Vicinity Fitout Guidelines

To inform. To inspire. To connect.

1.0 Vicinity Static Centres Design Vision

2.0 Vicinity Static Centres Fitout Criteria

VICINITY CENTRES

Design Vision

To inform. To inspire. To connect.

Our intent with this Design Vision is to provide our Retail Partners with a reliable information hub - curated to inspire innovation across the retail landscape, encouraging connection and collaboration in the implementation of thoughtful design concepts within our centres.

VICINITY CENTRES

Acknowledgement of Country

‘Vicinity Centres is committed to reconciliation with the Aboriginal and Torres Strait Islander Peoples of Australia. We acknowledge and respect Traditional Owners across Australia as the original custodians of our land and waters, their unique ability to care for country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has and will ensure the continuation of cultures and traditional practices.’

What's Inside

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We are Vicinity Centres

'Creating places people love'

Welcome, we are excited to embark on this journey together.

At Vicinity Centres, we are dedicated to the collaboration and sharing of ideas. We bring to the table our collective experiences and an eagerness to learn from yours.

We strive toward a common goal of successfully integrating your business with ours, encouraging positive partnerships that inspire growth.

Vicinity Centres exist to enrich community experiences. Our purpose is to create value by connecting people, place and planet.

We do this by creating unique and relevant consumer experiences, with a vision to maximise shareholder value from our core by managing, leveraging and creating the best retail anchored precincts.

We consider ourselves experts in retail real estate, and our centres provide incredible customer experience year after year.

As important as what we do is how we do it. Our sustainability focus extends from protecting and enhancing our environment, to promoting sustainable procurement in support of our location, national and international business partners.

From small community shopping centres to world class destination centres like the iconic Chadstone in Melbourne and Queen Victoria Building in Sydney, our centres are some of the most recognisable and loved retail destinations across Australia.

The diversity in our destinations and reach means over 66% of Australians live within a 30-minute drive of our doors, and we have been proudly serving our communities for as long as 60 years.

We look forward to you and your business becoming an essential part of our uniquely diverse and valued community.

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Why Design Matters

The store environment is the ultimate showcase and the physical touch point between the brand and the customer. Without a doubt, effective design helps to boost customer understanding and enjoyment of the products and the brand itself - creating connections.

"We are passionate about creating places where people can connect with each other and feel part of their local community. The design of our properties is always centred around our customers, and our retailer partners appreciate just how important design is to delivering memorable customer experiences. It's how we all stay connected".

Peter Huddle, CEO, Vicinity Centres

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Environmentally Sustainable Design

Our Environmentally Sustainable Design (ESD) strategy is focused on the areas where Vicinity can directly make the greatest difference. We aim to create sustainable destinations that are resilient to climate change and support stronger more connected communities.

As a global leader in sustainability, we are focused on providing healthy, enticing and inclusive spaces for our tenants and customers and ensuring our centres use resources in the most effective way. By working with our tenants, together we can drive better sustainability outcomes.

For more on our sustainability strategy, please visit https://www.vicinity.com.au/sustainability

***Click here* to view the expanded ESD notes outlining how you can include ESD solutions in your design, fitout and operational processes.**

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The Retail Landscape

The design philosophy at Vicinity Centres is centred around the belief that thoughtful, informed design signals a new sign of the times.

In today's multifaceted retail landscape, taking a thoughtful, informed approach to design is more important than ever before.

As brands face the challenge of evolving consumer behaviours, our retail partners will look to balance the need for those who crave physical interaction and in store conveniences alongside those seeking seamless, touch free experiences across multiple digital platforms.

Simultaneously, we are witnessing a renewed appreciation for community gathering places, memorable culinary moments and an increased awareness around health and wellness practices.

As we look to a future that must include ESD practices, we embrace the notion that technology, consumer demands and construction methods will continue to evolve but realise the elemental building blocks of store design (outlined in this Design Vision) will remain foundational.

Vicinity Centres thrive on shared insights that spark new ideas, and encourage taking bold steps to realise potential. With growing awareness around how our collective decisions and actions can positively impact the retail landscape, we recognise that thoughtful, informed design signals a new sign of the times.

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Key Design Themes

These design themes will help to inform the requirements that are outlined under each 'Building Block of Design' relevant to your offer and location. Use these themes as reference points throughout the design process to help keep you on track and look to identify them in each element of your resulting design proposal.

1 Understand the Space

Being familiar with your location, its context and its provisions will lay a strong foundation for your build.

Think at a lease plan level and in the broader sense of your space and the environment. Notice how the traffic flows through the centre and get to know your surrounding community.

2 Shape & Proportion

Visualising shapes and how they work together, then translating these ideas into a 2D **and** 3D format is integral to the success of shop design.

From looking at your floorplan, shopfront design and furniture placement, to activating walls and ceilings voids - shape, proportions, alignment and scale are all key considerations.

3 Quality & Authenticity

Good quality, durable materials and authentic, honest brand messaging conveys substance and promotes longevity.

In any shopping centre environment quality over quantity is the go-to option. Quality and authenticity build trust, and trust is the cornerstone of your consumer relationships.

4 Relevant & Engaging

'Is the element relevant?' Relevant to your brand, to your history, to your vision, your surroundings or to your customer. What is its purpose?

Relevance is recognisable, and those elements become engaging. Creating memorable moments promote return custom.

5 Layering & Detail

Consider every touchpoint and refine the details that will engage and delight your customer.

Think clever signage, beautiful styling, the right lighting levels, or seamless integration of digital elements - they all enhance your customer experience and amplify your brand message.

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Top Tips

Opening a new store is no easy task - it takes vision, awareness, commitment, planning and coordination.

Here, we share our top tips to maximise your success.

1 Build a Strong Team

First and foremost, start by engaging experienced people who know their stuff.

You know your brand inside and out but its successful integration into the busy shopping centre environment takes careful planning and collaboration with a qualified, experienced team.

2 We Are Here to Help

Remember, you have a dedicated team of people at Vicinity who are committed to the success of your project too.

We have a wealth of industry knowledge and can provide details of designers, suppliers, craftsman, signage contractors - the list goes on. If you need help, just ask.

3 Focus on The Goal

There are critical steps and milestones in place throughout the design and delivery phase.

Having a preparedness and commitment to meeting these moments is key to the success of your journey from the concept design phase through to opening and beyond.

4 Be Bold & Dive In!

We want your space to stand out for all the right reasons.

Be brave in your choices, push boundaries and believe in your vision. In today's competitive retail industry brands can less afford to blend in to their surroundings. What makes you different?

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The Design Process

The key steps in creating a successful design and working with Vicinity toward the shared goal of opening your new store.

1 Lease Offer Approval

Leasing Executive & Tenant

Tenants receive an acceptance letter confirming handover date and the agreed commercial terms of the lease. The 'Tenant' and 'Landlord' works schedules that set out obligations of both parties in the design and construction of the tenancy are also agreed and documented.

2 Retail Design Manager Introduction

Tenant & Retail Design Manager

Meet the Retail Design Manager and ask questions. Talk through your offer and how you want to connect with customers. Learn about the centre and design opportunities for the site to create a unique and memorable customer experience.

Discuss the selection of your Retail Designer or architect and their suitability to create a successful design that works with your offer and story.

3 Engage Retail Designer & Briefing

Tenant, Designer & Retail Design Manager

At the initial briefing, discuss your point of difference, brand values and overarching story.

- What do you want your store to feel like?
- How do you see your spatial layout?
- What will the customer experience be?
- What are your functional requirements? i.e. storage, delivery, equipment needs etc.

4 Concept Design Creation

Tenant & Designer

Create mood boards that will drive decision making and clearly communicate your design direction. Unify all aspects of the store by considering every point of the customer experience.

* The Vicinity Design Vision document steps out Key Design Themes for your tenancy and is a great resource to inform a successful design.

5 Concept Design Submission & Review

Designer & Retail Design Manager

Designer to submit a concept design package for review including supporting imagery and 3D visuals of the proposal.

* Refer to Concept Submission Checklist click here Vicinity will review and give feedback along with an instruction to proceed with the next step or alternatively, a requirement for further concept development and to provide a revised submission.

6 Preliminary Drawing Creation

Tenant & Designer

Work with your Designer to create the preliminary drawing package that covers all aspects of your fitout and services. Bring in consultants for lighting, visual merchandising / styling, graphic design and structural engineering.

7 Preliminary Drawing Submission & Review

Designer & Retail Design Manager

Designer to submit preliminary working drawings including relevant required services for review.

* Refer to Services Submission Checklist click here

Vicinity will review and provide feedback outlining any further requirements or revisions towards the Final Design Submission.

8 Services (Cat1) Review

Tenancy Delivery Manager / Centre Operations

Preliminary drawings are reviewed to determine the relevant services (Category 1) works.

This includes but is not limited to;

- Fire Services
- Mechanical Services i.e. Air Conditioning / Exhaust
- Core Hole or Floor Chasing of the base building structural slab

9 Final Design Submission & Approval

Designer & Retail Design Manager

Final Design Submission to be submitted incorporating all previous design and services review feedback.

* Refer to Final Design Checklist click here

The RDM issues the stamped approved documentation and conditions listed within the approval.

The Delivery Process Starts Now

10 Tender and Shopfitter Appointment

11 Relevant Authority Approvals

12 Pre Commencement On Site Process

13 Handover of Site & Fitout Starts

14 Pre-Trade Process

TRADE BEGINS!

15 Defects Inspection Report and Rectification Works

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What's Your Offer?

To help inform your design journey we have colour coded the nine categories that define our various retailer offers.

We have then outlined the 'Building Blocks of Design' relevant to each of those categories. Each category offer will have a similar set of building blocks, with some variations according to the relevant design attributes for each.

- **Select your offer to get started.**

SELECT OFFER

SPECIALTY RETAIL →	FRESH FOOD →	FOOD COURT →
RESTAURANTS, LEISURE & ENTERTAINMENT →	SPECIALTY KIOSK →	FOOD KIOSK →
OUTLET RETAIL →	POP UP KIOSKS →	POP UP SHOPS →

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Specialty Retail

We have divided up a typical Specialty Retail space into nine elements, all equally important to consider when designing your store. These will become the building blocks of your design.

By understanding how each one speaks to the next, a considered and cohesive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

SHOP FRONT →	SHOPFRONT ACTIVATION ZONE →	SIGNAGE & GRAPHICS →
LIGHTING →	MATERIALS & DETAIL →	CEILINGS →
DISPLAY & STYLING →	WALL & FLOOR FIXTURES →	TECHNOLOGY →

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Shopfront

Your shopfront presentation is a pivotal opportunity to connect with your customers. First impressions count, so your design should have strong visual impact whilst being sympathetic to its surroundings.

KEY CONSIDERATIONS

- At least 40% of the shopfront is to consist of architectural form, finishes specified to these zones are to have a focus on quality, authenticity, layering and texture.
- Create layering and articulation by incorporating steps in the elements of your shopfront design. For example, double framing can be achieved by introducing a glazing frame set within another solid finish, on another plane, and the incorporation of shadow lines.
- Shopfront openings and continuous bulkheads cannot exceed 60% of the shopfront width. Verticality is to be achieved via full height elements.
- Your doors are an integral element in the design of your store, consider customising your doors where possible, using unique designs and authentic finishes.
- Where concertina style doors are approved, these must be set back a minimum of 500mm in from the lease line. As a minimum, powder-coating doors with matching mesh inserts are strongly encouraged.
- Where shopfront elements meet the mall bulkhead, a shadow-line detail is to be incorporated.
- Corner sites and sites adjacent to corridors are to treat the full extent of the returns as part of the shopfront design.
- Refer to the Digital Design Guide for parameters around incorporating Lightboxes or Digital features on the Shopfront line.
- Liaise with your Retail Design Manager regarding the inter-tenancy wall junction detail.

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Shopfront Activation Zone

The shopfront activation zone becomes the interface between the common mall area and your internal space. Seek to blur the moment of transition by creating opportunities for engagement that draw customers in to your store.

KEY CONSIDERATIONS

- The first 1200mm from the lease line is considered your **'Shopfront Activation Zone'** and should be presented as an extension of the shopfront design.
- High quality finishes to the walls, floors, ceiling and integrated joinery units are expected here. No plain painted plaster board walls will be approved.
- A neutral zone is required of a minimum 300mm margin between the inter-tenancy junction detail and the activation zone, where the shopfront is located on lease-line.
- Entry ceilings in this zone should to be set at the maximum achievable shopfront height and form part of the architectural shopfront concept.
- Ensure the shopfront design provides a purposeful space to support the display of your specific product.
- Incorporate creative lighting techniques to maximise the impact of your design.
- Refer to Digital Design Guide for the full parameters around incorporating Lightboxes or Digital elements within the Shopfront Activation Zone

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Signage & Graphics

Signage and graphics speak to your unique visual language and brand identity. Its successful integration is key to bringing a brand narrative to life and helps to create a uniquely recognisable space.

KEY CONSIDERATIONS

- Carefully consider the location, backdrop, proportion, dimensionality, finish and illumination of your signage.
- One primary sign is permitted to each face of the shopfront. This primary sign should be your registered trade name and/or logo only.
- Primary sign to be max 400mm H.
- Shopfront signage should have dimension and detail – moving, flat vinyl, plain painted or lightbox signage will not be approved.
- The use of back lit or halo illuminated style primary signage is highly encouraged.
- A logo or secondary signage may be approved within the shopfront activation zone i.e. set behind the lease line, located on the return walls or entry vestibule, subject to design merit and store parameters.
- Please engage with your RDM in regards to blade sign requirements where applicable.
- The employment of an experienced Graphic Designer is encouraged to create a cohesive and strong branding package - inclusive of shopfront signage, internal signage and graphic elements.
- Fully detailed drawings are required as part of your final design submission package.

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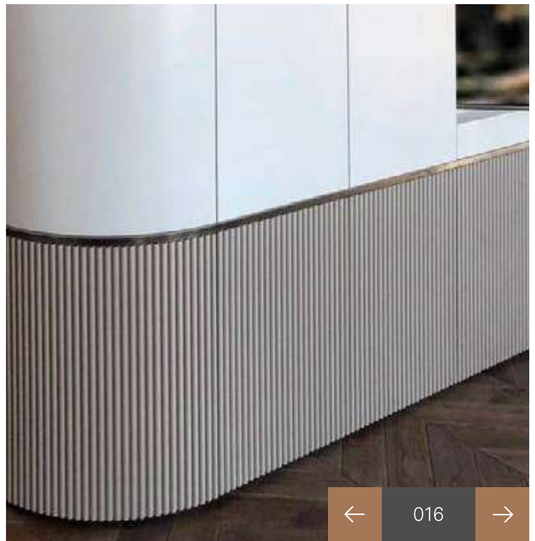
Materials & Detail

The thoughtful combination of relevant brand finishes together with an awareness of the broader surrounding aesthetic and site specific requirements should inform the selection of materials for each aspect of your design.

KEY CONSIDERATIONS

- Consider your materials choices in relation to their commercial quality, source and lifecycle - this is a key opportunity to make sustainability and environmental awareness part of your brand ethos.
- Create a point of difference by expressing traditional finishes in new and unique ways. Experiment with structure, tone and layering to create textural depth.
- Materials specified to areas exposed to maximum traffic flow should have an emphasis on custom detailing, longevity and durability.
- The use of durable natural finishes such as solid timber, stone, handcrafted ceramics and warm metals are strongly encouraged. Where a colour is specified, it should be complimented by the surrounding materials.
- Focus on finishes that support your brand story. All materials should speak to each other and convey a strong and cohesive design concept.
- The following wall finishes are options to consider - professionally applied render, painted or laminated timber panelling with adequate edge protection, clear coat finished cement sheeting, commercial grade vinyl or powder coated sheet metal with carefully considered detailing.



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Lighting

The correct lighting levels are critical to the successful presentation and inviting ambience of your space. Be thoughtful and creative with your lighting solutions to draw attention to key merchandise zones.

KEY CONSIDERATIONS

- Ensure all elements of the design that incorporate lighting are fully integrated and tied back to the overall design. This includes ceiling, joinery, fitting rooms and wall wash lighting.
- Be hierarchical in your lighting design. Allow for flexible, direct and controlled lighting to illuminate your product. Use indirect, concealed lighting to illuminate the architecture.
- Lighting within the shopfront zone apply a contract ration of app 1:4 from the shopfront to the mall (min 1200 lux). Discuss with your RDM what the lux levels are in the centre. Lighting should be located as close to the glazing as possible.
- Retail zone to have an accent ratio of 5:1. For example if the circulation area light level is 150 lux the merchandise should be 750 lux. For entry displays/tables allow an accent ratio of 7:1.
- Lighting with the right colour portfolio should be used to enhance your merchandise, create ambience and encourage dwell times within your tenancy. Lighting specified should be between 3000 -3500 Kelvin and have a colour rendering of 90+.
- Decorative lights should be carefully chosen to ensure they tie in with the overall design and architectural lighting characteristics.
- An professional retail lighting designer/engineer is required to be engaged to review your designers lighting design.

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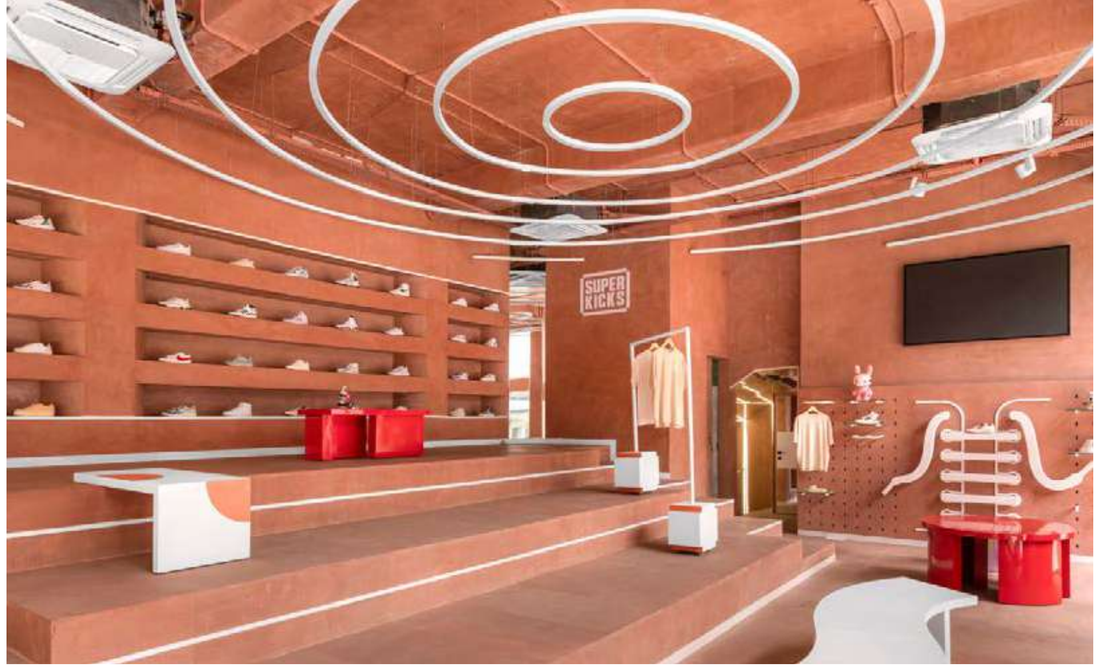
Ceilings

From strong feature elements to thoughtful details, ceilings are a significant design medium that reinforce the strength of your brand and highlight various display and merchandise zones in your space.

KEY CONSIDERATIONS

- Take an architectural approach to ceiling design, with the use of interesting forms and innovative materials so the ceiling becomes a meaningful aspect of your overall design.
- The first 1200mm from the lease line is your **'Shopfront Activation Zone'** so your ceiling design will play a critical part in the impact of your shopfront and your space as a whole.
- A solid ceiling must be installed for the first 3000mm, and should match the storefront height.
- Beyond 3000mm, open ceilings may form part of the ceiling design but should be combined with articulated ceiling structures that highlight key areas within the store such as the point of sale or focal display zones.
- Consider the alignment of wall finishes, display systems and desired focal areas within your space to create a strong and cohesive architectural statement.
- Flat, non articulated ceilings will not be approved.
- All exposed services are to be suitably finished or sprayed to match the ceiling colour, including the hard ductwork, pipework, cabling, speakers and security cameras.
- Exit signage should be clear edge lit blade type.



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Wall & Floor Fixtures

Wall and floor fixtures are the furniture of your store, thoughtful curation will set the tone and inform the customer journey.

KEY CONSIDERATIONS

- Be dynamic and unexpected in your choice of fixtures and their materiality.
- Delight your customers with memorable moments to support your brand expression.
- Specify a variety of fixture types to support your concept, or make a strong statement using a specific style that features throughout your space.
- Integrate wall fixtures with framing, detailing and bulkhead treatments. Ensure that perimeter display units extend full height to the ceiling, terminate under a bulkhead, or are capped by framing.
- The interaction at your point of sale is a critical experience in your customer journey. Ensure you consider all aspects of the environment in which the transaction occurs, focussing on flow and function.
- Provide integrated design solutions for rubbish bins, bag storage, EFTPOS systems etc.
- Joinery units located within the shopfront activation zone are to reflect shopfront materiality and detailing. All units located here are to be included in the documentation package.
- A minimum of 1000mm between fixtures is required to comply with fire egress and access clearances.

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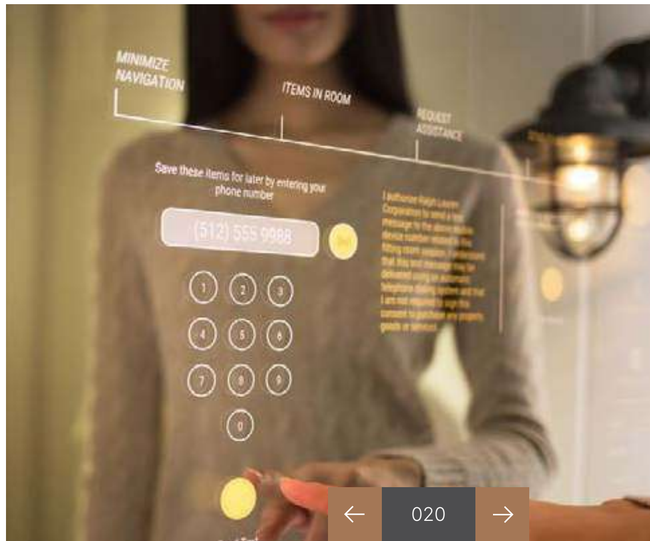
Technology

The successful integration of technology within the retail environment can be a critical element of the customer experience. Digital messaging allows brands to speak to their customers in a dynamic, relevant and constantly evolving manner.

KEY CONSIDERATIONS

- Digital touchpoints that enhance your customer experience should be integrated and positioned with consideration to your customer journey.
- All digital displays are to be fully integrated within the surrounding architecture and should support and compliment the brand message.
- Careful consideration should be given to the scale, placement and surrounding elements of any digital element.
- Standard format screens are not permitted directly on the lease line.
- Digital elements and inclusion of technology anywhere within the Shopfront Activation zone will be reviewed and approved based on design merit.
- Flashing or fast moving imagery will not be approved in the Shopfront Activation zone.
- Digital graphic content to focus on imagery over text – they should be used to inform customers of your brand message rather than promote sales.
- Digital media content will be subject to Centre Management review and approval.
- Audio solutions are not to be within shopfront zone - all audio to be fitted with a sound leveller and set at 75db maximum, and located a minimum 2500mm from entry, and not to be fixed to intertenancy walls.
- In all cases refer to the Digital Design Guidelines in Section 3 of this Design Vision for clarification.



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Display & Styling

Style sets the tone. Thoughtful layering of product, propping and authentic brand storytelling creates connection points with consumers and builds trust in a brand. Maximise the visual attraction of your product to your customers, invest in custom displays and relevant styling methods.

KEY CONSIDERATIONS

- Product and merchandise is to be carefully considered and curated using a combination of product propping and brand story telling.
- Ensure your displays are adaptable and regularly updated to stay fresh and engaging.
- Layering with texture, product abundance, colour blocking, playing with height and scale are all styling techniques to consider.
- Incorporate creative lighting to maximise the impact of your merchandise.
- Give forethought to the construction and location of your displays. Ensure access to all display areas and surfaces are maintained for cleaning.
- All proposed display and joinery units in the shopfront activation zone are to be included in the final documentation package.
- The employment of a professional Stylist or Visual Merchandiser is encouraged.
- Look to your surrounding community for resources - engaging a local artist is a great way to create a connection to your unique location!

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Fresh Food

Fresh Food refers to Fruit and Vegetable Grocers, Asian Grocers, International Delis, Inline Meat and Poultry Vendors, Fish Mongers and Bakeries. We have divided up these typical Fresh Food space into nine elements, all equally important to consider when designing your store. These will become the building blocks of your design.

By understanding how each one speaks to the next, a considered and cohesive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

ACTIVATED SHOPFRONTS →	SPATIAL PLANNING →	COUNTERS →
WALL & FLOOR FIXTURES →	SIGNAGE GRAPHICS & MENUS →	CEILINGS & LIGHTING →
MATERIALS & FINISHES →	DISPLAY & STYLING →	BRAND EXPERIENCE →

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Activated Shopfronts

Establish a strong connection to the vibrant fresh food surroundings with layered and activated shopfronts that blur lease lines, encouraging customer interaction and flow.

KEY CONSIDERATIONS

- Break down the lines between the mall and your tenancy by creating an open and inviting market style shopfront. Look to ground your design around 40% architectural elements and 60% open frontage.
- The critical 'Shopfront Activation Zone' is first 1200mm in from the leaseline. High quality finishes to the walls, floors, ceiling and display units are expected here.
- Combine solid materials, glazed elements and framing features together with in-go's and out-go's to achieve a dynamic and engaging façade that is layered and interesting.
- Look at ways to activate the shopfront zone with abundant displays, preparation counters or take away stations that create opportunities to connect with your customers, drawing them in to your space.
- A 300mm solid neutral zone must be allowed for to tenancy ends prior to the commencement of glazing or permitted outgo / ingos.
- Consider the placement of baskets etc., ensuring they are not located within the shopfront activation zone.
- Your doors are an integral element in the design of your store, and should be expressed or concealed and set back.
- Where concertina style doors are approved, these must be set back a minimum of 500mm in from the lease line. As a minimum, powder-coating doors with matching mesh inserts are requested.
- Corner sites and sites adjacent to corridors are to treat the full extent of the returns as part of the shopfront design.
- All shopfront finishes are to comprise of exterior quality finishes. Finishes are to be textural and layered, with colour integrated as an accent only.

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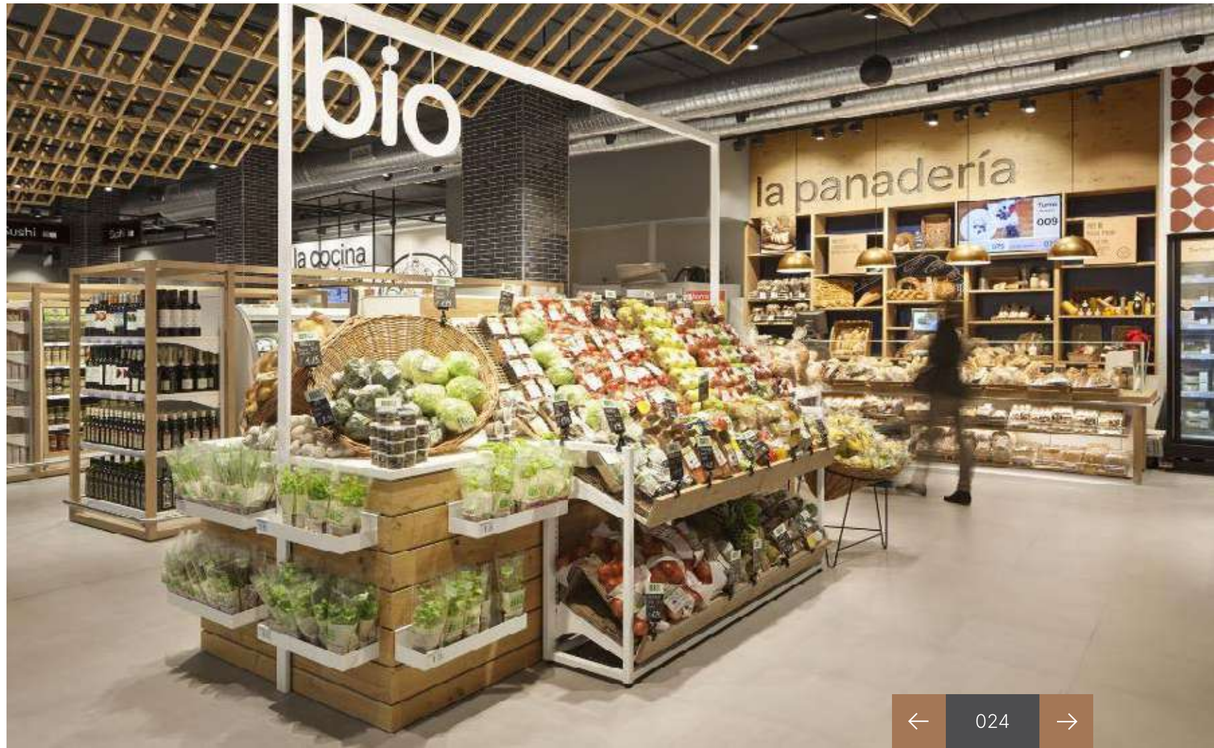
Spatial Planning

Your layout plan will be informed by how your customer navigates and interacts with your space and the broader context of the mall. Thoughtful spatial arrangement will emphasise your sense of place and maximise your operational flow within the busy Fresh Food Precinct.

KEY CONSIDERATIONS

- The configuration of your shopfront, and the position of your entry points will have direct impact on how your shoppers navigate your space.
- Understanding customer flow is critical within surrounding mall space. Attention should be given to the relationship between display zones, interactive touchpoints as well as the location of the point of sale and queuing as this must not inhibit mall circulation.
- When designing the floor plan of your space, consider 'hero' elements that will be visible from the mall/street such as the kitchen and/or bar.
- Any feature equipment proposed for use within the food theatre zone is to be of both aesthetic and functional quality. All other equipment to be positioned and concealed within the food prep zone.
- Allocate purpose-built areas for operational housekeeping essentials such as stock storage, cleaning materials and equipment, rubbish and recycling bins. Factor frequency and timing of use into their location, ensuring these areas are always concealed from customer view.
- Dedicate an area for deliveries which enables staff to deal with the delivered stock during trade, while concealing these from customer view. Delivery locations and operational flow should be reflected in your workflow plan, along with permitted delivery times.



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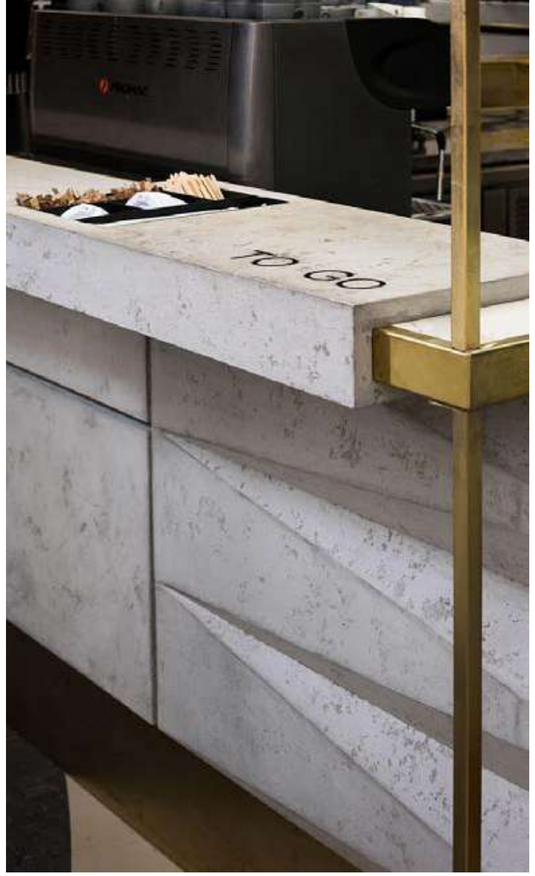
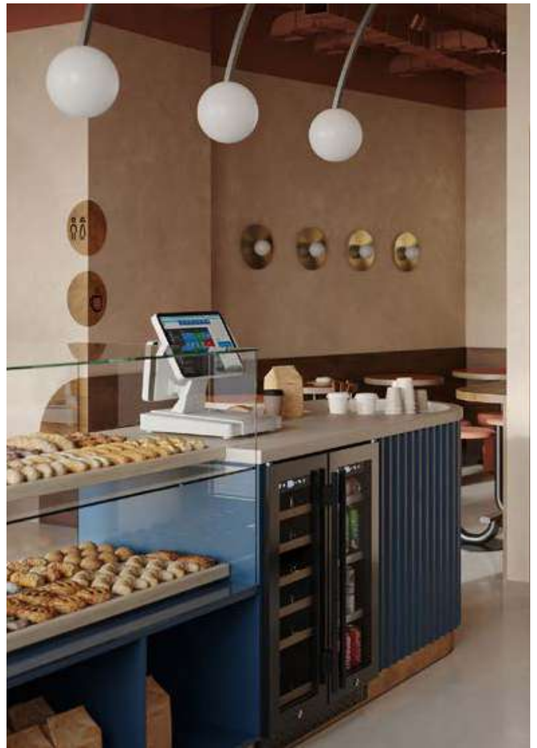
Counters

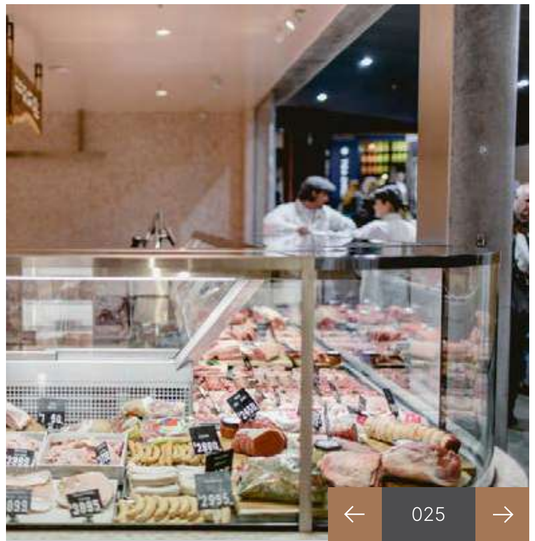
Explore creative and unique ways to maximise the visual attraction of your food, highlighting your counter displays to make you stand out from the crowd.

KEY CONSIDERATIONS

- Consider how your products will be displayed, how staff can easily access the product, how customers engage with your product and most importantly how the displays remain fresh, hygienic, restrained and organised throughout trade.
- The location and orientation of counters should be carefully considered within the shopfront activation zones. Position the order and pick-up points to minimise queuing and optimise customer flow.
- Over Counter Trading tenants can position their POS within their counter design on lease line. All walking trading tenants will need to position their POS or Self Services Checkout counter 1200mm off the lease line.
- Over Counter Trading tenants can not exceed 70% of their counters on the lease line.
- Ensure suitable lighting to your counter displays and work stations is accounted for and always ensure the wiring is concealed.
- Glass cabinetry is to be integrated into the counter surfaces and have square profile detailing. All channels must be recessed with UV bonded joints. Where hot food is being prepared or served, ensure the correct glass screen protection is allowed for.
- Ventilation to refrigeration units must be incorporated to the internal side of counter. Vents to external side of counter will not be permitted. Customer accessed drinks fridges must be fully integrated into surrounding millwork with no supplier branding.
- Allow for recessed storage and display of items such as utensils, napkins, condiments and impulse snack products. Loose items on counter tops will not be approved.
- Ensure operational aspects are considered and incorporated including recessing POS and cash registers into counter with concealed wiring.
- Rubbish bins are to be integrated. All joinery to have cupboards, avoid open shelves and ensure sufficient storage has been provided for product and stock.
- A maximum height of 1350mm is approved for counters (includes glazed display portions).







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Wall & Floor Fixtures

Wall and floor fixtures activate a space and bring a design to life. Collections should be cohesive, supporting your brand aesthetic and serving a critical functional purpose.

KEY CONSIDERATIONS

- Functional display fixtures will build upon the design concept, supporting the customer journey.
- All joinery units located within the shopfront activation zone are to reflect shopfront materiality and detailing.
- Refrigerated displays are to be customised, fully shrouded and properly illuminated with concealed wiring.
- Mobile units located in the activation zone should have concealed or feature custom castors. Units are to be a maximum of 1350mm high, including any product display and equipment.
- Construction of all interior display and wall fixtures must focus on quality and durability. Generic strip shelving is not permitted, and displays must be designed to include concealed or considered feature fixing details.
- Integrate wall fixtures with framing, detailing and bulkhead treatments. Ensure that perimeter display units extend full height to the ceiling or terminate under a bulkhead.
- Where lighting is to be included in your fixturing, it must be fully integrated to ensure the source is never visible. Skirting lighting for display units is to be avoided.
- Full specification details of furniture and fixtures are to be included in a schedule provided to your design manager for approval.

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Signage, Graphics & Menus

Signage, graphics and menus speak to your unique visual language and brand identity. Its successful integration is key to bringing a brand narrative to life and enhancing the surrounding environment.

KEY CONSIDERATIONS

- Engage an experienced Graphic Designer is encouraged to create a strong branding package inclusive of shopfront signage, internal signage, wayfinding signage, menus and graphic elements.
- One primary trade name or logo sign is permitted at max 400mm H.
- Shopfront signage should have dimension and detail – moving, flat vinyl, plain painted or lightbox signage will not be approved.
- A logo or secondary signage may be used up to (2) times within the shopfront activation zone i.e. located on the return walls or entry vestibule.
- Wayfinding signage should seamlessly compliment the surrounding architectural and finishes with customised elements to suit their function.
- Graphics should offer a supportive layer to your visual merchandise and reinforce the tone, whether a permanent feature or temporary installation.
- All digital displays are to be fully integrated within the surrounding architecture and should support and compliment the brand message.
- Please engage with your RDM in regards to blade sign requirements where applicable.
- Third party supplier branding is not permitted without RDM Approval.
- For detailed menu requirements refer to Menus in the **Food Court** section of this document.

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Ceilings & Lighting

The combination of ceiling designs and lighting is critical to reinforce the strength of your brand and highlight display and merchandise zones in your tenancy.

KEY CONSIDERATIONS

- Take an architectural approach to your ceiling design with use of interesting forms and ceiling treatments. Look for ways to link ceiling features to your critical display zones to encourage customer focus.
- For walk in retailers, a set ceiling is required for 3000mm into the store before the open ceiling can begin.
- All over counter trading retailers are to have a set ceiling.
- Open ceiling proposals will be reviewed on design merit, they should include custom elements such as dropdown panels and feature lighting zones.
- All exposed services are to be suitably finished or sprayed to match the ceiling colour, including the hard ductwork, pipework, cabling, speakers and security cameras.
- Ensure all elements of your design that require lighting are fully integrated and tied back into the overall design. This includes integrated under bench or display strip lighting. All specifications and mounting details to be designed to achieve even illumination levels and avoid any hot spotting.
- Be hierarchical in your lighting design. Allow for flexible, direct and controlled lighting to illuminate food theatre zones and food display cabinets. Use indirect, concealed lighting to illuminate the architecture.
- Broad based, food specific LED light sources should be used to enhance your produce, create ambience and draw attention to your tenancy.
- All lighting aspects should compliment each other - including signage, ambient lighting, LED displays and refrigerated displays. All control panels to incorporate dimmers.
- In all food tenancies, an experienced lighting designer/engineer is required to be engaged.

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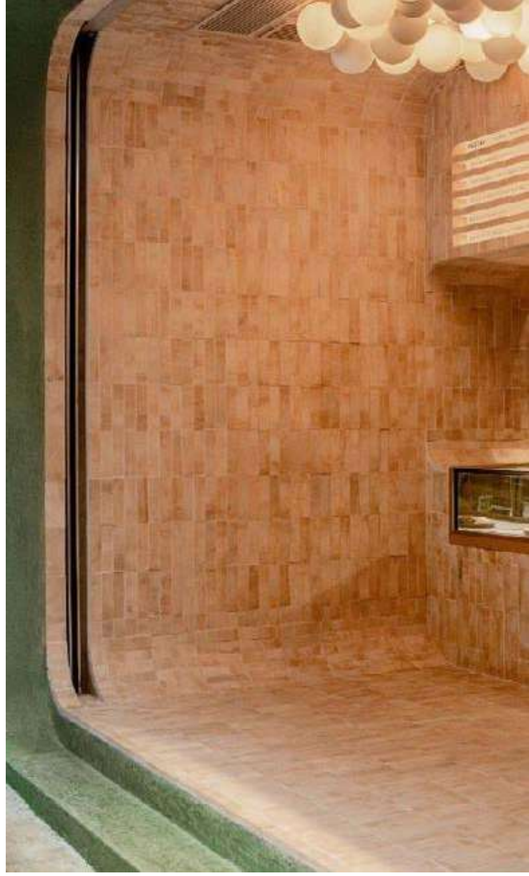
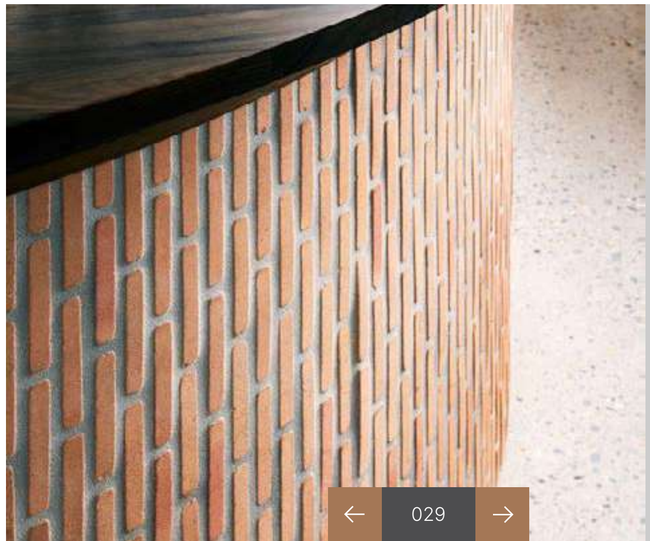
Materials & Finishes

Your selection of materials and finishes enhance both your brand and merchandise. The palette should embrace a traditional fresh food market feel with feature elements that support your food story.

KEY CONSIDERATIONS

- Consider your materials choices in relation to their commercial quality, source and lifecycle - this is a key opportunity to make sustainability and environmental awareness part of your brand ethos.
- A Fresh Food Market style design embraces robust natural finishes such as genuine brickwork, solid timber, natural stone, handcrafted ceramics, recycled elements, sealed polished plaster and sturdy metals.
- Gravitate toward authentic finishes that embrace the origin of your produce and build upon your brand and food story. Aim to create a cohesive language of materials within the shopfront zone and the interior of your tenancy.
- Select interesting and bespoke handles, light fittings and fixtures, and incorporate custom or repurposed joinery items to make your space unique.
- Where colour is specified it should be complimented by the surrounding materials and speak to your product offering. A tone-on-tone approach is suggested.
- Ensure a high degree of detailing and consideration is given to the junction of finishes and change in direction of materials, with specific reference to edge details.
- All floor finishes located at the front of your space are to integrate seamlessly with the mall floor.
- Materials specified to clad counters must reflect your overall design intent, have considered detailing, longevity and durability.
- Finishes to food zones should comply with Food Health and Safety requirements and be selected in line with the approved finishes palette.





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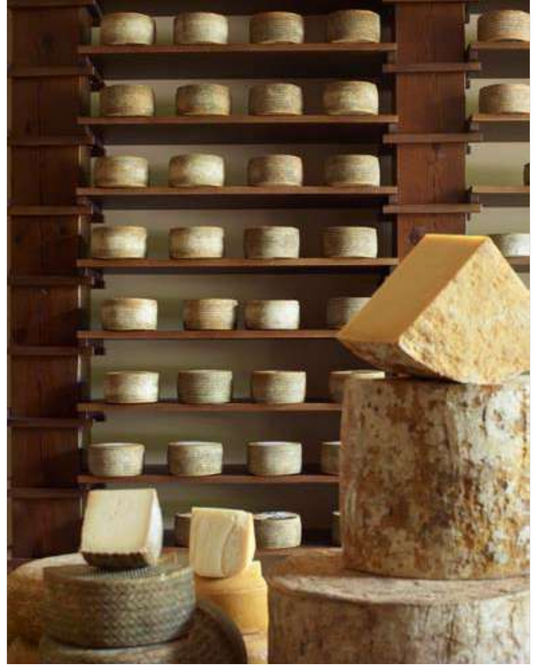
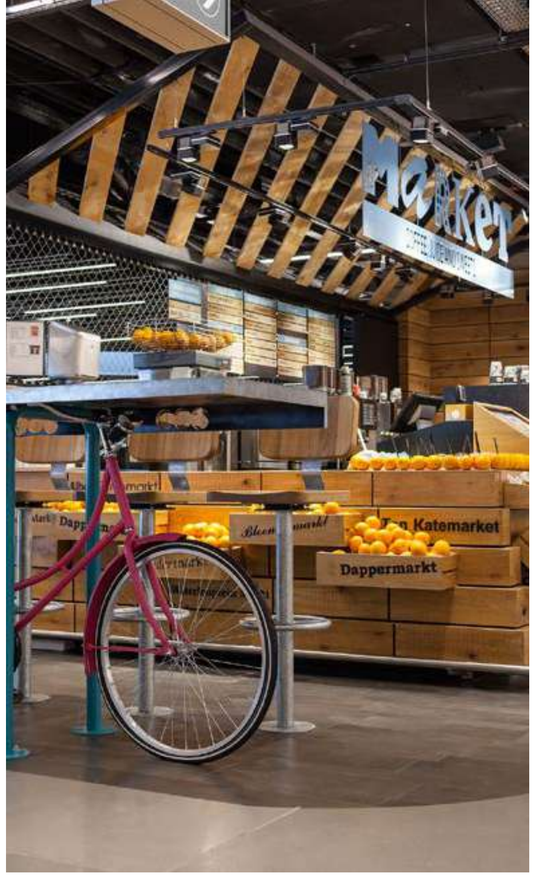
Display & Styling

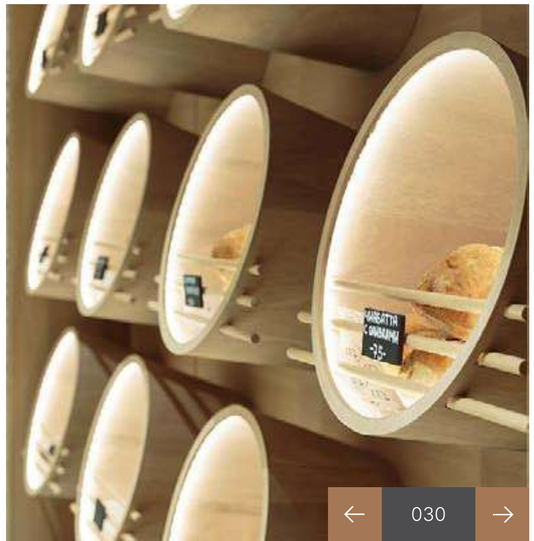
Style sets the tone. Thoughtful layering of product, propping and authentic brand storytelling create connection points with consumers and builds trust in a brand. Maximise the visual attraction of your product to your customers, invest in custom displays and abundant food visual merchandising.

KEY CONSIDERATIONS

- Your customers are more interested than ever before in the origins of their produce, therefore it is important to clearly communicate your food story.
- Create visual impact through colour blocking and product density. Incorporate creative lighting techniques to maximise the impact of your offer.
- Food display are to be clean, hygienic, and organised at all times.
- Freshness, abundance and repetition are the keys to successful fresh food display. Ensure access to all areas and surfaces are maintained for cleaning.
- Consider the use of found and repurposed 'market style' objects to support the genuine market feel.
- Consider how planting and the use of green elements can emphasise the natural environment.
  - > All greenery at eye level is to be specified as live and a maintenance plan is to be provided to support it's ongoing upkeep.
- Ensure all merchandising zones are accessible and regularly updated to stay relevant and engaging.
- The engagement of a professional Visual Merchandiser or stylists is highly encouraged.







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Brand Experience

Brand experience is a sensory response to all the critical customer touchpoints, in both the physical and digital space. Consider not only how your customers interact with your product, but the curated environment, the staff, the style of your menu or website - it all contributes to brand perception.

KEY CONSIDERATIONS

- Consider how to communicate the authenticity and value of your product, ensuring your brand story experience resonates with your customers and encourages their return.
- Determine how your customers will best absorb your brand experience using their available senses. It may take the form of visual, audible, architectural or even aromatic cues.
- Cultivate your customer touch point strategy to curate the desired response. Ensure all elements speak to each other to clearly and effectively communicate your message.
- Your customers are more interested than ever before in the origins of their food so look at ways to incorporate this narrative along side your offer.

Your Brand Experience package will include;

> Menu content, design application and detailing (static or digital).
> All packaging, utensil and serving solutions. Eco-friendly packaging that is 100% recyclable or biodegradable is strongly encouraged.
> Ticketing and display solutions - including proposals for free standing units and counters.
> Uniform design - include colour, style and fabric selection. Custom branding is encouraged.
> Food display solutions including layout and serving solutions. Include a detailed layout plan showing your food display and serving strategy.
> Opening hours, websites, social handles, marketing QR codes etc.
> All custom graphics or artwork, including how promotional offers will be communicated.
> No handwritten signage, ticketing or specials offerings.

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Food Court

We have divided up a typical Food Court space into nine elements, all equally important to consider when designing your store. These will become the building blocks of your design.

By understanding how each one speaks to the next, a considered and cohesive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

FORM & LAYOUT →	COUNTERS →	MATERIALS & FINISHES →
SIGNAGE& GRAPHICS →	CEILINGS & LIGHTING →	MENUS →
FURNITURE & FIXTURES →	BRAND EXPERIENCE →	TECHNOLOGY →

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Form & Layout

An engaging, dynamic form will emphasise your sense of place within the busy food court environment. Your layout will respond to the broader surroundings and be informed by how you wish your customer to approach and interact with your space. Functionality and customer flow will be key.

KEY CONSIDERATIONS

- When designing the floorplan of your space, consider the 'hero' elements that will be visible from the mall/common areas such as the kitchen and/or bar.
- The functional aspects and operational flow of the kitchen will be a crucial influence in your spatial planning. Position the order and pick-up points to minimise queuing and optimise customer flow.
- Where possible emphasise freshness and promote customer engagement by placing inviting food displays and preparation zones on the leaseline.
- Create hierarchy through variation in forms and heights, be sculptural and seamlessly integrate every element.
- Consideration is to be given to customer dining experience. Create varied seating experiences through creative and thoughtful spatial planning.
- Your planning should support the integration of all functional elements including display units, sales equipment, storage requirements and rubbish bins.
- Ensure your planning conceals all non-feature areas to the back of house such as wash zones, cold and dry store and staff lockers, etc. Unless a feature display, all joinery is to have doors.
- Ensure all architectural elements within view have front-of-house quality and durable finishes applied.

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Counters

The theatre of food preparation and cooking will conjure action and draw attention from the bustling crowds. The considered design and activation of your counter is critical to the appreciation of your concept.

KEY CONSIDERATIONS

- Consider how your products will be displayed within your counter design, how staff can easily access the product, how customers engage with your product and most importantly how the displays remain fresh, hygienic, restrained and organised throughout trade.
- The location, form and orientation of the front counter should be carefully considered to support the tenancy layout and function.
- Celebrate the theatre of food preparation and display by creating unique focal points within your counter design. Use relevant surrounding finishes and brand messaging.
- Ensure the inclusion of suitable lighting to your counter displays and work stations are accounted for.
- Glass cabinetry is to be integrated into the counter design and have square profile detailing. All channels must be recessed with UV bonded joints. Where hot food is being prepared or served, ensure the correct glass screen protection is allowed for.
- Ensure the POS and all key operational equipment is integrated into counters with concealed wiring.
- Allow for recessed storage and display of items such as utensils, napkins, condiments and impulse snack products. Loose items on counter tops will not be approved.
- All under counter equipment i.e. fridges, storage units and rubbish bins are to be fully integrated and clad appropriately.
- Ventilation to refrigeration units must be incorporated to the internal side of counter. Vents to external side of counter will not be permitted.
- A maximum height of 1350mm is approved for counters (includes glazed display portions).

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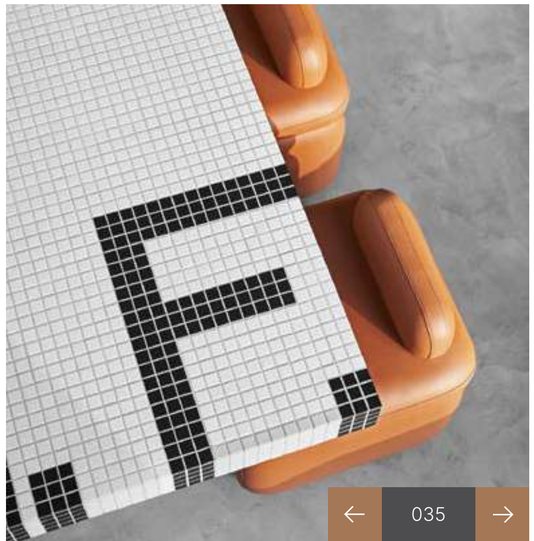
Materials & Finishes

The thoughtful combination of relevant brand finishes together with an awareness of the broader Food Court aesthetic should inform the selection of materials for each aspect of your design.

KEY CONSIDERATIONS

- Consider your materials choices in relation to their commercial quality, source and lifecycle - this is a key opportunity to make sustainability and environmental awareness part of your brand ethos.
- Consider finishes that embrace the origins of the produce and support your brand story.
- Keeping a focus on authenticity, look to create a point of difference by expressing traditional finishes in new and unique ways.
- Experiment with structure, tone and layering to create textural depth.
- Where a colour is specified, it should have texture and be complimented by the surrounding materials. The use of large scale flat block colour and flat low quality surfaces will not be approved.
- Where exhaust hoods are proposed to the front of house zones, these are to compliment the surrounding palette with appropriate finishes and cladding details.
- Materials specified to areas exposed to maximum traffic flow should have an emphasis on bespoke detailing, longevity and durability.
- Consult with your RDM regarding your floor finish parameters. FOH quality is required to all visible areas.
- All materials should speak to each other and convey a strong and cohesive design concept.
- Finishes to food zones should comply with Food Health and Safety requirements and be selected in line with the approved finishes palette.



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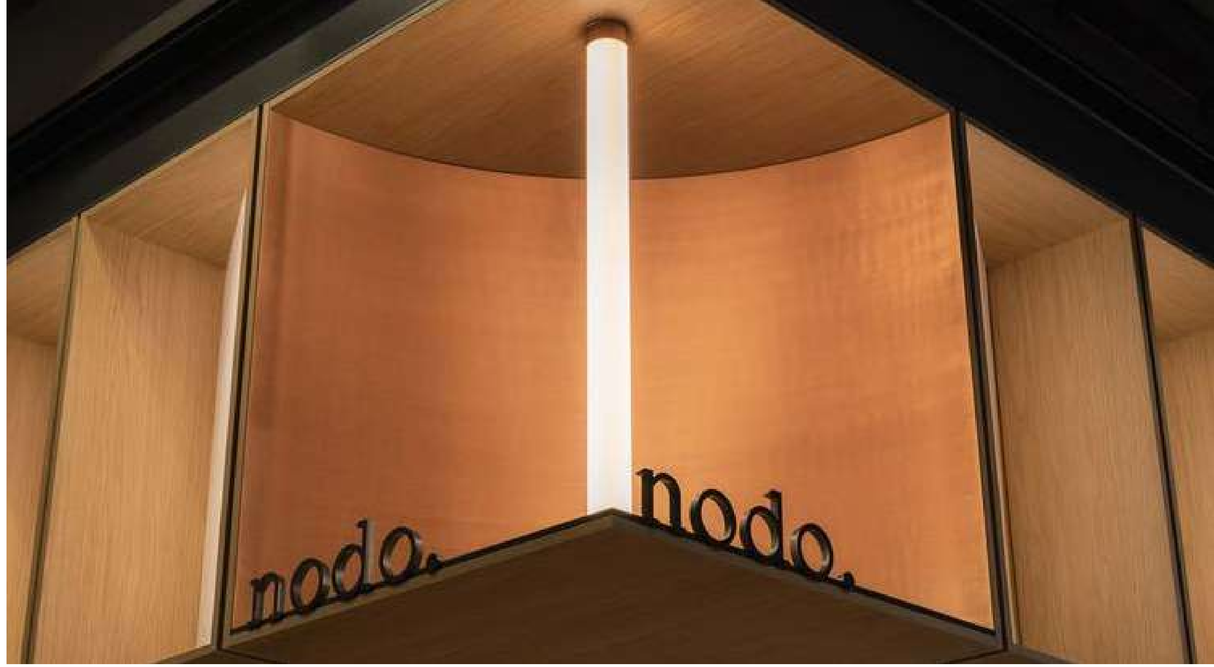
Signage & Graphics

Signage and graphics speak to your unique visual language and brand identity. Its successful integration is key to bringing a brand narrative to life and enhancing the surrounding environment.

KEY CONSIDERATIONS

- The employment of qualified an experienced Graphic Designer is encouraged to create a strong branding package inclusive of primary and secondary signage, wayfinding signage, and graphic elements.
- One primary trade name or logo sign is permitted at max 400mm H.
- Shopfront signage should have dimension and detail – moving, flat vinyl, plain painted or lightbox signage will not be approved.
- Secondary signage should be located on the return walls or scaled appropriately within the context of your overall signage scheme. Pay special attention to the hierarchy of information.
- Wayfinding signage should seamlessly compliment the surrounding architectural and finishes with customised details to support their purpose.
- Graphics should offer a supportive layer to your brand story, and be suitably detailed based on whether they are permanent or updatable features.
- Please engage with your RDM in regards to blade sign requirements where applicable.
- Fully detailed professional drawings are to be provided.



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Ceilings & Lighting

A considered ceiling and lighting design is integral to the overall impact of your space. Be thoughtful and creative with your lighting solutions to entice customers and make your offer the hero.

KEY CONSIDERATIONS

- A feature ceiling design or finish that speaks to your overall concept grounds your tenancy and creates a strong and cohesive impression.
- Look for ways to link ceiling features to your critical display zones to enhance your areas of focus.
- Ceilings over food prep zones to comply with all relevant health code standards.
- Reinforce your food theatre and desired feature areas by providing targeted illumination over counters and food displays.
- Ensure all elements of your design that require lighting are fully integrated and tied back into the overall design.
- Broad based, food specific LED light sources should be used to enhance your produce.
- Serving zone should have accent ratio of 2:1. For example if the customer service area is 300 lux the food prep area should be 600 lux. As a guide the customer service area should be from 200-400 lux and food prep area 400-800 lux.
- The use of decorative feature lighting can assist in creating and inviting space. Decorative lights should be carefully chosen to ensure they tie in with the overall design and architectural lighting characteristics.
- In all food tenancies, an experienced lighting designer/engineer is required to be engaged.

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Menus

Your menu expresses the personality of your offer, stimulating the customers appetite with visual cues. Its imperative your menu is clear, concise and helps to convey a smooth ordering process.

KEY CONSIDERATIONS

- A qualified and experienced Graphic Designer is to be engaged to design all aspects of your menus and will form part of your Design Approval Submission.
- All menu installations are to closely align with your overall design strategy. Menus should seamlessly complement the architectural forms and the overall materials with bespoke detailing.
- Ensure menu content is not overly wordy and is clearly legible (with minimum point size of 60).
- The position of your menu may be inspired by the type of food offer or the location and layout of your tenancy. Discuss with your Retail Design Manager the best menu strategy to support your concept.
- Customers are more interested than ever before in the origins of their food, therefore consider communicating elements of your food story alongside your menu offer.
- Digital screens, where suitable, are to be fully integrated and framed to compliment your design concept and must show relevant content at all times.
- Word based menus are encouraged over image based menus. Any food imagery should be illustrative rather than photographic.
- Consider the various touch points where menus will required such as counter ordering or take away locations or table service.
- If technology is used to support your ordering process i.e. digital pagers or QR codes, seamless functionality is critical to ensure a smooth process.
- Fully detailed drawings are required as part of your final design submission package.

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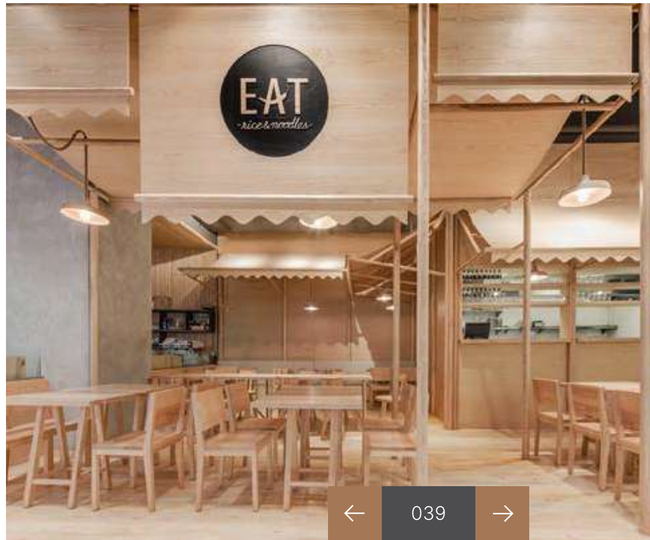
Furniture & Fixtures

Furniture and fixtures activate a space and bring a design to life. Collections should be cohesive and support your brand aesthetic whilst providing a functional purpose.

KEY CONSIDERATIONS

- Functional display fixtures will build upon the design concept, supporting the customer appreciation of the offer.
- Create zones with a variety of loose and fixed furniture to define the boundaries of your tenancy. Consider how your customer will experience the space.
- Consider custom designed furniture elements that are unique to your tenancy.
- Only commercial grade furniture and fixtures are to be specified. Ensure seating allows for a continuous access path that complies with DDA.
- Construction of all interior display and wall fixtures must focus on quality and durability. Generic strip shelving is not permitted, and displays must be designed to include concealed or considered feature fixing details.
- Where lighting is to be included in your fixturing, it must be fully integrated to ensure the source is never visible. Skirting lighting for display units is to be avoided.
- Refrigerated displays on the lease line are to be customised, fully shrouded and properly illuminated with concealed wiring.
- Full specification details of furniture and fixtures are to be included in a schedule provided to your design manager for approval.



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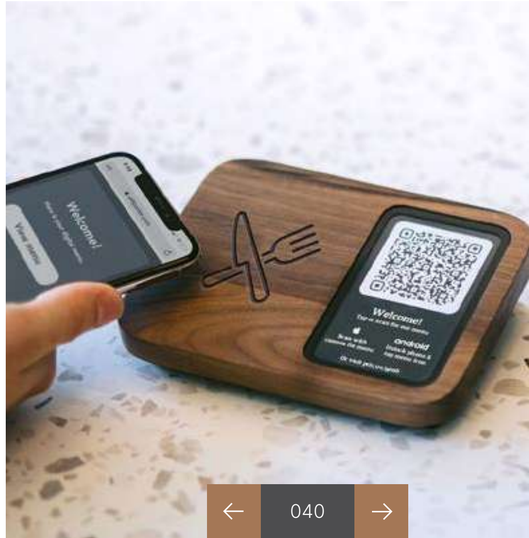
Brand Experience

Brand Experience is the collective response to your critical customer touchpoints, in both the physical and digital space. Consideration should be given to how your customers interact with your product and how your brand is perceived as customers experience your offer.

KEY CONSIDERATIONS

- Consider how you communicate the authenticity and value of your product, ensuring your brand experience resonates with your customers and encourages their return.
- Determine how your customers will best absorb your brand experience using their available senses. It might be in the form of visual, audible, architectural or even aromatic cues.
- Cultivate your customer touch point strategy to curate the desired experience. Ensure all elements speak to each other to clearly and effectively communicate your brand story.
- Your customers are more interested than ever before in the origins of their food so look at ways to incorporate this narrative along side your offer.
- Your Brand Experience package will include;
  - > Menu content, design application and detailing (static or digital).
  - > All packaging, utensil and serving solutions- Eco-friendly packaging that is 100% recyclable or biodegradable is strongly encouraged.
  - > Ticketing and display solutions - including free standing units and counters.
  - > Uniform design - include colour, style and fabric selection. Custom branding is encouraged.
  - > Food display solutions including layout and serving solutions. This is to be a detailed layout plan showing your food display and serving strategy.
  - > Opening hours, websites, social handles, QR codes.
  - > All custom graphics or artwork, including how promotional offers will be communicated.
  - > No handwritten signage, ticketing or special offerings.



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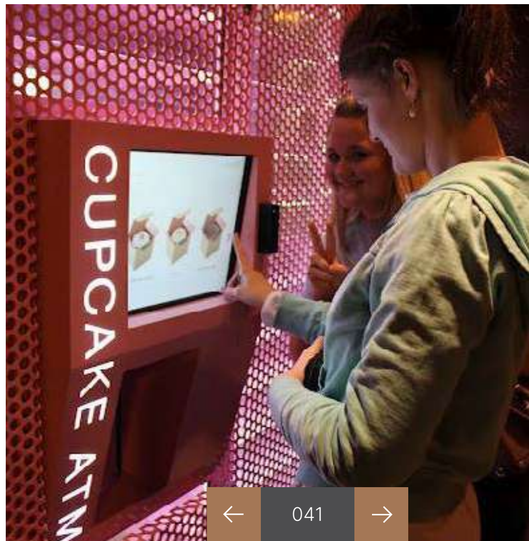
Technology

The successful integration of technology within the food court environment can benefit the customer experience and improve productivity. In a world where everyone is pushed for time, efficiency is key.

KEY CONSIDERATIONS

- Digital elements and inclusion of technology within the front of house zone will be reviewed and approved based on design merit.
- Touch points that enhance your customer experience should be integrated and positioned with particular consideration to your ordering process.
- All digital displays are to be fully integrated within the surrounding architecture and should support and compliment the brand message.
- If self service kiosks are included they must form part of the overall design aesthetic and will be reviewed independently.
- Flashing or fast moving imagery will not be approved in the front of house zone.
- Digital media content will be subject to Centre Management review and approval.
- In all cases refer to the Digital Design Guideline in Section 3 of this Design Vision for clarification.



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Restaurants, Leisure & Entertainment

We have divided up the Restaurant, Leisure and Entertainment space into nine elements, all equally important to consider when designing your store. These will become the building blocks of your design.

By understanding how each one speaks to the next, a considered and cohesive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

ACTIVATED SHOPFRONTS →	SPATIAL PLANNING →	SIGNAGE, GRAPHICS & MENUS →
CEILINGS & LIGHTING →	MATERIALS & FINISHES →	BARS & COUNTERS →
FIXTURES & FURNITURE →	TECHNOLOGY →	BRAND EXPERIENCE →

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Activated Shopfronts

Your shopfront design is a pivotal opportunity to connect with your customers. Establish a strong connection to your surroundings with layered and activated shopfronts that blur lease lines, encouraging customer interaction and flow.

KEY CONSIDERATIONS

- Your interior and exterior should form a cohesive whole, and the shopfront should be dynamic, with an entry that is inviting, impactful and clear.
- Break down the lines between the mall and your tenancy by creating an open and inviting shopfront. Look to base your design around 40% architectural elements and 60% open frontage.
- The critical 'Activation Zone' is first 1200mm in from the leaseline. High quality, exterior specific finishes to the walls, floors, ceiling and display units are expected here. All joinery units located within the shopfront zone are to reflect shopfront materiality and detailing.
- Integrate key activation points such as pick up windows, preparation zones and built-in seating within the Shopfront Activation zone.
- Closure systems should be set back min 1200mm from the lease line and a minimum door entry height of 3000mm is to be maintained.
- A 300mm solid neutral zone must be allowed for to tenancy ends prior to the commencement of glazing or permitted outgo.
- If your tenancy has a designated outdoor seating area, incorporate functional and bespoke screening solutions to protect customers from inclement weather that promotes year-round usability of the area.

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Spatial Planning

Encourage curiosity around a restaurant, entertainment space or a leisure destination by putting on a show and sharing your story. Your spatial planning is critical when curating your desired customer experience.

KEY CONSIDERATIONS

- When designing your overall floor plan, consider the spatial flow of people from the shared social areas, and how your tenancy can positively influence this landscape.
- Spatial planning will be informed by how your customer will interact with your design. Consideration should be given to the transition between the various zones your space will include.
- Customise the shopfront vista by framing dedicated visual openings and ensure sightlines are maintained where required.
- Allow for waiting areas and queuing and pick up zones, ensuring your entrance and door design accommodates the change in pace during peak operating hours.
- Create varied seating experiences through creative and thoughtful spatial planning. Ensure seating solutions provide for a continuous access path that complies with DDA codes.
- Ensure your planning conceals all non theatre areas to the back of house such as wash zones, cold and dry store staff lockers etc.
- Corner sites and sites adjacent to corridors are to treat the full extent of the returns as part of the shopfront design.

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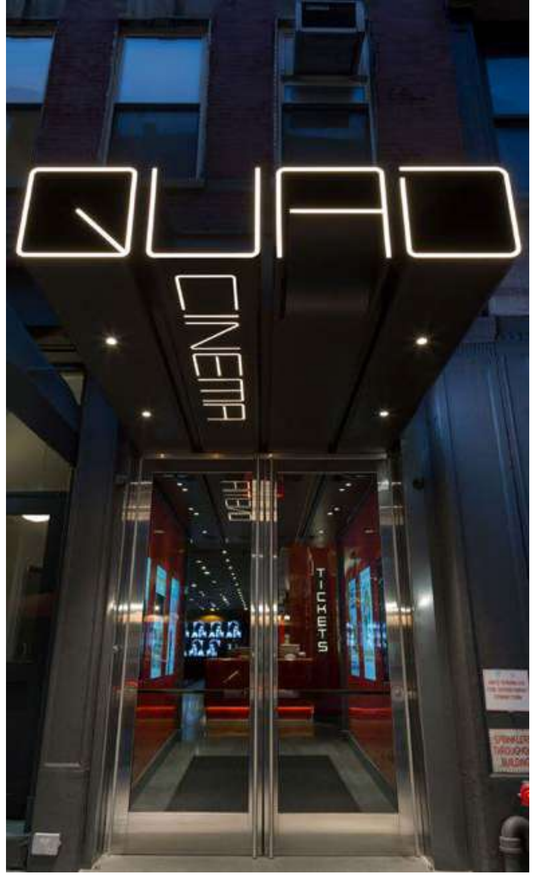
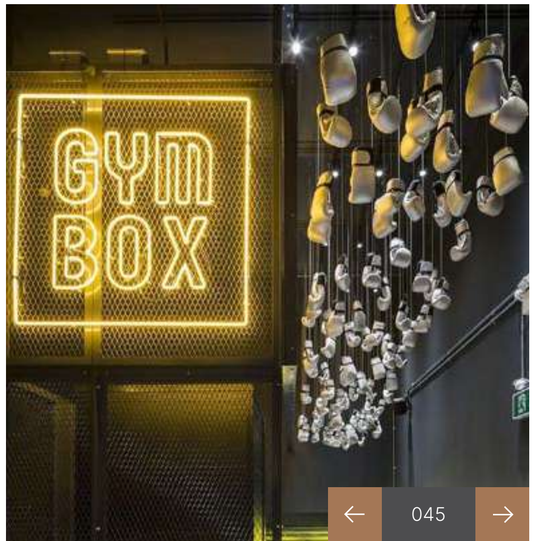
Signage, Graphics & Menus

Signage, graphics and menus speak to your unique visual language and brand identity. Its successful integration is key to bringing a brand narrative to life and helps to create a uniquely recognisable space.

KEY CONSIDERATIONS

- Engage an experienced Graphic Designer to create a strong branding package inclusive of shopfront signage, internal signage, wayfinding signage, menus, and graphic elements.
- One primary sign is permitted at max 400mm H.
- Primary signage should be your registered trade name and/or logo only.
- Shopfront signage should have dimension and detail – moving, flat vinyl, plain painted or lightbox signage will not be approved.
- The use of back lit or halo illuminated style primary signage is highly encouraged.
- A logo or secondary signage may be used up to (2) times within the shopfront activation zone i.e. located on the return walls or entry vestibule.
- Wayfinding signage is critical medium to help your customers navigate through the space using their available senses. Clever and thoughtful integration of branding elements are also critical considerations, to ensure your brand messaging is reinforced.
- Please engage with your RDM in regards to totem or blade sign requirements where applicable.
- For detailed menu requirements refer to Menus **in the Food Court** section of this document.





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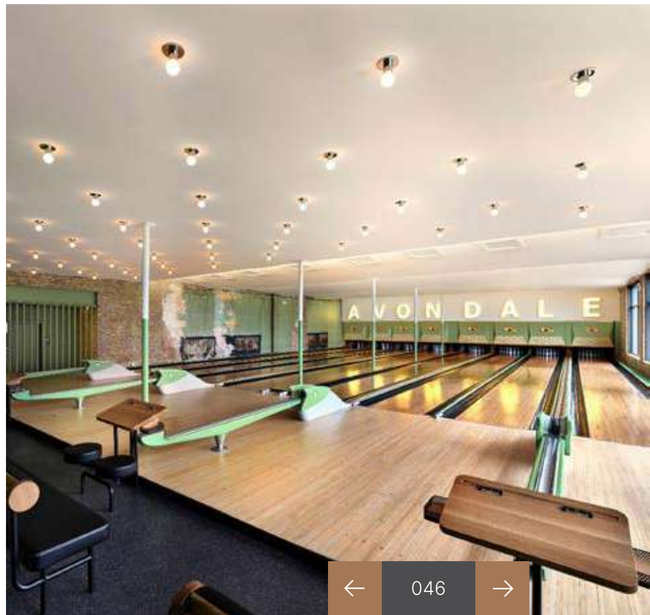
Ceilings & Lighting

The combination of considered ceiling and lighting designs is critical to reinforce the strength of your brand and highlight various display zones or focal points in your tenancy.

KEY CONSIDERATIONS

- Take an architectural approach to your ceiling design with use of interesting forms and ceiling treatments. Look for ways to link ceiling features to your critical focal points to enhance your customer journey.
- Open ceiling proposals will be reviewed on design merit, they should include custom elements such as dropdown panels and feature lighting zones.
- Flat non articulated ceilings or ceilings with a single step will not be permitted.
- All exposed services are to be suitably finished or sprayed to match the ceiling colour, including the hard ductwork, pipework, cabling, speakers and security cameras.
- Ensure all elements of your design that require lighting are fully integrated and tied back into the overall design. This includes integrated under bench or display strip lighting. All specifications and mounting details to be designed to achieve even illumination levels and avoid any hot spotting.
- Be hierarchical in your lighting design. Allow for flexible, direct and controlled lighting to illuminate desired aspects. Use indirect, concealed lighting to illuminate the architecture.
- All lighting aspects should compliment each other - including signage, ambient lighting, LED displays and refrigerated displays. All control panels to incorporate dimmers.
- Exit signage should be clear edge lit blade type.
- In all food tenancies, an experienced lighting designer/engineer is required to be engaged.



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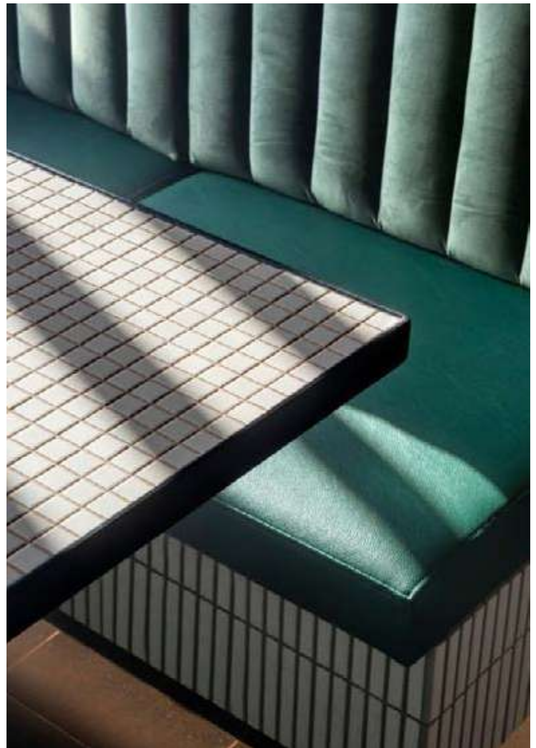
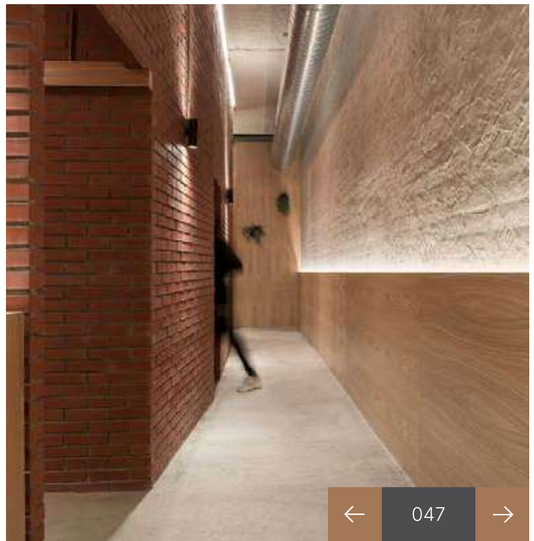
Materials & Finishes

The thoughtful combination of relevant brand finishes together with an awareness of the broader surrounding aesthetic should inform the selection of materials for each aspect of your design.

KEY CONSIDERATIONS

- Consider your materials choices in relation to their commercial quality, source and lifecycle - this is a key opportunity to make sustainability and environmental awareness part of your brand ethos.
- Create a point of difference by expressing traditional finishes in new and unique ways. Experiment with structure, tone and layering to create textural depth.
- Where a colour is specified, it should be complimented by the surrounding materials. A tone on tone approach is suggested.
- Focus on finishes that support your brand story. All materials should speak to each other and convey a strong and cohesive design concept.
- Materials specified to areas exposed to maximum traffic flow should have an emphasis on bespoke detailing, longevity and durability.
- Where planting is utilised within the design of your tenancy It should be carefully considered into your overall design strategy and will be subject to RDM approval.
  - > All greenery at eye level is to be specified as live and a maintenance plan is to be provided to support it's ongoing upkeep.
- Finishes to food zones should comply with Food Health and Safety requirements and be selected in line with the approved finishes palette.
- Incorporate unique feature floor finishes, complimenting the overall design.





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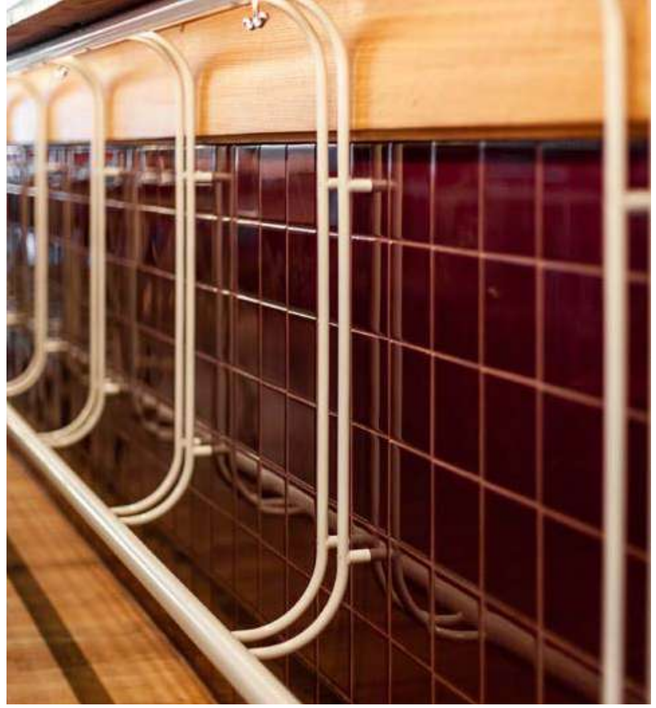
Bars & Counters

A counter or bar becomes the hero feature of a space, with the surrounding furniture acting as a key link in the overall design story. A sleek cocktail bar, an appealing pastry counter or bespoke booth setting can elevate your brand above the competition.

KEY CONSIDERATIONS

- The location, form and orientation of a bar or feature counter should be carefully considered to support the tenancy layout and function.
- Be sculptural in your approach. Create focal points and impact with articulated form, focussing on layering, considered framing and monolithic base design.
- Break up long lengths of counters, create stand-alone counters that encourage engagement with your customers. Consider the location of order and pick-up zones on to minimise queuing and congestion.
- Ensure the materials specified to clad bars are counters reflect your overall design intent, have bespoke detailing, longevity and durability.
- Glass cabinetry is to be integrated into the counter design & have square profile detailing. All channels must be recessed with UV bonded joints.
- Ventilation to refrigeration units must be incorporated to the internal side of counter. Vents to external side of counter will not be permitted.
- A maximum height of 1350mm is approved for counter heights. Where access is required through front of house allow for a fully integrated design solution. The use of a hatch door is not approved.
- Your design is to allow for storage of items such as takeaway containers, disposable cups, coffee cups/lids, chopsticks condiments napkins and straws. Ensure operational aspects are considered and incorporated including recessing POS and cash registers into counter with concealed wiring.



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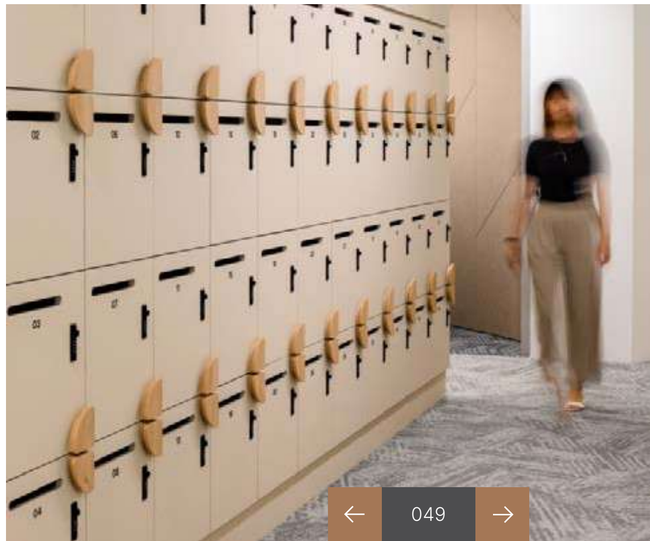
Fixtures & Furniture

Fixtures and furniture activate a space and bring a design to life. Collections should be cohesive and support your brand aesthetic whilst providing a clear functional or aesthetic purpose.

KEY CONSIDERATIONS

- Accentuate each zone with a variety of loose and fixed furniture throughout, creating a sense of discovery and blurring of lines. Consider how the customer will experience the spaces.
- View your furniture selection as an extension of your design concept, creating ambience and defining the customer experience.
- The interior fixture and furniture settings will build upon the design concept, with selections that support the customer journey.
- Seating on the shopfront should feel purposeful, with a robust and integrated design approach to make outdoor seating highly desirable, encouraging the sociality of the transition space.
- Table design should complement the overall design concept with consideration to detailing, material selection, shape and flexibility.
- Integrate wall fixtures with framing, detailing and bulkhead treatments. Ensure that perimeter display units extend full height to the ceiling or terminate under a bulkhead.
- Where lighting is to be included in your fixturing, it must be fully integrated to ensure the source is never visible. Skirting lighting for display units is to be avoided.
- Only commercial grade furniture and fixtures are to be specified, focussing on quality and durability.
- Full specification details of furniture and fixtures are to be included in a schedule provided to your design manager for approval.



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Technology

The successful integration of technology in the dining, leisure and entertainment space can be a critical element of the customer journey. Personalised experiences will be key to meeting new customer expectations.

KEY CONSIDERATIONS

- Digital touchpoints within your space that enhance your customer experience should be integrated and positioned with consideration to your customer journey.
- All digital displays are to be fully integrated within the surrounding architecture and should support and compliment the brand message.
- Careful consideration should be given to the scale of digital elements, their placement and surrounding features.
- Standard format screens are not permitted directly on the lease line. All screens should be set back 300mm from the glazing. Screens displayed within the shopfront window are to be framed with a bespoke joinery solution.
- Flashing or fast moving imagery will not be approved in the Shopfront Activation zone.
- Digital graphic content to focus on imagery over text – they should be used to inform customers of your brand message rather than promote sales.
- Digital media content will be subject to Centre Management review and approval.
- In all cases refer to the Digital Design Guidelines in Section 3 of this Design Vision for clarification.

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Brand Experience

Brand Experience is the collective response to your critical customer touchpoints, in both the physical and digital space. Consideration should be given to how your customers interact with your product and how your brand is perceived as customers experience your offer.

KEY CONSIDERATIONS

- Consider how you communicate the authenticity and value of your product, ensuring your brand experience resonates with your customers and encourages their return.
- Determine how your customers will best absorb your brand experience using their available senses. It might be in the form of visual, audible, architectural or even aromatic cues.
- Cultivate your customer touch point strategy to curate the desired experience. Ensure all elements speak to each other to clearly and effectively communicate your brand story.
- Your customers are more interested than ever before in the origins of their food so look at ways to incorporate this narrative along side your offer.
- Your Brand Experience package will include;
  - > Menu content, design application and detailing (static or digital)..
  - > All packaging, utensil and serving solutions- Eco-friendly packaging that is 100% recyclable or biodegradable is strongly encouraged.
  - > Ticketing and display solutions - including free standing units and counters.
  - > Uniform design - include colour, style and fabric selection. Custom branding is encouraged.
  - > Food display solutions including layout and serving solutions. This is to be a detailed layout plan showing your food display and serving strategy,.opening hours, websites, social handles, etc.

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Specialty Kiosks

We have divided up a typical Specialty Kiosk space into seven elements, all equally important to consider when designing your kiosk.

These will become the building blocks of your design.

By understanding how each one speaks to the next, a considered and cohesive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

	FORM & LAYOUT →	COUNTER DESIGN →
SIGNAGE & GRAPHICS →	LIGHTING →	MATERIALS & DETAIL →
TECHNOLOGY →	DISPLAY & STYLING →	

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Form & Layout

A kiosk is considered a miniature four sided shopfront exemplifying all the design, quality and integrated functionality of a conventional store fit out.

KEY CONSIDERATIONS

- Develop a strong architectural concept informed by your brand style to ensure you stand out in the mall.
- A walk through layout is required. Closed traditional kiosks will not be supported without strong design merit.
- Your kiosk is visible from all sides and careful consideration is to be given from multiple viewpoints within the mall. A clean kiosk is required at all times.
- Your planning is to incorporate seamless integration of all technology, sales equipment, display, storage and bins. The back of the cabinets must be finished, enclosed, and compliment the cabinet finish.
- A maximum of 50% of counters, equipment and merchandise are permitted to sit at 1400mm high with remaining elements to sit between 900 - 1200mm high.
- Security cameras and equipment are to be fully integrated into the design and not fitted retrospectively. Sound systems and generic TV's will not be permitted.
- Your electrical equipment, including the electrical panel, wiring, junction boxes and other connections shall be concealed within the kiosk from public view.
- Where a canopy or framing is deemed appropriate, please confirm with your RDM what the achievable frame height is, relative to the context of the mall. Designs approved on a site specific basis.

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Counter Design

Custom counter designs and details are encouraged in an effort to maximise display, functionality, and visual interest. Critically, all non approved customer facing elements must be carefully integrated and concealed from view.

KEY CONSIDERATIONS

- Consider how your products will be displayed within your counter design, how staff can easily access the product, how customers engage with your product and most importantly how the displays remain organised throughout trade.
- The location, form and orientation of the display counter should be carefully considered to support the kiosk layout and function.
- Ensure suitable lighting to your counter displays and work stations is accounted for and always ensure the wiring is concealed.
- Glass cabinetry is to be integrated into the counter surfaces and have square profile detailing. All channels must be recessed with UV bonded joints. No clips are to be used.
- Tenant's electrical equipment, including the electrical panel, wiring, junction boxes and other connections shall be concealed within kiosk from public view.
- Ensure the POS, self serve, and all key operational equipment is integrated into counters with concealed wiring.
- Rubbish bins are to be integrated and all storage units should be clad appropriately. The back of the cabinets must be enclosed and finished to complement the design.
- If an access gate is required and approved, the base of the gate must be less than 5cm from finish floor.
- A maximum height of 1350mm is approved for counters (includes glazed display portions).

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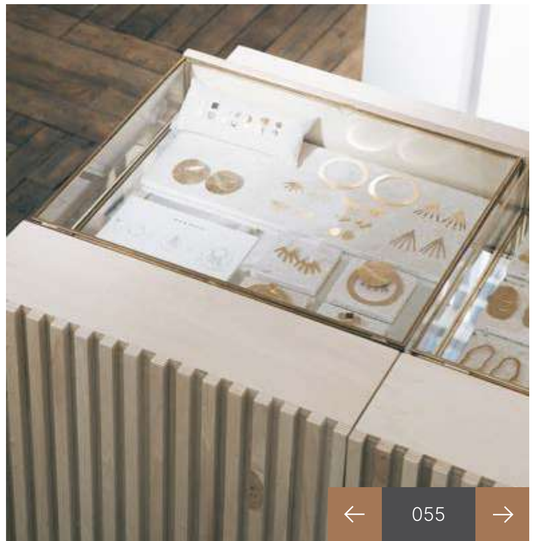
Materials & Finishes

The desired look and feel of your brand should inform the selection of architectural materials for every aspect of your design. Your choice should also respond to the broader aesthetic of the environment.

KEY CONSIDERATIONS

- Consider your materials choices in relation to their commercial quality, source and lifecycle - this is a key opportunity to make sustainability and environmental awareness part of your brand ethos.
- Include a layered palette of materials, colours, finishes and textures to create dynamic visual impact.
- Architectural finishes are required to all of the kiosks exposed surfaces.
- Focus on finishes that support your brand story. All materials should speak to each other and convey a strong and cohesive design concept.
- Materials specified to areas exposed to maximum traffic flow should have an emphasis on bespoke detailing, longevity and durability.
- Mall flooring to remain throughout. No overlay of tenant flooring shall be permitted. Tenant to provide coring or trenching per Landlord approval.



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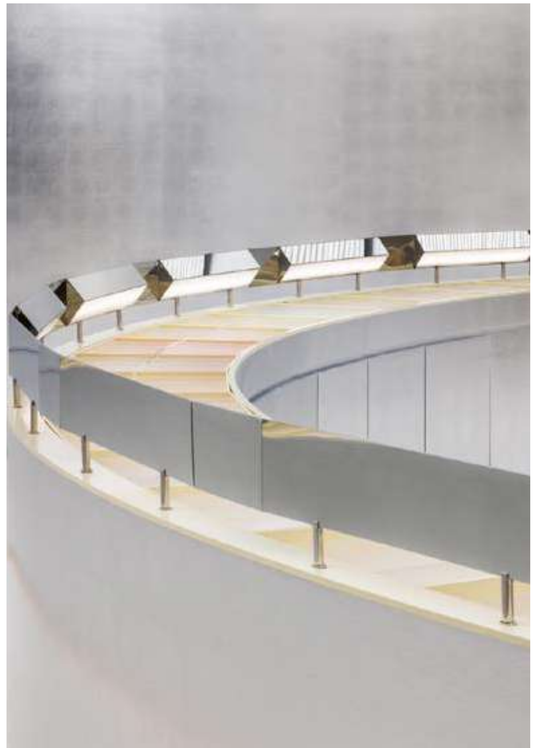
Lighting

Lighting plays an integral role in your customer experience as well as the overall presentation and impact of your kiosk in the mall environment.

KEY CONSIDERATIONS

- Be thoughtful and creative with your lighting solutions to maximise the impact of your display.
- Your lighting design will respond to the location of your kiosk within the mall considering the availability of natural light.
- Consideration of the transition from day to night trade, incorporating varied lighting types.
- Ensure display cabinets are appropriately lit, highlighting your product as the hero.
- Lighting to be of a consistent warm colour temperature throughout the kiosk, including signage. All lighting to be dimmable and to accommodate the changing mall conditions.
- Lighting to the kiosk skirting will not be approved.
- The engagement of an expert lighting designer is highly encouraged.



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Signage & Graphics

Signage speaks to your brand. It's successful integration is key to bringing your brand narrative to life.

KEY CONSIDERATIONS

- Engage a qualified and experienced Graphic Designer to develop your signage package that will form part of your Detail Design Submission.
- Develop a memorable signage solution to entice customers. Integrate unexpected and unique detailing and fixing solutions.
- 1 x Primary Sign with lettering heights to be a maximum of 200mm high and to be sensitive to neighbouring tenancies sightlines.
- Primary signage should have dimension and detail – moving, flat vinyl, plain painted or lightbox signage will not be approved.
- Illuminated signage is to be either halo or rear illuminated.
- 1 x vertical lightweight element may be included to anchor your primary signage. The vertical element must be seamlessly integrated and reinforce the design concept. Discuss the dimensions for this element with your Retail Design Manager.
- Where a column falls within the kiosk lease line this must be used to house signage, no additional vertical element will be required. Cladding to the column is to be minimised with materials specified to match the base build design.
- Secondary signage that supports the brand story will be considered based on design merit.
- No third party signage permitted. Equipment provided by product vendors may not have visible branding.
- Any directional signage is to be aesthetically integrated within the forms and finishes, and complement the overall graphic styling of the design.
- Graphic elements should form part of your overall branding package to support your brand identity. Unique ways of incorporating graphics is encouraged. Vinyl decals are not a suitable outcome.

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Technology

When incorporated successfully, the inclusion of technology can elevate your kiosk design and improve the function, operations and communication of your brand message.

KEY CONSIDERATIONS

- A qualified and experienced Graphic Designer is to be engaged to design all aspects of your digital messaging and will form part of your Design Approval Submission.
- The inclusion of any technology based features within the kiosk design will be reviewed and approved based on purpose and design merit.
- Where appropriate, consider the various touch points where technology could be included to support the kiosk function, such as key brand messaging moments or product demonstration.
- Digital screens for brand messaging purposes are to be installed at low level and to be fully integrated to compliment the kiosk forms.
- Digital graphic content to focus on imagery over text – content should be used to inform customers of your brand message rather than promote sales. Flashing or fast moving imagery will not be approved.
- Digital media content will be subject to Centre Management review and approval.
- In all cases refer to the Digital Design Guidelines in **Section 3** of this Design Vision for clarification.

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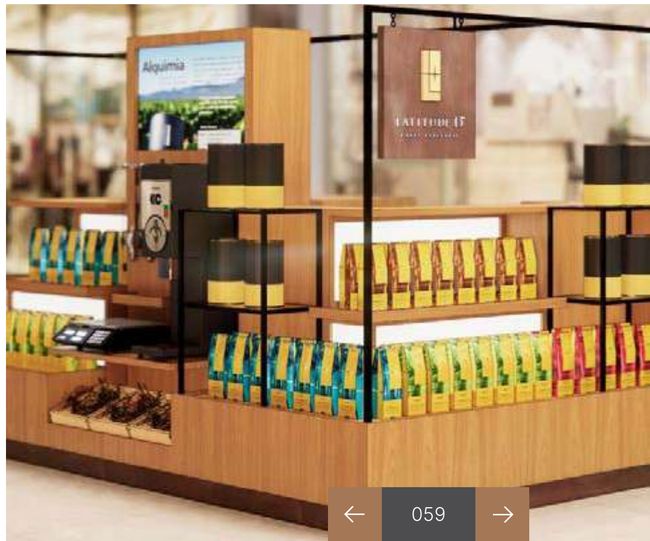
Display & Styling

Style sets the tone. Thoughtful layering of product, propping and authentic brand storytelling creates connection points with consumers and builds trust in a brand. Maximise the visual attraction of your product to your customers, invest in custom displays and relevant styling methods.

KEY CONSIDERATIONS

- Product and merchandise is to be carefully considered and curated using a combination of product propping and brand story telling.
- Ensure your displays are adaptable and regularly updated to stay fresh and engaging.
- Layering with texture, product abundance, colour blocking, playing with height and scale are all styling techniques to consider.
- Incorporate creative lighting to maximise the impact of your merchandise.
- Give forethought to the construction and location of your displays. Ensure access to all display areas and surfaces are maintained for cleaning.
- Your staff uniform should reflect your brand identity. Consider colour, cut, fabric selection as all these elements reinforce your style.
- The employment of a professional stylist is encouraged.
- Look to your surrounding community for resources - engaging a local artist is a great way to create a connection to your unique location!



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Food Kiosks

We have divided up a typical Food Kiosk space into seven elements, all equally important to consider when designing your kiosk.

These will become the building blocks of your design.

By understanding how each one speaks to the next, a considered and cohesive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

FORM & LAYOUT →	COUNTERS →	
SIGNAGE & GRAPHICS →	MATERIALS & FINISHES →	LIGHTING →
	MENUS →	BRAND EXPERIENCE →

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Form & Layout

Your layout will be informed by how your customer navigates and interacts with your space and the broader context of the mall. A cohesive and considered form will emphasise your sense of place and maximise your operational flow within the busy mall environment.

KEY CONSIDERATIONS

- Develop a strong architectural concept informed by your brand style to ensure you stand out in the mall.
- Your planning is to incorporate seamless integration of all technology, sales equipment, display, storage and bins. The back of the cabinets must be finished to a high standard and fully enclosed.
- A maximum of 50% of counters, equipment and merchandise are permitted to sit at 1350mm high with remaining elements to sit between 900 - 1200mm high.
- Include all details of any customer seating that will form part of your cohesive design proposal.
- Security cameras and equipment are to be fully integrated into the design and not fitted retrospectively or on overhead structures. Music and generic TV's will not be permitted.
- Tenant's electrical equipment, including the electrical panel, wiring, junction boxes and other connections shall be concealed within kiosk from public view.
- Where a canopy is framing is deemed appropriate, please confirm with your RDM what the achievable frame height is, relative to the context of the mall. Designs approved on a site specific basis.
- Dedicate a discreet area for staff to receive stock deliveries during trade. Delivery locations and operational flow should be reflected in your workflow plan, along with permitted delivery times.

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Counters

Custom display methods and considered details are key to maximise display, functionality, and visual interest.

KEY CONSIDERATIONS

- Consider how your products will be displayed within your counter design, how staff can easily access the product, how customers engage with your product and most importantly how the displays remain fresh, hygienic, restrained and organised throughout trade.
- The location, form and orientation of the display counter should be carefully considered to support the kiosk layout and function. Position the order and pick-up points to minimise queuing and optimise customer flow.
- Ensure suitable lighting to your counter displays and work stations is accounted for and always ensure the wiring is concealed.
- Glass cabinetry is to be integrated into the counter surfaces and have square profile detailing. All channels must be recessed with UV bonded joints. Where hot food is being prepared or served, ensure the correct glass screen protection is allowed for.
- Ventilation to refrigeration units must be incorporated to the internal side of counter. Vents to external side of counter will not be permitted. Customer accessed drinks fridges must be fully integrated into surrounding millwork with no supplier branding.
- Sinks are not to be located on the edge of the counters. Conceal views to BOH where ever possible.
- All customer amenities are to be built in including storage and display of items such as utensils, napkins, condiments and impulse snack products.
- Ensure the POS and all key operational equipment is integrated into counters with concealed wiring.
- Rubbish bins are to be integrated and with sufficient storage units that are clad appropriately.
- If an access gate is required and approved, the base of the gate must be less than 5cm from finish floor.
- A maximum height of 1350mm is approved for counters (includes glazed display portions).

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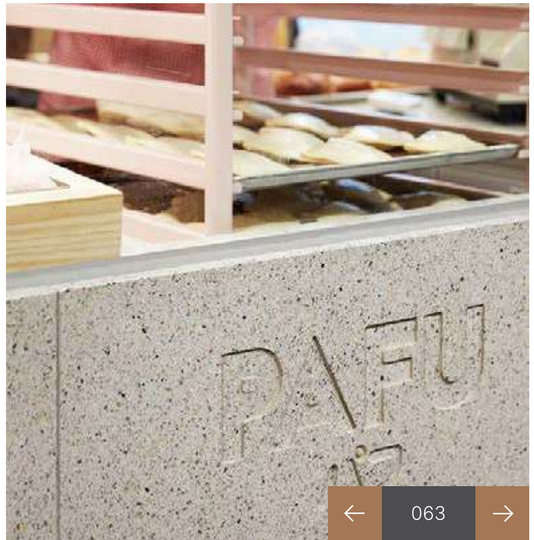
Signage & Graphics

Signage speaks to your brand. It's successful integration is key to bringing your brand narrative to life.

KEY CONSIDERATIONS

- A qualified and experienced Graphic Designer is to be engaged to develop your signage package and will form part of your Design Approval Submission.
- Develop a memorable signage solution to entice customers. Integrate unexpected and unique detailing and fixing solutions.
- 1 x Primary Sign with lettering heights to be a maximum of 200mm high and to be sensitive to neighbouring tenancies sightlines.
- Primary signage should have dimension and detail – moving, flat vinyl, plain painted or lightbox signage will not be approved.
- Illuminated signage is to be either halo or rear illuminated.
- 1 x vertical lightweight element may be included to anchor your primary signage. The vertical element must be seamlessly integrated and reinforce the design concept. Discuss the dimensions for this element with your Retail Design Manager.
- Where a column falls within the kiosk lease line this must be used to house signage, no additional vertical element will be required. Cladding to the column are to be minimised with materials specified to match the base build design.
- Illuminated signage is to be either halo or rear illuminated.
- Secondary signage that supports the brand story will be considered based on design merit.
- No third party signage permitted. Equipment provided by product vendors may not have visible branding.
- Any directional or informational signage is to be aesthetically integrated within the forms and finishes, and compliment the overall graphic styling of the design.



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Materials & Finishes

The desired look and feel of your brand should inform the selection of architectural materials for every aspect of your design. Your choice should also respond to the broader aesthetic of the setting.

KEY CONSIDERATIONS

- Consider your materials choices in relation to their commercial quality, source and lifecycle - this is a key opportunity to make sustainability and environmental awareness part of your brand ethos.
- Include a layered palette of materials, colours, finishes and textures to create dynamic visual impact.
- Architectural finishes are required to all of the kiosks exposed surfaces.
- Focus on finishes that support your brand story. All materials should speak to each other and convey a strong and cohesive design concept.
- Materials specified to areas exposed to maximum traffic flow should have an emphasis on bespoke detailing, longevity and durability.
- Mall flooring to remain throughout. No overlay of tenant flooring shall be permitted. Tenant to provide coring or trenching per Landlord approval.

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Lighting

Lighting plays an integral role in your customer experience and the overall presentation of your kiosk.

KEY CONSIDERATIONS

- Be thoughtful and creative with your lighting solutions to create a warm and inviting atmosphere.
- Your lighting design will respond to the location of your kiosk within the mall considering the availability of natural light
- Consideration of the transition from day to night trade, incorporating varied lighting types.
- Lighting to be of a consistent warm colour temperature throughout the kiosk, including signage. All lighting to be dimmable and to accommodate the changing mall conditions.
- Counter front face lighting, including skirting and under bench LED lighting, will not be supported.
- Reinforce your food theatre and desired feature areas by providing targeted illumination within counters and food displays.
- Broad based, food specific LED light sources should be used to enhance your produce.
- Serving zone should have accent ratio of 2:1. For example if the customer service area is 300 lux the food prep area should be 600 lux. As a guide the customer service area should be from 200-400 lux and food prep area 400-800 lux.
- Any fridge illumination should be 3000k to compliment your design.

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Menus

Your menu expresses the personality of your offer, stimulating the customers appetite with visual cues. Its imperative your menu is clear, concise and helps to convey a smooth ordering process.

KEY CONSIDERATIONS

- A qualified and experienced Graphic Designer is to be engaged to design all aspects of your menus and will form part of your Design Approval Submission.
- Consider the various touch points where menus will be required to support the kiosk function, such as counter ordering, take away and table service.
- The inclusion of digital menus and technology is supported where it maximises efficiency in the ordering and operational process. All proposals for digital ordering stations will be reviewed on a site specific basis.
- All menus (static or digital) should be seamlessly integrated into the kiosk design and compliment the overall architectural form.
- The use of literal food imagery is discouraged and graphics are to be illustrative rather than photographic.
- Digital screens for brand messaging purposes are to be installed at low level and to be fully integrated to compliment the kiosk forms. 1 screen at A2 size is permitted.
- Digital media content will be subject to Centre Management review and approval.
- In all cases refer to the Digital Design Guidelines in **Section 3** of this Design Vision for clarification.

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Brand Experience

Brand Experience is the collective response to your critical customer touchpoints, in both the physical and digital space. Consideration should be given to how your customers interact with your product and how your brand is perceived as customers experience your offer.

KEY CONSIDERATIONS

- Consider how you communicate the authenticity and value of your product, ensuring your brand story experience resonates with your customers and encourages their return.
- Determine how your customers will best absorb your brand experience using their available senses. It might be in the form of visual, audible, architectural or even aromatic cues.
- Cultivate your customer touch point strategy to curate the desired experience. Ensure all elements speak to each other to clearly and effectively communicate your brand story.
- Your customers are more interested than ever before in the origins of their food so look at ways to incorporate this narrative along side your offer.
- Your Brand Experience package will include;
  - > Menu content, design application and detailing (static or digital).
  - > All packaging, utensil and serving solutions- Eco-friendly packaging that is 100% recyclable or biodegradable is strongly encouraged.
  - > Ticketing and display solutions - including free standing units and counters.
  - > Uniform design - include colour, style and fabric selection. Custom branding is encouraged.
  - > Food display solutions including layout and serving solutions. This is to be a detailed layout plan showing your food display and serving strategy.
  - > Opening hours, websites, social handles, etc.

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Outlet Retail

We have divided up a typical Outlet Retail space into ten elements, all equally important to consider when designing your store. These will become the building blocks of your design.

By understanding how each one speaks to the next, a considered and cohesive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

SPECIALTY SHOPFRONT →	EXTERNAL SHOPFRONT →	SHOPFRONT ACTIVATION ZONE →
SIGNAGE & GRAPHICS →	CEILING DESIGN →	CHANGE ROOMS →
FEATURE LIGHTING →	MATERIALS & FINISHES →	DISPLAY FIXTURES →
PREMIUM SHOPFRONT →	PREMIUM SPACE →	

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Specialty Shopfront

Introduce unique brand associated finishes that the customer can immediately recognise with your brand.

INTERNAL DFO SHOPFRONTS

- Clad all faces of the entry bulkhead or portal provided by landlord in a quality feature finish that is unique, innovative & embodies the brand such as timber, textured finishes, metal and tiles.
  - > Note: Fire test reports are now required for Building permits for all feature cladding.
  - > South Wharf – For this Centre the shopfront is to be installed in line with the latest corporate design with a maximum 60% opening width. Note: Maximum opening height is 2900mm to satisfy the smoke engineering design for the Centre.
- A focus on layering and texture should be considered to create a point of difference.
- Include express joins, shadow lines, or similar to avoid flat finishes.
- 2pac or ALUCOBOND will only be considered if the cladding is detailed in an interesting fashion such as a tiled pattern, that transforms it into a distinctive shopfront statement.
- Include and detail corner protection and skirting to suit the feature cladding. (Refer appendices for examples)
- Fire Hose Reel cabinets should be clad in feature finishes if it falls within the shopfront and relevant Australian codes/standard FHR signage applied. Seek confirmation with the Retail Design Manager.

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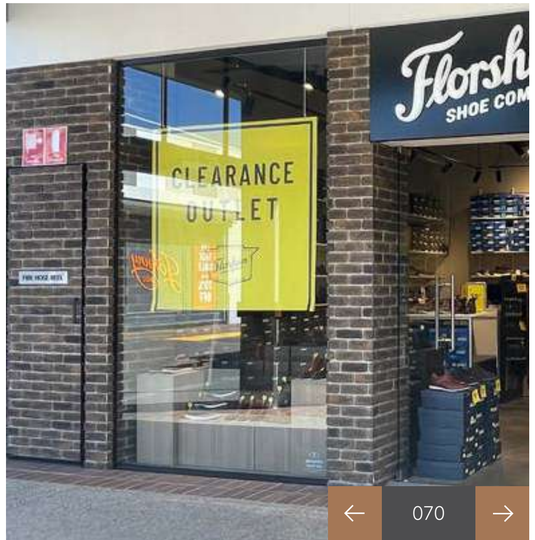
External Shopfront

HARBOUR TOWN GC & DFO EXTERNAL SHOPFRONTS

- Shopfronts to consist of architectural form focusing on quality, layering and texture.
- Glazing should be full height framed with no transom beam. Framing to be in solid timber, powder coated aluminium or steel.
- A 300mm solid neutral zone in shopfront finishes will need to be allowed for to the tenancy ends prior to the commencement of glazing.
- Columns within the tenancy shopfront zone will need to be treated and integrated as part of the overall shopfront design.
- Solid finishes to your shopfront design should be no more than 30% of shopfront overall length and be durable architectural quality feature treatments suitable for the exterior environment and precinct. Note: Aluminium composite panelling is not permitted.
- Your entry doors are an integral element in the design of your store and glazed double entry doors are preferred but should be frameless. Glazed bi-folds and sliding doors including solid feature doors with unique design merit are also accepted.
- Openings should not exceed 60% of your shopfront width. Consider the outdoor nature of the centre and air-conditioning spill when designing the shopfront.
- Lifestyle graphic images, product or services menus will not be permitted on the shopfront and must be set back and integrated within your display window. Digital screens that are integrated into the shopfront with design merit will be considered.
- Where your tenancy sits adjacent to a service corridor, the return wall to the service doors will need to be treated and integrated as part of the overall shopfront design.
- Black satin 25mm x 25mm 'U' channel is to be installed between fitouts and it wall junctions.
- Note: At Harbour Town GC where a FHR cupboard has a roller closure, tenant is to remove the existing roller shutter, provide new door jambs, flush door, minimal / concealed hinges and clad in shopfront finishes so it is fully integrated into the proposed shopfront design.



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External Shopfront

Continued

EXTERNAL PAVILION STYLE KIOSK

- Sites are required to have a self supporting structure design.
- Kiosk roof to have a minimum overhang of 1000mm.
- Air conditioning units should be fully integrated into the design located on the roof and housed or screened from view.
- Closures and locking systems should be integrated in the design.
- Blade signs no greater than 750mm wide will be considered for your main signage.
- Clear sightlines through the kiosk is required between 1350mm and 2700mm AFFL.
- Counter tops should be no higher than 1000mm.
- Glass displays should be frameless and no higher than 1350mm
- Solid areas to 1350mm high not exceeding 50% of the kiosk that show design merit will be considered.
- Audio and visual sounds systems are not permitted.
- To be read in conjunction with the external shopfront criteria. Refer to your RDM for site specific requirements.

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Shopfront Activation Zone

The shopfront activation zone becomes a connector between the common area and your internal space. Draw the customer into the store by showcasing product with dedicated window display plinths, podiums, solid elements or dedicated joinery units.

KEY CONSIDERATIONS

- The first 1000mm from the lease line is considered your ‘shopfront activation zone’ and should be presented as an extension of the shopfront design.
- Implement dedicated window merchandising fixed and loose units to zone off display from floor fixtures. Display plinths are a minimum requirement.
- Include a full height feature panel to both side walls of the window display to frame the shopfront and display. Incorporate a 3D logo and/or trading name for further brand exposure.
- Include a VM grid above the window display fixed off the shopfront structure to allow a suspended poster rail system for marketing posters. Posters should be set back minimum 300mm inside the glazing and well illuminated with overhead lighting. Stuck on posters to the glazing will not be permitted. Refer to appendices for VM grid details.
- The inclusion of digital elements in this zone must be fully integrated into the shopfront activation zone and not look like a free standing add on unit. Screens should be set back 300mm from the glazing. Refer to digital checklist.
- Locations of security towers should be carefully considered allowing for concealed cabling and set back minimum 300mm from the lease line.
- Note: Speakers should be set back from the shopfront activation zone and positioned no higher than the inter-tenancy walls.

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Signage & Graphics

Look at innovative signage design methods to create brand presence so the brand name is easily identified by the customer.

SHOPFRONT SIGN

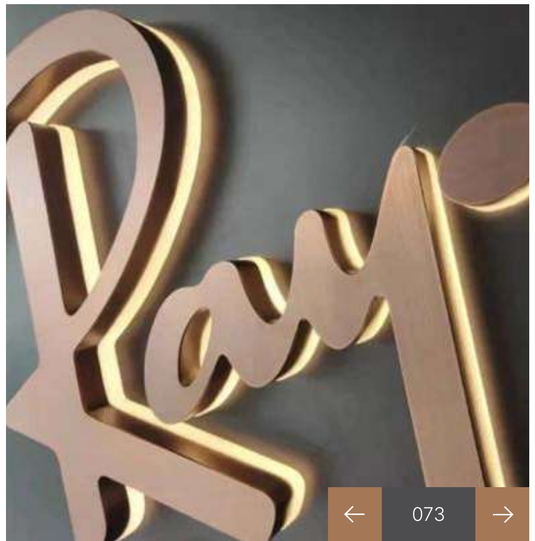
- Illuminate your trading name with 3D individually internally lit fabricated letters integrated and applied to the face of the feature cladding of your shopfront.
- Consider pinned off back lit or halo illuminated signage for a more innovative form of displaying your signage.
- One primary sign is permitted to each face of the shopfront. Signage must show the trading name only.
- Standard trimmed sign boxes to the bulkhead or shopfront will not be permitted.

INTERIOR SIGNAGE & GRAPHICS

- Include an internal sign panel in feature finishes as a backdrop to the counter or incorporate with a graphic element to zone the area from the wall merchandise.
- Activate walls above wall fixtures with graphics to create a feature and provide the customer with further aspiration to buy your product.
- Consider signage to the rear feature wall for greater brand presence.

EXTERNAL UNDER AWNING SIGNS

- Size of signbox to be 1800mm wide x 600mm high x 100mm deep and hung 2700mm above finished floor level.
- Sign box to have 3d internally illuminated push through letters and/or logo projecting minimum 20mm to both sides of the sign box panels.
- Signbox cannot be supported off the awning soffit. Structural engineer is to be engaged for fixing details of the signbox to suit conditions.
- Standard trimmed lightboxes will not be approved and finishes should form part of the overall design.
- Fixings and power to structure to be fully concealed with 316 grade stainless sleeve or colour matched to signage blade.
- Tenant is responsible for obtaining all necessary approvals and certification.



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Ceiling Design

A ceiling feature frame in conjunction with track lighting provides a new defined visual statement to screen the open ceiling to define zones and highlight your product.

KEY CONSIDERATIONS

- Consider an innovative light weight open ceiling feature in corporate finishes with integrated lighting that compliments the overall design and blankets the open ceiling to the retail space.
  - > Note: This is a requirement for DFO Perth. LED strip lighting will also be considered as an alternative to the open ceiling feature to complement track lighting if it shows design merit.
  - > Note: Sth Wharf requires the ceilings to be sprayed out matt black as a minimum.
  - > Note: Harbour Town GC open ceiling design requires all ductwork to be upgraded to rigid duct and be the same type throughout the tenancy. Inter-tenancy walls to be extended full height including cable trays. Ceiling and services to be sprayed out. Full or partial plaster ceilings will also be permitted at this centre.
- Engage a structural engineer to undertake structural engineering drawings for the new open ceiling feature.

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Change Rooms

Implement feature finishes that complement the overall design to define this valuable space and making it welcoming to your customer.

KEY CONSIDERATIONS

- Incorporate durable features finishes to the change rooms to create a comfortable area that will invite the customer to use often.
- Position mirrors in suitable locations to allow the customer easy viewing.
- Include a dedicated disabled change room that is DDA compliant at a minimum size of 1540mm x 2070mm. Dual use with retractable dividing walls or curtains will not be permitted.
- Door to be DDA compliant (refer appendices).
- Clothes hooks to be DDA compliant mounted between 1200mm – 1350mm AFFL.
- Door locks to be DDA compliant mounted between 900mm – 1100mm AFFL.

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Feature Lighting

Track Lighting is a integral part of providing primary light source on the product for successful presentation and inviting ambience of your space.

KEY CONSIDERATIONS

- In conjunction with Open Ceiling Feature and/or Landlord high bay lights (DFO only), include an even spread of track lighting to highlight product to walls, floor, window displays and change rooms and also creating a visual barrier to the open ceiling.
- Tracks to be connected to form a grid to create design feature.
- Incorporate creative lighting techniques in the shopfront activation zone to maximise the impact of your design.
- Lighting within the shopfront activation zone to be minimum 6 times the mall lux level. Minimum requirement is 1200 lux. Refer lighting consultant.
- LED strip lighting will also be considered to compliment track lighting if it shows design merit.
- Engage a lighting consultant to achieve a minimum 750 lux using broad based, retail specific LED light sources to enhance your merchandise in conjunction with the tenancy high bays. Lighting specified should be between 3000-3500 Kelvin (CCT) and also have a colour rendering (CRI) of 90+.
- Note: Compliant J6 lighting calculations are required for permits and can be provided by your lighting consultant. All lighting including existing landlord high bays (if applicable) are to be included in the J6 lighting calculation using a 3.6 metre high ceiling for lighting concessions. Refer Retail Design Manager or the correct high bay wattage being used for the tenancy.

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Floor & Wall Finishes

FLOORING

- Clear epoxy over the concrete floor is the expected finish to carry through the Outlet design. Epoxy to be solvent free with a minimum of 2 coats.
  - > Note: DFO Moorabbin has a bitumen base in lieu of concrete to some tenancies. Discuss with your Retail Design Manager for the recommended Gerflor floor finish to suit this substrate.
  - > Harbour Town GC has a raised concrete slab in the tenancy requiring a compliant AS1428.1 ramp from the lease line in a tiled finish with a minimum P3 slip rating. Recessed entry mats will be considered. Internal quality feature floors with design merit will be considered at this centre. Include a 3mm demising strip between floor finishes.
- Floor chasing is only permitted at Perth, Moorabbin, Essendon and Harbour Town GC.
  - > Sth Wharf, Uni Hill and Homebush require a surface mounted bevelled cover plate to conceal power/data.
  - > Brisbane requires a feature power pole from above. Chasing is permitted to security towers only.
- Consider feature rugs and/or change room carpet that compliment the overall design to zone areas within the tenancy.

INTERNAL WALLS

- Treat the rear wall in a feature lining such as timber, faux brick, wall paper, large format graphics to draw customer focus beyond the front of the store.
- Feature merchandise wall display to the rear walls with integrated lighting is another alternative to capturing customer focus.
- Look at also treating the merchandise walls with interesting materials and finishes that complement the product.
- Internal and storeroom walls are to match the height of the inter-tenancy wall height.
  - > New partition walls are to be designed to resist the loads nominated in the current Australian Standards: AS1170.1, AS1170.2 and AS1170.4. Refer structural engineer.

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Display Fixtures

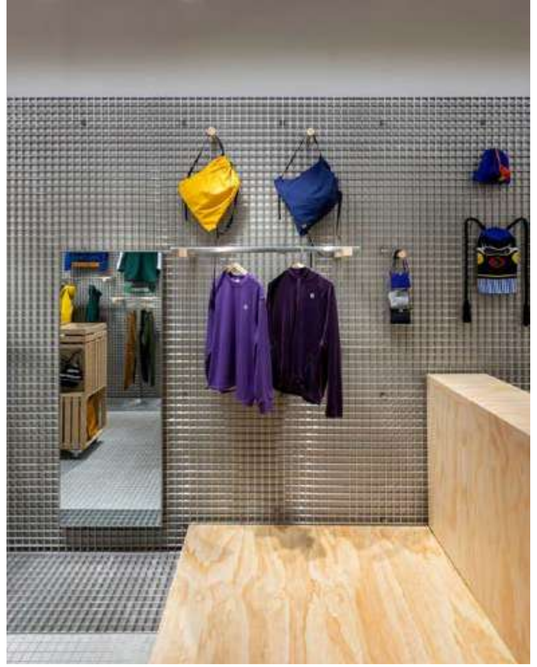
Capture the customers attention with considered wall merchandise and display systems set within joinery to complement your Outlet product.

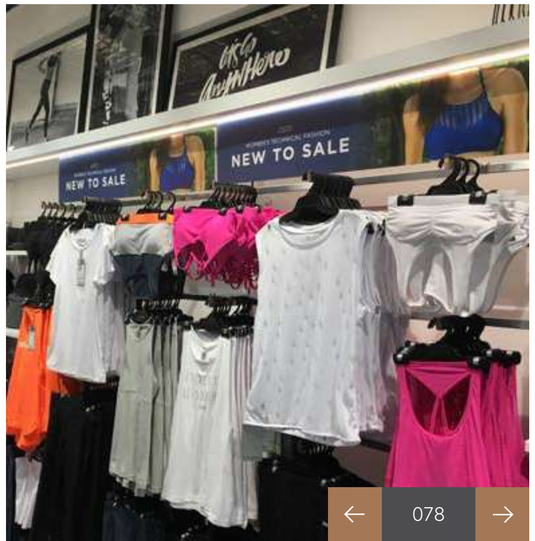
WALL MERCHANDISE

- Implement feature merchandise systems such as free standing units or recess stripping into joinery or wall panels.
- Where standard wall merchandise posts are used they must finish up to a solid elements such as a pelmet or a bulkhead. Alternatively, a feature panel, graphic panels or shelf display activation above the fixtures will be considered.
- Integrate wall fixtures with framing or merchandise bays to highlight hero products or to separate ranges of merchandise.
- Wall fixtures are to be set back from the shopfront minimum 1000mm.
- All wall fixtures must not impose any load on the non-load bearing inter-tenancy walls. All loads to be transferred to the floor or self supported. Refer structural engineer.
- Note: Wall fixtures cannot exceed 3 metres to comply with Centre Fire Engineering.

FLOOR FIXTURES

- Implement floor fixtures that are durable to reflect the latest corporate design and complement the overall design.
- Design your layout to allow the customer to freely walk between fixtures and have a clear visual of your Outlet product offer.
- Layout to comply with 1000mm fire egress clearances and 90 degree disabled circulation spaces. (Refer appendices for details).
- Floor fixtures including counters should be set back from the 1500mm shopfront zone.





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Premium Shopfront

Premium malls showcase the best outlet offering from iconic International luxury brands and provide the customer a Premium Outlet shopping experience. Continue to inspire with elevated shopfront concepts customers will immediately associate with your Premium brand.

KEY CONSIDERATIONS

- To be read in conjunction with the Specialty Shopfront Criteria.
- Create layering by incorporating a double framed element in your shopfront design. For example, double framing can be achieved by introducing a glazing frame adjacent to a solid finish.
- Implement the latest corporate shopfront design with high end materials relative to the brand and visible feature doors.
- The first 1500mm in from the lease lines is considered the shopfront feature zone. All elements in this zone including walls, floors, ceiling & lighting are to be of a higher quality yet complimentary to surrounding materials.
  - > DFO Homebush and Essendon require the full steel structure to be clad in feature high end materials relative to the shopfront design. Glazing channels are to be clad over in the new feature cladding to appear recessed.
- Incorporate high end illuminated signage integrated into the shopfront design and finishes.
- Consider solid elements to the shopfront if the design still maximizes transparency into the tenancy incorporating feature cladding and/or recessed feature lightboxes.

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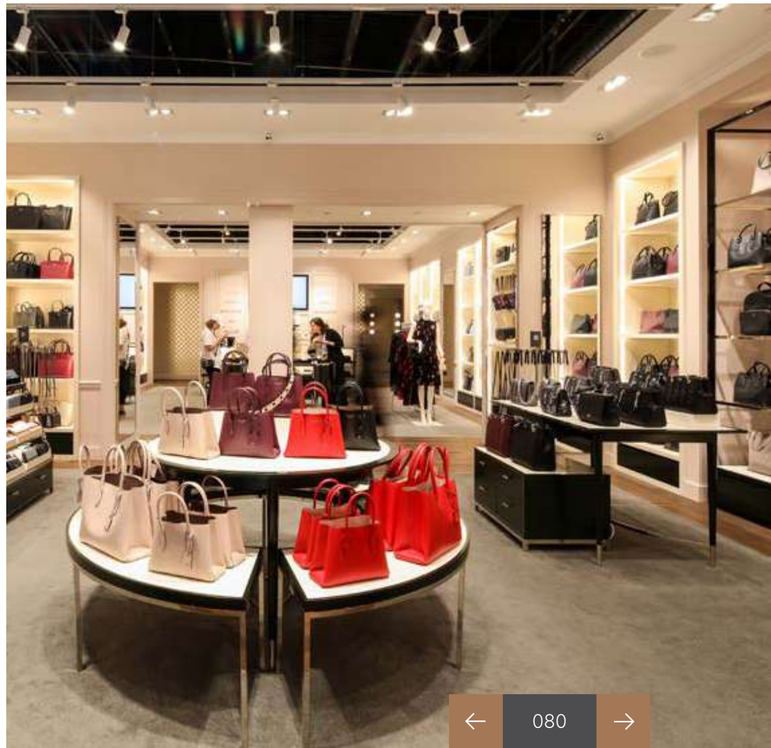
Premium Space

Immerse customers with sophisticated interior trade mark features and finishes suited to the Premium mall.

KEY CONSIDERATIONS

- Include opulent floor fixtures they have grown to associate with your Premium brand.
  - > Layout to comply with 1000mm fire egress clearances and 90 degree disabled circulation spaces. (Refer appendices for details).
- Integrate wall fixtures with framing, detailing & bulkhead treatments.
- Implement quality feature floors such as timber and tiles and consider inset carpet or rugs to define different zones inside the store.
  - > Include and detail demising strip between floor finishes. Refer appendices for details.
  - > Note: Homebush & Essendon have no setdown in the tenancy floor and an appropriate bevelled transition strip at the entry will need to be incorporated to suit the selected feature flooring.
- Create feature Ceilings in plaster or feature finishes with recessed lighting to cover up to 50% of the retail space. Ceiling heights should be the same as the shopfront height. Fill the remaining open section using a combination of feature battens or similar with feature lighting.
  - > Harbour Town GC will consider a full plaster ceiling to the retail space.
- Engage a structural engineer to undertake structural engineering drawings for structural related works including shopfronts, glazing, ceilings etc.
- Where change rooms are required, continue luxury finishes and styling into this space.
  - > Include a dedicated disabled change room that is DDA compliant at a minimum size of 1540mm x 2070mm. Dual use with retractable dividing walls or curtains will not be permitted.
  - > Door to be DDA compliant (refer appendices).
  - > Clothes hooks to be DDA compliant mounted between 1200mm – 1350mm AFFL.
  - > Door locks to be DDA compliant mounted between 900mm – 1100mm AFFL.



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Pop Up Kiosks

A Pop Up Kiosk activation typically requires consideration of up to twelve elements, all equally important to note when planning the design and function of your space.

These will become the building blocks of your proposal. By understanding how each one relates to the next, a considered and comprehensive concept will emerge.

- **Select each block to learn more about their attributes.**

SELECT OFFER

GENERAL DISPLAY →	BRANDING & SIGNAGE →	FLOORING & SAFETY →
STAFF & HOUSEKEEPING →	AUTOMOTIVE ACTIVATIONS →	ROAMING ACTIVATIONS →
FIXED FOOD & BEV ACTIVATIONS →	COOKING ON SITE →	ALCOHOL SAMPLING →
PREMIUM CENTRES →	BRAND ACTIVATIONS & EVENTS →	DISPLAY APPROVAL MATRIX →

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General Display

KEY CONSIDERATIONS

- All equipment self-provided by retailers must be sighted by your Centre Executive and approved prior to bumping in. If purchasing equipment, discuss this with the Centre Executive before purchasing to safeguard your investment.
- It is essential that inline retailer sightlines are maintained and respected throughout your stay. The maximum height is restricted in standard mall sites through the common mall to 1400mm.
- Centre court/activation must be appropriate for the site and approved on a “case by case” basis as determined by Vicinity Centres. More details provided on page titled Brand Activations, Events & Appearances.
- Visual merchandising is much more impactful by keeping the site clean & simple to draw the eye of our shoppers. Please refrain from cluttering your site with too much product and over stacking of stock in view of the shoppers.
- Trestle or card tables and tablecloths are not permitted in any Vicinity Centres.
- Wheels at the bottom of any units/display elements need to have kicker panels installed so the wheels can be concealed. Wheels must be locked when the furniture is installed.
- On departure, the Retailer is to remove all fittings, fixtures, signage, and rubbish from the Centre (this includes storage areas if used). The Retailer is responsible to make good of any damage or changes made to the site or supplied furniture.
- Any furniture provided by the Centre for use must be returned clean and tidy. Any additional cleaning or damage will result in additional charges.
- Only products approved by the Centre Executive are to be displayed or sold on site.
- There can be no chemicals allowed on your site unless a current Risk Assessment (SWMS) is available onsite.
- After trade each day, black covers (preferably fabric material) must be used to cover pop up kiosks or product displays. Before trade starts each day, the covers need to be removed and stored away.

NOTE: BUMP-IN PACKS - It’s strongly advised that a site visit is completed by your team 2 weeks prior to bump in, or installation (especially if you are unfamiliar with the site). This ensures that you have awareness of power location surrounding facilities, entry and exit points etc. Additionally, all key information is supplied in our Centre bump-in packs that is attached to your initial booking confirmation.

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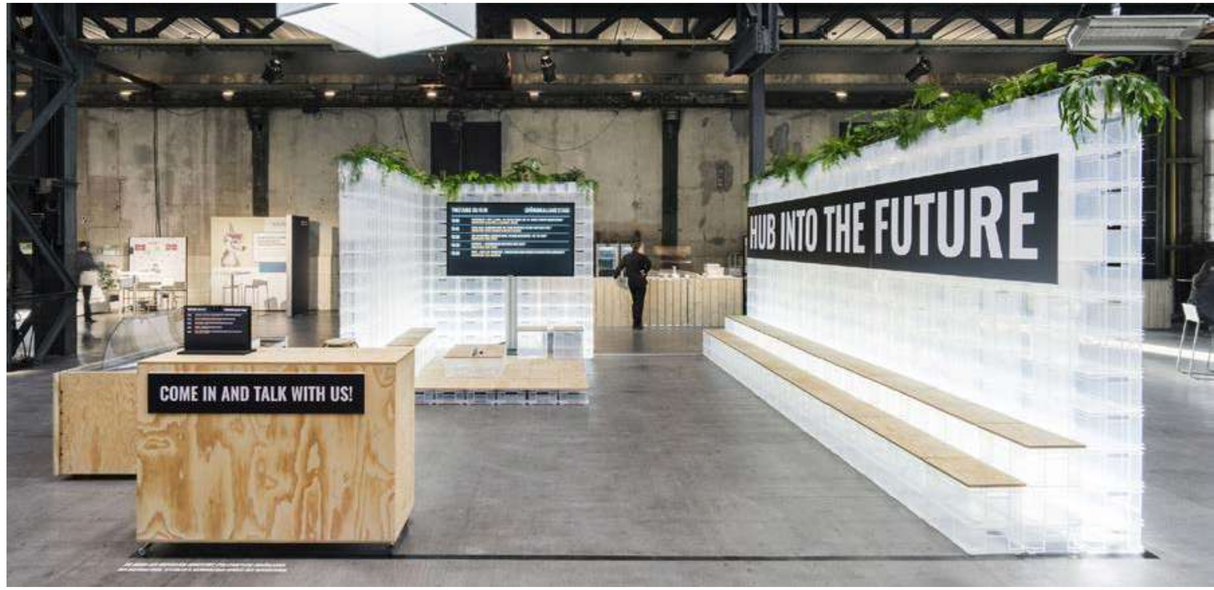
Branding & Signage

KEY CONSIDERATIONS

We allow the following forms of signage in the common mall of Vicinity Centres:

- **STRETCH FABRIC BANNER** with a maximum height of 1500mm and maximum width of 900mm. Please note a maximum of 2 signs are to be in use per site. Signage must be double sided and kept within the licensed area.
- **PRINTED SIGNAGE** that is specifically produced to the correct size of any Centre supplied furniture.
- **FLOOR DECALS** Removable Self-Adhesive Vinyl that must be produced to Centre requirements and removed on departure.
- **EASELS** may be approved on a “case by case” basis and will need to suit the theme and category of the display. Please raise with your Vicinity Centre Executive if you wish to use easel signage.
- **SIGNAGE** should be professionally printed and either free-standing or attached invisibly - no sticky tape. Discuss with your Centre Executive the parameters for your space.
- **HANDWRITTEN SIGNAGE** is not permitted- this includes any sales pricing or ticketing.
- **BROCHURE HOLDERS** Brochures should be kept neat and tidy in brochure holders and never left open on flat surfaces.
- **HELIUM BALLOONS** are not permitted in the common mall of any Vicinity Centres.
- **REFUND POLICY** A refund policy must be always displayed.
- **INCORRECT SIGNAGE** Displays without correct or approved signage will be asked to remove or replace the signage within a reasonable time period. If this is not actioned within the advised time period, the signage will be removed from the floor.



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Flooring & Safety

KEY CONSIDERATIONS

- **RAISED EXHIBITION FLOORING** should only be used in cases where multiple leads or cables are being used and therefore need to be concealed.
  - > We recommend a maximum height of 32mm (industry standard).
  - > Have non-slip ramped edging. The ramp edging corners should meet cleanly with no exposed sharp edges. The ramping includes 'Watch Your Step' messaging.
  - > Have hazard tape along edges if your flooring colour does not contrast against Centre flooring.
  - > Have display fixtures positioned on every corner.
- **ELECTRICAL CABLES** must be safely secured and concealed in a neat fashion using Centre approved cable covers – any kind of tape is not sufficient. All electrical equipment needs to be provided by the retailer.
- **ELECTRICAL EQUIPMENT** must have up to date tag and testing completed by qualified personnel.
- **BOLLARDS** If required for queue management, these must be organised by the retailer.
- **SHOPPER SAFETY & EGRESS** If your site is within 1.5m of a void or a balustrade, the kiosk or any associated furniture must be positioned in a way that removes the risk of someone climbing up and over the balustrade.
- Retailers must stay within their prescribed site area and not impact or impede the natural traffic flow of the Centre's shoppers.
- **SAFETY DOCUMENTATION** i.e. a Risk Assessment, SWMS and/or Work Cover Certificates must be presented upon request to personal from Vicinity Centres.

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Staff & Housekeeping

KEY CONSIDERATIONS

- **STAFFING** Activations are to be always staffed during Centre trading hours. It is suggested that 2 staff are on site at any time so required breaks needed throughout the day are covered. Please refer to your bump in pack or the Centre's website for information on trading hours.
- **PRESENTATION** Staff should be well groomed, highly interactive and polite to the shoppers and other retailers in the Centre. Staff must be aware of the Centre's standards and remain within site boundaries.
- **UNIFORMS** Staff should be professionally attired.
- **ALL PERSONAL ITEMS** Should be stored safely out of shopper view for the best experience of your sales staff. Ensure ample storage is built into the display to accommodate this requirement.
- **RESTOCKING** Must be done outside of trading hours.
- **SHOPPING TROLLEYS** must not be used to transport stock throughout the Centre at any time.
- **CARDBOARD BOXES** should be disposed of immediately and must not be in shopper view.
- **WASTE/RUBBISH** Your tenancy must have concealed rubbish bins. Any rubbish needing to be removed from the site must be taken to the loading dock and separated as per Centre guidelines
- **STAFF SEATING** within kiosks is approved on a case-by-case basis, pending usage. Your Centre Executive will communicate if this is appropriate.
- **STAFFING CAPACITY** Maximum of 4 staff for Centre Court activations / 2 staff for Standard site activations / 2 staff for Charity and Acquisition activations.
- **MUSIC & SPRUIKING** Vicinity Centre does not permit soliciting, spruiking or loud music on site – a strike system is in place for any staff in breach of this and they may be asked to leave the Centre.

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Automotive Activations

KEY CONSIDERATIONS

- **VEHICLE ACCESS** Licensing agreement is to be in place for tenant to bring vehicle into common mall area/tenancy. Vehicle to be “bumped in/out” outside trading hours and at a prearranged time. Security must be called at least 10 minutes prior, as Centre Management or Security are to supervise the movement of the vehicle within the Centre.
- **DRIVING OF THE VEHICLE** Vehicle cannot be driven, or the motor started or run except when being “bumped in/out” of the Centre.
- **KEYS TO THE VEHICLE** Keys must not to be kept in vehicle or in proximity of the vehicle. *Only Exception being where vehicle’s electronics are required for display purposes, of which case the starter motor lead or starter motor fuse must be removed. A set of keys need to be left with Centre Management.
- **FUEL TANK** Where possible, no more than ¼ full.
- **LOCATION** Where possible vehicle is to be located within view of the Centres CCTV.
- **TYRE MATS / DRIP TRAY** Tyre mats or flooring are required for all tyres, this is to avoid damaging Centre flooring. Flooring options can include vinyl/ decal/carpet or Perspex under each tyre. An oil drip tray is required to be placed under engine for each vehicle.
- **CAR PRODUCTS** No silicon/ shining spray is to be used in the Centre (to avoid slips and residue).
- **CAR DISPLAY** Larger vehicles must not be displayed with boots open if taller than 1.4m.
- **PROMOTIONAL MATERIAL** No business cards or advertising leaflets are to be placed on cars once displayed in the mall.
- **ELECTRICAL CORDS** All electrical cords and cables are to be hidden and secured to the floor in the shortest possible distance to the power outlet. Cords must be covered with cable runners. All electrical cords are to be tagged as per OH&S.
- **STAFF** Stand must be staffed during trading hours unless arranged by prior agreement.

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Roaming Activations

KEY CONSIDERATIONS

- **ROAMING ACTIVITIES** are limited to a maximum of 2 personnel and 1 additional person who is on site purely to provide additional supplies to the roaming personnel. Roaming time is fixed to a maximum of 4 hours per Centre.
- **MASCOT ACTIVITIES** The Mascot must have at least 1 but up to 2 assistants who are to accompany the Mascot at all time. The Mascot must get into character outside the view of the public and will be provided an in Centre room to which they get into/ out of character.
- **WASTE/RUBBISH** Any rubbish needing to be removed from the Centre must be taken to the loading dock and separated as per Centre guidelines post trading hours.
- **PRESENTATION** Staff should be well groomed, highly interactive and polite to the shoppers and other retailers in the Centre. Staff must be aware of the Centres standards and remain mindful of where they can and cannot roam whilst in the Centre.
- **UNIFORMS** Staff should be professionally attired in branded clothing that clearly identifies the activation taking place.
- **ROAMING PERMIT** will be provided and must be carried by the roaming staff whilst undergoing their activity. If the permit is breached, it is within rights of the Centre Team to ask the team to rectify the breach immediately. Vicinity Centres accepts no responsibility for the closure of the activation due to non-compliance. The permit covers the following details:
  - > Centre Map in which the roaming activity is authorised to roam.
  - > Date, Starting and Finishing time.
  - > How many personnel have been authorised.

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Fixed Site Food & Beverage Sampling

KEY CONSIDERATIONS

- **FOOD SERVICE COMPLIANCE** If the Retailers activity involves the handling and preparation of food, the Retailer will ensure that their staff and display comply with all OH&S, HAACP and relevant state and local council's food and drink handling codes as a minimum.
- **PERMITS** It is the responsibility of the retailer to complete any permits or forms If this is required by the local council for this type of activation. If this has not been actioned, Vicinity Centres accepts no responsibility for the closure of the activation due to non-compliance.
- **WASTE/RUBBISH** Your kiosk must have concealed rubbish bins. *Any rubbish needing to be removed from the site must be taken to the loading dock and separated as per Centre guidelines.
- **HYGIENE** Suitable hand cleaning equipment for staff must be provided by the retailer. This may include a temporary hand basin/sink.
- **SAMPLING SIZES** are limited to: 30 ml for liquids and finger food/canape size for food samples.
- **SUPPORTING OUR RETAILERS** Any food and beverage activations are encouraged to have a 'purchase from in Centre' outcome to support the Vicinity in Centre retailers.
- **REFRIGERATION** (if required) must be a built-in component of your display and fully concealed within the kiosk. This is also subject to the height restrictions of the site.
- **STORAGE** for all consumable stock must be built into your display, as Vicinity Centres cannot guarantee suitable storage for your product.
- **CLEAN DISPLAY** Staff meets health requirements and ensure that the display is wiped down and tidy throughout trade. Please ensure there is a spill kit onsite to allow staff to respond appropriately to spills, drips falling on the mall floor.

NOTE: Please advise your Centre Executive upon booking if you require water access or access to a liquid disposal site. A water and waste management plan must be supplied and approved by your Centre Executive. Access to water and waste is not a guarantee.

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Cooking On-site

KEY CONSIDERATIONS

- **FOOD SERVICE COMPLIANCE** If the Retailers activity involves the handling and preparation of food, the Retailer will ensure that their staff and display comply with all OH&S, HAACP and relevant state and local council's food and drink handling codes as a minimum.
- **COOKING EQUIPMENT** Vicinity Centres authorises the onsite cooking of food on an electric hotplate.
- **HEATED EQUIPMENT** A screen must be erected between the demonstrator and the shoppers (flame resistant Perspex recommended).
- **FIRE SAFETY** Fire extinguishers/fire blankets must be kept in the activation and stored securely within reach if required.
- **END OF TRADE** It is the retailer's responsibility to ensure that the activation is safe and secure at the end of the day i.e., all cooking equipment turned off.
- **FIRST AID** All cooking activations require a basic first aid kit to be kept on site.
- **DISPOSAL** Vicinity Centres cannot facilitate the disposal of cooking material on site- your kiosk supervisor will need to be responsible for the handling, safe removal and disposal of waste outside of our premises. This includes any leftover food that must be recycled appropriately.
- **SAMPLING SIZES** 30 ml for liquids and finger food/canape size for food samples.
- **CLEAN DISPLAY** Staff meets health requirements and ensure that the display is wiped down and tidy throughout trade. Please ensure there is a spill kit onsite to allow staff to respond appropriately to spills, drips falling on the mall floor.

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Alcohol Sampling

KEY CONSIDERATIONS

- **STAFF** All staff must have appropriate RSA accreditation.
- **SIGNAGE** Regulation restriction signage (18+) must be displayed.
- **CONSUMABLE AREAS** The area in which alcohol is being served must be clearly communicated and cordoned off, with a designated entry/exit point.
- **SERVING SIZE** Alcohol samples should not be more than a 30-50ml sample per customer. Full size sampling will be considered on a case-by-case basis and requires approval of National Casual Mall Leasing Manager. Full size sampling would require an RSA accredited security guard on site when alcohol is being served.
- **FOOD** Appropriate nibbles / water is advisable to be provided for customers.
- **SAMPLES** must not be served in glass (plastic only), and there must be waste bins provided for disposal.
- **DISPOSAL** of samples must be done in a responsible manner. Any remaining samples and/or bottles are to be disposed of off-site. Additional waste bins must be provided by the retailer.
- **LICENCES & PERMITS** It is the full responsibility of the retailer to have correct Licensing, permits and follow legislative guidance. The onus for the approvals in each State sits solely with the retailer. Vicinity Centres will need to sight liquor licences/permit approvals prior to bump in.
- Liquor/alcohol sampling holds significant restrictions in WA & QLD. Additional regulations and restrictions may need to be adhered to in these states.

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Premium Centres

> Chadstone
> Melbourne Emporium
> Chatswood Chase
> Queen Victoria Building
> Queens Plaza

KEY CONSIDERATIONS FOR ACTIVATIONS IN THESE LOCATIONS

- Our premium Centres have display guidelines that are focused on delivering high presentation standards that compliment the environment and surrounding retailers.
- Each activation's display and usage are subject to an extensive approval process and we recommend you brief us well ahead of time.
- Special emphasis should be placed on the materials and finishes used to ensure the display fits in with the premium Centre environment.
- Premium Centres may require additional levels of approval than typically expected at other Vicinity Centres.
- Please speak to your Vicinity Centre representative for more information if you are interested in activating in a Premium Centre.

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Brand Activations, Events & Appearances

Brand Activations deliver exciting, interactive consumer displays right in the heart of busy Shopping Centres. They allow brands to deliver that WOW factor and develop deeper, more personal connections with shoppers. Consumers can see, touch, taste and try products. This interaction allows brands to develop loyalty and favourably influence shoppers' future purchase decisions. New product launches, special promotions, competitions, celebrity appearances are all examples of exciting ways brand activations are used.

NOTE: In order to deliver a smooth-running uninterrupted activation, Vicinity Centres need to engage with multiple different internal stakeholders. Allow for ample time for response and approval throughout this process (Minimum 1 week).

The Design, Review & Approval Process

1 Design Submission

To include; Full colour renders, detailed signage, proposed furniture, display and material specifications complete with dimensions for each element.

* Refer to Pop Up Kiosk Submission Checklist click here.

Additionally, a detailed brief of the brand objectives and activities across the course of the activation period. Max height in activation sites is higher than standard as they generally fall in much larger spaces i.e., Centre court areas. The maximum height is 1800mm however design must not impact the line of sight to the surrounding retailers. If unsure of these details, please discuss with your Centre Executive who will be happy to provide more detail.

2 Review / Revision Stage

The design submission will be reviewed by your Centre Executive along with the relevant Centre teams.

They will assess overall risk and impact of surrounding retailer sight lines. There always need to be an element of flexibility with site locations. In some cases, we may request amendments to the display or the activity to minimise stakeholder concerns.

3 Approval Granted

Following any requested amendments being made, approval will be formally issued.

In certain circumstances, approval may be granted subject to the supply of additional documentation such as structural certifications, risk assessments, crowd management/ operational plans etc.

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Display Approval Matrix

Centre	Neighbourhood	Aspirational	Premium	Approval Contact
1-6 weeks	Centre provided or Centre approved furniture	Centre provided or Centre approved furniture	Centre Executive will work with you to finalise display based on Centre requirements	Centre Executive
6-12 weeks	Centre Executive will work with you to approve a temp kiosk using product available from companies such as Spyder Displays, Ikea furniture or Shop for Shops	Centre Executive will work with you to approve a temp kiosk using product available from companies such as Spyder Displays, Ikea furniture or Shop for Shops	Centre Executive will work with you to finalise display based on Centre requirements	Centre Executive
12-26 weeks	Kiosks from Spyder Displays OR equal	Purpose built Kiosk / Kiosks from Spyder Displays OR equal ** Refer to required details in 'Specialty Kiosk' section of this document* **click here**	Purpose built Kiosk ** Refer to required details in 'Specialty Kiosk' section of this document* **click here**	Centre Executive & Retail Design Manager
26-52 weeks	Purpose built Kiosk / Kiosks from Spyder Displays or equal ** Refer to required details in 'Specialty Kiosk' section of this document* click here	Purpose built Kiosk ** Refer to required details in 'Specialty Kiosk' section of this document* **click here**	Purpose built Kiosk ** Refer to required details in 'Specialty Kiosk' section of this document* **click here**	Centre Executive & Retail Design Manager

Links to be setup!!

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Pop Up Shops

We have divided up a typical Pop-up shop into five elements, all equally important to consider when designing your space.

These will become the building blocks of your design.

- **Select each block to learn more about their attributes.**

SELECT OFFER

POP UP SHOPS →
GENERAL →
SIGNAGE & GRAPHICS →
PREMIUM CENTRES →
THE PROCESS →

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Pop Up Shops

'By Definition'

Pop-up shops offer a flexible and creative way for businesses to experiment with their products and connect with their target audience, while creating a memorable and time-limited shopping experience.

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General

Whilst pop up shops are only for a short term, the space still needs to be creative and interesting. The tenancy must present well in the Centre allowing the tenant to maximise trading while utilising the existing fit-out. The following design criteria are the minimum standards.

KEY CONSIDERATIONS

- Pop up shops must maintain a high standard of presentation at all times.
- The fit out, including signage, promotional material and visual merchandising cannot present as a discount or clearance store.
- Proposal to be approved by the RDM prior to starting on site. Sufficient time must be provided for this review to obtain approval (minimum 3 weeks).
- It is critical that the presentation is “On Brand” and details and finishes that are particularly representative of the previous “Brand” are removed or refinished in line with the current “Brand”.
- Any new proposed finishes are to be of high quality and adhere to Lessor guidelines.
- The words ‘pop up’ must NOT appear on shopfront unless agreed by Leasing.
- All visible damage to the existing tenancy must be made good before opening for trade.

NOTE: BUMP-IN PACKS - It’s strongly advised that a site visit is completed by your team 2 weeks prior to bump in, or installation (especially if you are unfamiliar with the site). This ensures that you have awareness of power location surrounding facilities, entry and exit points etc. Additionally, all key information is supplied in our Centre bump-in packs that is attached to your initial booking confirmation.

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Signage & Graphics

Signage and graphics convey your unique visual language and brand identity. It's successful integration is key to bringing your space to life and to let customers know you've arrived!

KEY CONSIDERATIONS

- Ensure the words 'Pop Up' are not included in your shopfront signage proposal, or anywhere on the shopfront design.
- The primary shopfront signage is to have dimension at minimum - flat vinyl signage will not be approved.
- The placement of the shopfront sign is to be appropriately integrated into the existing shopfront design.
- Any graphics in addition to the shopfront signage, including VM posters are to be submitted for approval.

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Premium Centres

> Chadstone
> Melbourne Emporium
> Chatswood Chase
> Queen Victoria Building
> Queens Plaza

KEY CONSIDERATIONS FOR ACTIVATIONS IN THESE LOCATIONS

- Our premium Centres have guidelines that are focused on delivering high presentation standards that compliment the environment and surrounding retailers.
- The primary shopfront signage is to be 3D laser-cut acrylic letters in corporate finishes (or similar).
- Special emphasis should be placed on the materials and finishes used to ensure the display fits in with the premium Centre environment.
- Premium Centres may require additional levels of approval than typically expected at other Vicinity Centres.
- Please liaise with your Vicinity Centre representative for more information if you are doing a Pop Up shop in a Premium Centre.

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The Process

On handover, the Tenant will accept the Premises, including any fixtures and fittings contained in the Premises and installed by previous Tenants, in an “as is” condition and those fixtures and fittings will become the property of the Landlord and will remain as is when they vacate.

NOTE: In order to deliver a smooth-running uninterrupted activation, Vicinity Centres need to engage with multiple different internal stakeholders. Allow for ample time for response and approval throughout this process (Minimum 1 week).

The Design, Review & Approval Process

1 Inspection of site
Leasing Executive

LEX inspects store to assess current state of fitout (specifically to call out any remaining fixtures, flooring condition, existing shopfront condition, signage etc.).

2 Existing Condition Report Issued
Leasing Executive & Tenant

LEX issues Current Condition report to tenant. Email to tenant to include;

- Location plan
- Pop Up Shop Design Guidelines
- Existing fitout plans and photos (if available).

3 Initial Design Proposal & Review
Leasing Executive & Tenant

Tenant to submit a design package for review.

* Refer to Pop Up Submission Checklist click here.

Vicinity will review and give feedback that includes a confirmation of proceeding to formal review by the Design Manager or alternatively, a request for further information or revision will be made.

4 Formal Review
Leasing Executive & Retail Design Manager

Once ALL information is received, LEX collates and sends to RDM for formal review.

Vicinity Retail Design Manager will review and provide feedback outlining any further requirements or revisions towards the formal Design Approval.

5 Design Approval Issued

LEX communicates approval to tenant and confirms production of design elements can commence. Tenant to engage with relevant on site personnel to facilitate access and program for installation.

6 Installation & Site Inspection

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Extra Information & Checklists

Please refer to the information and checklists provided to clarify the required parameters and deliverables for each stage of your design journey.

- **Cick on the relevant section to take you to that page.**
- **To return to the main home page simply click the tab that appears at the top left of the page.**

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104 ESD Notes
106 BOH & Housekeeping
108 Designer Selection Checklist
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114 Pop Up Shop Checklist
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116 Outlet Airport Permit Checklist
117 Services Checklist

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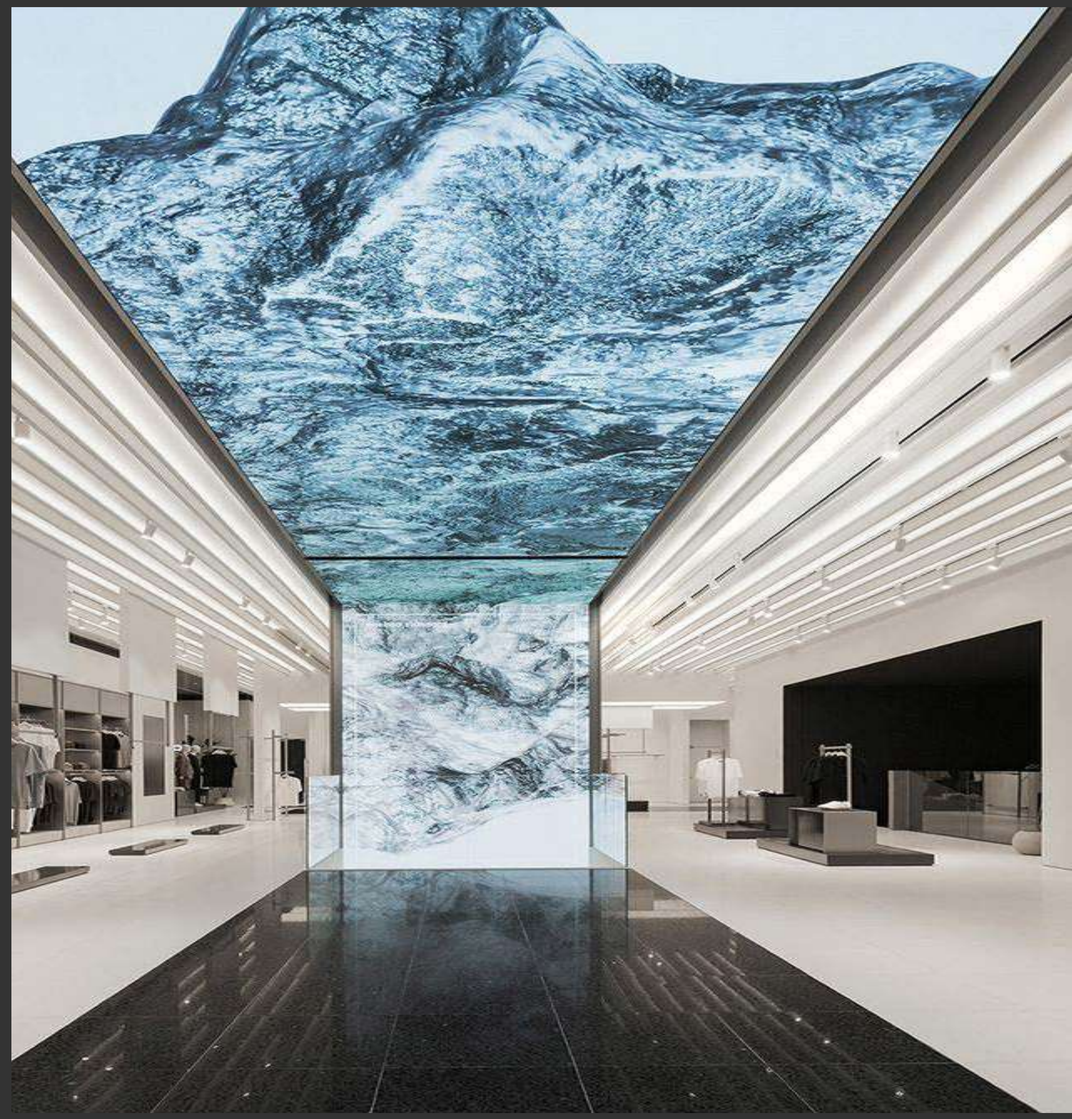
Technology in Retail – Design Framework

Vicinity Centres encourages the inclusion of technologies that engage customers and enhance experiences.

We embrace innovation and appreciate that successfully integrating technology within the retail environment is a critical layer of our consumer's experiences in an increasingly digital-centric marketplace.

This design framework shall be used to evaluate the inclusion of digital technologies and clarify their usable parameters within our tenant spaces.

In all cases, refer to your Retail Design Manager or Centre Management Team with any questions.



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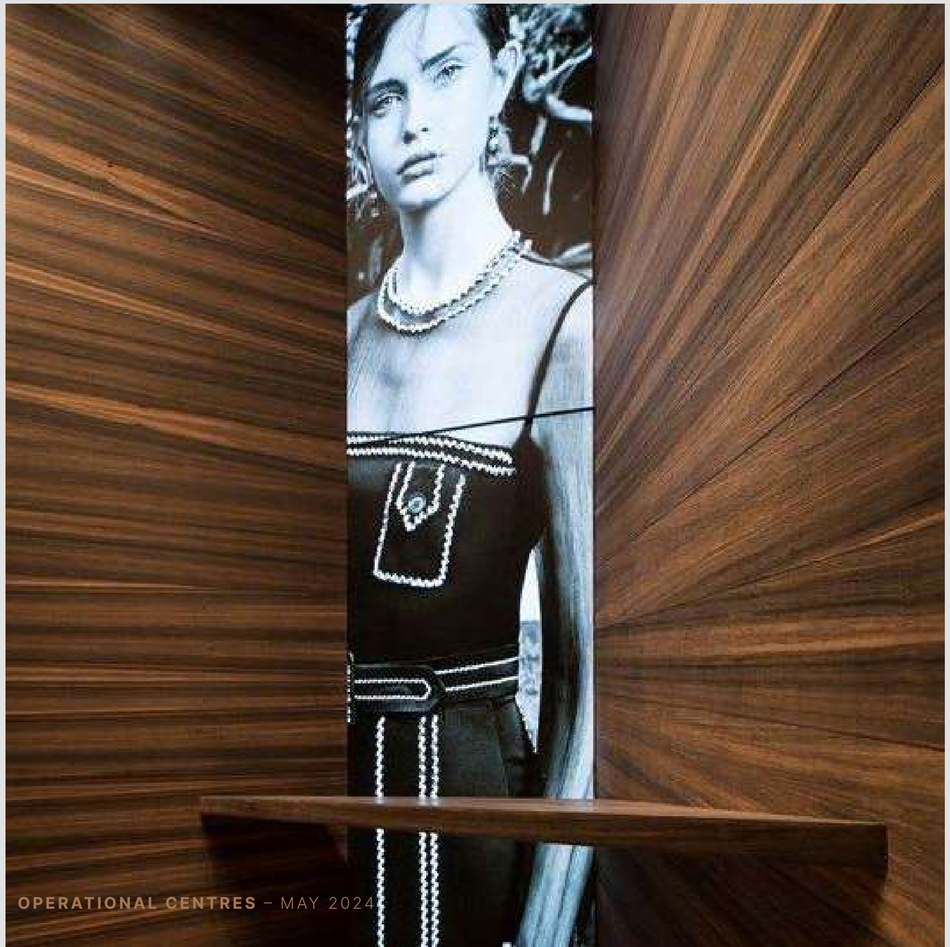
Static Screens & Digital Media



For all Screens and Digital Media

KEY CONSIDERATIONS

- Shopfront refers to the entire façade and Shopfront Activation Zone refers to the area from lease line back to 1200mm.
- A seamless integration into the surrounding architecture of all technology-based items in these areas is required.
- Technology should support the brand story without interrupting customers' quiet enjoyment of the common area.
- Digital elements may not exceed 30% of the overall shopfront design (relative to a typical 10000mm shopfront width).
- The integration detail of any screen or static graphic must relate to its surrounding design language and materiality.
- All digital elements positioned on the shop floor should be fully integrated and support the customer journey.
- Power source and power reticulation in all instances is to be fully concealed.
- Digital displays may not emit any noise.
- The use of digital projector displays should be contained within the tenancy and set off the lease line.
- When tiled for larger applications, screens must be frameless LED panels with no visible joins.
- All design elements including content will be reviewed based on precinct and tenancy location.

Standard Specifications – All Screens

KEY CONSIDERATIONS

- Screens are to be commercial grade and specified for continual operation.
- Screens shall be energy efficient and programmed with a timer considering tenancy and mall opening hours.
- Illumination settings shall be determined visually on site with supplier and agreed with Centre Management.
- Standard LCDs panels are typically set from 450 – 700 NIT brightness.
- Standard indoor LED panels (not transparent) are typically set around 900 -1000 NIT brightness.
- Screens in windows designed for high sun exposure are typically set to 5000 NIT brightness.
- Automatic brightness adjusters should be specified for all new LED installations in areas exposed to significant variation in lighting levels.

Transparent LED Screens

KEY CONSIDERATIONS

- Translucency through to the shop interior must be maintained.
- Translucency is achieved when content uses greater percentage of negative space (dark) vs positive (light).
- Note - too much white within imagery negates the translucent intent of these screens and thus should be avoided.
- For interior installations transparent LCD displays will typically be set to 1500 NIT brightness

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Digital Messaging – Content Guide & Installation

Content Parameters – Shopfront and Shopfront Activation Zone / All Screens

KEY CONSIDERATIONS

- Content should support the brand ideology using relevant lifestyle imagery and storytelling.
- Content must be specifically designed for retail promotional purposes.
- Content must relate to the product or service offered at the physical store.
- Third party promotions are not permitted - irrespective of collaborations.
- Flashing or strobing imagery is not permitted – all video content and speed of imagery rotation to be approved by Centre.
- Content may not have extreme contrast in colours in a flashing manner.
- The splitting of screen content for various scenes, sales, or mixed promotions is not permitted.
- Content may not contain any offensive language or gestures or be socially unpleasant in any way.
- Sales and promotional messaging to comply with permitted digital format and location parameters (refer to table).

Lifestyle Imagery v's Sales and Promotional Text

KEY CONSIDERATIONS

- Screens should be primarily used for lifestyle imagery content.
- Sales and promotional text i.e % sale, '2 for 1' offers etc, should support lifestyle imagery.
- Balance content based on 70% lifestyle imagery and 30% text. Full text formats will not be supported.
- Sales messaging is not supported directly on the lease line.

Launching Content – The Activation Process

KEY CONSIDERATIONS

- Prior to launching new sales, marketing or promotional campaigns, retailers must follow the required steps to gain approval from the relevant Centre Operations / Marketing Teams.

Installation & Maintenance Specification

KEY CONSIDERATIONS

- Screens must be installed and maintained by a reputable supplier.
- Tenant proposals shall include a content management system and schedule.
- Screens to be cleaned regularly and in working order with respect to relevant content display.
- Contingency plan for service and repair to be provided.
- Repairs must be made within 36 hours.

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Digital Components – Definitions & Requirements

Digital Display - Fixtures And Furniture

Defined as standalone screens, tickers, digital plinths etc in window beds.

- Located 300mm back from lease line, and behind glass
- Integrated and framed to form part of a considered window display
- Screen may not exceed 30% of the o/a display zone.
- Sales messaging permitted.
- Content requires Centre approval prior to launch? - **NO**

* All content to adhere to Content Guide.

Digital Feature - Shopfront Activation Zone

Defined as a digital feature, designed to fit within the SF Activation Zone, off lease line.

- Part if the shopfront architecture, positioned off the lease line – i.e. return entry wall.
- Customised and framed with suitable brand finishes for shopfront purpose.
- If tiled for larger application, must be frameless LED panels.
- Sales messaging permitted within the ratio of 70% imagery 30% text.
- Content requires Centre approval prior to launch? - **YES**

Bespoke Digital Solution - Shopfront

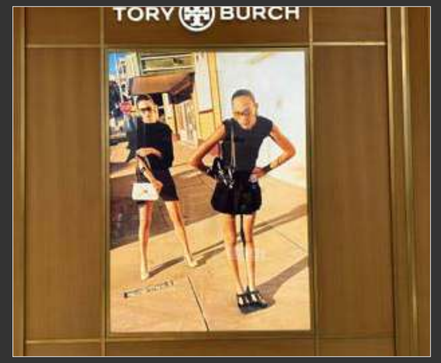
Defined as a one-off digital feature designed for a site-specific installation.

- Located on Shopfront lease line or within Shopfront Activation zone.
- Based on design merit and full LL review.
- Architecturally designed, and fully customised to support a flagship concept.
- Site specific detailing, scale and surrounding to be considered.
- Brand relevant imagery only. Content must be void of any promotional wording.
- Sales messaging NOT permitted.
- Content requires Centre approval prior to launch? - **YES**

Transparent LED Displays

Defined as an LED suspended screen, or Transparent LED display in glazing

- Suspended screens to be set 300mm back from lease line, and behind glass.
- LED imbedded in glass, noting this may not exceed 30% of the o/a display zone.
- All cases, LED elements to be layered and form part of a considered window display.
- Content is customised to support requirement for transparency.
- Sales messaging permitted on displays set back 300mm from glass and within the ratio of 70% imagery 30% text.
- Content requires Centre approval prior to launch? - **YES**



Static Back Lift Graphic

Defined as a rear illuminated, static graphic piece, variable scale.

- Located on Shopfront lease line or within Shopfront Activation zone.
- Customised and framed with suitable brand finishes for shopfront purpose. Behind glass and with articulation, i.e. framing.
- Site specific detailing, scale and surrounding to be considered.
- Brand relevant imagery only. Content must be void of any promotional wording.
- Sales messaging NOT permitted.
- Content requires Centre approval prior to launch? - **NO**

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ESD Notes

We are committed to decarbonisation of our wholly owed assets by delivering net zero emissions of common mall areas by 2030.

For more information about how you can include ESD solutions in your own design and build practices please take the time to read these notes and ensure you fill out the Services checklist during the design submission phase.

It is expected that tenants will consider designers, suppliers and contractors with a proven understanding of sustainable retail design and standards such as Green Star, Global Green Tag, DECLARE or GECA.
Refer to the following useful websites;
https://www.gbca.org.au/
https://www.globalgreentag.com/
https://geca.eco

Overview

Vicinity Centres strive to create assets that embody sustainable design while enhancing positive impacts on people and the planet.

In doing so, we are supporting the transition towards a low carbon economy creating resilience to climate-related risks.

For the full benefits of our initiatives to be realised it is recommended that any Tenant fitout adopts the following general design principles to their works.

- Embrace a 'Circular Design' ethos. Meaning a focus is placed on the use of recycled AND recyclable content, design for disassembly, designs being energy efficient and water efficient, with enough room for material source separation in tenancy back of house.

Procurement

- Specify products and materials with sustainable and ethical supply chains. Where possible use certified materials e.g. GECA, FSC/PEFC.
- Design to reduce waste in the fit-out process, ongoing operation of the tenancy and the defit process.
- Consider stewardship programmes and products that have a high recycled content and take-back option at end of use.

Finishes

- Timber products to be Chain of Custody certified - FSC (Forest Stewardship Council), PEFC (Programme of the Endorsement of Forest Certification) or verified recycled sources. The use of timber products from illegal sources is not permitted.
- Select products and finishes with certification from GECA, Global GreenTag or equivalent.
- Engineered wood products to have low formaldehyde emissions of E1 or EO and includes all adhesives, joinery and composite wood products.
- Commercial grade or natural products are to be considered.
- Alternative plastics to PVC for pipework, flooring, conduit and cabling are required including HDPE (high density polyethylene) or PP (polypropylene).
- Paint to be Ultra Low VOC (a TVOC content of <5g/L). Low VOC to all adhesives, inks, sealants and adhesives.

Lighting

- Lighting must be certified and compliant with Section J of BCA/NCC, including following consideration:
- Use of energy efficient LED fittings
- Zoned appropriately with separate circuiting of displays, selling floor, staff and back of house areas.
- Dimming controls and controlled by time clock as per the centre operating schedules.
- Daylight dimming functions in spaces where high daylight levels are experienced.
- All lights on the project to be flicker free and accurately address the perception of colour in the space as per Greenstar Credit 11.0.

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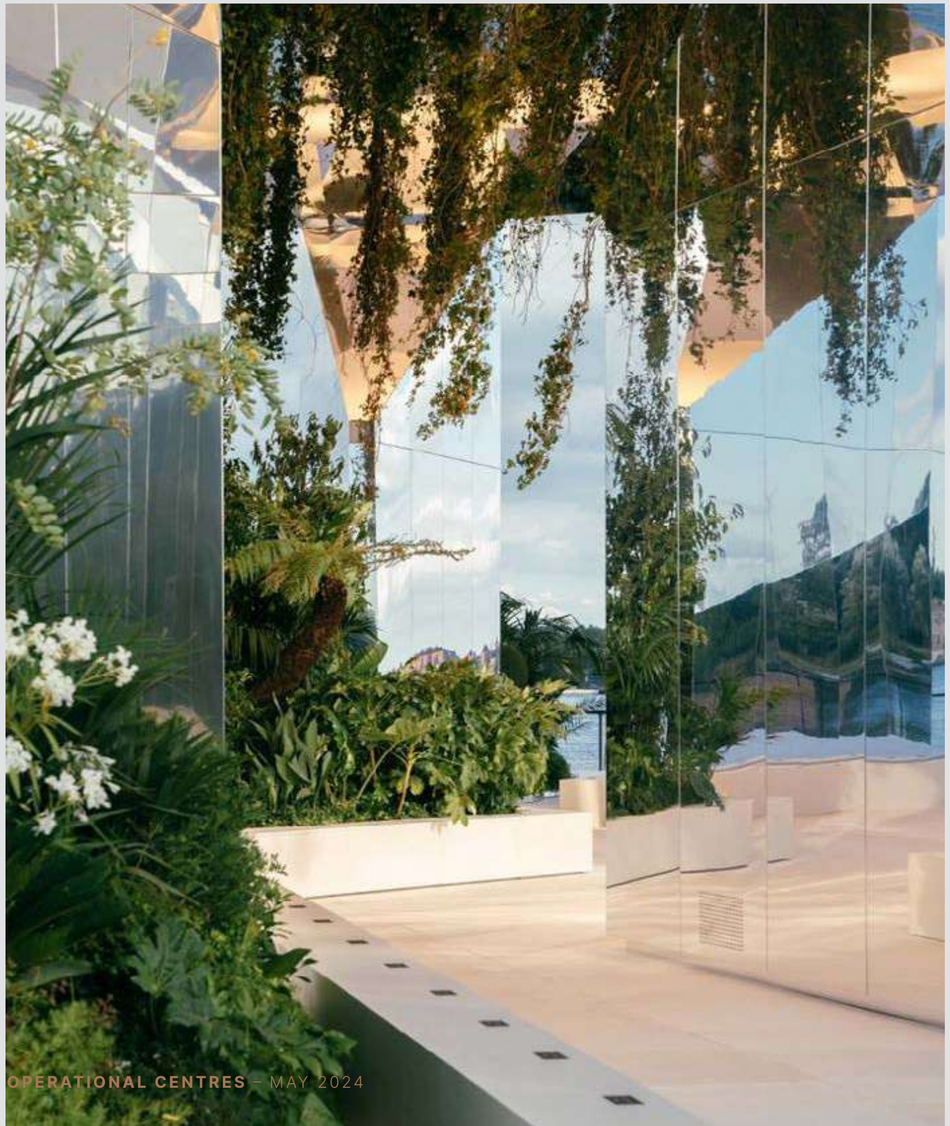
ESD Notes



Waste

The tenancy fit-out will be undertaken with an environmental management plan and/or waste management plan prepared by the fit-out contractor. This plan will include construction waste recycling measures and nominate a target recycling rate of no less than 80% by mass of all waste generated, and contribute to overall meeting a fixed benchmark of 5kg of waste per square meter of gross floor area (GFA).

- Tenancy designers to consider space for source separation of operational waste.
  - > Specialty Retail
    - General waste (small 15-20L bin)
    - Paper/cardboard
    - Soft plastics
    - Mixed recycling
  - > Food Retail
    - Organics caddy to each preparation station
    - Large organics bin
    - General waste
    - Cardboard
    - Soft plastics
    - Metal
    - Glass
    - Rigid plastics
- This information is to be provided to your Operations Manager at your centre.

Equipment & Appliances

- Appliances and fixtures should be minimum 4 star WELs and 4Star Energy.
- Operations - cleaning practices and regular service maintenance, repair where possible instead of replacement.
- Food Outlets - all electric equipment preferred.

Silica in Construction

- Vicinity Shopping centres has discontinued the use of engineered stone products in Tenancy fitouts and Development projects. It requires all tenants and designers to move to using alternative products that contain less than 20% crystalline silica (ie: tile).
- Control measures are required, including the use of fit for purpose cutting rooms, personal protective equipment, wet cutting techniques and safe work method statements, to reduce the risk of silica exposure arising at Vicinity Development projects and Tenancy fitouts.
- Existing engineered stone installed within tenancies at Vicinity assets will remain in place until the product becomes damaged and requires repair OR are to be removed as part of a required defit.
- At this point, the engineered stone is required to be removed using appropriate control measures and if replaced as part of a refit or new tenancy, to be replaced with a product containing less than 20% crystalline silica.
- Certification of all silica based products will be required through the design submission process and confirmed via certification on site.

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BOH & House Keeping

The 'engine room' of your tenancy requires planning consideration to ensure that it is visually and operationally clean and presentable at all times.

Please ensure you are across these key considerations for both food and retail spaces.

Restaurants & Food Kiosks

KEY CONSIDERATIONS

- Preparation areas that are visible to the customer are to be carefully managed to ensure the space communicates cleanliness. A well organised work bench is required at all times.
- Wash up areas must not be visible, this includes mops, brooms and chemicals.
- Integration of hand wash basins including soap dispensers and bins with a foot pedal for easy access of disposable towels is required.
- Taps to be below 1400mm no large goose necks. No sinks on the edge.
- All storage areas to be concealed and only products that support the brand story to be on display.
- Sufficient storage allocation to be made for the following;
  - Dry, refrigerated and frozen goods.
  - Chemicals and cleaning materials (with MSDS Material Safety Data Sheets) in a nominated and separate area.
  - Rubbish bins (minimum 'Sim Jims' or equivalent with canvas covers).
  - Off the floor/hanging rail for mops brooms.
  - Staff belongings.
- Consideration around the volume of refuse that will be generated when planning the areas of BOH is critical, this includes general waste and recycled materials.
- Circularity is a core component of vicinity's sustainability strategy, and as such we have a number of dedicate materials recovery streams including paper & cardboards, soft plastics, rigid plastics, organics, metals and glass containers and general waste. Ensure the tenancy has enough space for dedicated source separation for your major waste streams.
- Dedicate an area for deliveries which enables your team to deal with the products during trade, while screening from customer and common mall view.
- Deliveries must be made to the BOH area, deliveries placed and left in the front of house visible to the customer is not acceptable. All delivery should adhere to the centres delivery time table.
- Custom drinks fridges are to be located in the food prep zone and are not to exceed 1400mm in height, be black, white or stainless steel and integrate with overall finishes and design concept.
- Only custom counter display fridges are to be located around the service zone, with a maximum display shelf height of two levels. All internal shelves are to be glass.
- Feature equipment proposed for use within food theatre zone is to be of display and functionality quality. All other equipment to be positioned and concealed within food prep zone.
- No additional equipment to be added to your fitout without prior approval from your RDM.

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House Keeping

General Retail

KEY CONSIDERATIONS

- Deliveries must be made to the BOH area, deliveries placed and left in the front of house visible to the customer is not acceptable. All delivery should adhere to the centres delivery time table.
- Consideration around the volume of refuse that will be generated when planning the areas of BOH is critical, this includes general waste and recycling materials.
- Circularity is a core component of vicinity's sustainability strategy, and as such we have a number of dedicate materials recovery streams including paper & cardboards, soft plastics, rigid plastics, organics, metals and glass containers and general waste. Ensure the tenancy has enough space for dedicated source separation for your major waste streams.
- For ease of cleaning, all back of house (BOH) facilities are to be stored off the floor, either in designated shelving or on castors.
- All doors through to BOH areas to have self closure mechanisms.
- All storage facilities are to be either purpose built or mobile to efficiently use under bench space.
- Sufficient storage allocation to be made for the following;
  - Chemicals and cleaning materials (with MSDS Material Safety Data Sheets) in a nominated and separate area.
  - Rubbish bins (minimum 'Sim Jims' or equivalent with canvas covers).
  - Off the floor/hanging rail for mops brooms.
  - Staff belongings.

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Designer Selection Checklist

Your design team is instrumental in the success of the Design Process and is comprised of a Retail Designer, Lighting Designer, Graphic Designer and Structural Engineer. These consultants are to have recent and relative retail experience to offer the expected level of design solutions and services required at Vicinity Centres.

Prior to formally engaging them, ensure your team members meet the necessary criteria. Don't hesitate to reach out to your Retail Design Manager if you have any questions.

Retail Designer

- [ ] Be an Architect or Retail Designer with relevant and appropriate qualification.
- [ ] Have a minimum of 5 years of relevant experience to project (i.e. retail food experience for café offer).
- [ ] Supply a portfolio of work showing relevant designs within comparable locations and of similar scale to RDM for review and approval prior to formal engagement and commencement of design work.
- [ ] Show ability to formulate, develop and document design concepts which work with and meets both brands (tenant and Vicinity) guidelines including the criteria set out in both the Design Vision and Fitout Criteria.
- [ ] The Retail Designer must be engaged for the duration of the Fitout Works and have input during the construction phase including inspection of defects with a list supplied to the RDM.

  * This requirement ensures a seamless delivery of concept design through to finished store.

Graphic Designer

- [ ] Be a Graphic Designer with relevant and appropriate qualification.
- [ ] Supply a portfolio of work showing relevant designs within comparable locations and of similar scale to RDM for review and approval prior to formal engagement and commencement of design work.
- [ ] Show ability to formulate, develop and document design concepts which work with and meets both brands (tenant and Vicinity) guidelines including the criteria set out in both the Design Vision and Fitout Criteria.

Lighting Designer

- [ ] Be a Lighting Designer with relevant and appropriate qualification.
- [ ] Have a minimum of 5 years of relevant experience to project (i.e. retail food experience for café offer).
- [ ] Supply a portfolio of work showing relevant designs within comparable locations and of similar scale to RDM for review and approval prior to formal engagement and commencement of design work.
- [ ] Show ability to formulate, develop and document design concepts which work with and meets both brands (tenant and Vicinity) guidelines including the criteria set out in both the Design Vision and Fitout Criteria.
- [ ] Ability to supply appropriate documentation for project including colour render and lux level diagrams, as well as selection of appropriate light fittings.

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Designer Checklist

Structural Engineer

- [ ] Be a Structural Engineer with relevant and appropriate qualification.
- [ ] Have a minimum of 5 years of relevant experience to project (i.e. retail food experience for café offer).
- [ ] Ability to develop and document design driven structural engineering designs which work with and meets both brands (tenant and Vicinity) guidelines including the criteria set out in both the Design Vision and Fitout Criteria.
- [ ] Ability to supply a relevant portfolio of work to support experience to RDM upon request, for review and approval prior to commencing work on design.
- [ ] Ability to supply appropriate documentation for project including plans, details and certification required for local authority approvals.
- [ ] The Structural Engineer must be engaged for the duration of the Fitout Works and have input during the construction phase including inspection of works and supply of appropriate certification upon completion of project.

Visual Merchandiser

- [ ] Required for fitouts within Premium and Development centres and locations.
- [ ] Minimum of 5 years of relevant experience to project.
- [ ] Ability to develop and document design driven structural engineering designs which work with and meets both brands (tenant and Vicinity) guidelines including the criteria set out in both the Design Vision and Fitout Criteria.
- [ ] Ability to supply a relevant portfolio of work to support experience to RDM upon request, for review and approval prior to commencing work on design.
- [ ] Ability to supply appropriate documentation for project.
- [ ] The Visual Merchandiser must be engaged for the duration of the Fitout Works and have input during the construction phase including delivery of concept.

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Concept Design Checklist

All drawing submissions are to be electronically combined and submitted in PDF format. Subsequent drawing submissions shall address the comments from the Design Concept Review.

All revisions to be clouded and cross reference to a revision number on the drawing. All drawings to be fully dimensioned and to scale.

Title & Location Plan

- [ ] 1) Title page and location map of your space within the centre.

Concept Board

- [ ] 2) Conceptual imagery to support your Design Concept.

Drawings

- [ ] 3) 1:50 Floor plan showing: All joinery locations, fixtures, fittings and floor finishes.
- [ ] 4) 1:50 Articulated Reflected Ceiling plan showing: All ceiling heights to be nominated with finishes. Lighting Layout and images of all light fittings. Please note that all Tenancy lighting must comply with current BCA requirements.
- [ ] 5) 1:50 Coloured shopfront elevation and section @ A3.

Renderings

- [ ] 6) Coloured shopfront perspective.
- [ ] 7) Coloured internal perspective.

Joinery

- [ ] 8) Photographs OR spec sheets of units if available.

Finishes

- [ ] 9) PDF Colour version of Materials and Finishes Board in A3 format.
  - > All finishes to be nominated on the drawings. Note: ensure availability of materials and lead times are allowed.

ESD (Environmental Sustainable Design)

- [ ] 10) Specify on the Finishes Board where used in your design & refer to the ESD Notes for more ESD initiatives:
  - > Timbers products from Chain of Custody certified.
  - > FSC (Forestry Standards Council), PEFC (Programme for the Endorsement of Forest Certification) or verified recycled sources.
  - > Engineered wood products to have low formaldehyde emissions of E1 or EO and includes all adhesives, joinery and composite wood products.
  - > Paint finishes to be low VOC (Volatile Organic Compounds) including adhesives, inks, sealants and epoxy.
  - > Energy efficient LED lighting with control gear, sensors & timers.

Signage

- [ ] 11) Proposed finishes, dimensions and form of illumination.
- [ ] 12) 3D conceptual drawing of signage.

Graphics & Technology Layout

- [ ] 13) Layout showing the location of graphic images and digital features within the design.

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Final Design Checklist

All drawing submissions are to be electronically submitted in PDF format. All revisions to be clouded and cross reference to a revision number. All Plans must include the building gridlines that are identified on the Landlord's Tenancy drawings.

Include a Drawing Schedule/ Transmittal Form listing all pages submitted.

Title & Location Plan

- [ ] 1) Title page and location map of your space within the centre.

Drawings

- [ ] 2) 1:50 Floor plan that includes:
  - All joinery locations, fixtures, fittings and floor finishes.
  - Storage areas and location of fixtures including the size and if they are free standing or require structural support.
  - Electrical Distribution Board (EDB). Clear access 600mm for door swing.
  - Locations and specifications for size and weight of heavy equipment which includes safes, hot water services and compactors.
  - Fire extinguisher and fire blanket location.
  - Left hand side inter tenancy wall capping is indicated as by Landlord at Tenant's cost.

- [ ] 3) 1:50 Services plan that includes all floor penetrations/services dimensioned from the building gridlines and:
  - The chasing of the floor slab is site dependent. This must be considered when selecting a power reticulation method. RDM to confirm Centre specific requirements.
  - Proposed core hole penetrations required for electrical or hydraulic purposes including tundishes and silt-buckets, floor wastes; (locations to be approved); RDM to confirm Centre specific requirements.
  - Telephone and data requirements and locations. This includes GPOs, data outlets and internet connections.
  - Electrical Distribution Board (EDB). Clear access 600mm for door swing.
  - Preferred location for VAV Air Conditioning thermostat.

- [ ] 4) 1:50 Floor Finishes plan that includes all floor penetrations dimensioned from the building gridlines and:
  - Floor waste locations;
  - Slab and Finished floor level to suit levels nominated on Landlord's Tenancy drawings.
  - Ramps and gradients of floors that comply with all relevant authorities requirements;
  - Mall tile to tenancy floor threshold / junction detail.

- [ ] 5) 1:50 Articulated Reflected Ceiling plan including:
  - Ceiling heights to suit levels nominated on Landlord's Tenancy drawings shown as RL (Reduced Level).
  - Lighting Layout and images of all light fittings. Please note that all Tenancy lighting must comply with current BCA requirements;
  - Specification of all lights.
  - Preferred Air Conditioning diffuser locations and type;
  - Preferred air relief type- linear slot grille or architectural opening;
  - Location of ceiling access panels;
  - Ensure all suspended light fittings are a minimum 550mm below ceiling.
  - Exit lights and signs if required by Building Surveyor;

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Drawings Continued

- [ ] 6) 1:50 Lux level diagram of the Tenancy.

Include accurate revisions of these drawings from concept approval stage

- [ ] 7) Coloured shopfront perspective.
- [ ] 8) 1:50 Coloured shopfront section.
- [ ] 9) 1:50 Internal elevations.

Additional Drawings Required ** Food Tenancies Only **

- [ ] 10) Equipment Plan showing;
  - > Size and location for exhaust hood;
  - > Specification, dimension and location of all hardwired and plug-in equipment and refrigeration. Ensure compliance with heat rejection guidelines.
  - > Specification, dimension, location, fixing detail, access provisions and weight of refrigeration condenser unit. Unit to be located within the tenancy joinery or ceiling space subject to approval by Vicinity Centres services consultants.

Joinery

- [ ] 11) Unitary Drawings or photographs/specs to include;
  - > Wall and floor display unit details @ 1:20 scale.
  - > Sales Counter details @ 1:20 scale.

ESD (Environmental Sustainable Design)

- [ ] 12) Specify on the Finishes Board where used in your design & refer to the ESD Notes for more ESD initiatives:
  - > Timbers products from Chain of Custody certified.
  - > FSC (Forestry Standards Council), PEFC (Programme for the Endorsement of Forest Certification) or verified recycled sources.
  - > Engineered wood products to have low formaldehyde emissions of E1 or EO and includes all adhesives, joinery and composite wood products.
  - > Paint finishes to be low VOC (Volatile Organic Compounds) including adhesives, inks, sealants and epoxy.
  - > Energy efficient LED lighting with control gear, sensors & timers.

Signage

- [ ] 13) 1:20 detail and specification showing all proposed finishes, dimensions, form of illumination, construction and installation detail.
  - > Include section detail through signage and mall bulkhead, showing fixings to main structural elements within the ceiling, if applicable.

Graphics

- [ ] 14) Graphic print specifications and installation details to include;
  - > Graphic locations nominated on the drawings.
  - > Final Graphics documentation.

Schedule of Finishes & Equipment

- [ ] 15) Detailed Finishes Specification Schedule to include;
  - > Name, description, supplier, supplier contact, finishing, colour, & ESD check note.
  - > Hard copy of Materials and Finishes Board (max A3 format AND PDF Colour version).
  - > All finishes to be nominated on the drawings * Ensure availability of materials and lead times are allowed.
- [ ] 16) Detailed Equipment Specification Schedule to include;
  - > Equipment Type - including wells (ESD), Lighting, Digital Equipment/Technology i.e. tickertape, digital screens, moving image, lightbox locations.
  - > Nominate dimensions, brand type, content management company, lux level etc.

Shopfront, Overhead Framing & Glazing Structural Engineering

- [ ] 17) Glazing Engineer's documentation - to be carried out by a certified Structural Glazing / Façade Engineer.
  - > Submit copy of Certified Structural Engineer's drawings as a reference only as to be supplied to relevant Building Surveyor and Landlord for approval.
  - > Structural Engineer's drawings for any bulkheads, overhead frames or similar elements and signage are required for the shopfront construction. All connection details of these elements to the base building are to be submitted.

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Tenants Services Checklist

- [ ] 18) To be completed and included with Final Design submission - reference Tenancy Fitout Criteria.

NOTE A: Where applicable Tenancy Delivery Manager (TDM) to forward to Landlord's consultants for review.

NOTE B: Where applicable Tenancy Delivery Manager (TDM) to forward plans and relevant information for Category 1 costing of Landlord's works at Tenant's cost.

Brand Experience Package – specific to Food Retailers Only

- [ ] 19) Coloured shopfront perspective.

> All packaging, utensil and serving solutions. Eco-friendly packaging that is 100% recyclable or biodegradable is strongly encouraged.
> Ticketing and display solutions - for all display units, counters, and product shelving.
> Location and application of opening hours, websites, social handles, QR codes etc.
> Location and application of all custom graphics or artwork.
> Detail around how promotional offers will be communicated. Note, non-professionally handwritten signage, ticketing will not be supported.
> Uniform design - include colour, style and fabric selection. Custom branding is encouraged.
> Food display solutions including layout and serving solutions. Include a detailed layout plan showing your food display and serving strategy.

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Pop Up Shop Checklist

Please cross reference the checklist to ensure you have all the necessary information prior to making your submission.

All information should be submitted in PDF or JPEG format to your Vicinity Leasing Executive.

Drawings & Photos

- [ ] 1) Marked up existing plans clearly denoting the intended set up along with any proposed architectural or material changes to the space.
- [ ] 2) Photos and/or any relevant information on a plan communicating proposed new fittings (if any).

* Note - Any significant changes to the internal layout, e.g. adding or removing change rooms, must comply to building standards and could require service adjustment review.

Signage

- [ ] 3) Full specifications for the proposed shopfront signage, including:
  - > Dimensions of sign.
  - > Materials.
  - > Proposed location of sign.
  - > Proposed fixing method.
  - > Elevation or mock up of proposed sign.

Additional Graphics

- [ ] 4) Details to clearly illustrate content and location for additional graphic elements.

Lighting

- [ ] 5) If any changes to the lighting in the tenancy are required, a Vicinity ESD & Services checklist is to be completed and submitted.

Fixtures & Fittings

- [ ] 6) Any proposed fittings or fixtures must be submitted for approval and be indicated in a floor plan.

Visual Merchandising

- [ ] 7) A full proposal of the Visual Merchandising for the shopfront window display must be submitted for approval.

Official Scope of Works

- [ ] 8) A Scope of Works must include a description, with photos where necessary, of the proposed fitout proposal in its entirety.

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Pop Up Kiosk Checklist

Please cross reference the checklist to ensure you have all the necessary information prior to making your submission.

All information should be submitted in PDF or JPEG format to your Vicinity Leasing Executive.

Drawings & Photos

- [ ] 1) Marked up site plan, clearly denoting the intended floor plan. Include all length, width and height measurements of site and proposed equipment.
- [ ] 2) Imagery and mood board to support your Design Concept.
- [ ] 3) All joinery details including locations of fixed cabinets, counters and floor finishes.
- [ ] 4) Location of loose fixtures and fittings including dimensions.

Additional Drawings Required ** Food Tenancies Only **

- [ ] 5) Specification, dimension and location of all plug-in equipment and refrigeration. Ensure compliance with heat rejection guidelines.
- [ ] 6) Location of water, waste and hand washing facilities.
- [ ] 7) Size and location for exhaust hood (if applicable).

Signage

- [ ] 8) 3D conceptual drawing of signage.
- [ ] 9) Detail and specification showing all proposed finishes, dimensions, form of illumination and installation detail.

Graphics & Technology Layout

- [ ] 10) Layout showing the location of graphic images and digital features within the design.

Lighting * If kiosk lighting is relevant

- [ ] 11) Specification of all lights.
- [ ] 12) Vicinity ESD & Services checklist (Link) is a requirement.

Visual Merchandising

- [ ] 13) A planogram (stock placement and layout) of the Visual Merchandising for the for the approved usage must be submitted.

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Outlet Airport Permit Checklist

Airport Tenants should refer to this checklist for clarity on the requirements to be included in their permit submission package. Refer to any appendices specific to the Centre provided by your Retail Design Manager/Tenancy Delivery Manager. All permit submissions are to be electronically combined and emailed in PDF format.

Drawings / Renderings

Note: Final drawings to show 'Construction Issue' on all pages.

- [ ] 1) J6 lighting calculation covering all lighting including existing Centre high bays using a 3.6 metre high ceiling for lighting calculations.
- [ ] 2) ABE Fire Extinguisher to be located no closer than 2 metres from the switchboard location and on the latch side of the store room door.

  Note: Food tenancies requires an additional Dry Chemical Fire Extinguisher for potential cooking oil and fat fires.
- [ ] 3) Exit and Emergency lighting to be shown on the drawings. Exit signs are to be edge lit type.
- [ ] 4) Paths of travel to an exit point of choice varies at each centre and should be checked with your RDM. This will need to be considered in the floor layout and store room door location.
- [ ] 5) This will need to be considered in the floor layout an store room door location.
- [ ] 6) Storeroom layout must comply with BCA fire egress requirements of 1000mm clear travel path for exiting storeroom.
- [ ] 7) Door hardware for exiting storeroom must be the type readily operable by a single hand, downward action.
- [ ] 8) Storeroom doors are to be fitted with a door closer to avoid being held open during trade.
- [ ] 9) All doors to have minimum luminance contrast of 30% to the adjacent wall.
- [ ] 10) Glazing: A visual indicator is required where there is no display plinth, chair rail, handrail, transom. All frameless or fully glazed doors, sidelights, including any glazing capable of being mistaken for a doorway or opening, shall be clearly marked for their full width with a solid non-transparent contrasting line. The contrasting line shall not be less than 75mm wide and shall extend across the full width of the glazing panel. The lower edge of the contrasting line shall be located between 900mm and 1000mm above plane of the finished floor level.
- [ ] 11) Fire Hose Reel cabinets: All tenancies with FHR cabinets at the shopfront can clad it as part of the facade on the condition that the FHR sign is visible – contrast in colour with the cladding material. FHR signs should be following all relevant Australian codes/ standards.

Please Provide the following if applicable to the fitout

- [ ] 12) Fire indices test report for solid wall linings and cladding. Note: Fixing methods and substrates to be installed as per tested system and to be fully documented.
- [ ] 13) Fire indices test report for carpet.
- [ ] 14) Fire indices report for timber floors.
- [ ] 15) Slip ratings for tiles.

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Tenants Services Checklist

Please ensure you and your team complete this checklist and submit to the relevant Vicinity contact during the design development phase.

Checklist

Centre Name		Centre State	
Tenancy No		Tenancy Name	
Tenancy Usage		Tenancy Area (m2)	
Intended hours of operation (total weekly)			

Contact Name		Tel No.	
Mobile			
Email			
Contact Address			

Tenancy Designer		Contact	
Phone			
Email			
Address			

Contractor		Contact	
Phone			
Email			
Address			

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Lighting	Unit Totals	Power (Watts) total	Shop Area m2
NOTE: LED is the preferred lighting to comply with selection J of the current BCA of 14 Watts per m2			
Lighting Front of House / Retail Space			
Lighting Back of House / Storage Space			
Totals Combined			
Total lighting load (to correspond with detailed drawing package)			

Electrical Equipment	No. of Phases	Power (Watts)	Energy Rating (4 star minimum requirement)	WELS Rating (4 star minimum requirement)
List all electrical equipment, computers, digital displays, dishwashers, hot water systems				
1.				
2.				
3.				
4.				
5.				
6.				
Total power load (watts) combined:				

Air-conditioning (Type)	No. of Phases	Power (Watts)	Energy Rating (4 star minimum requirement)
Attach details of Additional items – Application to be made for supplementary air.			
1.			
2.			
3.			
4.			
5.			
Total Power Load (Watts) combined			

Exhaust and Make Up System (Type)	No. of Phases	Power (Watts)	Ventilation Rate (Litres per second)	Size of Hood/Unit
List details of exhaust hoods and fans. Note: Tenancies such as Nail salons, Fresh Fish stores, etc. will require exhaust fans to remove heavy odours.				
1.				
2.				
3.				
4.				
Total Power Load (Watts) combined				

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Refrigeration Equipment (Type)	No. of Phases	Power (Watts)	Energy Rating (4 star minimum requirement)
Attach details of Additional items			
1.			
2.			
3.			
4.			
Total Power Load (Watts) combined			

Cooking Equipment Electrical (preferred)	No. of Phases	Power (Watts)	Energy Rating (4 star minimum requirement)	Change to WELS rating (4 start minimum requirement)
List Details				
1.				
2.				
3.				
4.				
5.				
6.				
Total Power Load (Watts) combined				

Cooking Equipment Gas	WELS Rating (4 star minimum requirement)	Gas (mj.hour)	Energy Rating (4 star minimum requirement)	WELS Rating (4 start minimum requirement)
List Details				
1.				
2.				
3.				
4.				
5.				
6.				
Total Gas (MJ/hour)				

Plumbing Requirements:

	Confirmation (tick)	Type: list equipment/or type
Hot water requirements	Yes	No
Domestic waste requirements	Yes	No
Natural gas requirements	Yes	No
Water supply requirements	Yes	No
Trade waste (grease) requirements	Yes	No

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This document should be read in conjunction with the Fitout Guide document, the Disclosure Statement (if any) and the agreement for lease and/or lease ('Lease Documents') issued to you by the Landlord. This document is not a legal document and is produced to assist tenants by prescribing the Landlord's general requirements for the design, layout, standard and quality of tenancies. The Lease Documents require you to comply with the Landlord's fit out guidelines of which this document forms part. To the extent of any inconsistency between this document and the Lease Documents, the Lease Documents take precedence.

The material contained herein is subject to changes indicative only and does not constitute any representation by the Landlord. Prospective tenants must make and rely on their own enquiries and seek their own independent advice. Copyright subsists in this manual. Except as approved by the Copyright Act 1968 (Cth), no part of it may be reproduced, stored in a retrieval system, transmitted or communicated to a third person, by any means or in any form, without the prior written permission of Vicinity Centres. All rights reserved.

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Unless specified, images in this document are not Vicinity's. If you see one of yours and you'd like it removed please let us know.

Fitout Criteria

May 2024

VICINITY CENTRES

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Guiding you and your team through the requirements of the tenancy delivery process

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1.0 Welcome

Welcome to Vicinity Centres. The purpose of this document is to guide a Tenant and their team through the requirements of the tenancy delivery process for a retail space within a Vicinity Shopping Centre.

The document includes information on authorities, approvals, Tenant / Landlord obligations, Health and Safety requirements, essential services and Fit Out Works in preparation for a smooth shop opening. Once trading, the ongoing relationship with each Tenant will be via the relevant Vicinity Centre Management team.

This document is to be used by the Tenant, Tenant appointed designers, project managers and fit out contractors to ensure that the Tenant's shopfitting design, site management of fit out and completed Fit Out Works comply with the Landlord's requirements.

The contents of this document apply to the initial fitting out process and (unless otherwise agreed) any subsequent alteration works which a Tenant may be permitted to carry out by the Landlord.

Definitions contained in this Fitout Criteria carry the same meanings as those contained in the Lease Offer and Lease with the Tenant unless a contrary intention is expressed. The Landlord has appointed Vicinity ('Vicinity') as the Contractor and Manager of the Centre. Vicinity will administer the Fitout Criteria.

This document should be read in conjunction with the following:

- Executed Lease Offer
- Lease and any associated documents.
- Disclosure Statement (if any).
- Design Vision
- All Annexures to the Fitout Criteria and any addendum
- Contractor's Centre Rules and Health & Safety Procedures
- Relevant Building and Authority Codes
- Contractor Information Pack

The information contained within this document is correct at the time of issue.

The Landlord will provide updated information as and when applicable, including revised editions of the Fitout Criteria.

1.1 ACKNOWLEDGEMENT

The Tenant acknowledges that:

a. Should there be any inconsistency between this document and the Lease, the terms within the Lease will take precedence.

b. The Tenant's obligations contained in this Fitout Criteria apply independently of the Lease, and regardless as to whether Lease has been signed.

c. They recognise the Landlord's statutory obligations with respect to obtaining all necessary approvals, consents and permits prior to commencing works on site.

d. The Landlord may not allow the Tenant to commence the Fit Out Works until all pre-handover requirements outlined in the Lease have been fulfilled and provided to the Landlord.

e. The Landlord may not allow the Tenant to open for trade from the Premises until all pre-trade requirements are fulfilled.

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2.0 Definitions

Terms used within this document, whether in general or specific context have the meaning given to those terms in the Lease (where defined) and otherwise have the following specific meaning and should be read in the context set out below:

BACK OF HOUSE	Means area within the Premises that is out of the view of customers. This includes storage rooms, food preparation, temporary waste storage, and staff rooms.
BUILDING MANAGEMENT SYSTEM (BMS)	Means a computer-based control system that, once installed, controls and monitors the building's mechanical and electrical equipment such as ventilation, lighting, power systems, fire systems, and security systems.
CATEGORY ONE WORKS	Means alterations that are required to the base building works or Centre Services to suit the Tenant's design fit out requirements, which works will be undertaken by the Landlord's contractor at the cost of the Tenant.
DEFECTS NOTICE	Means a notice from the Retail Design Manager to the Tenant identifying defects or works in the Fit Out Works which do not comply with the Design Approval or other Authority requirements and which the Tenant must rectify.
DESIGN & DELIVERY PROGRAMME	Means the programme communicated to the Tenant by the Retail Design Manager after the Landlord's acceptance of the Tenant's offer to lease the Premises setting out the dates by which the Tenant must submit its plans for the Fit Out Works and achieve other key milestones in the Tenancy Design Process as described in the Design Vision.
DESIGN SUBMISSION	Means the Tenant's design documentation submission to the Landlord for review included in the Design Vision.
DESIGN REVIEW PROCESS	Means the process of reviewing the Tenant's plans and specifications as part of the Tenancy Design Process as described in the Design Vision.
DESIGN VISION	Means the guidelines setting the inspirational design direction for Vicinity Centres.
DISABILITY PROVISION	Means requirements of the Disability Discrimination Act (DDA).
SERVICES CHECKLIST	Means the Design services questionnaire to be completed by the Tenant and returned to the Landlord together with the Services Submission as described in the Design Vision.
FIT OUT CONTRACTOR	Means a person engaged by the Tenant to undertake and construct the Fit Out Works.
FIRE AUTHORITY	Means the department, agency, or public entity with responsibility to review and approve the feasibility of fire protection and suppression services for the subject property.

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2.0 Definitions

FIRE ENGINEERING BRIEF	Means a brief prepared by the Landlord's or Tenant's fire engineer detailing requirements in relation to fire protection, management and monitoring.
FIRE ENGINEERING REPORT	Means a report, developed from the Fire Engineering Brief, prepared by either the Landlord's or Tenant's fire engineer detailing requirements in relation to fire protection, management and monitoring the requirements.
FIT OUT PERIOD	Means the period of time in which the Tenant is required to complete its Fit Out Works in order to open the Premises for trade as set out in the Lease commencing on the Actual Handover Date (whether or not the Tenant commences the Fit Out Works on that date).
FIT OUT WORKS	Means the works set out in the Lease and any other works to be carried out by the Tenant as set out in the drawings and specifications approved or amended by the Landlord.
FOOD KIOSKS	Means a food and beverage retail tenancy located within the Common Areas of the Centre.
FOOD COURT TENANCY	Means a food and beverage retail tenancy.
FRESH FOOD	Means a fresh perishable food retail operation.
FRONT OF HOUSE	Means the area within the Premises that has a level of presentation that is suitable to be viewed by the customer. This area includes any retail sales space, dining space and any food preparation or storage with a high level of presentation that is approved by the Landlord.
LANDLORDS CONSULTANT	Means any architect, engineer, or employee of the Landlord or other person at any time appointed by or on behalf of the Landlord to be responsible for the supervision or management of any works to be conducted in the Premises.
LANDLORD'S WORKS	Means the works to be carried out by the Landlord generally detailed in the schedule of Landlords Works as set out in the Lease.
LEASE	Means the lease and/or agreement for lease entered into between the Landlord and Tenant in respect of the Tenant's occupation of the Premises at the Centre.
LEASE LINE	Means the line that defines the extent of the Premises.
LEISURE AND ENTERTAINMENT	Means the incorporation of recreational activities experience and entertainment options within the retail centres.
OUTLETS	Means a retail centre that tenancies offer discounted or clearance products. (DFO Perth, Moorabbin, Essendon, Homebush, Harbor Town & Uni Hill).

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2.0 Definitions

OWNERS CONSENT FORM	Means authority provided by the Landlord to the Tenant in the appropriate form permitting the Tenant to apply for a building permit and other relevant Authority approvals.
PREMISES OR TENANCY	Has the meaning given to the term “Premises” in the Lease.
RESTAURANTS	Means a food and beverage retail tenancy with dining.
SITE CONDITIONS	Any conditions or directions that the Landlord or the Landlord’s Consultant imposes on the Tenant in respect of the Centre and/or the Construction Site.
SPECIALTY RETAIL	Means a services provider or general merchandise retailer.
SPECIALTY KIOSK	Means a tenancy located within the Common Areas of the Centre that is not a food Kiosk.
TENANCY CATEGORY ONE COST	Means the estimate of the cost of the Category One Works submitted by the Landlord to the Tenant.
TENANCY DESIGN PROCESS	Means the process of the submission, review and approval of the design of the Fit Out Works as described in Design Vision.
TENANCY PLAN	Means the tenancy drawings and plans delineating the Premises provided by the Landlord to the Tenant.

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3.0 Our Team

3.1 RETAIL DESIGN MANAGER

The Retail Design Manager is responsible for the design review and final design approval of your fit out drawings and will assist you in the design process.

3.2 TENANCY DESIGN MANAGER

The Tenancy Delivery Manager is responsible for coordinating your overall fit out process. The Tenancy Delivery Manager is responsible for ensuring your store is ready for handover and your fit out program is in accordance with your lease agreement.

3.3 CENTRE MANAGEMENT TEAM

The Centre Management team is responsible for the day-to-day management of your fit out process, from a Vicinity Centres perspective. Centre Management's responsibilities include organising site access and reviewing and collecting all relevant certifications such as necessary insurances, documentation, and work method statements from your nominated Fit Out Contractor.

3.4 THE LANDLORD CONTRACTORS

The Landlord has several incumbent contractors to undertake agreed Landlord and Category One works to suit the Tenants fit out requirements.

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4.0 Your Team

4.1 RETAIL DESIGNER

The Retail Designer is appointed by you and responsible for completing your store design concept and design documentation.

Your Retail Designer will have formal qualifications in interior design or architecture and have a minimum of 5 years of industry experience and hold a requisite licence or Authority to submit drawings for building certification.

Your Retail Designer must be engaged for the duration of the design and fit out process to store opening.

4.2 GRAPHIC DESIGNER

The Graphic Designer is appointed by you to design all the graphic elements of your fit out, including signage, menu boards, logos and other graphic elements.

Your Graphic Designer will have formal qualifications in graphic design and have a minimum 5 years of industry experience.

4.3 FIT OUT CONTRACTOR

The Fit Out Contractor is appointed by you to undertake the construction of your tenancy. Your Fit Out Contractor must have a proven record of retail construction experience and provide examples of completed projects.

The Tenant is to engage the Fit Out Contractor who is a contractor the Tenant nominates to construct and complete the Tenant's fit out. They are to ensure that the Tenancy is built in accordance with the Final Design Approval. A Fit Out Contractor can also be referred to as a builder or Project Manager.

The Tenant's Fit Out Contractor must:

Hold the relevant State licence for the nature of works being undertaken and be a commercial registered builder; and have a proven ability to execute high-quality work on Projects of a similar scale.

4.4 STRUCTURAL ENGINEER

The Tenant must engage a qualified licensed structural engineer to undertake engineering drawings and computations for the Tenancy shopfront structure, glazing, signs, ceilings, bulkheads including seismic design requirements. Engineering drawings and Form 1507 certification are required to be submitted to the Landlord's Consultant via the Retail Design Manager to coordinate review prior to any shop drawings being undertaken and Fit Out Works commencing on site.

The Tenant may consider engaging the Landlord's structural engineer at its own cost to prepare the necessary drawings and computations required for the Landlord's approval. The engagement of such services will be between the Tenant and the Structural Engineer (the Landlord will not be responsible for any cost or time delays incurred through the failure of the Tenant meeting time frames, inaccurate and / or missing information required in obtaining engineering drawings should the Tenant engage the Landlord's structural engineer directly).

4.5 SERVICES CONSULTANT

The Tenant may need to engage Services Consultants to review and certify elements of the Tenant's Works. Consultants will include, but are not limited to, acoustic,

mechanical, fire, electrical and hydraulic Engineers.

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5.0 Tenancy Design & Delivery Process

The Landlord's Tenancy Delivery Team is responsible for managing and implementing the fit out of the Tenancy, ensuring that Vicinity standards and procedures are being met. Below is a summary of the core elements of the delivery process from services design through to store opening.

1 **Lease Offer Approval**
Leasing Executive & Tenant

Tenants receive an acceptance letter confirming handover date and the agreed commercial terms of the lease. The 'Tenant' and 'Landlord' works schedules that set out obligations of both parties in the design and construction of the tenancy are also agreed and documented.

2 **Retail Design Manager Introduction**
Tenant & Retail Design Manager

Meet the Retail Design Manager and ask questions. Talk through your offer and how you want to connect with customers. Learn about the centre and design opportunities for the site to create a unique and memorable customer experience.
Discuss the selection of your Retail Designer or architect and their suitability to create a successful design that works with your offer and story.

3 **Engage Retail Designer & Briefing**
Tenant, Designer & Retail Design Manager

At the initial briefing, discuss your point of difference, brand values and overarching story.

- What do you want your store to feel like?
- How do you see your spatial layout?
- What will the customer experience be?
- What are your functional requirements? i.e. storage, delivery, equipment needs etc.

4 **Concept Design Creation**
Tenant & Designer

Create mood boards that will drive decision making and clearly communicate your design direction. Unify all aspects of the store by considering every point of the customer experience.
* The Vicinity Design Vision document steps out Key Design Themes for your tenancy and is a great resource to inform a successful design.

5 **Concept Design Submission & Review**
Designer & Retail Design Manager

Designer to submit a concept design package for review including supporting imagery and 3D visuals of the proposal.
* Refer to Concept Submission Checklist in Design Vision Document. Vicinity will review and give feedback along with an instruction to proceed with the next step or alternatively, a requirement for further concept development and to provide a revised submission

6 **Preliminary Drawing Creation**
Tenant & Designer

Work with your Designer to create the preliminary drawing package that covers all aspects of your fitout and services. Bring in consultants for lighting, visual merchandising / styling, graphic design and structural engineering.

7 **Preliminary Drawing Submission & Review**
Designer & Retail Design Manager

Designer to submit preliminary working drawings including relevant required services for review.
* Refer to Services Submission Checklist in Design Vision Document. Vicinity will review and provide feedback outlining any further requirements or revisions towards the Final Design Submission.

8 **Services (Cat1) Review**
Tenancy Delivery Manager / Centre Operations

Preliminary drawings are reviewed to determine the relevant services (Category 1) works.
This includes but is not limited to;

- Fire Services
- Mechanical Services i.e. Air Conditioning/Service
- Core Hole or Floor Chasing of the base building structural slab

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5.0 Tenancy Delivery Process

9 Final Design Submission & Approval
Designer & Retail Design Manager

Final Design Submission to be submitted incorporating all previous design and services review feedback.
* Refer to Final Design Checklist in Design Vision Document. The RDM issues the stamped approved documentation and conditions listed within the approval.

10 Category 1 Costing & Coordination, Tender and Fit out Contractor Appointment

The Landlord's Tenancy Delivery Team is responsible for managing and implementing the fitout of the Tenancy, ensuring that Vicinity standards and procedures are being met.

Below is a summary of the core elements of the delivery process from services design through to store opening

Preliminary Design Services Drawings are provided to the Tenancy Delivery Manager who will issue to Landlord Service Consultants or Incumbent Service Trades to determine the relevant services Category one works.

This includes all essential services and landlord building fabric but not limited to.

- Fire Services
- Mechanical Services ie Air Conditioning / Exhaust
- Hydraulics Services
- Electrical heat loads are within base building provision.
- Modifications to the base building fabric e.g Core Holes and trenching of the base building structural slab.

Your Tenancy Delivery Manager will prepare and issue the Category One cost for your review and approval. No works will be undertaken unless cost is approved in writing.

If you are tendering your fit out works to several Fit out Contractors, you will need to allow minimum 4 to 6 weeks for the tender procurement process. If you have a preferred Fit out Contractor that undertakes your fit out, details are to be provided to your Tenancy Delivery Manager. In the event you don't have a Fit out Contractor, please contact your Tenancy Delivery Manager to which they can provide a list of Contractors that you may like to contact.

11 Relevant Authority Approvals

Prior to any works commencing on site, please provide copies of relevant building permits to your Tenancy Delivery Manager. Please ensure the permit is located on site once the premises is handed over.

12 Pre-Commencement on site

A pre-start meeting on site with your Tenancy Delivery Manager, Retail Design Manager, and Fit out Contractor will occur. This meeting is required to talk through any specific site design details, deliveries and logistics to ensure your Fit out Contractor is familiar with site requirements.

13 Handover of Site & Fit Out Commencement

Your Tenancy Delivery Manager will ensure all Tenant items are fulfilled including the premises is ready for Handover which is in accordance with your lease agreement.

Fit out On Site Your Tenancy Delivery Manager will actively be across your Fit out Contractors fit out program to ensure category one works are facilitated in line with your program and ensure opening date is being achieved.

14 Pre-Trade Process

Prior to commencement of trade, your Tenancy Delivery Manager will contact you and your Fit out Contractor to advise of any outstanding pre-trade items that are still required to be fulfilled. All pre-trade items that are applicable will need to be obtained prior to hoarding removal.

Trade Begins

Congratulations your store is open for trade. You will be greeted by your centre management team on the morning of trade.

15 Post Trade – Defects Inspection Report & Rectification Works

Your Retail Design Manager and Tenancy Delivery Manager will complete a defects report of any items that are required to be rectified. These items will need to be complete within 14 days of the notice being issued.

The Centre Management Team will be your primary contact post defects being rectified and during the term of your lease.

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6.0 Landlord & Tenant Work Schedule

The following represents roles and responsibilities of respective parties.

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.1	Floor			
6.1.1	Existing Concrete or timber-built floor in an 'as is' condition to the premises (all Tenancy types) with a nominal set down from Mall FFL. Tenant to confirm exact set down on site prior to commencing any works..	X		
6.1.2	Kiosks (food and specialty) existing mall tile finish 'as is' condition.	X		
6.1.3	Floor preparation and minor repairs may be required prior to the installation of your approved floor finish.			X
6.1.4	Supply and install expansion joint covers where applicable. Floor levelling must suit flush mall levels and finishes.			X
6.1.5	Mall Tile extension beyond lease line.		X	
6.1.6	Mall Tile extension beyond the lease line that is to be cut & removed as required.		X	
6.1.7	3mm demising recessed trim to be installed between mall floor finish and tenancy finish.			X
6.2	Walls			
6.2.1	Unpainted pre-cast (concrete walls) fair face or unfinished off form concrete, hollow or solid core blockwork, brick or unpainted plasterboard.	X		
6.2.2	Tenant to provide all cladding, finishes, boxing, false walls or linings to piers, services or other elements (exposed masonry or concrete walls not acceptable) Minor wall preparation and repairs may be required prior to the installation of the approved cladding/lining.			X

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.2.3	Inter-Tenancy walls – increase of walls if required including, structure, plaster, sanding and finishes.		X	
6.3	Ceiling			
6.3.1	Flush plasterboard ceiling throughout the premises.			X
6.3.2	Ceiling treatments, coffers, bulkheads.			X
6.3.3	Access Panels 600×600 recessed with no trim located per landlord nominated locations for maintenance of services.			X
6.3.4	Kiosk: Common mall ceiling will be retained in an 'as is' condition.	X		
6.4	Columns			
6.4.1	Unpainted concrete columns, vermiculite sprayed or untreated steel columns with associated baseplate.	X		
6.4.2	All claddings / linings to exposed columns.			X
6.4.3	Minor column preparation and repairs may be required prior to the installation of the approved cladding/lining.			X
6.5	Electrical			
6.5.1	Specialty Retail, Outlets: A Single Phase 63 AMPs, and an Electrical Distribution Board (12 Circuit Pole) with single main isolator switch or 'as is' existing supply & location.	X		
6.5.2	Fresh Food: Three Phase 80 AMPs or 'as is' existing supply & location. Electrical Distribution Board 36 pole with single main isolator switch to a point within your premises.	X		

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.5.3	Food Tenancy : Three Phase 80 AMPs or 'as is' existing supply & location. Electrical Distribution Board 36 pole with single main isolator switch to a point within your premises	X		
6.5.4	Restaurants: Three Phase 80 AMPs or 'as is' existing supply & location. Electrical Distribution Board 42pole with single main isolator switch to a point within your premises.	X		
6.5.5	Mini Major / Leisure and Entertainment: Three Phase 100 AMPs or as is existing supply & location. Electrical Distribution Board 72pole with single main isolator switch to a point within your premises.	X		
6.5.6	Specialty Kiosk: Single Phase 63 AMPs, with no distribution board or 'as is' existing supply & location.	X		
6.5.7	Food Kiosk: Three Phase 80 AMPs, with no distribution board or 'as is' existing supply & location.	X		
6.5.8	Any upgrade or relocation to the electrical supply including any temporary power requirements; any electrical works undertaken to common areas to a standard that is acceptable to the Landlord. Please note, temporary power (if required) is to be wired from your tenancy's board..		X	
6.5.9	Reticulation of electrical installation within your premises. This includes but not limited to circuit breakers for the distribution board, switches, cables, power outlets, illumination of signage, lighting fixtures.			X
6.5.10	Embedded or Authority Meter.			X
6.6	Lighting			
6.6.1	Lighting to be in accordance with section J of the BCA.			X
6.6.2	Any additional feature pendant or wall lighting.			X
6.6.3	Supply and install emergency and exit lights to authority's requirements.			X

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.6.4	Kiosk (food and specialty) Common Mall lighting will be provided.	X		
6.6.5	Kiosk (food and specialty) Any alterations or additional mall lighting is subject to landlord approval.		X	
6.6.6	DFO Outlets: As existing conditions, general lighting is provided via the installation of 'Hi Bay' fittings to open plan layout.	X		
6.7	Mechanical Services			
6.7.1	Externally lagged distribution ductwork including flex and 600 x 600 4-way square registers to an existing plan layout as per Landlord Mechanical Engineer's design.	X		
6.7.2	Specialty Retail, Lighting and equipment heat load capacity of 35W/M2 to open plan layout.	X		
6.7.3	Fresh Food, Food Court, Restaurant: Lighting and equipment heat load capacity of 45W/M2 to open plan layout.	X		
6.7.4	Entertainment and Leisure: Lighting and equipment heat load capacity of 80W/M2 to open plan layout	X		
6.7.5	Kiosk (Food and Specialty) General mall air conditioning as per existing conditions.	X		
6.7.6	Distribution ducts and registers will be altered to suit Tenant's Design layout.		X	
6.7.7	Supplementary Air (if applicable) to suit Tenant's layout.			X
6.7.8	Supply and install of linear and / or circular diffusers (if required) to suit Tenant's design layout.		X	

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	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.7.9	Hard rigid duct work to exposed ceilings to suit Tenant's design layout.		X	
6.7.10	Supply and installation of plant platforms, condenser units including refrigeration lines, and equipment to suit Tenant requirements Change order to follow 7.7.7		X	
6.7.11	Thermostat subject to centre mechanical system will be provided in the premises to location as nominated by the landlord.	X		
6.7.12	Any additional or relocation of Thermostat to suit Tenant fit out layout.		X	
	Exhaust and Make Up Air Requirements			
6.7.13	Fresh Food, Food Tenancy , Restaurant Tenancies: Kitchen exhaust connection to either central or dedicated kitchen exhaust to Landlord requirements. Kitchen Exhaust allowance of 3000l/s and Make Up Air allowance of 2400l/s in the form of blanked ductwork at high level in a location nominated by the Landlord.	X		
6.7.14	Proprietary commercial kitchen exhaust hoods that utilise low velocity, airflow induction technology to reduce the exhaust airflow rates below the calculated prescriptive methodology in AS1668.2 are recommended.			X
6.7.15	Alterations and or upgrade to base building Kitchen Exhaust and Make up air including system and duct work.		X	
6.7.16	Specialty Tenancy (Nail & Beauty) General Exhaust supply and install including duct work and connections.		X	
6.7.17	Toilet Exhaust supply and install including duct work and connections.		X	
6.7.18	Smoke Exhaust (Tenancies over 1000sqm) supply and install to a point nominated by the landlord.	X		
6.7.19	Smoke Exhaust (Tenancies over 1000sqm) alterations and or upgrade to base build system.		X	

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.7.20	Supply and Installation of plant platforms for condenser units, refrigeration lines and equipment to suit Tenant's design.		X	
6.8	Gas			
6.8.1	Fresh Food, Food Tenancy, Restaurant Tenancies: Supply 500mj gas to a point as nominated by the Landlord. Where available	X		
6.8.2	Gas alterations and or upgrade to base build system.		X	
6.8.3	Gas pipework reticulation within the tenancy from the Landlord point to Tenant design layout, equipment, and connections.			X
6.8.4	Gas Authority Meter.			X
6.9	Fire Service			
6.9.1	Ordinary hazard automatic fire sprinklers including concealed space and below ceiling semi recessed heads in accordance with Australian Standard No. AS2118.1-2017, and the requirements of the Insurance Council of Australia to an open plan layout.	X		
6.9.2	Fire hydrants and hose reels as required by the BCA and local fire authority to a location nominated by the Landlord.	X		
6.9.3	Fire protection equipment as required by the Building Code. Supply and installation of fire extinguishers, blankets (if required) by the local Fire authority.			X
6.9.4	All common mall areas of centre will be covered by external/ internal hydrants and hose reels and sprinklers only.	X		
6.9.5	Ocupancy Warning Systemand smoke detectors will be provided to an existing layout only.	X		
6.9.6	Upgrade to Fire Hose Reels and Hydrants as a requirement of the Tenant fit out design.		X	

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.9.7	Any alterations or additions to sprinklers to Tenant's exhaust hood/canopy.		X	
6.9.8	Any alterations or additions to fire detection and EWIS to suit Tenant's design layout.		X	
6.10	Hydraulic Services			
6.10.1	Water: 1 × 20mm cold water supply point at high level with shut off valve located in 'as is' existing location. Excluding Outlet Centres.	X		
6.10.2	Waste (sewer) 1 x to be provided to a location nominated by the Landlord. Excluding Outlet Centres.	X		
6.10.3	Waste (trade) 1 x trade waste point with a capacity of 500l, to be provided in a location nominated by the Landlord. Food Tenancies Only.	X		
6.10.4	Core holes, fire collars and trenching to suit Tenant Design layout.		X	
6.10.5	Installation of (but not limited to) all water reticulation, piping to under slab or within trenching, pumps, core holes, fire collars, meters, distribution, floor wastes, tundishes, bucket traps, vents, sewer points fittings, gas piping & meters, and all fittings and fixtures.			X
6.10.6	Supply and installation of all refrigeration and pipe work, heating and/or cooking equipment.			X
6.10.7	Any upgrade and additional hydraulic works to suit Tenant's design, including but not limited to trade waste to suit Tenant's design.		X	
6.10.8	All authority and Council application fees for hydraulic works,			X
6.10.9	Floor scan of slab for the purpose of plumbing works.		X	

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.11	Communications (Phone/Data/NBN)			
6.11.1	Supply of either 10pair copper cable or NBN connection terminated to the premises to a location as nominated by the Landlord.	X		
6.11.2	Any upgrade or relocation of the communications.		X	
6.11.3	Authority connection.			X
6.12	Slab Alterations & Penetrations			
6.12.1	Any required slab alterations including but not limited to chasing, core holes, trenching, cutting and opening of structure to the premises must be approved and undertaken by the landlord.		X	
6.12.2	Trenching and chasing is typically not permitted within a post tension concrete slab, and core hole locations will be restricted per the Landlord Structural Engineers requirements.		X	
6.13	Shopfront (External/Internal)			
6.13.1	External facing shopfronts: will be provided to Landlord specification including structure, door closures, glazing, portal, signage zone, excluding signage.	X		
6.13.2	Internal mall facing shopfronts: The Tenant is to supply and install including, structure, door closures, glazing, portal. Design and specifications subject to Landlord's approval. Excluding Outlet Centres			X
6.13.3	DFO Outlets: will be provided to Landlord specifications included structure, door closure, glazing, portal and signage zone.	X		
6.13.4	Shopfront Signage: External and Internal signage to be supplied and installed by Tenant.			X
6.14	Partitions			

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.14.1	Partitions and enclosures inside the premises including false walls and linings.			X
6.14.2	All partitions to be installed full height or otherwise approved by Landlord.			X
6.15	Fixtures and Fittings			
6.15.1	Supply and install all fixtures, fittings, equipment, finishes, floor, wall coverings and stock to fit out the premises.			X
6.15.2	Decorative scheme including painting, papering, tiling or the application of other approved forms of finish to all surfaces to Council requirements.			X
6.16	Hoardings			
6.16.1	Supply, install and removal of Hoarding to your premises.		X	
6.16.2	Vinyl Graphics to be supplied and installed to shopfront hoarding.		X	
6.17	Security			
6.17.1	Security for after-hours works subject to centre requirements.			X
6.18	Consultant Fees			
6.18.1	Landlord Services Engineering Consultant design fees for base build landlord works.	X		
6.18.2	Landlord Services Consultant Review fees of Tenant fit out design to check Tenant requirements.		X	
6.18.3	Mechanical, Fire, Electrical, Hydraulics, Structural, Fire Engineering.		X	

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.18.4	Fit out Services and documentation.			X
6.18.5	Mechanical, Fire, Electrical, Hydraulics, Structural, Fire Engineering, alternative solutions.			X
6.19	Permits and Approvals			
6.19.1	All permits relevant to the Landlord works only.	X		
6.19.2	All permits required for the Tenant's fit out, including but not limited to Building Permit, DA / CDC, Outlet Centres Authorities, Town Planning, local council health regulations, liquor licence.			X
6.20	Mall Ceilings and Bulkhead			
6.20.1	Reinstatement or repairs to mall ceilings, bulkheads if damaged by tenant contractors.			X
6.21	Mail Tile Ingo			
6.21.1	Any reinstatement of the centre mall tiling that is required as a result of your tenancy Fit Out Works.		X	
6.21.2	Contractor Shop Drawings for fit out services Move to general items below.			X
6.22	General Items			
6.22.1	The Tenant must comply in all respects with the relevant Building Code and Australian Standards, Health Regulations and DDA (if applicable).			X
6.22.2	The Tenant must comply with the Landlord's Design Vision, Centre Contractor Information Kit, in respect of all aspects of the fit out work.			X
6.23	All Other Works			

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6.0 Landlord & Tenant Work Schedule

	Item	Landlord Works at Landlord Cost	Landlord Works at Tenant Cost	Tenant Works at Tenant Cost
6.23.1	Any other works not listed within this schedule which is required to be carried out to enable the Tenant to commence trading.		X	
6.24	Sundry Costs			
6.24.1	Vicinity Design Review Fee.		X	
6.24.2	Builders Margin 10% Fee.		X	
6.24.3	Vicinity 15% Administration Fee.		X	

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7.0 Tenant Requirements

7.1 ELECTRICAL

Embedded network or Authority metering to tenancies will be provided to your premises. Your Tenancy Delivery Manager or Operations Team will be able to confirm which metering network applies to your premises.

What is Embedded Network?

The electrical wiring for the centre your premises is located is configured in such a way as to enable the managing agent of the site (Vicinity Centre PM Pty Ltd) to on-sell energy to all the tenants within the centre.

Vicinity has engaged Energy Plant Management (EPM) to correspond with all retailers moving into the centre regarding electricity.

As the Tenant, you will need to contact EPM to arrange electricity via email signup@energyplant.biz or via phone on (07) 3256 2355, alternatively you can email energy.queries@vicinity.zendesk.com.

The installation of an embedded network will allow you to select your preferred electricity retailer, however, it will also provide you with the option to purchase electricity directly from Vicinity Centres PM Pty Ltd. With the changes in the energy industry, we see this as an exciting opportunity and a step forward in infrastructure management allowing greater transparency in utilities management.

As an exempt seller, Vicinity must adhere to AER regulations and as a result these rules are in place to protect your rights as an embedded network customer.

Further information on electrical embedded networks can be found at the Australian Energy Regulator's website at the following link: http://www.aer.gov.au/consumers/information-for- electricity-customers-in-embedded-networks

Additional information below which addresses mitigation of detriment, retail contestability and competitive offers and frequently asked questions.

Information about the embedded network Right to Choose Retailer

The embedded network will not prevent you from purchasing electricity from a retailer of your choice. You also have the ability to enter into an energy only contract with an authorised electricity retailer. An energy only contract means that your chosen retailer would only invoice you for the energy component of your total energy costs.

Please note not all energy retailers offer energy only billing so your choices may be limited.

Please check with your preferred retailer on their policy regarding 'Energy Only' contracts.

If you choose to purchase energy from an authorised retailer, your meter will need to be upgraded. If you initially choose to purchase energy from Vicinity then subsequently decide to purchase energy from an authorised retailer, you are responsible for connection fees your authorised retailer may charge. The meters installed will be National Measurement Institute approved utilities electricity meters and will comply with the National electricity rules.

Two invoices if you purchase from an authorised retailer.

If you elect to purchase electricity from an authorised retailer, you will receive two invoices for your electricity costs. Your authorised retailer will invoice you for your energy costs, while Vicinity will invoice you for your network charges. This is necessary when inside an embedded network as the retailer can no longer collect your network charges on behalf of the local distributor. The embedded network operator (ENO) is responsible for the delivery of electricity to your tenancy and will collect network charges. These network charges will match the external applicable network tariff.

Exemption conditions

The embedded network operates under the AER (Australian Energy regulator) exemption guidelines applicable to each state.

For more information for the conditions applicable to the conditions that the embedded network is operating under, refer to the AER website VIC & NSW Network Exemption & NSW Retail Exemption.

Dispute resolution procedure

If you contact Vicinity with a dispute, we will attempt to resolve your dispute promptly. If we anticipate there will be a delay in resolving the dispute, we will advise you of the expected timeframe for resolution as we work toward a resolution. If you are still not satisfied your complaint has been resolved, you may have the matter heard by NCAT/VCAT, the appropriate Ombudsman, Court or Tribunal in the State where these have jurisdiction. Please note that the Ombudsman can only provide limited assistance for embedded network customers.

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7.0 Tenant Requirements

Contact details in relation to disputes are as follows:

Vicinity Centres PM Pty Ltd

Mail: National Office, Level 4, Chadstone Tower One, 1341 Dandenong Road, Chadstone Victoria 3148

Email: energy.queries@vicinity.zendesk.com

Web: www.vicinity.com.au/media/789506/embedded-network-dispute- resolution-policy.pdf

State	Contact	Mail	Email	Web	Phone
NSW	New South Wales Energy and Water Ombudsman NSW	Reply Paid 86550, Sydney South, NSW 1234	omb@ewon.com.au	www.ewon.com.au	1800 246 545
QLD	Queensland QCAT - Queensland Civil & Administrative Tribunal	GPO Box 1639, Brisbane, Qld, 4001	enquiries@qcat.qld.gov.au	www.qcat.qld.gov.au	1300 753 228
SA	South Australia Small Business Commissioner	GPO Box 1264, Adelaide SA 5001	sasbc@sa.gov.au	www.sasbc.sa.gov.au	1800 072 722
VIC	Energy and Water Ombudsman (Victoria)	Reply Paid 469, Melbourne, Vic 8060	ewovinfor@ewov.com.au	https://ewov.com.au/	1800 500 509

Fault number

For any faults, you can contact the centre management team.

7.2 MECHANICAL

Common system air-conditioning will be provided as heating, cooling and ventilation to each tenancy (excluding Outlet centres).

The design for air conditioning systems servicing the Tenancy is typically based on available internal lighting and equipment loads of (excluding Outlet Centre):

35 watts per square metre to open plan layout for Specialty Retail Tenancies.

45 watts per square metre to open plan layout for Fresh Food, Food and Restaurant Tenancies.

If your premises has supplementary air-conditioning, this should be on a timer to coincide with trading hours. The Tenants mechanical and electrical engineer must consult with the Landlord's service consultants to design the Tenant's supplementary air-conditioning to fully integrate with the Centre's main system.

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Tenants should consider widening the set temperature range by a few degrees to save on energy and costs. Reducing unnecessary heat from lighting and electronics will also minimize energy used for cooling. Air-conditioning models with a high Coefficient of Performance (COP), greater than 5, are considered best practice.

Fittings and appliances should be selected in relation to their efficiency ratings. 'White goods' should carry a high Star Energy Rating whilst fixtures using water should carry a high WELS Star Rating.

Fridges should be set on a thermostat of no lower than 4 degrees and be cooled with hydrocarbon refrigerants opposed to HFC's.

Hot water boilers should not be used. If required, ensure boiler has a timer and manual switch off. It should use less than 50W when on standby and have a maximum capacity of 2.5L.

Tenant's Air-conditioning plant, kitchen exhaust and make-up air systems will be served form the Tenant's switchboard. Any supplementary Air-conditioning Plant installed will also be fed from the Tenant's switchboard.

Sub-mains to the Tenant's meter panels are sized accordingly to ensure appropriate voltage drop at tenancies is achieved.

Where Tenant electrical loads exceed the nominated rating, further assessment will be made to augment the submains cabling as necessary with costs to be negotiated accordingly.

7.3 KITCHEN EXHAUST & MAKE UP AIR

Tenants are encouraged to supply and install Proprietary Commercial Low Velocity Engineered kitchen exhaust hoods within their fit out. The following explains the benefits of utilising these engineered hoods when compared to standard commercial kitchen exhaust hoods as nominated in Australian Standard AS1668.2-2012 Mechanical Ventilation in Buildings.

The proprietary commercial kitchen exhaust hoods considered utilise low velocity, airflow induction technology to reduce the exhaust airflow rates below the calculated prescriptive methodology in AS1668.2.

The table below compares a Standard Kitchen Exhaust Hood with an Eco canopy Low Velocity Engineered Exhaust Hood based on a canopy serving 2No oven ranges, 2No flat grilles, 2No deep fat fryers.

	AS1668.2 Calculated Airflows (Standard)	Eco Canopy Low Velocity Airflow
Type of Hood	Wall exhaust hood	Wall exhaust hood
Model	Standard	SARCA
Dimensions	4300L x 1200W x 600H (mm)	4300L x 1200W x 600H (mm)
Construction	304 St/St	304 St/St
Filters	Baffle Type	Baffle type
Exhaust Airflow	2704 L/s	1508 L/s (45% reduction)
Required Static pressure	221 Pa	95 Pa
Make-up air	From Room (2704 L/s)	1195 L/s via make up air connection & 313L/s from room
Supply only price*	$7,500 +GST	$10,800 +GST

*price is a guide only.

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It is noted that the Ecocanopy is compliant with AS1668.2-2012 Section 3.6 Proprietary Kitchen Exhaust Equipment, which notes "The basis for these designs is to lower energy costs by reducing exhaust air requirements and, consequently, they generally require more detailed calculation methods".

It is important to note the above Engineered kitchen hoods are the recommended preference for tenant installation as the exhaust flow amounts will be significantly reduce from the base Australian Standard Rate by up to 45%. These types of hoods due to the overall benefits are the preferred option from the Landlord as benefiting to energy efficient measures forming part of the centre and reducing electrical usage.

7.4 GAS

Natural gas will be provided to Food and Restaurant tenancies and will be delivered at a pressure of 2.75Kpa.

7.5 ELECTRIFICATION

It is encouraged Tenants are to consider the move to electrification with their cooking equipment. Moving to electrification equipment offers several benefits and is considered a favourable choice for the following reasons.

Environmental Sustainability: Electrification reduced reliance on fossil fuels, leading to lower greenhouse gas emissions and air pollution. By transitioning to electric equipment, we can significantly reduce carbon dioxide emissions, which helps mitigate climate change and improve air quality.

Energy Efficiency: Electric equipment tends to be more energy -efficient compared to traditional combustion-based alternatives. Electric motors for example offer higher energy conversion efficiency and reduce wasted energy, resulting in cost savings and reduced overall energy consumption.

Renewable Energy Integration: Electrification enables better integration with renewable energy sources, such as solar and wind power. By utilising electric equipment, we can harness clean and sustainable energy, reducing the need for non-renewable resources and promoting a greener energy mix.

Cost Savings: While electric equipment may have a higher upfront cost, it often offers long-term cost savings. Electric motors have lower maintenance requirements and fewer moving parts, reducing maintenance and repair costs over time.

Additionally, as renewable energy becomes more affordable and accessible, the operational costs of electric equipment can decrease further.

Health and Safety: Electrification eliminates harmful exhaust emissions, improving the health and safety of workers and the general population. Traditional combustion engines produce pollutants like particulate matter, nitrogen oxides, and volatile organic compounds, which can have adverse effects on respiratory health. Switching to electric equipment reduces these health risks.

Overall, transitioning to electrification equipment aligns with sustainability goals, reduces environmental impact, enhances energy efficiency, and improves health and safety. It not only benefits the environment but also offers long-term cost savings and contributes to the development of cleaner and more advanced technologies.

7.6 FIRE PROTECTION

An automatic wet pipe fire sprinkler system(s) will be provided throughout all areas of the Centre. The fire sprinkler system will be installed in accordance with the requirements of the BCA, AS2118.1, relevant authorities, and Fire Engineering Report.

Concealed space sprinkler protection and fixed sprinkler droppers (not on flexible droppers), semi-recessed escutcheon and sprinkler head for future installation by Landlord at Tenant's cost, for below ceiling sprinkler protection. Any relocation/ modification to suit Tenant's layout will be by Landlord's contractors at Tenant's cost.

7.7 HYDRANT AND HOSE REELS

Fire hydrant and hose reel protection for effective operation by the Centre occupants and firefighting personnel will be provided throughout the Centre in accordance with the relevant statutory authorities' requirements. The fire hydrant hose reel system will comprise of the following.

Hydrant outlets fitted with approved couplings as required by the Fire Authority.

Hose reels installed within cabinets.

Fire hydrant and hose reels will be provided throughout to suit open plan layout floor coverage. Any alternations, additional hydrants and hose reels as identified by your building surveyor to suit Tenancy modifications and or Fit Out Works shall be undertaken by the Landlord at the Tenant's cost.

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Portable fire extinguishers as required by the NCC to suit the Fit Out Works (eg. adjacent to electrical switchboard) shall be provided by the Tenant at the Tenant's cost.

Where a Fire Hose Reel (FHR) cupboard is located in shopfront the tenant is responsible for cladding/ treatment, inclusive of FHR signage.

Where FHR signage is required by the Tenant for the cupboard and must be completed in the following format:

- 50mm high individually cut letter
- Font- Helvetica: type – Capitals
- Compete words (not abbreviations) – 'FIRE HYDRANT' or 'FIRE HOSE REEL'
- Set at height of 1300mm AFFL (above finish floor level)
- Finish to contrast cladding material (eg. black or stainless steel).

The Tenant and the Tenant's Designer are to ensure that all proposed materials fire hazard properties (fire indices for materials/ fire hazard properties) comply with the BCA and the Landlord's requirements. Where materials are proposed that do not comply with the Landlord's requirements the Landlord reserves its right to require alternate and compliant materials.

7.8 DISTANCE OF TRAVEL

Distance of travel is an important aspect of your fit out design compliance that focuses on ensuring safe and efficient movement within the space. It refers to the distance one must travel from any point within the space to reach a designated exit of a place of safety during an emergency. Building codes typically establish specific requirements for travel distances based on factors such as the occupancy type, number of occupants and building layout.

In some instances, a fire engineer maybe required to be engaged by the tenant to complete a Performance Solution Fire Engineering Brief and Fire Engineering Report to assist the Tenant and the Tenant's Designers to complete a compliant design.

7.9 COMMUNICATIONS

Provision of either 10 pair phone / data or NBN will be provided to tenancies. Tenants will be required to make application for connection of its phone and data requirements.

7.10 EXTERNAL SHOPFRONTS.

External shopfronts form part of the thermal envelope for the Centre and are required to comply with NCC Section J requirements. Section J requirements for the Centre have been verified via an energy model, with nominal performance requirements for external window systems (including glazed doors) and walls as follows:

- Whole Window System - U-Value ≤4.5 W/m2. K
- Whole Window System – SHGC 0.55±0.05
- Wall – Total R2.8

The Landlord's consultant will assess the Tenants fit out design to verify compliance with these Part J requirements and the Tenant is obliged to make any changes to their fit out design to achieve compliance. All costs, including the consultant review(s) and any works will be payable by the Tenant.

All nominated building envelope R-values will be for the system and take thermal bridging impacts into consideration (per NCC 2019)

7.11 PAINTS, SEALANTS AND ADHESIVES

The Tenant is to use low-emission paints, sealants, and adhesives at all times.

7.12 DISCONTINUED USE OF ENGINEERED STONE

As previously noted in the Design Vision, the use of Engineered Stone is restricted to products that contain less than 20% crystalline silica. This position paired with existing control measures, including the use of fit for purpose cutting rooms, personal protective equipment, wet cutting techniques and safe work method statements, will greatly reduce the risk of silica exposure arising at Vicinity Development projects and Tenancy fit outs.

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Corian, Meganite, natural Marble and Terrazzo stone products are some examples of alternative products and are currently used in place of engineered stone products at Vicinity. A number of these products are currently less costly, more durable and easier to maintain, and this change is not expected to impact lead times or delivery times.

7.13 RECYCLING & WASTE MANAGEMENT

The Tenant's waste is to be separated including co-mingled recycling, general waste, cardboard, soft plastics, organics, and glass. Divided locations are to be incorporated within the Tenancy and the Tenant is to work with the on-site Centre Team to clearly identify collection needs and waste collection services.

Tenants should work with its suppliers to identify opportunities to reuse, recycle or repurpose packaging, to significantly reduce waste to landfill and waste management costs.

Spent cooking oil must be syphoned into a central collection tank and associated tins compressed in the facility provided in the central waste management room.

All organic waste must be transported free of contamination to the central processing point in the waste management facility.

7.14 SLAB ALTERATIONS, PENETRATIONS AND CHASING

The Tenant is not permitted to saw, cut, chase or alter the floor slab or columns. The Landlord's building structure must not be altered by the Tenant.

The Tenant may not penetrate the slab for core holes or penetrations. If the Tenant requires any additional penetrations this must be approved by the Landlord and the Landlord's structural engineer. Any approved additional works will be performed by the Landlord at the Tenant's cost.

The Tenant must allow for movement joints in the floor, walls, ceilings and columns. The treatment for these movement joints must be consistent and integrated with the Tenant's finishes.

Movement joints within the kitchen, food preparation and other areas designated by Authorities requiring waterproofing must have a waterproof treatment to movement joints or penetrations.

The Tenancy Plan will indicate typical location of movement joints to floors where these are known. The Tenant must verify the location and type of all floor joints onsite and allow to treat these joints as part of the Fit Out Works at the Tenant's cost. Floor joints treatments are subject to Retail Design Manager approval.

7.15 SECURITY SYSTEM

The Tenant must provide any security system within the Tenancy. The specifications and details for any security system proposed must be approved by the Landlord.

All security devices and alarms must be concealed within the shop front structure and located behind the Tenancy Lease line.

The system location is to be nominated on all drawings and power supply to the system is to be concealed into the surrounding shopfront structure floor finish, but not the Landlord's slab.

Freestanding posts are to be concealed or treated and unobtrusive (i.e., work within the overall presentation of the store).

No components are to be attached to Landlord's bulkheads.

For all kiosks, the type of security cameras must be a considered item during design planning phase to ensure that they are concealed and do not compromise the visual presentation of the structure that they are fixed to. No retrofitting of security cameras permitted. No components are to be attached to Landlord's bulkheads.

Dome style cameras are to be specified and are to match surrounding materiality in colour.

7.16 AUDIO

Only professional standard recessed speakers, finished flush with the ceiling are permitted. Non-commercial systems are not permitted.

Permitted sound systems are to be fitted with a sound leveller set at 75db maximum and located a minimum 3000mm from the entry. Sound systems are to sit flush with the ceiling.

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7.17 COOL ROOMS

Factory Mutual (FM) approved cool room insulation panelling are required. The Tenant acknowledges the following design elements will not be acceptable to the Landlord.

- Extruded or expanded polystyrene (EPS).
- FM approved class 1 materials must be specified including polyisocyanurate (PIR) panels and/or non-combustible insulation material such as rockwool or glass wool.

7.18 WATERPROOFING

The Tenant is to provide a waterproof membrane to any/all wet areas, inclusive of kitchens, food preparation areas, laundries, bars and associated wet storerooms. The membrane is to be coved into the wall at floor junction and finished 300mm up the wall above the FFL.

Minor floor preparation and repairs may be required prior to the installation of approved treatment.

Where mall flooring is removed to accommodate approved outgo, the floor will be reinstated at the Tenant's cost on vacation of the Tenancy.

The selection of tile is to be in keeping with the overall design aesthetic of the Premises. Selection and installation of the tile is by the Tenant to the Landlord's approval.

Any internal ramping needs to be identified and allowed for during the Tenancy planning stage to ensure joinery units in this area can be installed level.

Floors within kitchen, food preparation and hair/beauty/skin penetration areas must comply with the BCA and local Authority requirements.

All wet areas to the Tenancy (kitchen, food preparation, toilets and hair/beauty/skin penetration, external seating areas) must have a waterproofing treatment applied. The waterproofing product is to be flood tested for a minimum of 12 hours to ensure integrity. This must be witnessed by the Tenancy Delivery Manager at the point of flooding and at the end of the test prior to removing the water.

Example product: Mapei Mapelastic Aqua Defence. This product can be flood tested after 12 hours drying time. Please contact Mapei for further information on this product.

Changes in floor level due to mall and Tenancy ramping also define the Tenancy shopfront entry location and require careful consideration when selecting entry floor finish.

The Tenant is responsible for levelling the Tenancy floor where required.

The Floor finish across the entirety of the shopfront zone must sit flush with mall floor finish. Any ramping must not appear visible.

7.19 FISHMONGER REQUIREMENTS

If you are a Fish operator, the following key elements should be considered as part of your fit out design.

Dedicated enclosed room to be provided where fish cleaning and preparation is carried out. No preparation and fish cleaning shall be made within the selling area.

Dedicated tenant supplementary exhaust and make-up air to be provided in the abovementioned room to mitigate smells from the tenancy to the shopping centre.

The room is to be negatively pressured. (Note, the door to the enclosed room is to be installed with a self-closing mechanism to ensure this zone remains shut on a consistent basis and odours are contained within the space).

Design Criteria for supplementary exhaust is to be accordance with following.

- Exhaust Criterion – 10 Air Changes per Hour and Make-up air – 85% of exhaust air.

Exhaust and make-up air shall be interlocked to ensure operation of both systems occurs simultaneously.

Fans are to be provided by tenant.

Dedicated floor waste and drains to be installed in abovementioned room with bucket trap.

Tenant is to remove fish off-cut and waste on a regular basis. Prep areas to be cleaned regularly and testing process report to be provided to landlord at specified intervals.

Tenant is to provide waste management plan to Landlord for final review and approval.

Tenant is to provide a self-closing door between the prep area and the selling area.

Sealed and final flooring type/covings to meet health department regulations and BCA separating requirement to wet zones to submitted to landlord for final approval by tenant.

All works to be in accordance with council health and safety regulations.

7.0 Tenant Requirements

7.20 WALLS

The Tenant must provide all walls and partitions within the Premises. The walls between the Front of House and Back of House must be full height.

The Landlord's perimeter Tenancy walls will either be a steel stud construction with plasterboard lining, smoke walls clad in plasterboard lining, exposed masonry, speed panel or exposed concrete walls.

Exposed walls must have a lining or cladding installed by the Tenant which must be approved by the Landlord.

Where an open ceiling has been proposed, all walls are to be extended to the underside of the slab/ceiling. Works are at the Tenant's cost.

The Landlord will only consider decorative masonry wall finishes should these finishes form an integral component of a Tenant's brand identity.

Minor wall preparation and repairs may be required prior to the installation of the approved cladding or lining.

Landlord's perimeter Tenancy walls vary in height, please refer to final Tenancy Plan for height of Tenancy walls.

The Tenant must provide as part of their Fit Out Works all boxing, false walls or linings to structure, services or other elements.

The Tenant must maintain all treatment and installations related to fire protection of walls and smoke walls. They may not be penetrated or altered. The Landlord must be notified if damage or alterations occur, any rectification of damage will be the responsibility and cost of the Tenant.

The Tenant is responsible for ensuring that any noise transmission complies with the requirements of the Lease and the Centre Rules.

Walls to be treated one or both sides of the inter tenancy wall ends. Refer to Tenancy Plans.

Wall shelving and fittings need to be self-supporting. Otherwise, additional wall bracing is required which must not alter the inter tenancy walls in any way.

Inter-tenancy walls are not to be chased or penetrated in any way. False walls are to be used for any structural or services reticulation requirements.

7.21 CEILINGS

The ceiling shall be custom designed or set plasterboard ceiling to areas visible to the customer. The Landlord encourages maximizing ceiling heights where possible.

The Landlord will mark out services penetrations and the Tenant must cut any required penetration holes in the ceiling ready for the Landlord to install services.

The Tenant must install flush mounted, fully integrated access panels for maintenance of services as directed by the Landlord. This shall provide access to the Landlord's services such as water, gas, fire sprinklers, kitchen exhaust ductwork and Air-conditioning Plant where applicable. Location of access panels to be discretely located and integrated with the ceiling design and finished to match with concealed hinges and key locks.

Integrated mechanical, electrical and plumbing services are mandatory. All penetrations for services located within the ceiling to be coordinated with the Tenant's Fit Out Works, marked and cut out by the Tenant. Ceiling supports must not be connected to any Landlord's services under any circumstance.

Open or no ceilings will be considered by the Landlord where they are an integral part of the Tenant's brand or design concept. If an open or no ceiling is required, it must meet the following criteria:

- Services are to be provided in a cable tray or catenary wire (subject to Landlord approval) and in a tidy manner to the approval of the Landlord.
- Any additional rigid ductwork is to be provided by the Landlord at the Tenant's cost. Where the Tenant's design does not include the provision of a ceiling then any flexi duct and any replacement of base build flexi duct will be by the Landlord at the Tenant's cost. Further, perimeter inter-tenancy walls must be extended to the underside of the open ceiling by the Landlord at the Tenant's cost. The entire ceiling must be painted out including the structure, services and soffit.

Any access panels required to accommodate the Tenant's design or required to access equipment to be by Tenant at Tenant's cost.

Fresh food and Food Court, Restaurants

All food preparation and open food display areas must be located under a ceiling area that has a finish approved by the local Authority.

Open ceilings will not be permitted.

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7.22 HYDRAULICS

The plumbing and drainage systems within the Tenancy shall be by the Tenant in accordance with current BCA and to the Landlord's approval. The Tenant is responsible for all connections to Landlord's plumbing, drainage and refrigeration supplies.

The items included in the Fit Out Works are all hot and cold-water reticulation, hot water units, piping to under slab, pumps, meters, distribution, vents, sewer point fittings, and all fittings and fixtures.

Hydraulic connection points are indicated on the Tenancy Plan.

Fresh Food, Food Court and Restaurants

Hot Water Units, Pumps, bucket traps, vents, fittings, gas piping, distribution and all fittings to suit the Tenant's design is by the Tenant at Tenant cost. All below slab sewer and greasy waste pipe work including coring of structural slabs, to suit Tenant's fixtures and equipment done by the Landlord at the Tenant's cost. Pipe work will be terminated by the Landlord at slab level.

Supply and installation of all refrigeration and pipe work, heating and/or cooking equipment is by Tenant.

Gas pipework reticulation from location provided by Landlord to gas-fired equipment, including pressure regulator devices as required in accordance with AS 5601 requirements is by the Tenant at the Tenant's cost.

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8.0 Site Requirements Overview

The following site requirements overview is to be read in conjunction with the specific Centre Specific Contractor Information Kit. The Tenant must ensure that all contractors and employees involved with the construction of the Fit Out Works consult with the centre operations team at each centre.

8.1 INDUCTION

The Fit Out Contractor is required to complete a Rapid Induction online.

8.2 SITE ACCESS

Site access will be managed by your Fit Out Contractor. All details including hours of access and relevant conditions will be outlined during the induction process and procedure.

8.3 SECURITY

Any additional security required by the Tenant (e.g., for after-hours works) will be arranged through the centre operations team.

8.4 OUT OF HOURS WORKING

Site working days will be as per the working day calendar for the respective year, take consideration of Rostered Days Off (RDO) when planning your fit out as some contractors may not be available on an RDO.

8.5 EMERGENCY PROCEDURES

Emergency procedures in the event of an accident / incident is included in the induction information process and procedures. Do not leave an injured person: summon the help of the First Aider if not already on the scene.

8.6 ACCIDENTS AND INJURIES

All injuries, accidents and near misses must be reported to security and centre management.

8.7 SHOPFITTING OPERATIONS

Fit Out Works will be limited to the Centre hours.

Any work outside of these hours is to be agreed with the Landlord at least two clear working days in advance of the works occurring. The Landlord reserves the right to refuse permission for out of hours working.

Landlord's Common Areas are to be protected from any damage. Any rectification works will be at the cost of the Tenant.

Floors in Common Areas outside the Premises are to be left clean and tidy at all times.

Movement of materials, bulky equipment or completing noisy works is only permitted after centre trading hours.

8.8 REMOVAL OF TENANT'S WASTE

The Tenants Fit Out Contractor will be responsible for all rubbish and waste from site at their cost. Any damage to the malls with rubbish removal will be rectified by the Tenant at Tenant cost.

8.9 TENANT'S DELIVERIES

All Tenant's deliveries, whether shopfitting, plant, goods or materials, or retail merchandise, must comply with the requirements as detailed in the Contractor Information Kit which will be supplied upon the Tenant's nomination of Fit Out Contractor.

8.10 INSPECTIONS AND MONITORING

In accordance with the terms of the Lease, the Landlord reserves the right for it, or others directed by it, to inspect and carry out any reasonable inspection of the Premises at any reasonable time:

To satisfy themselves that all requirements of the site requirements are being adhered to as necessary.

To ensure that all works are carried out in accordance with agreed designs and methods.

8.11 STORAGE

Materials and equipment can only be stored within the Premises and at no other location on site, unless approved by Landlord.

8.12 FIRST AID

The Tenant or its Fit Out Contractor shall ensure an employee with an appropriate 'first aid at work' certificate is on site at all times and ensure that appropriate first aid supplies are available.

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8.0 Site Requirements Overview

8.13 SECURITY OF PREMISES

The Tenant or its Fit Out Contractor are responsible for security relating to Fit Out Works, and the security of the Premises is entirely the responsibility of the Tenant. This includes all works, materials and plant / equipment.

The Landlord accepts no responsibility for loss or damage to Tenant's materials or equipment due to security breaches.

8.14 ROAD / PATHWAY CLOSURES

Any road or pedestrian pathway closures required by the Tenant must be approved by the Landlord and any relevant Authorities.

8.15 PERMITS

Tenant is to make contact with the centre operations team to confirm any permits required prior to site works.

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9.0 Prior to Handover

9.1 TENANCY DRAWINGS

The Landlord will provide a preliminary tenancy plan and or survey plan to the Tenant to represent the Premises.

It is a requirement for all tenancy drawings supplied by the Landlord that all dimensions, services and existing conditions must be confirmed by the Tenant at the Tenant's cost. This must occur on site as soon as the Tenancy is made available to the Tenant by the Landlord or prior to completion of the Design Documentation Submission.

9.2 AUTHORITIES AND PERMITS

The Tenant recognises the Landlord's statutory obligations with respect to obtaining all necessary permits and certificates for works on the Site. The Tenant must comply with the current requirements of the Building Regulations and Codes of Practice including Environmental Laws and any other Authorities and applicable laws, including any anti-discrimination and accessibility legislation. It is the Tenant's responsibility to obtain and pay for all Authority approvals. The Tenant must also ensure all required Authority approvals are in place prior to crucial milestones such as beginning work on site or before trading. Authority approvals include, but are not limited to, local Authority approvals; Development Approvals; Construction Certificates; Occupation Certificates and licenses.

9.3 BUILDING PERMIT

The Tenant must apply for a building permit in respect of the Fit Out Works and appoint a building surveyor for regulatory approval prior to commencement of the Fit Out Works. A copy of the building permit must be submitted to the Tenancy Delivery Manager prior to commencing works.

In order for the Tenant to open their Premises for trade, the Tenant must contact the Authority or Tenant appointed building surveyor to arrange final inspection of the Fit Out Works and provide all trade certifications demonstrating that all works comply with the prescriptive requirements of the Building Regulations and Codes of Practice.

Upon all requirements being met, the Authority or Tenant appointed building surveyor will issue a certificate of final inspection to the Tenant which the Tenant will then be required to submit to the Tenancy Delivery Manager.

The Landlord will not be responsible for any delays incurred through the failure of the Tenant in meeting time frames, inaccurate and / or missing information required in obtaining the building permit or certificate of final inspection in respect of the Fit Out Works.

9.4 TOWN PLANNING AND HERITAGE

It may be necessary for the Tenant to obtain development approval from the local Authority (generally where external works are proposed, including externally facing signage). If required, the Tenant is responsible to lodge a planning and/or development application with any associated fees at the Tenant's cost.

9.5 FOOD SAFETY AND HEALTH REQUIREMENTS

All food premises must meet the requirements of the local council as set out in their guidelines for food premises. It is the responsibility of the Tenant to contact the local Authority to lodge any applications relating to the registration of a food business and obtain approvals prior to the commencement of the Tenant's Fit Out Works.

9.6 LIQUOR LICENCE

The Tenant must contact the Landlord's leasing executive for all information relating to applying for a liquor licence.

9.7 UTILITY CONNECTIONS AND FEES

The Tenant must make application to the relevant Authorities for all approvals and pay all associated fees and charges including, but not limited to, the following.

a. Electricity metering and switchboards.

b. National broadband network (NBN)

c. Heating and cooling connection (as applicable).

d. Gas metering for food related premises (if required)

e. Water metering for all tenancy types.

f. Environmental health and food registrations, permits, fees, approvals and inspections.

g. Building surveyor permits, fees, approvals and inspections.

h. Alternative Solution Reports as defined in the BCA (if required).

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9.0 Prior to Handover

9.8 CATEGORY ONE WORKS AND PROCESS

The Tenancy Delivery Manager will review the Preliminary Service Design Submission and determine if the Tenant's Fit Out Works will require alterations to the Landlord's Works or structure of the Centre. The Tenancy Delivery Manager will issue the Preliminary Service Design Submission to the Landlord's Consultants for services (fire, mechanical, electrical, hydraulic, and structural) review to ensure the Tenant's requirements comply with base building provisions and if services upgrade, relocations and / or alterations are required.

The Tenancy Delivery Manager will submit to the Tenant, Category One costs for their approval prior to proceeding with any works.

Refer to the attached Place Holders Schedule of Costs for details.

9.9 FIT OUT CONTRACTOR APPOINTMENT

The Tenant must formally engage a licensed / registered Fit Out Contractor to undertake the Fit Out Works on site.

Tenant must provide the Tenancy Delivery Manager with the following details of their Fit Out Contractor:

Company / Business Name Address Details

Contact Person(s) Contact Phone Numbers

ACN / ABN and License / Registration Number

9.10 CONTRACTOR GENERAL REQUIREMENTS

It is essential that the Tenant and/or the Fit Out Contractor carry all necessary insurances in respect of the Premises and the Fit Out Works as these are not covered by the Landlord. Proof of the requirements listed below must be submitted into the Rapid Global induction system no later than the pre-commencement meeting.

These insurances must include:

a. Workcover: In respect of employees, contractors, sub-contractors and any other persons engaged by the Tenant.

b. Public Risk: In respect to injury to persons and damage to the property of others. (Minimum cover required is $20 million).

c. Contractors All Risk: In respect of damage to fixtures, fittings, plant and equipment installed or being used during installation. (Minimum cover required is $20 million)

d. Personal Accident (including death) and Illness Insurance: If the contractor is a sole trader/ self-employed/or partnership.

Motor Vehicle 3rd Party Insurance. (Minimum cover required is $5 million).

9.11 CONTRACTOR INFORMATION KIT (CENTRE SPECIFIC)

The Tenant, the Tenant's designers and the Fit Out Contractors must follow the Centre site rules, materials delivery requirements, logistics plans, and traffic and emergency procedures as outlined in the Centre specific Contractor's Information pack as provided by your Tenancy Delivery Manager.

The Tenant must ensure that all contractors and employees involved with the construction of the Fit Out Works comply with WH&S requirements at all stages of the Fit Out Works process.

9.12 PRE-HANDOVER REQUIREMENTS

Prior to the Tenant taking possession of the Premises, the Tenancy Delivery Manager will send a notice to advise the Tenant the date the Premises will be ready for handover.

The following conditions and requirements must be fulfilled by the Tenant and issued to the Landlord prior to the Tenant being permitted to commence the Fit Out Works.

Lease has been executed and returned to the Landlord's solicitors in the agreed form.

a. Design Approval has been granted by the Retail Design Manager

b. Authority approvals received eg. Building Permit, Planning Permit, etc.

c. Tenant's Fit Out Contractor has all insurances in place.

d. Tenant's Fit Out Contractor has submitted Schedule of Works / Fit Out Program to the Tenancy Delivery Manager for review.

e. Tenant's Fit Out Contractor and any sub-contractor's inductions have been completed and approval granted by Landlord.

f. Structural engineering drawings and computations (if applicable) are provided to the Landlord.

g. Certificate of Currency of the Tenant's public liability insurance received and approved by the Landlord.

h. The Bank Guarantee required under the Lease has been provided to the Landlord (if applicable).

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9.0 Prior to Handover

9.13 PRE-COMMENCEMENT MEETING

The Landlord's Tenancy Delivery Manager will arrange a pre-start meeting along with the Retail Design Manager, Tenant, Tenant's Designer and the Fit Out Contractor to go through the following requirements:

a. Design Approval: Review drawings in detail ensuring clarity and understanding of drawings and any conditions that may require resolution prior to works commencing on site.

b. Schedule of Fit Out Works is in line with opening date.

c. Tenancy services requirements are understood.

d. Category One Works and Tenancy Quotations are agreed by the Tenant for Landlord to proceed with base build or services alterations.

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10.0 Fit Out Works

10.1 HANDOVER OF PREMISES

The Tenancy Delivery Manager will arrange an appropriate time on site with the Tenant and or their representative on the Actual Handover Date of the Premises.

The Tenancy Delivery Manager will complete a formal Handover Checklist with the Tenant which will be in accordance with the Landlord's Works. Any Residual Works (as defined in the Lease) will be identified.

On completion of the checklist, the Tenant will be required to confirm acceptance of the Premises and conditions in writing and provide this to the Landlord.

Should Tenant not be present for the handover an absentee handover notice will be sent.

10.2 TENANT'S OBLIGATIONS

In addition to the obligations contained in the Lease the Tenant shall:

a. At all times during the carrying out of the Tenant's Works comply with architectural, engineering and building standards and codes, safety standards and relevant legislation and shall without limitation comply with the requirements of Health, Safety and Environmental legislation, legislation relating to disabled persons and otherwise carry out the Tenant's Works in a proper and workmanlike manner.

b. Comply with the Contractor Access and Centre Rules and any rules or requirements of the Landlord in relation to the Centre or the Tenant's Works.

c. Be responsible for the security and protection of the Tenant's goods and materials.

d. Inform all persons involved in the Tenant's Works of this Fitout Criteria and any site-specific requirements as set out in the Landlord Site Conditions

e. All of the Tenant's Works shall be managed and controlled within the demised area of the Premises and under no circumstances shall the Tenant, its agents or the Tenant's contractor(s) occupy or use the Landlord's common areas as a workshop, storage or working area. All on site works shall be coordinated with your Tenancy Delivery Manager.

The Landlord reserves the right to exclude from the Centre the Tenant and/or its contractors if they fail to comply with this Fitout Criteria, the Contractor's Centre Rules or interfere with the operation or development of the Centre.

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11.0 Open for Trade

11.1 PRE-OPENING INSPECTION

The Tenancy Delivery Manager and Retail Design Manager will undertake a pre-opening inspection prior to the commencement of trade. The Tenant is to provide a copy of Certificate of Final Inspection or equivalent to the Landlord prior to Hoarding removal or commencement of trade.

11.2 CERTIFICATIONS

Once the fit out is nearing completion, it is the Tenant Fit Out Contractor's responsibility to provide copies of all relevant building certifications to the Building Surveyor/Certifier. The Tenant is to contact the council Authority or Building Surveyor/Certifier to arrange for a final inspection of the Tenancy and upon all requirements being met, the council Authority or Building Surveyor/Certifier will issue a Certificate of Occupancy or equivalent to the Tenant.

The Tenant is to provide the Certificate of Final Inspection or equivalent to the Tenancy Delivery Manager.

Occupancy Certificate Final Site Inspection by Authorities for Your Occupancy Certificate

You are required to contact the Certifying Authority for final site inspection of your fit out. All the above certificates are to be presented before or at this inspection.

11.3 PRE-TRADE REQUIREMENTS

It is a requirement that the following documents are received/paid prior to your Tenancy opening for trade.

- Any outstanding pre-handover requirements must be provided.
- Rent in Advance paid to the Landlord (proof of payment required).
- Design Review Fee paid to the Landlord (proof of payment required).
- Tenancy Category One cost paid to the Landlord (proof of payment required).
- Occupancy certification and / or Certificate of Final Inspection received by the Landlord.
- Final inspection completed by the Retail Design Manger and Tenancy Delivery Manager of the Tenancy.
- Major defects to the Tenant's Fit Out Works identified by the Retail Design Manger and Tenancy Delivery Manager must be remedied.

Should the above pre-trade requirements not be fulfilled by the Tenant, the Tenant will not be permitted to open for trade from the Premises. The Tenant must notify the Tenancy Delivery Manager 48hrs prior to the Tenant's proposed opening date should they not be able to fulfil these requirements.

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12.0 Post Trade

12.1 RECTIFICATION OF DEFECTS

Prior to the completion of the Fit Out Works, the Tenant and their Fit Out Contractor must notify the Retail Design Manager to schedule a final defects inspection.

The Tenancy Delivery Manager and Retail Design Manager will attend site and assess whether the Fit Out Works are in accordance with the Design Approval and workmanship is in line with Landlord's requirements. Any major defects as identified by either the Retail Design Manager or Tenancy Delivery Manager will need to be rectified by the Tenant prior to the Premises opening for trade.

Following opening, the Retail Design Manager will prepare a notice setting out all the defects within the Premises (Defects Notice) and issue to the Tenant in order for their Fit Out Contractors to complete the remainder of defects within 14 days of the defects notice being issued.

Once defects have been rectified, the Tenant must notify the Retail Design Manager to complete further inspection in order for the Landlord to issue a defects rectification letter stating all items have been completed to the Landlord's satisfaction.

Should the Tenant not complete the defects as identified in the Defects Notice within the 14 days period, the Landlord will send a notice that the Tenant has failed to rectify the Defects Notice to the Tenant detailing the defects that remain outstanding, and the Landlord may exercise its right to rectify the defects at the Tenant's cost.

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Annexures

1.0 Annexure 1 – Cost of Works Schedule

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Annexure 1

COST OF WORKS SCHEDULE

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Cost of Works Schedule

Item	Per Unit	Trade ex GST
1.1 Demolish & remove		
Rates vary depending on scope of works - quotation will be provided to Tenant for approval prior to works being undertaken	each	As Quoted
1.2 Building Works		
Core hole in suspended slab up to 100 dia & 200mm thick	each	$845.00
Chasing slab up to 25mm wide and max 25mm deep (subject to engineer approval)	per metre	$145.00
Bins for rubbish removal (6 cubic metre speciality / Fashion usage)	per tenancy	$2,285.00
Bins for rubbish removal (6 cubic metre In-Line Food usage)	per tenancy	$3,050.00
3890	per tenancy	$3,890.00
Bins for rubbish removal (6 cubic metre Kiosk usage)	per tenancy	$999.72
Bins for rubbish removal (6 cubic metre Mini Major usage)	per tenancy	$999.72
Temporary Power Board, connection to tenancy mains (for the duration of fitout works only)	per tenancy	$3,640.00
Equipment hire – Scissor lift (first day hire incl float each way)	per day	$1,040.00
Ceiling – 13 thick suspended flush plasterboard ceiling	m2	$172.50
Ceiling – Suspended drop in acoustic tile ceiling (vinyl faced plasterboard tiles)	m2	$109.00
Bulkhead including framing to ceiling not exceeding 250mm high	m2	$271.11
Bulkhead including framing to ceiling greater than 250mm high and not exceeding 500 high	m2	$1,318.59
Acoustic Treatment to tenancies with No ceilings	m2	$145.00
1.3 Floors		
Floor Scanning (mobilisation & reporting)	-	$1,200.00
Floor Scanning	-	$600.00
Mall Ingos		
Porcelain tiling completed out of sequence from mall finishes (during normal hours)	m2	$850.00
Stone tiling completed out of sequence from mall finishes (during normal hours)	m2	$1,350.00
Cutting of existing mall tiles beyond lease line	per metre	$68.81
1.4 Hydraulics - Sewer Works – Slab on Ground including all excavation & backfill as required		
Relocate 100 dia sewer rise point prior to 2nd fix, up to 3m from design location (no allowance for removal of slab or make good)	per point	$1,500.00
Additional 100 dia sewer point less than 1000mm from last (assumes prior to slab construction)	per point	$880.00
Additional 100 dia sewer point more than 1000mm from last (up to 6m assumes prior to slab construction)	per point	$2,115.00
Hydraulics - Sewer Works – Suspended Slab		
Relocate 100 dia sewer rise point prior to 2nd fix, up to 3m from design location (includes core hole)	per point	$2,009.00
Additional 100 dia sewer point less than 1000mm from last	per point	$1,983.00
Hydraulics - Greasy Waste / Trade Waste Works – Slab on Ground		
Relocate base point prior to install (no allowance for removal of slab or make good)	per point	$1,322.00
Additional point less than 1000mm from last (assumes prior to slab construction)	per point	$1,819.00
Hydraulics - Suspended Slab		
Relocate base point prior to install	per point	$3,006.00
Additional point less than 1000mm from last	per point	$2,661.33
Additional point more than 1000mm from last (up to 6m)	per point	$3,306.00
Additional Tundish point including up to 3m pipe run of 50 dia pipe work (includes core hole)	per point	$1,921.00

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Item	Per Unit	Trade ex GST
Hydraulics - Water Works		
Confirmation of location of first point within tenancy	per point	$300.00
Relocate in-ceiling 20 dia water point prior up to 10m from design location	per point	$1,425.00
Hydraulics - Accessories		
Stainless Steel bucket trap	each	$3,500.00
Hydraulics - Gas Works		
Suspended Copper pipe including supports - 25mm	per metre	$151.00
Suspended Copper pipe including supports – 65mm	per metre	$187.00
Suspended Copper pipe including supports – 80mm	per metre	$235.00
1.5 Electrical - New tenancy sub main cabling		
Supply and install 1×2C+E 16mm orange PVC/PVC cable (excludes terminations)	per meter	$36.00
Supply and install 1×2C+E 25mm orange PVC/PVC cable (excludes terminations)	per meter	$43.00
Supply and install 1×4C+E 16mm XPLE cable (excludes terminations)	per meter	$63.00
Supply and install 1×4C+E 25mm XPLE cable (excludes terminations)	per meter	$93.00
Supply and install 1×4C+E 35mm XPLE cable (excludes terminations)	per meter	$122.00
Supply and install 1×4C+E 50mm XPLE cable (excludes terminations)	per meter	$161.00
Supply and install 4×1C+E 50mm XPLE cable (excludes terminations)	per meter	$130.00
Supply and install 4×1C+E 70mm XPLE cable (excludes terminations)	per meter	$261.00
Supply and install 4×1C+E 95mm XPLE cable (excludes terminations)	per meter	$348.00
Supply and install 4×1C+E 120mm XPLE cable (excludes terminations)	per meter	$430.00
Supply and install 4×1C+E 150mm XPLE cable (excludes terminations)	per meter	$529.00
Electrical - Switchboards		
Relocate existing switchboard up to 160 Amps within 10m of the nominated point (tenancy board)	Each	$2,160.00
Supply & Install certify 36 pole tenancy DB c/w RCD circuit breaker (single phase)	each	$4,531.00
Supply & Install certify 48 pole tenancy DB c/w RCD circuit breaker (three phase)	each	$4,687.00
Supply and install 18 pole 63A switchboard c/w isolator (single phase)	each	$4,264.00
Supply and install 18 pole 63A switchboard c/w isolator (three phase)	each	$4,264.00
Supply and install 36 pole 80A switchboard c/w isolator (three phase)	each	$4,531.00
Supply and install 36 pole 100A switchboard c/w isolator (three phase)	each	$4,850.00
Supply and install 36 pole 160A switchboard c/w isolator (three phase)	each	$5,030.00
Supply and install 36 pole 200A switchboard c/w isolator (three phase)	each	$5,325.00
Electrical - Meters		
Supply and install 1 phase meter (embedded network)	each	$3,745.00
Supply and install 3 phase meter (embedded network)	each	$3,789.66
Electrical - Lighting		
Supply & installation of LED edge lit exit light	each	$900.00
Supply & installation of LED spitfire emergency light	each	$700.00
Electrical - Communications - Data & Phone		
Relocation of communication points (within 10m radius, subject to available cable length)	each	$500.00
Patching of phone lines from MDF to IDF	per tenancy	$307.33
Additional Work relating to Electrical	per hour	$208.00
1.6 Mechanical - Tenancy Air Conditioning (all rates are excluding testing and commissioning & as built drawings)		
Supply and install 600mm x 600mm standard square, white powder coated, aluminium supply air grille including 4 metres of flexible duct, spigots and similar	each	$1,250.00
Supply and install 600mm x 600mm standard square, white powder coated, aluminium return air grille including 4 metres of flexible duct, spigots and similar	each	$1,250.00
Ceiling ventilation transfer grille (600×600 egg crate grille only)	each	$750.00

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Item	Per Unit	Trade ex GST
Relocate supply air diffuser (c/w existing flex , duct on original spigot, maximum 3m duct work, excludes rebalancing)	each	$715.00
Relocate return air diffuser (c/w existing flex , duct on original spigot, maximum 3m duct work, excludes rebalancing)	each	$910.00
Relocate thermostat	each	$1,345.08
Additional new thermostat (during fitout construction only)	each	$1,614.10
3 slot supply air linear type ceiling diffuser (excludes blanking plate, plenum and flex ductwork)	m	$1,350.00
New pop cut into rigid duct	each	$419.00
Supply and install Standard rectangular ductwork including, bends, transitions and supports - 0 - 300mm (max dimension)	m2	$546.00
Supply and install Standard rectangular ductwork including, bends, transitions and supports - 325 - 750mm (max dimension)	m2	$400.00
Supply and install Standard rectangular ductwork including, bends, transitions and supports - 775 - 1390mm (max dimension)	m2	$965.00
Supply and install Standard rectangular ductwork including, bends, transitions and supports - 1400 - 2145mm (max dimension)	m2	$1,578.00
Supply and install Standard rectangular ductwork including, bends, transitions and supports - 2150 - 3000mm (max dimension)	m2	$1,893.00
Supply and install 600 × 600 return air grille (Face only)	each	$610.00
Supply and install grille to door	each	$400.00
Additional Work relating to Mechanical	per hour	$130.00
1.7 Fire - Sprinkler System		
System drain down and re-charge, locally	each	$689.00
Drain down and re-charge, system drain down	each	$689.00
Sprinkler Heads - Relocate existing head including design, commissioning & required pipework	each	$500.00
Sprinkler Heads - Cap off existing	each	$143.00
Sprinkler Heads - Additional head (Concealed space) including required pipework	each	$442.00
Sprinkler Heads - Additional head normal (chrome) including required pipework	each	$501.00
Sprinkler Heads - Additional high temp head (bronze) including required pipework	each	$572.00
Sprinkler Heads - Additional low temperature head Cool room. including required pipework	each	$845.00
Sprinkler Heads - Additional low temperature head Freezer. including required pipework	each	$845.00
Sprinkler Heads - Additional head fitted to canopy / hood including required pipework	each	$793.00
Sprinkler Heads - Additional flush mounted including required pipework	each	$546.00
Supply and Install new concealed space sprinkler head before ceiling installation including 5m of range pipe and dropper	each	$494.00
Supply and Install of chrome droppers for fat fryers	each	$910.00
Remove an existing sprinkler head	each	$208.00
Exposed sprinkler head on pipewor	each	$410.00
Relocate exposed sprinkler head on pipework	each	$410.00
Flush plate sprinkler heads (standard colours, black, white, chrome)	each	$480.00
Additional Work relating to Sprinkler System	per hour	$169.00
Fire - Smoke Detectors		
Supply and Install of new smoke detector during construction including 10m of cabling	each	$559.00
Relocate an existing smoke detector within 10m of base build location	each	$481.00
Additional Work relating to fire detection and alarm system	per hour	$169.00
Fire - EWIS		
Additional speaker for occupant warning system (above ceiling) including 10m cabling	each	$468.00

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Item	Per Unit	Trade ex GST
Additional speaker for occupant warning system (ceiling mounted) 10m including cabling	each	$468.00
Fire - Security		
Monitoring of tenant fitout contractors if required – normal hourly rate (Monday – Friday 7.00am – 7.00pm)	per hour	$208.00
Monitoring of tenant fitout contractors if required – public holidays hourly rate (7.00am – 7.00pm)	per hour	$320.00
Monitoring of tenant fitout contractors if required – hourly rate (Saturday & Sunday 7.00am – 7.00pm)	per hour	$263.00
1.8 Consultants fees/Services Engineer - fees per tenancy include Mechanical, Fire, Electrical & Hydraulic (one service review only)		
Speciality Tenancies up to 400sqm (includes hydraulics, mechanical, electrical, fire)	per tenancy	$3,955.00
Speciality Kiosk (hydraulic & electrical)	per tenancy	$1,695.00
Food Kiosk (includes hydraulics, mechanical, electrical, fire) excluding multiple review, will be charged at an hourly rate	per tenancy	$3,955.00
Food Tenancy, Non-Restaurant (includes hydraulics, mechanical, electrical, fire) excluding multiple review, will be charged at an hourly rate	per tenancy	$5,650.00
Mini Major / Concept / Flagship greater than 400sqm stores (includes hydraulics, mechanical, electrical, fire & fire engineering) excluding multiple review, will be charged at an hourly rate	per tenancy	$7,345.00
Restaurants (includes hydraulics, mechanical, electrical, fire) excluding multiple review, will be charged at an hourly rate	per tenancy	$8,475.00
Multiple Service Reviews as required will be charged at an hourly rate per service discipline	per hour	$316.25
Mechanical Contractor As built Shop drawing	per tenancy	$1,265.00
Hydraulic Contractor As built Shop drawing	per tenancy	$1,265.00
Structural Engineer		
Initial design review to consider core holes, slab chasing, tenant specific point loads such as safes and specialty equipment. Additional structural design works required following the initial review will be charged at hourly rates.	per tenancy	$650.00
Shopfront design review (Tenant to provide shopfront structural drawings and calculations). Standard laterally / horizontally loaded shopfront from slab to steel roof above. Non-standard shopfronts may attract additional review fees which will be charged at hourly rates.	per tenancy	$1,695.00
Shopfront design review (Tenant to provide shopfront structural drawings and calculations). Standard laterally / horizontally loaded shopfront from slab to slab soffit above. Non-standard shopfronts may attract additional review fees which will be charged at hourly rates.	per tenancy	$1,614.10
Structural Engineer – additional design services	per hour	$915.06
Fire Engineering – Senior Fire engineer review / advice and report	per hour	$285.00
NOTES - Fixed / Nett Rates		
Builder Margin fee The tenant must pay a builder's margin of 10% (plus gst) of the total works.		
Vicinity Administration fee The tenant must pay a fee equal to 15% of the aggregate of the total invoices issued pursuant to this schedule.		

VICINITY
CENTRES