

RETAILER CAPABILITY

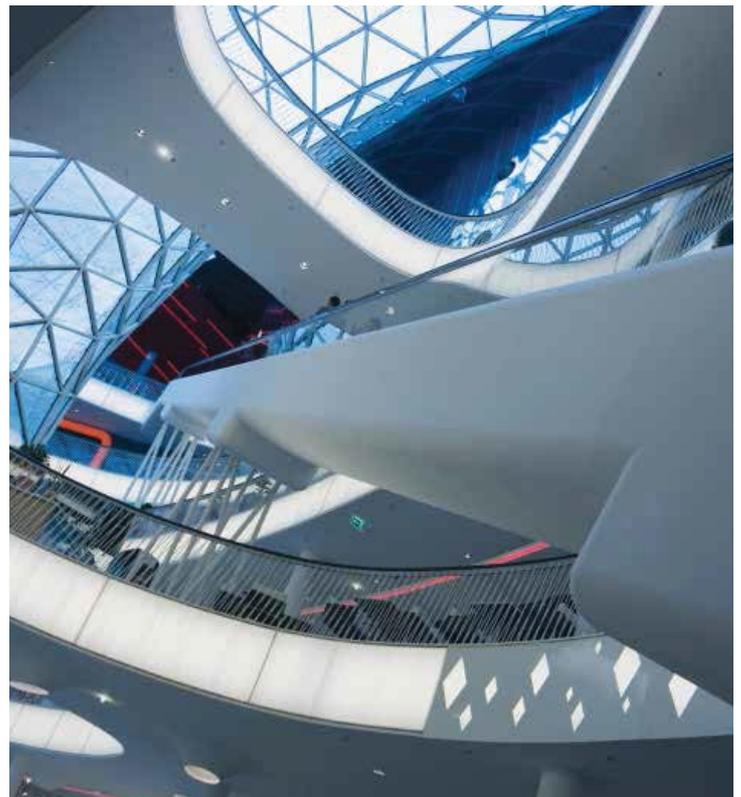


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SECTOR EXPERTISE

The current retail market is challenging and we are seeing a number of trends which affect our clients, such as the changes to store layout requirements due to the rise in multi-channel retailing, the increased desire to sub-let space to complementary retailers, and the growing need to reduce operating costs and deliver a more sustainably focused approach.

As providers of comprehensive and specialist retail consultancy services throughout the world, we have the knowledge to help, based on our experience delivering national and international store rollout programmes, new-build developments and refurbishments over the last 20 years. For example, we have delivered in excess of £5bn worth of retail projects for food retailers in the last nine years alone.

We understand the pace of change in the retail sector and will work closely with you to ensure that your property strategy matches your overall business objectives. We believe that our people and culture differentiate us from our competitors and allows us to exceed expectations through our clear focus on your business. We often co-locate with clients so that we can become part of your team and ensure that our services will be aligned to your ways of working.

We have an in-depth understanding of the wider sector and operate a Retail KPI club, which measures and benchmarks key information including build costs, health and safety performance, operational costs and more.

We publish this every six months in the form of a detailed dashboard which names the top two highest scoring retailers alongside anonymous listings for others. Members receive their report with detailed breakdowns and an improvement rating included so that they can make changes and compare their performance with the competition.

As a global business we can also provide support with risk management and governance across your international retail portfolio, with tailored advice delivered in-country underpinned by an overall global account team.



FOCUSED ADVICE FOR THE RETAIL SECTOR

Retail is a chosen sector of choice within RLB and we have developed an excellent track record working closely with our clients and delivering the results needed to support their aims and objectives.

Value driven service

We consistently demonstrate value for money. Our cost consultants will add value to your project, and save capital and life cycle costs at the same time. We focus heavily on investing in you and ensuring our services meet the required cost benefit ratios. This includes co-location where appropriate, delivering economies of scales for large rollouts, and demonstrating our knowledge in format types to ensure that the best space to meet your requirements is met.

As a full provider of property consultancy services we can also deliver an integrated service, bringing together cost, procurement, health and safety and project delivery expertise.

Programme management

RLB delivers an integrated programme and project management consultancy with programme managers that provide leadership and commitment to delivering strategic change programmes. Our Programme Management Office is the expert hub providing governance and live “at a glance” dashboard reporting. Our in-house software RLB Field enables our team to produce reports in real-time from site (see next page).

Project management

RLB's Project Managers utilise specialist expertise and strategic thinking combined with excellent communications and relationship skills to lead project teams to success. Emphasis on attention to detail throughout the project with the backing of advanced computer systems and clear reporting procedures ensure that initial budget and timescales are met without compromising quality.

Asset management

RLB work with both owners and occupiers to ensure that their built assets support and enhance their business objectives and provide higher financial returns and improved business performance. Our team understand strategic planning, statutory compliance and implementation issues relating to maintenance and can work with you for the whole lifetime of the property.

Rapid delivery

We understand that you have a specific trading date to aim for and will make sure that the right plan is in place, with the correct checks and balances, to deliver what you need as quickly and effectively as possible. We often work in live trading environments and have the knowledge to ensure that this is done safely and effectively. This includes phasing of works, meeting of safety requirements and communications and management of the supply chain.

Procurement specialists

We have unrivalled knowledge of the wider supply chain that you will need to engage to deliver your projects. We input regularly to BCSC and client focus groups on procurement and have a detailed understanding of the impact of the market on your chosen route and ensure that value for money and successful project delivery are achieved.

Whole life costs

Costs can be reduced through a higher performing asset which is designed with the long-term in mind. We carry out whole life costing with our own in-house tool which integrates capital, energy and carbon costs into one model and considers; the upfront capital costs of construction, maintenance and repair costs (including replacement), projected energy usage costs, FM costs and decommissioning and demolition costs at the end of the assets lifetime.

RLB Field

RLB Field is our unique solution to data capture and reporting. It is a mobile data capture app utilising tablet technology, which we have developed to meet a rising trend in the sector; asset owners want information quickly, effectively and in a bespoke format to enable them to make decisions and improvements within a quicker time period. It provides:

- Automated, professional report production, leading to savings in administration time and a 'light touch' project management offering
- Tailored survey proforma's to directly reflect client requirements
- Live reporting of on-site issues and snagging
- The ability to efficiently add data such as life cycle costs to survey
- A multi-tier reporting system
- Large national/international surveys on tight timescales



TRACK RECORD





**PORTFOLIO SUPPORT, TESCO
PLC, GLOBAL**

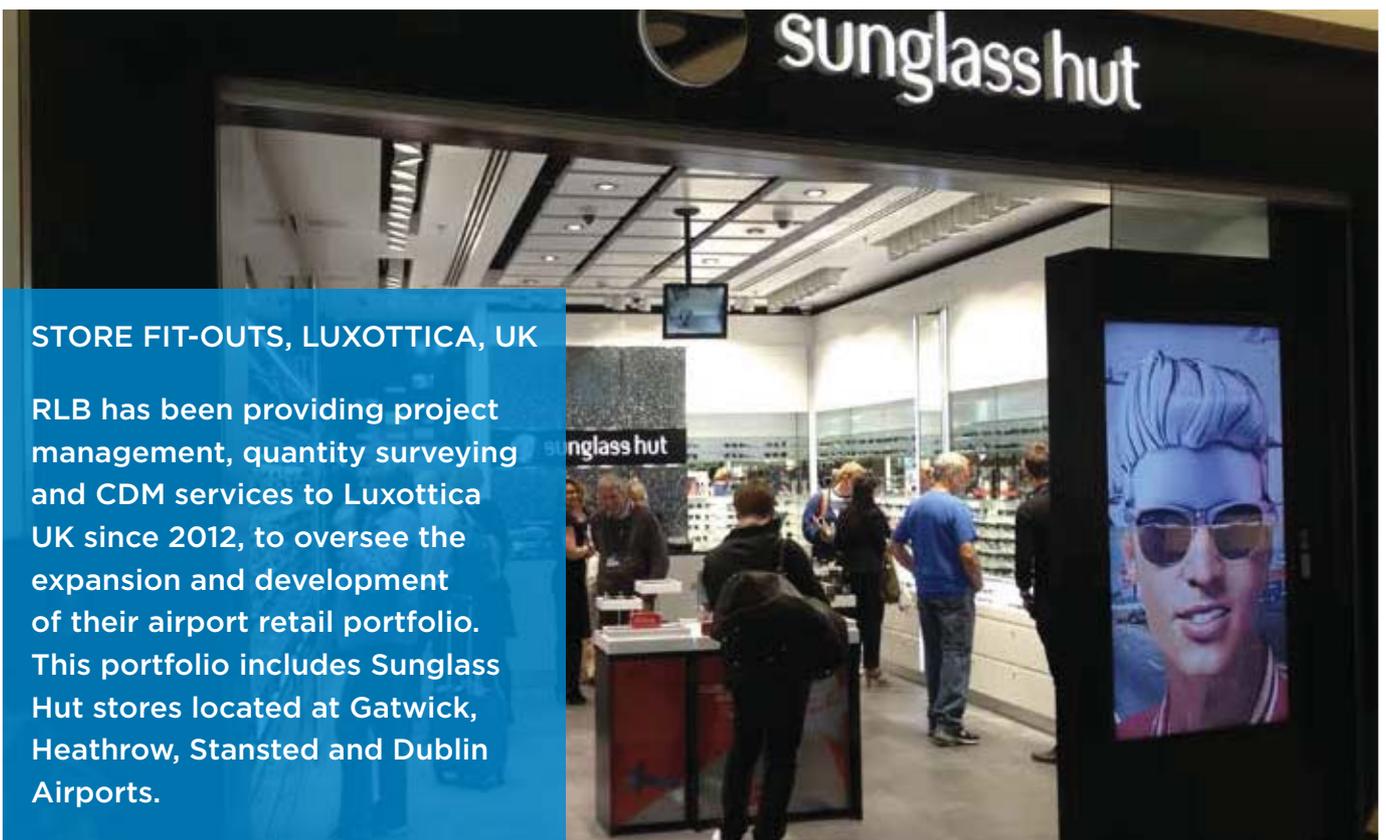
Tesco PLC is the world's third largest retailer with 6,784 stores generating £70.9bn sales, operating in 12 countries, employing over 500,000 people.

RLB has provided project management services to Tesco in the UK for over 11 years and internationally for five years.



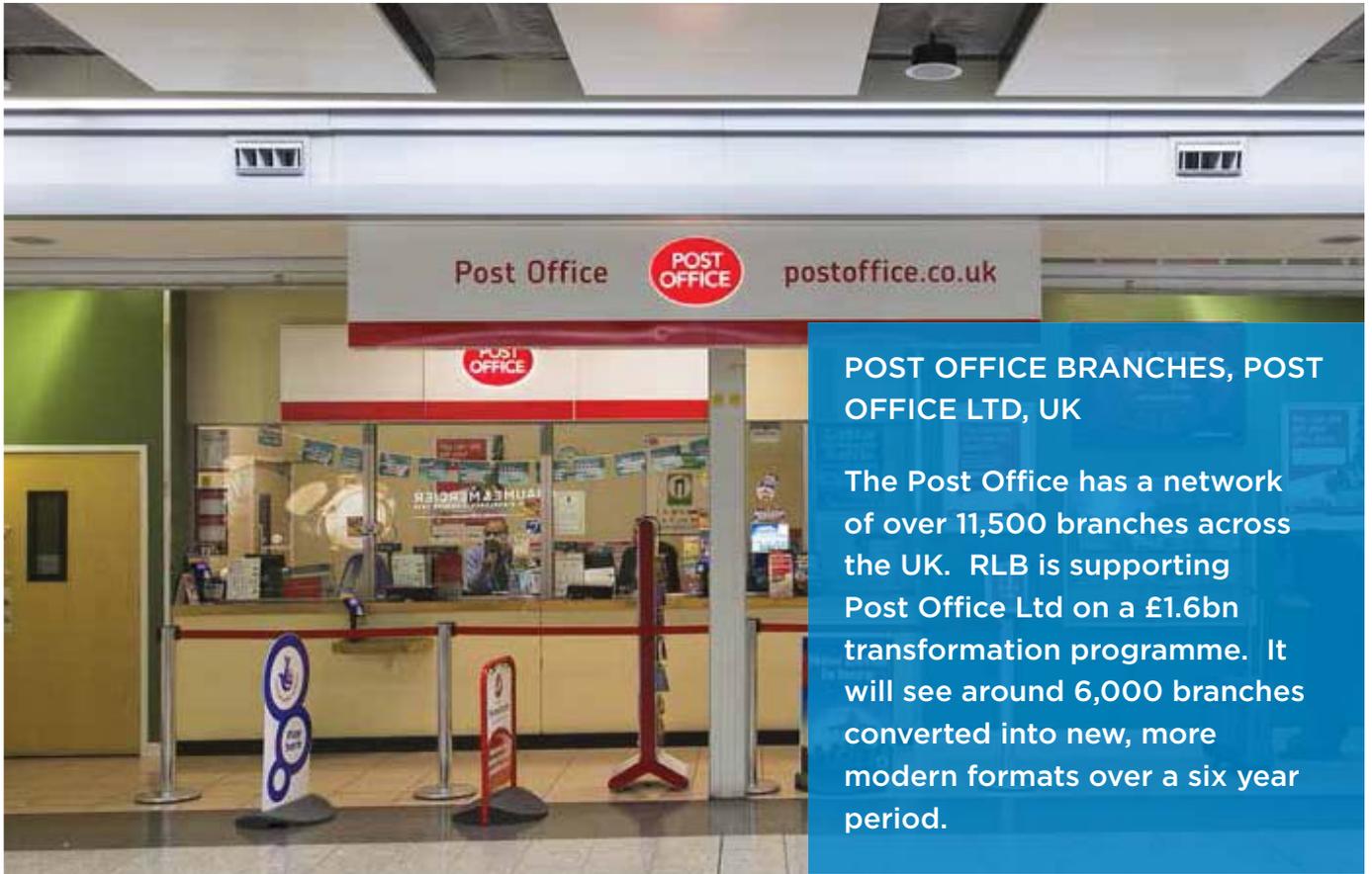
**SILVER KRIS LOUNGE, T3
HEATHROW, SINGAPORE
AIRLINES**

RLB was responsible for the fit-out of the Silver Kris lounge at Heathrow, providing Project Management, Quantity Surveying and CDMc services. The works comprised the fit out of the Executive and Business Class lounges, in a phased manner.



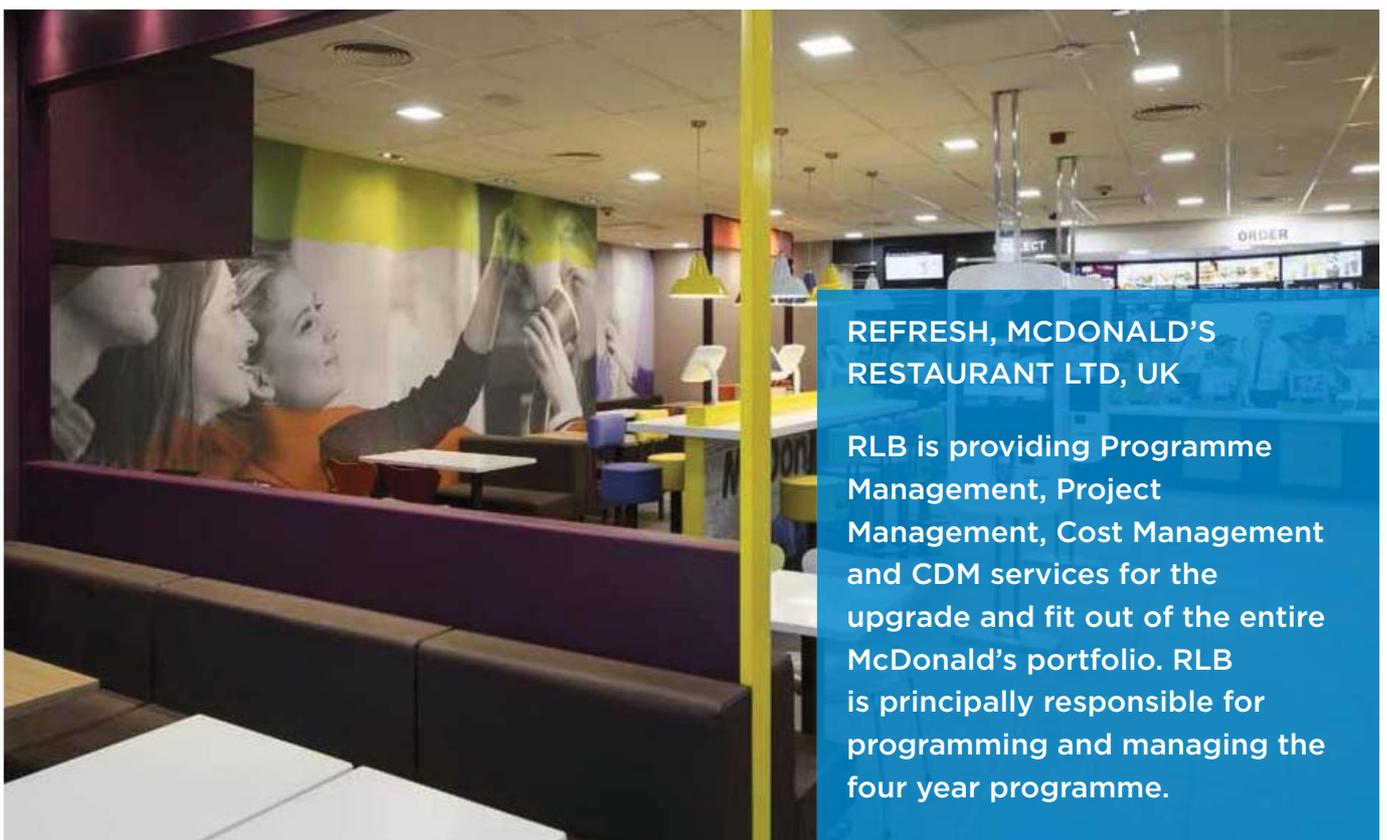
STORE FIT-OUTS, LUXOTTICA, UK

RLB has been providing project management, quantity surveying and CDM services to Luxottica UK since 2012, to oversee the expansion and development of their airport retail portfolio. This portfolio includes Sunglass Hut stores located at Gatwick, Heathrow, Stansted and Dublin Airports.



POST OFFICE BRANCHES, POST OFFICE LTD, UK

The Post Office has a network of over 11,500 branches across the UK. RLB is supporting Post Office Ltd on a £1.6bn transformation programme. It will see around 6,000 branches converted into new, more modern formats over a six year period.



REFRESH, MCDONALD'S RESTAURANT LTD, UK

RLB is providing Programme Management, Project Management, Cost Management and CDM services for the upgrade and fit out of the entire McDonald's portfolio. RLB is principally responsible for programming and managing the four year programme.



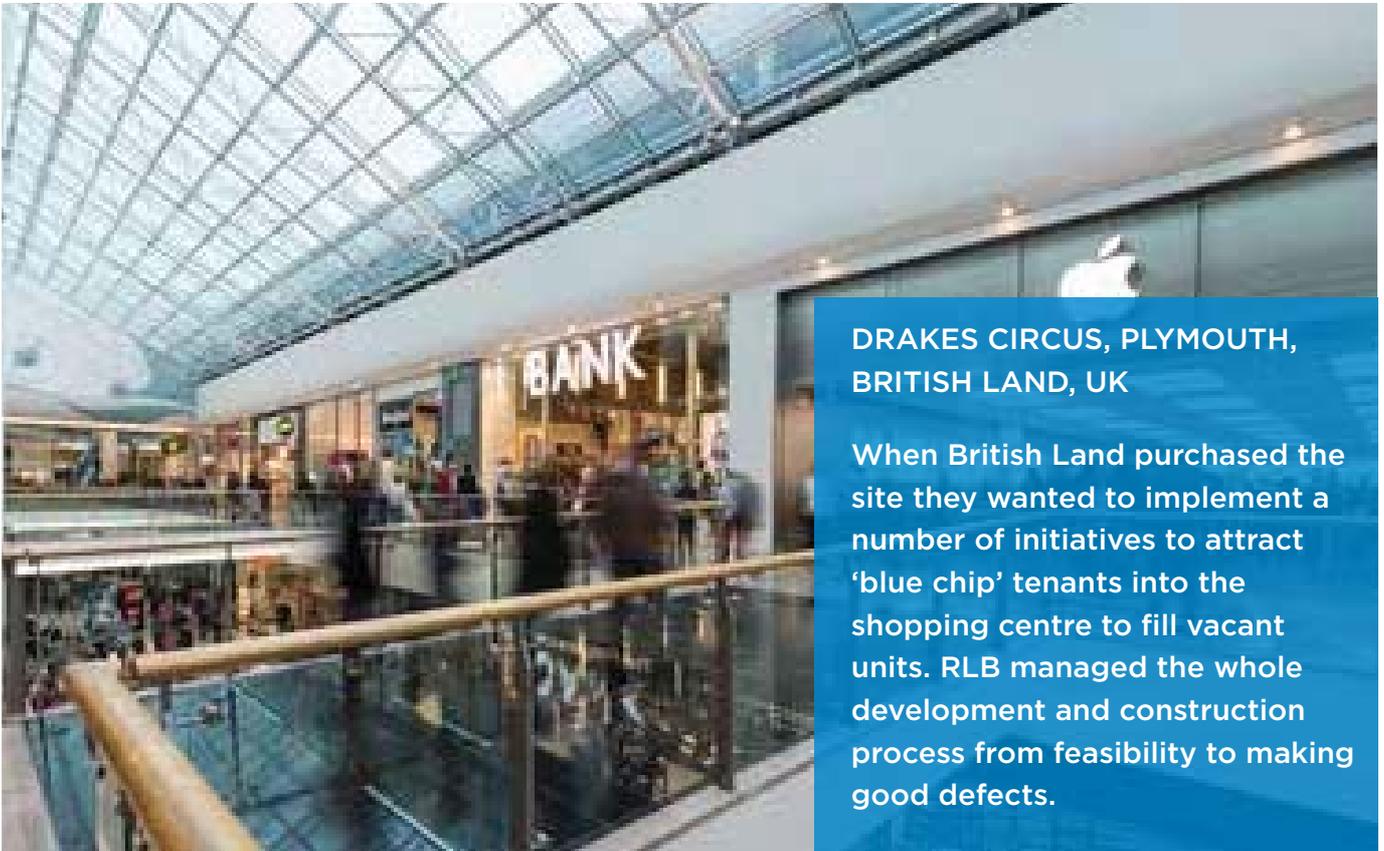
STORE ROLLOUT, DIXONS CARPHONE PLC, GLOBAL

RLB has delivered Dixon Travel Stores throughout Europe including Heathrow, Rome, Milan, Gatwick, Manchester and Copenhagen International airports since 2011. The works were part of an expansion by Dixons Travel and included refurbishments and relocations.



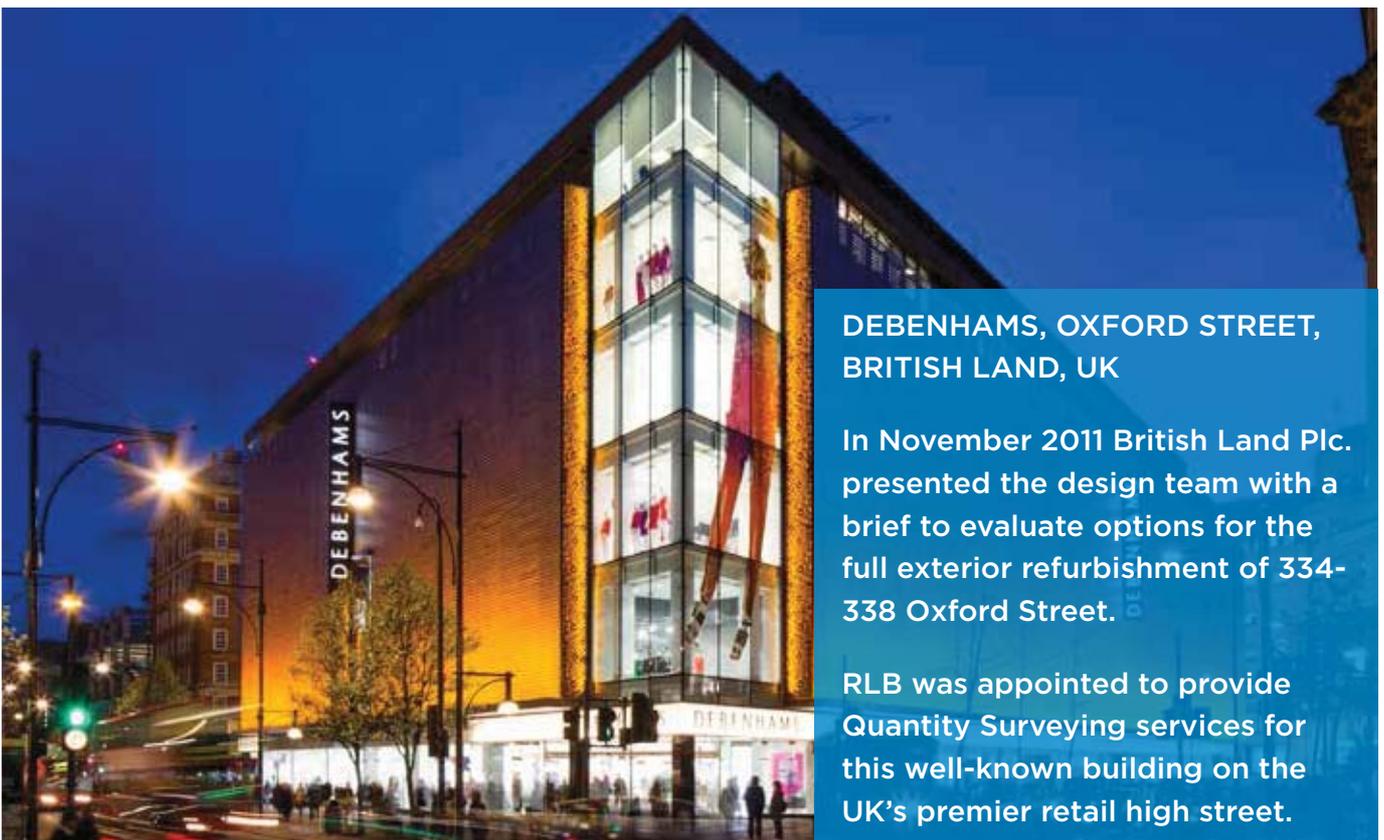
SIMPLY FOOD STORE REFRESH, MARKS & SPENCER, UK

Since 2007 RLB has provided project management support for a long-term programme delivering Simply Food stores. The commission started with the conversion of 12 stores and RLB's services have been retained to continue to deliver the new store programme going forward.



**DRAKES CIRCUS, PLYMOUTH,
BRITISH LAND, UK**

When British Land purchased the site they wanted to implement a number of initiatives to attract 'blue chip' tenants into the shopping centre to fill vacant units. RLB managed the whole development and construction process from feasibility to making good defects.



**DEBENHAMS, OXFORD STREET,
BRITISH LAND, UK**

In November 2011 British Land Plc. presented the design team with a brief to evaluate options for the full exterior refurbishment of 334-338 Oxford Street.

RLB was appointed to provide Quantity Surveying services for this well-known building on the UK's premier retail high street.

ABOUT RIDER LEVETT BUCKNALL

With 450 UK staff and 3,600 worldwide Rider Levett Bucknall has a truly global reach, and with such scope can offer a local presence to its clients almost without exception. We are committed to our core services and pride ourselves on our dedication to customer care and leading edge service provision.

We are an award winning leading independent firm providing our clients with some of the most comprehensive and forward-thinking advice available.

We offer a range of complementary cost consultancy, project management and advisory services from conception, through design and construction and operational performance of facilities to their eventual disposal or reuse.

Our clients have rapid access to the latest industry intelligence and innovations, which serve to enhance value and mitigate risk.

We provide expert management of the relationship between value, time and cost from inception to completion. We do this through our global and local team of experts, who possess a passion for both core services and innovation.

We are committed to developing new services and techniques aimed at enhancing our clients' businesses in the long term.

At a glance:



OUR CORE SERVICES

Rider Levett Bucknall provides cost consultancy, project management, building surveying and specialist advisory services.

Quantity surveying / cost management

Our approach to cost management is one which focuses on the business needs of the customer and enables them to make informed decisions in relation to their property assets. Our skill in procurement enables us to develop a strategy that encompasses the most suitable techniques, contracts and risk analysis to deliver a service tailored to your needs. In order for our estimates to be as accurate as possible, we have a comprehensive set of cost planning tools and an extensive database of cost information at our fingertips.

Project Management

Our project managers offer a bespoke service that focuses on more than just process. Our team has a broad range of skills including strategic project management of programme, capital project delivery and refurbishment works. The team combine strategic thinking with excellent communication and relationship skills, ensuring that key stakeholders are engaged throughout the project process.

Programme Management

We have the expertise to develop and manage delivery programmes that ensure minimum impact on our clients' operations. We will form a central programme office to co-ordinate information for all parties including internal stakeholders and key supply chain partners. This is a key strategic and governance role and involves our team building and maintaining the overall programme and providing a central point to track and monitor milestones against each project in order to report risks and provide budget cost data and key governance information via bespoke reporting dashboards utilising RLB Field.

Building surveying

Our team will provide confidence as to whether the property assets are efficient and effective, at any stage of their life. If, following a comprehensive review, we find that they are not fit-for-purpose; we have the skills to make them perform better. This process often leads to significant cost savings, as operational and asset-based efficiencies are introduced. The team also has expertise in a range of advisory services including due diligence, asset condition surveys, dilapidations, party wall and Expert Witness services.

Health and Safety services

The CDM Regulations 2015 apply to all construction work and impose duties on clients, making them accountable for the health and safety of those working on or affected by their project. We can help clients to meet regulations in three ways; act as Principal Designer, managing health and safety for every aspect of the construction phase; act as Principal Designer Advisor, ensuring that the Principal Designer appointed is able to carry out their duties and then monitoring progress on the project; or deliver an Independent Client Advisor role, helping clients to meet CDM duties under the regulations and monitoring progress and activities of other consultants on the project.