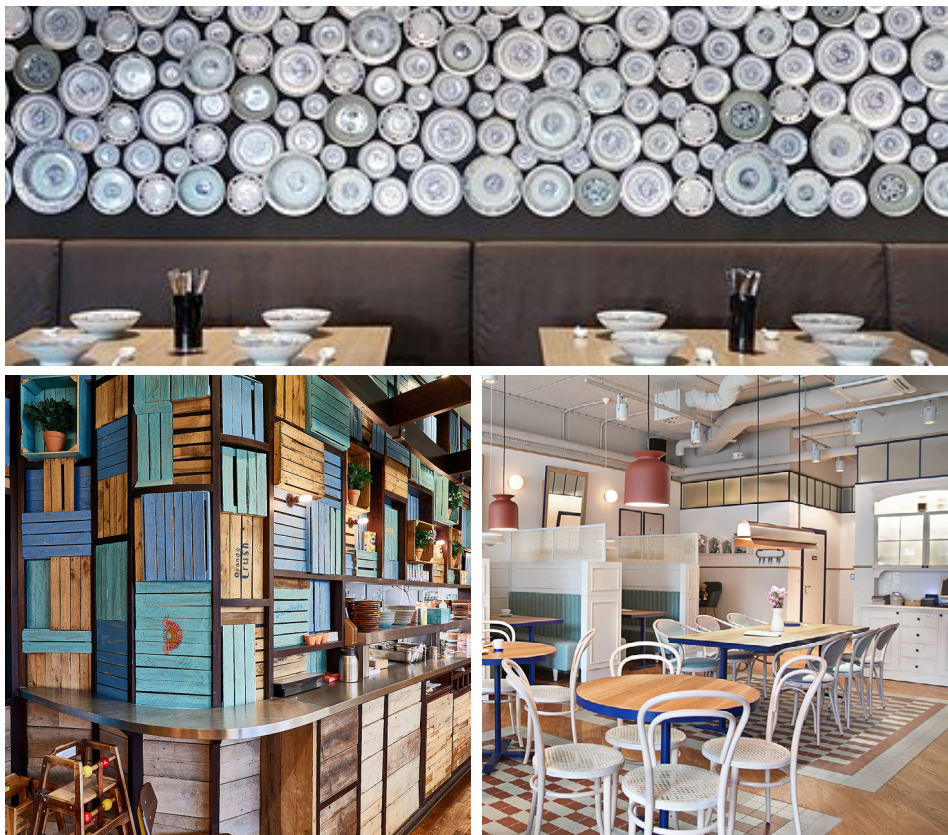
Ceilings have practical uses to conceal and protect services. With unrestricted views, ceilings are also an important design consideration.

#### CEILINGS:

- High quality ceilings with imaginative design such as textured finishes, patterns or changes in volume are promoted to enhance and define a space.
- A good design approach can be a great way of leading the customers in and through the restaurant de-marking key zones.
- The use of drop rafts, coffered or flush ceilings at different heights adds visual interest.
- Be playful with 3 dimensional elements and architectural forms to create dynamic features, break up linear surfaces and add interest.
- Consider the visual appearance of lighting, services, sound and use of a flat plate concealed rapid response type sprinkler installation to gain maximum aesthetic appearance.
- Due to the Centre's smoke extraction system, the ceilings must maintain 30% free air.
- Brand Partner's will be required to provide a design led ceiling treatment to the front of house areas. Fully open exposed ceilings across the first 30% of restaurant are encouraged.
- Ceilings within the first 1m of the shopfront zone must be a solid plasterboard or have a feature treatment.
- Where open areas of ceiling are designed, surfaces and technical services must be sprayed out in a dark colour.
- Brand Partner's are encouraged to consider perimeter feature bulkheads to conceal air conditioning and services.
- Where possible and appropriate the design should incorporate a mezzanine deck for stock and storage purposes built across 70% of the store.







A coherent family of furniture defines the dining experience and reflects the restaurant's brand.

#### WALLS:

- All walls should be plasterboard finished with 2 coats of emulsion or clad in Brand Partner's proprietary walling systems.
- Feature treatments and wallpaper that are part of the brand story will be encouraged.
- Appropriate edge protection required on exposed corners in high flow areas.
- Materials fixed to walls should achieve 60min fire rating and Class 1 surface spread of flame/EN / Euroclass ratings.
- Brand Partners should incorporate suitable colour contrast into their designs to assist partially sighted customers and staff to navigate around the unit.

#### DOORS:

- Front of house doors should be incorporated and included as part of the interior design proposal.
- Doors must incorporate relevant statutory means of escape, safety signage and emergency exit ironmongery to comply with Centre fire strategy
- Fire exit doors from the restaurant should not be mirror faced and should be readily identifiable, incorporating a vision panel.

#### FIXTURES AND FITTINGS:

- Use interesting display features that represent the ethos of the brand and enhance the customer experience.
- All fixtures should be selected to compliment and accentuate the offer.
- Fixtures must be constructed from hard-wearing materials with no raw finishes and kept well maintained.
- Utilise a combination of furniture types, loose tables and chairs, booths and banquettes to create varied dining experience.
- Be innovative, make creative use of unusual or unexpected pieces to create feature brand elements.
- Implement a common language with a hierarchy of furnishings across the restaurant to promote a strong identity.
- Consider the consumer mix and abilities when designing layouts and fixtures.
- All public environments are to be designed as accessible and fully inclusive environments as set out in the Equality Act 2010





Entice and interact with your customer throughout their journey. Interact with your customer in and out of the restaurant environment.

#### PAY STATION:

- The pay station should be located to maximise the effect of customer flow through the restaurant whilst being visible from the front doors.
- The rear and internal components of the pay station should not be visible to the public and should be protected either by a screen, a return to the desk, or located in such a way as to protect views.
- Access for all should be considered in the design of the pay station and in its operation.

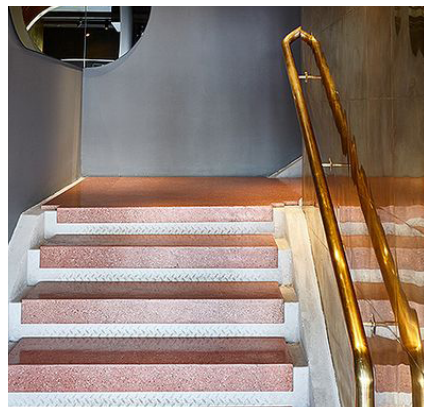
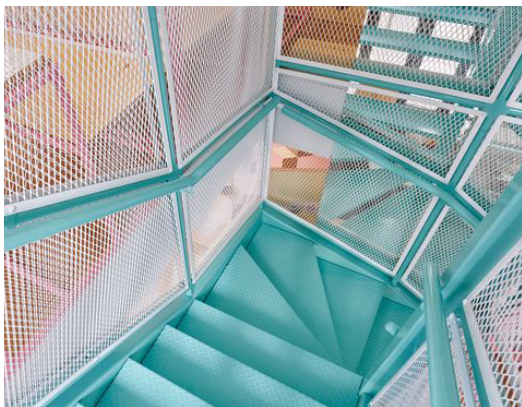
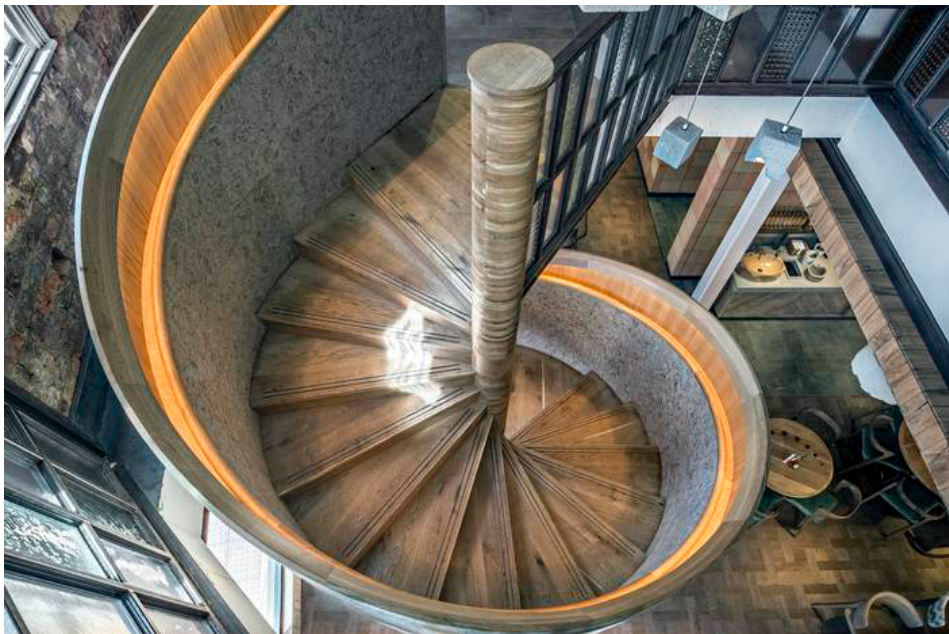
#### DIGITAL SPACE:

- Digital touch points should be integrated into the interior to create interest and promote the branding message.
- The restaurant design needs to create a strong brand identity and memorable customer experience.
- Consider photo opportunities in the design to encourage customers to tag and upload providing a longer linger time.

#### MERCHANDISING:

- Target the customers with integrated displays incorporating feature pieces to provide lifestyle marketing.
- Visual merchandising demonstrates your brand values. Promotional graphics, furniture and quality lighting all help to achieve this.
- Eye catching displays, focal points and artistic approach is encouraged to draw customers through the restaurant – be imaginative.





Use the stair design to create a point of interest - materials, configuration, colour and light.

#### STAIRCASES:

- All staircases should be elegantly designed with carefully detailed balustrades and must comply with current Part M for ambulant disabled staff and public.
- Balustrades to staircases and galleries should be designed to accommodate appropriate loadings in line with British Standards and Building Regulations
- Bolted or edge fixed glass infill panels should be designed in accordance with BS 6180.
- The Brand Partner is to provide a wheelchair refuge within the unit in accordance with BS 9999.
- Arrangements for providing intercoms to refuge if required by building control are to be discussed with the Retail Design Team.
- Where front of house staircases are utilised the Brand Partner will be obligated to supply a customer platform/passenger lift.







Staff areas are equally as important as front of house - Design for staff well being - create a great place to work.

#### BACK OF HOUSE:

- Back of house areas should be carefully planned to maximise the customer space and to avoid direct view from the restaurant area.
- Visual interaction should be considered with BOH areas via access doors - design solutions such as wall/door chicane should be utilised in conjunction with restaurant area floor and wall materials continuing through into BOH.
- These areas should be lit with suitable task lighting and heated.
- Services to the rear of the unit should be enclosed and protected with specific containment that allow access for maintenance.
- Storage racking must be braced, and Brand Partner must ensure there is no risk of falling.
- Brand Partner should note the insurance restriction regarding racking height not extending above 2.6m.
- A continuous red line is required to be installed at a 2.6m height to allow a clear indication of compliance.
- Storage racking should be interlinked with sprinkler layouts to ensure there are no technical infringements on the performance of the sprinkler heads.



# 5.0 HOARDINGS



Hoardings are required to protect the public from temporary works, but also provide an opportunity to advertise the new restaurant and build anticipation.

#### HOARDING FOR INTERIOR WORKS:

- Where the unit is undergoing an internal re-fit and has rear access, 1-hour fire fly material to the inside face of the shopfront must be used.
- The glazing and doors are to be treated with a vinyl graphic showcasing the brand's ethos.
- Vinyl graphics to glazing should again cover the full extent of the glazing to obscure all visibility into the store during fit out

#### HOARDING FOR EXTERIOR WORKS:

- A 1-hour fire rated hoarding with Class '0' surface spread of flame is to be installed to all shopfronts.
- This must incorporate an FD60 escape door with vision panels (covered during the day but visible at night). This door is only to be used in emergencies and not as main site entrance.
- The hoarding is to be full a graphic wrap representing the brand in either an illustrative or lifestyle graphic.
- Hoarding is not to project more than 1 metre from the shopfront line, taking care not to block any neighbouring unit visibility lines and avoiding damage to the Landlord's finishes.
- The height of the hoarding should relate to shopfront sizes.
- There should be limited fixing of the hoarding to the Landlord's surface and this should be agreed with the landlord.

#### HOARDING APPROVAL:

- The Brand Partner must submit a plan of the hoarding and proposed artwork to the Retail Design Team for approval.
- The Brand Partners must make allowance for the striking and disposal of the hoarding to commence trade and will be held responsible for rectifying any damage caused to the landlord's surrounding surfaces.
- Hoarding is to be erected or altered out of hours by prior arrangement with the Centre Management.
- An inspection will be undertaken of the installed hoarding, and when the hoarding is removed to ensure all defects caused by the hoarding have been rectified.
- Full removal of the hoarding will not be allowed until the shopfront has been installed.

#### HOARDING GRAPHICS:

- The graphics are an opportunity to develop brand awareness.
- Be playful- make use of the entire hoarding face, door and returns. Bold colours, strong graphics and clear messaging are most effective.
- Consider tone of voice and content, include store opening and contact information.
- There are several options for the graphics application:
  - Vinyl application direct to hoarding.
  - PVC wrap direct to hoarding.
  - Seamless printed hoarding.



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soon



# 6.0 SUSTAINABILITY





Sustainable design creates a great retail atmosphere while minimising costs.

#### CREATING A GREAT ATMOSPHERE:

- Our retail guest surveys tell us that atmosphere is one of the most important factors influencing customer decisions to return to Landsec destinations. Creating the right conditions with the right mix of spaces is essential for creating an exciting and welcoming experience. This means creating the right lighting, air quality, thermal comfort and acoustics. If we get this right we'll create an enjoyable and comfortable environment, making guests more likely to stay longer and return to our destinations.

#### MAKING GREAT PLACES TO WORK:

- Creating a great atmosphere isn't just about guests. We also need to design great places for our staff to work. Designing for staff wellness means creating the right atmosphere, but also providing comfortable spaces, secure storage and useful amenities for retail staff. If we get this right, we'll create destinations where people love to work, which, give our staff the best chance of providing a great guest experience.

#### KEEPING COSTS DOWN:

- Sustainable design is also about saving money. This means installing good quality, efficient equipment that helps to keep operational costs to a minimum. Energy can be a significant cost for you and for us, so it pays to get the design right. To do this we'll help you to focus on the things that really matter, like lighting, efficient door curtains and heating and cooling.

#### ASK US FOR HELP:

- If you have any questions about this section of the guide, please ask the Retail Design Team who will be able to talk you through our sustainable design recommendations and offer practical tips and guidance on how to deliver it. You can also contact [sustainability@landsec.com](mailto:sustainability@landsec.com)







#### DESIGNING FOR LOW OPERATIONAL COSTS:

- Always use LED lighting where technically viable.
- Design good quality thermostatic door air curtains that cover the full width of the door.
- Use VRF over split HVAC systems, and always size any system to the actual loads .
- Provide heating when the temperature falls below 19°C and cooling when it's above 24°C.
- Use PIRs, controls and zoning to ensure that lighting is only used when required.
- Cut down the need for energy using equipment, or opt for the most efficient models.
- Use automatic controls to maintain the required temperatures and lighting during opening hours.
- Provide 11/s per m2 in line with CIBSE guidance. Ensure the system does not exceed this.
- Use variable speed drives and heat recovery systems to increase efficiency .

#### USING MATERIALS TO CREATE ATMOSPHERE:

- Use wood, cork, bamboo, local stone and other natural materials to create a tactile and healthy environment. Try to work with materials produced in the UK and EU to keep delivery miles down, and always check whether the manufacturer has sustainability certification like FSC and Cradle to Grave.
- Check the specification of paints, coatings, adhesives, floor and ceiling coverings and joinery for the presence of volatile organic compounds (VOCs) and formaldehyde. These are harmful chemicals that damage human health.
- Formaldehyde levels should be  $\leq 0.01 \text{ mg/m}^3$  and VOCs should be  $\leq 0.3 \text{ mg/m}^3$ . Where required for additional adhesive strength the formaldehyde content of wood adhesives can be up to  $\leq 0.06 \text{ mg/m}^3$ .
- Use plants and foliage to create shade and focal points, as well as contributing to a cooler and calm environment. Plants need not be real, fake plants and non-living plants, like moss, can often create calming retail environments without needing maintenance.

#### OPERATING YOUR SPACE IN A SUSTAINABLE WAY:

- Switch off lighting in staff and service areas when they are not occupied.
- Check temperature set points on heating and cooling systems are optimised.
- Use high efficiency cooling equipment and minimise the use of air conditioning.
- Encourage your staff to switch equipment off or turn it down when not required.
- Use EcoLabel cleaning products to reduce the volume of harmful chemicals.





# 7.0 KEY CONTACT LIST



## Key Contacts

### CONTACT LIST - The Galleria

OVERALL LANDLORD TEAM	COMPANY	CONTACT NAME	ADDRESS	EMAIL	TELEPHONE
Management Surveyor	Landsec	Julie Sproul	100 Victoria Street, London SW1E 5JL	julie.sproul@landsec.com	077 3616 6338
Retail Delivery Manager	Landsec	Nastasja Swietlicki	100 Victoria Street, London SW1E 5JL	nastasja.swietlicki@landsec.com	020 7024 3845
Project Manager	Landsec	Pat Fermin	100 Victoria Street, London SW1E 5JL	pat.fermin@landsec.com	078 5065 3429

### RETAIL DELIVERY & TECHNICAL APPROVAL

Architectural	IDL Architecture	Joely Cook	17 Blackfriars Lane, St Pauls, London	jcook@idl.eu.com	020 7248 1234
Technical	IDL Project	Mark Lumbis	17 Blackfriars Lane, St Pauls, London	mlumbis@idl.eu.com	020 7248 1234

### Kitchen Technical Approval

Kitchen Technical Approval	Ventilate	Peter George	3 Boldmere Road, Sutton Coldfield, B73 5UY	peter@ventilate-cc.com	077 1895 0371
Kitchen Technical Approval	Ventilate	Sam Irvine	3 Boldmere Road, Sutton Coldfield, B73 5UY	sam@ventilate-cc.com	075 2627 8026



# 8.0 APPROVAL PROCESS





- All shopfitting proposals/refurbishments require the written approval of the Landlord before the commencement of any works.
- Where a Brand Partner wishes to undertake refurbishment works mid-lease, these will be subject to Landlord review and will be liable for an approval fee.
- Applications for consent shall be dealt with in accordance with the Agreement for Lease or Lease and the procedures set out in this guide. Please refer to the checklists for information required for submission.
- The Retail Design Team will look to give approval in a timely manner subject to submission of all required information by the Brand Partner. Where the Brand Partner's proposals are significantly complex (e.g. structural works/lifts/mezzanine installations etc..) outline submissions must be made to the Landlord for appropriate investigations to be carried out by the Landlord's appointed consultants.
- All drawings should be provided in PDF and DWG at an appropriate scale.
- Document checklists can be found in the fit-out guide web site appendices.



