



the galleria
OUTLET SHOPPING

RETAIL DESIGN GUIDE



Retail Design Guide

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Retail 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 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 retail 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 retail outlet proposal such as stock turnover, 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 the information required by the design custodian team to consider, comment and approve the Brand Partner design proposals is found in 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 THIS 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.

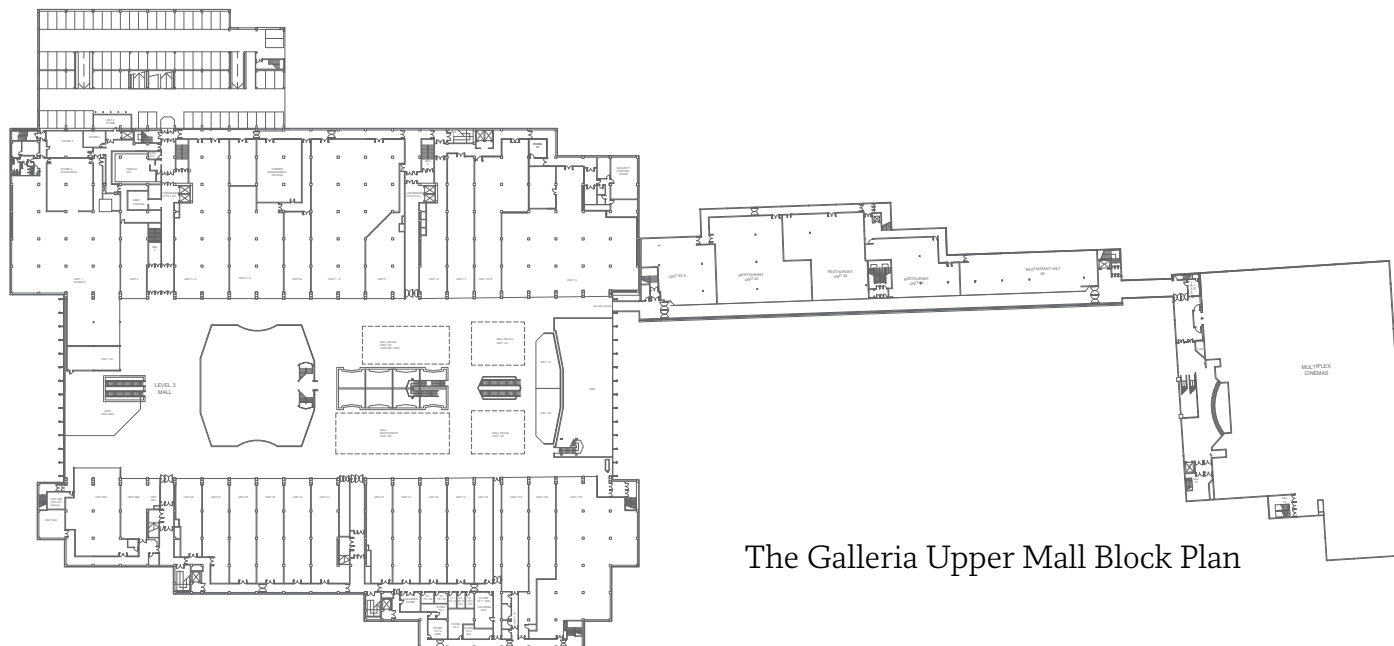
We would expect that a creative design approach had been considered in the following key areas:

- Shopfront
- Window displays
- Signage and brand messaging
- Interior fixtures and fittings
- Lighting
- Decoration and floor finishes
- Visual merchandising

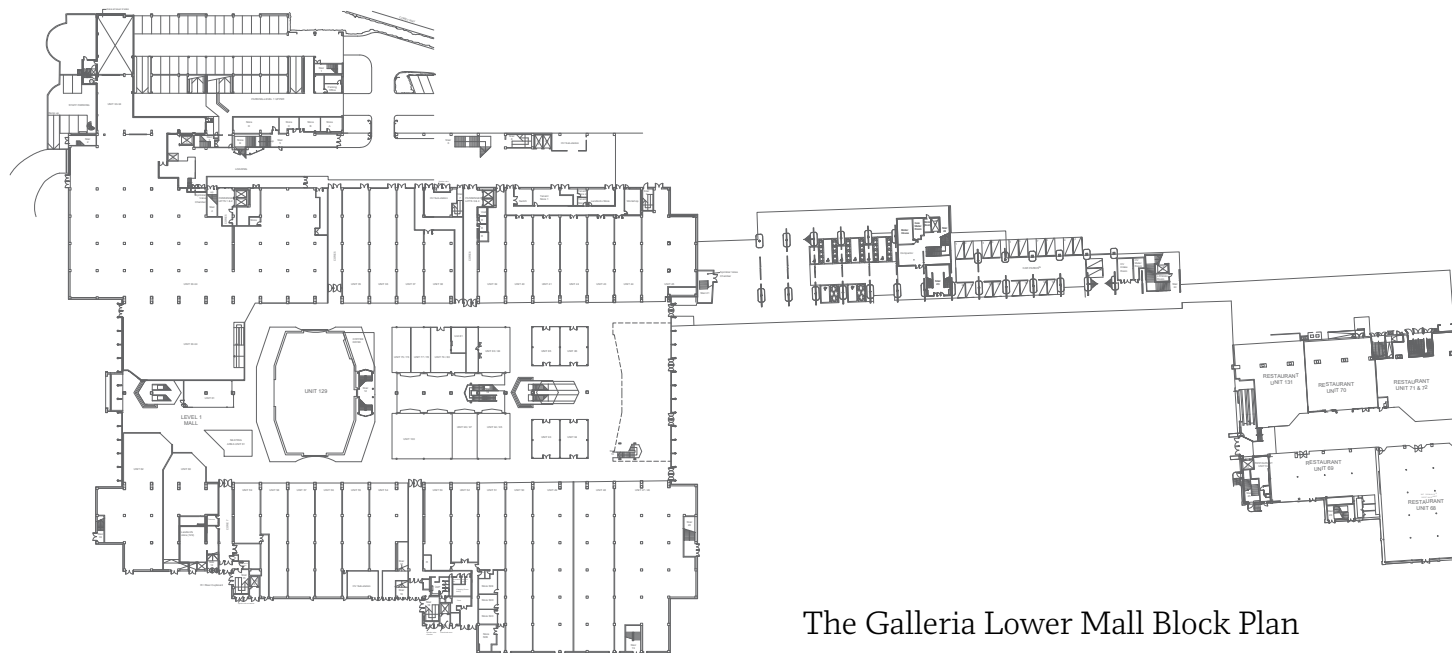
DESIGN ETHOS

Designs are encouraged to propose imaginative ideas and would be expected to be comparable to their full price counterparts. Where possible the Retail Design Team 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 Retail Design 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

Locate the cash desk for maximum effect with customer flow through the store whilst being visible from the entrance
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

A variety of low midfloor units are encouraged to create a journey through the store
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 store design. It is your opportunity to showcase your brand through 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.
- Integrate visual merchandising with the window display to create a considered vision.
- 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.
- Shopfront framing should be satin stainless steel finish.
- Quality lighting should be integral to the design, creating an atmosphere and offsetting the merchandise effectively.
- Consider the use of technology
- Consider the retail experience from the threshold. Merchandise and displays should not block entrances.
- Be creative, think differently, be on brand - create your point of difference.
- Shopfronts should be clean and simple allowing for the product and brand to speak for itself.
- 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.
- Framing materials should be factory finished with precise engineering and jointing.
- Where new shop frontages are being replaced they are to conform to the Centres design guidance and will require a formal planning application.
- Utilise lighting and imagery to create a sense of arrival.





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 to convey your brand identity.

SIGNAGE:

- 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 condition.
- 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.
- Be bold but elegant.
- Primary signage is to be formed of 3 dimensional illuminated individual logos or letter forms with a minimum projection of 30 mm.
- Signage must be illuminated 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 zone 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.
- 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.
- Signage should be of the highest quality LED lighting to ensure illumination both during day and night.
- 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-double sided.
- 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.
- Ensure the design fully represents the brand and is impactful and clear when viewed from a distance.





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

FLANK WALL:

- The use of an interesting beautiful or textural treatment to the shopfront flank walls, other than a decorated interior finish, creates interest and promotes the visual presence on approach.
- Consider secondary signage as an opportunity to communicate to passing shoppers. Large scale branded graphics, digital screen or motifs are most effective.
- Ensure flank 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.
- Consider display placement, create a journey with pause points to lead the customer through the store.
- Entrance flank walls to be in brand colours to increase presence within the centre.





Window displays should be creative and impactful as they are an opportunity to activate your store front, to engage and inform customers as well as promote both brand and merchandise.

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.
- 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 views into the store.
- Make use of props and accessories where appropriate. Consider integrating technology.
- Think in visual planes. Layered window displays add interest and depth. Consider the consumer's 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.
- Special consideration should be given to the illumination of any signage behind the glass. Be wary of detrimental reflections and glare.
- Creative textures, large scale graphics, dedicated displays for special products stimulate and motivate customers to buy.
- Create a successful shopping environment through focusing on the latest trends and best sellers.
- Make the merchandise stand out. Keep it clean and simple, but be unexpected. Less product reflects a quality product.
- Feature lighting will help draw the eye, creating a focal point.
- Full width window graphics are not permitted.
- Sale, clearance or promotional graphics should always be well considered and integrated with the merchandise.
- Bold colours and strong messaging are more effective, drawing the eye over distance.
- Merchandise is not permitted to be stacked on the floor for either display or retail.
- Keep it ever changing and remain timely. Consider current trends, values, local and global events.



4.0 INTERIORS





Tell your brand story and what it represents, be innovative with materials representing your brand ethos.

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 merchandising and further narrate the customer journey.
- The signage should be emphasised with direct lighting or back lighting.
- Contrasting colours and textures are encouraged to create a visual focal point for the customer.
- Instore messaging should create interest and promote the additional services the store can offer.
- The considered use of integrated, creative secondary signage further reinforces your brand.
- Use multi language ticketing/labelling and product information.

MATERIALS:

- 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.
- Integrate decorative and graphic treatments to provide focal points and break the linearity of long elevations.
- All materials will be reviewed case by case but will require a fire resistance property.
- Contrasting colours and textures are encouraged to create a visual focal point for the customer.





Exciting and appropriate lighting design is encouraged; good lighting helps to provide the atmosphere to sell your brand.

LIGHTING

- Quality lighting is critical to the success of any store 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 products and retail areas.
- Implement feature lighting distinct to your brand to create focal points and reinforce your identity.
- The quality of a lighting design directly impacts on the retail experience.
- Lighting output across the retail floor should achieve a minimum of 750lux.
- Lighting output in the window should achieve a minimum of 1000lux.
- All lighting must be specified as LED fittings.
- Track lights within the shopfront windows soffit/ceiling should be detailed to be recessed and concealed from view.
- 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.
- Signage and shopfront should be on a separate time system.
- 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.
- Warm white LED to be used within changing rooms
- Consider out of hours lighting



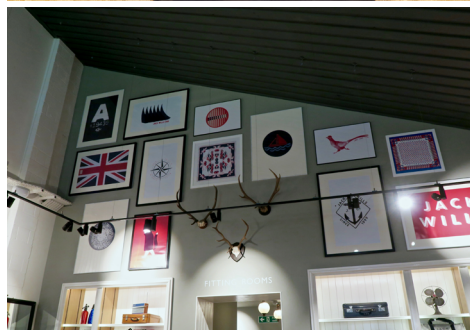


Flooring is one of the most important elements of a retail space and should be used to create feature areas and assist/guide customers around the store.

FLOORING:

- Ensure floor finishes are resilient and hard wearing, suited to a busy retail environment. Natural Stone, ceramics, composite stones, FSC approved real wood hardwood (stained, painted, lacquered) are preferred examples.
- 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.
- The layout of embedded conduits should allow for maximum furniture distribution flexibility.
- The floor should reflect the brand image and the quality of product being sold.





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 through the store and de-marking key selling 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 systems, 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 store 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.





The customer experience within the interior is crucial for the creation of desirable and high quality retail spaces.

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 store 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.
- All fixtures should be selected to complement and accentuate the store offer.
- Wall mounted merchandising systems are to be set back from the window display by a minimum of 1000mm.
- Fixtures must be constructed from hard-wearing materials with no raw finishes and kept well maintained.
- Fixtures should not be laid in continuous linear formations but broken up with varying heights and depths.
- Maximum height of 1400mm (including product and signage) for all mid floor units to allow views through.
- Fixtures should be flexible and adjustable to allow for different products and maximum density of merchandising.
- Utilise display fixtures to create a retail landscape to define key areas, movement and direction.
- Emphasis should be placed on front facing hanging and folded items rather than side hanging as these are more visually appealing.



Entice and interact with your customer throughout their retail journey.

CASH DESK:

- The cash desk should be located to maximise the effect of customer flow through the store whilst being visible from the front doors.
- The rear and internal components of the cash desk 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 to protect views.
- Access for all should be considered in the design of the cash desk and in its operation.
- Include seasonal tills or alternative payment systems to maximise sales in core time.
- Additional functions around the cash desk should be considered during the design such as click and collect to ensure integration into the design solution.

MERCHANDISING:

- Target the customers with integrated displays incorporating feature pieces and mannequins to provide lifestyle marketing.
- Visual merchandising demonstrates your brand values and promotional graphics, display furniture, standout displays, and quality lighting all help to achieve this.
- Eye catching displays, focal points and artistic approach is encouraged to draw customers through the store – be imaginative.
- All products must be dual priced to promote value.
- Consideration should be given to merchandising layouts and stock densities which should not look overcrowded.
- A minimum of 1200mm will be required in-between merchandising units.



Create personal, comfortable and welcoming spaces for product interaction.



FITTING ROOMS

- The fitting rooms should be considered carefully within the design.
- The Brand Partner should look to create a welcoming and desirable space.
- Comfortable fitting rooms should be well illuminated with warm lighting colours and equipped with hooks, hanging spaces, seating and integrated mirrors.
- Fitting rooms should be positioned to not be directly visible from the main trading area to protect customer privacy.
- Doors to changing cubicles are more favourable to the use of curtains.
- Air conditioning should be integral to the fitting room design.
- An Equality Act/Part M compliant dressing room needs to be provided.
- All mirrors are to be securely fixed and manufactured from laminated safety glass.
- The fitting room should incorporate a ceiling - creating a secure environment.

RETURNS/WAITING AREA

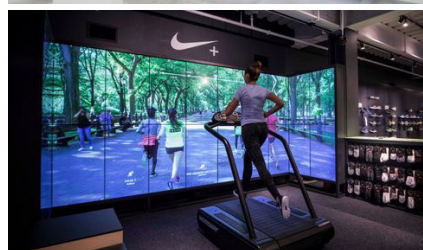
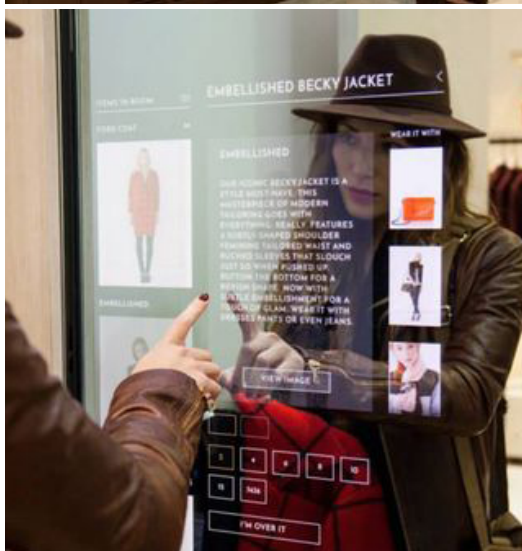
- Return rail size, location and defined customer accessibility should be proposed as part of the design.
- Waiting areas should be considered adjacent to the fitting rooms.



The integration of e-commerce business with the in-store concept is key to engaging with your customer long after the visit.

DIGITAL SPACE:

- Digital touch points should be integrated into the interior fixtures and finishes to create interest and promote the branding message.
- Use live feeds to social platforms to bring a wider, thread-led aspect to the store design.
- Consider photo opportunities in the design to encourage customers to tag and upload providing a longer in-store linger time.
- Till zones should look to incorporate contactless and e-payment systems which can link to mobile loyalty schemes and reward in-store customers, allow for in store ordering for home delivery.
- Consider peak trading periods and additional payment methods eg. roaming pay points.
- Interact with your customer inside and outside of the physical retail environment.
- Use of screens should not replace traditional VM and the screens must have suitable bespoke media, not just the online brand experience.





Staff areas are equally as important - Design for staff wellbeing - create a great place to work.

BACK OF HOUSE:

- Back of house areas should be carefully planned to maximise the retail space and to avoid direct view from the retail 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 retail area floor and wall materials continuing through into BOH.
- These areas should be suitably lit and heated.
- Services to the rear of the unit should be enclosed and protected with specific containment that allow access for maintenance.
- Brand Partner will be expected to include a Part M compliant toilet for staff.
- Existing toilets that are not compliant may be retained to their current configuration with approval from building control. Brand Partners should seek to improve the existing situation.
- Storage racking must be braced, and Brand Partner must ensure there is no risk of falling
- Brand Partners 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.



5.0 HOARDINGS





Hoardings are required to protect the public from temporary works, but also provide an opportunity to advertise the new retail offering 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.
- 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

HOARDING GRAPHICS:

- 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.



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





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 1 l/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



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.



