

THE MARKET PAVILION

# Market Lane – Food and High Street

At The Market Pavilion, we're anything but ordinary.  
Because this isn't your standard shopping centre.  
It's the vibrant heart of a new cultural hub where food  
is as much a part of a stylish life as fashion.  
Our modern marketplace brings artisan producers together.  
One destination – everything you need.  
Welcome to the new centre of Melbourne's culinary scene.

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## Market Lane – Food and High Street

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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, present and emerging whose knowledge and wisdom has and will ensure the continuation of cultures and traditional practices.



# Not Your Standard Market







# The Development Brief

Building on Chadstone’s arresting network of glazed barrel vaults and arches, the new Market Pavilion will celebrate the heritage of place – both of Chadstone and of Melbourne as a celebrated food city.

Referencing Melbourne’s boulevards, arcades and lanes, The Market Pavilion will be a true 21st century marketplace, attuned to the values and aspirations of a new generation of consumers.

Manifesting the modern desire for provenance, connection to producer, sustainable practice and understanding the true cost of our choices, The Market Pavilion will take its place among the great icons of Melbourne. A setting that brings people together, it is the organic evolution of the Prahran, South Melbourne and Queen Victoria Markets.



Artist impression only\*



# Market Heart Plan

Locate your tenancy on the Market Heart Plan, then select the correlating Neighbourhood Design Vision Guideline to discover further your design requirements for your tenancy.

## Neighbourhood Design Visions

- A

 Market Lane – High Street
- B

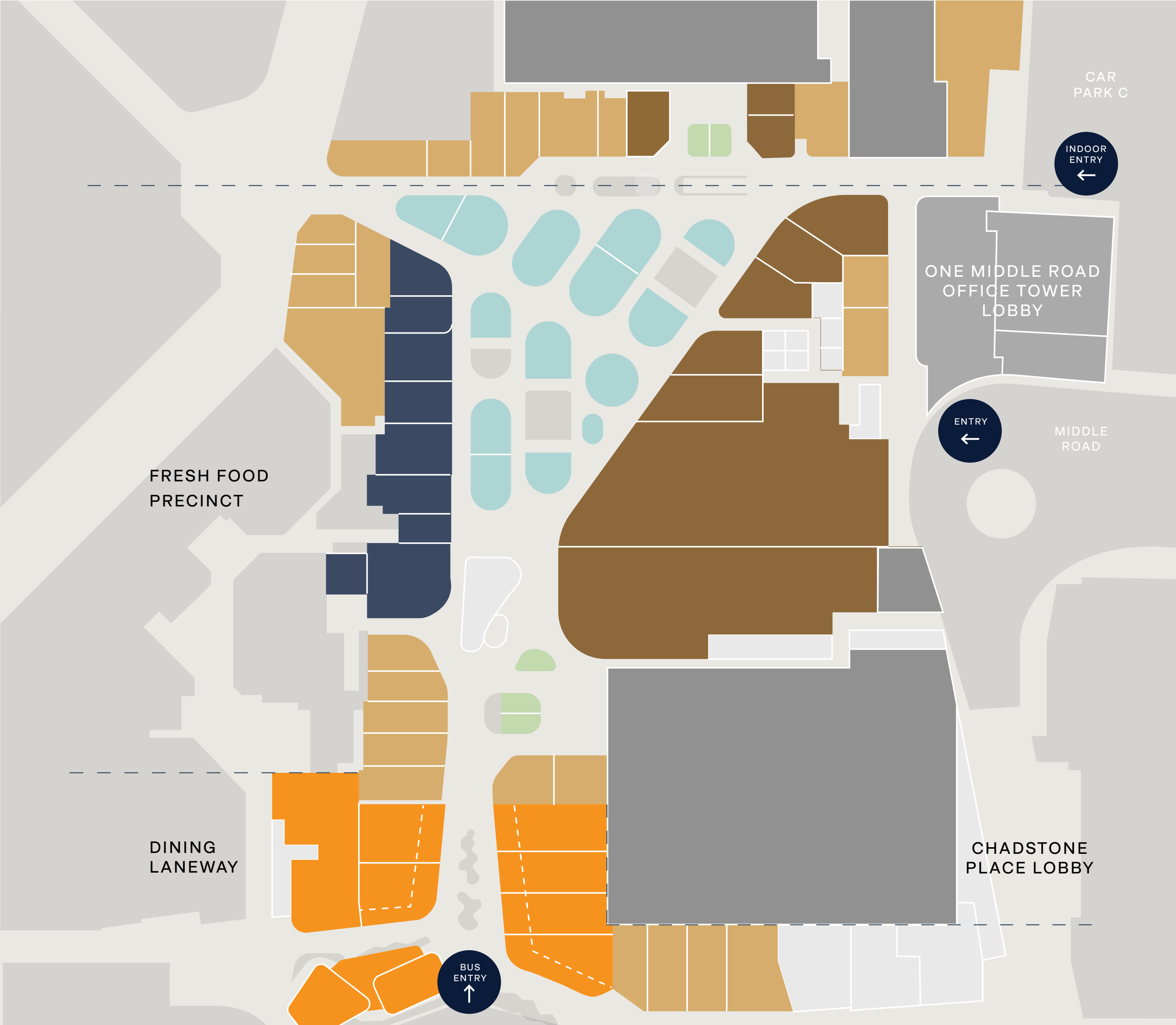
 Market Lane – Speciality
- C

 Market Lane – Food
- D

 Market Pavilions
- E

 Dining Laneway
- F

 Chadstone Kiosks



# Design Dimensions

Chadstone’s iconic Market Pavilion will re-define fresh food and locally sourced produce at a national and global level through unique design characteristics.

The architecture draws customers through the market heart providing energy and abundance, engagement with all your senses.

Fusing authentic storytelling with progressive and memorable design solutions, a lively market is re-imagined, offering unparalleled experiences that repeatedly engage and delight.

We invite you to organically weave the Design Dimensions into your design by creating and capturing a unique theatre experience across this environment.

- 01

## Time

Carefully curated and visually captivating merchandising displays which hero your produce encourage customers to slow down and immerse themselves into the environment.
- 02

## Individualism

Celebrate your unique offering by incorporating captivating architectural elements that frame the energy and activity of your space. Showcasing the process of preparation, cooking and serving emphasises freshness and authenticity, encouraging your customers to engage and participate in the experience.
- 03

## Creativity

Innovative spaces transport your customers, immersing them in a new experience that cannot be encountered anywhere else.
- 04

## Authenticity

The spaces we are most drawn to are often layered and eclectic, having evolved over time to tell a story. Create this eclectic atmosphere through artisanal touches, hand crafted details and an overlay of styling to personalise the experience.
- 05

## Artisanship

Celebrate craftsmanship with bespoke furniture, detailing and artwork executed by local artisans that connect and build trust in your brand.





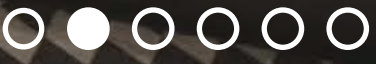
Market Pavilions — View from outside G-120 looking towards bus interchange entrance – artist impression only\*







Market Pavilions — View from inside G-120 looking out into the market heart – artist impression only\*







Market Pavilions — View from outside G-120 looking towards Coles entrance – artist impression only\*







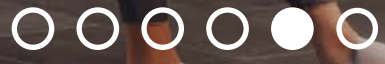
Dining Laneway — view towards The Market Pavilion — artist impression only\*







Dining Laneway — view towards bus interchange – artist impression only\*







Dining Laneway — view towards EX021 from EX015 – artist impression only\*

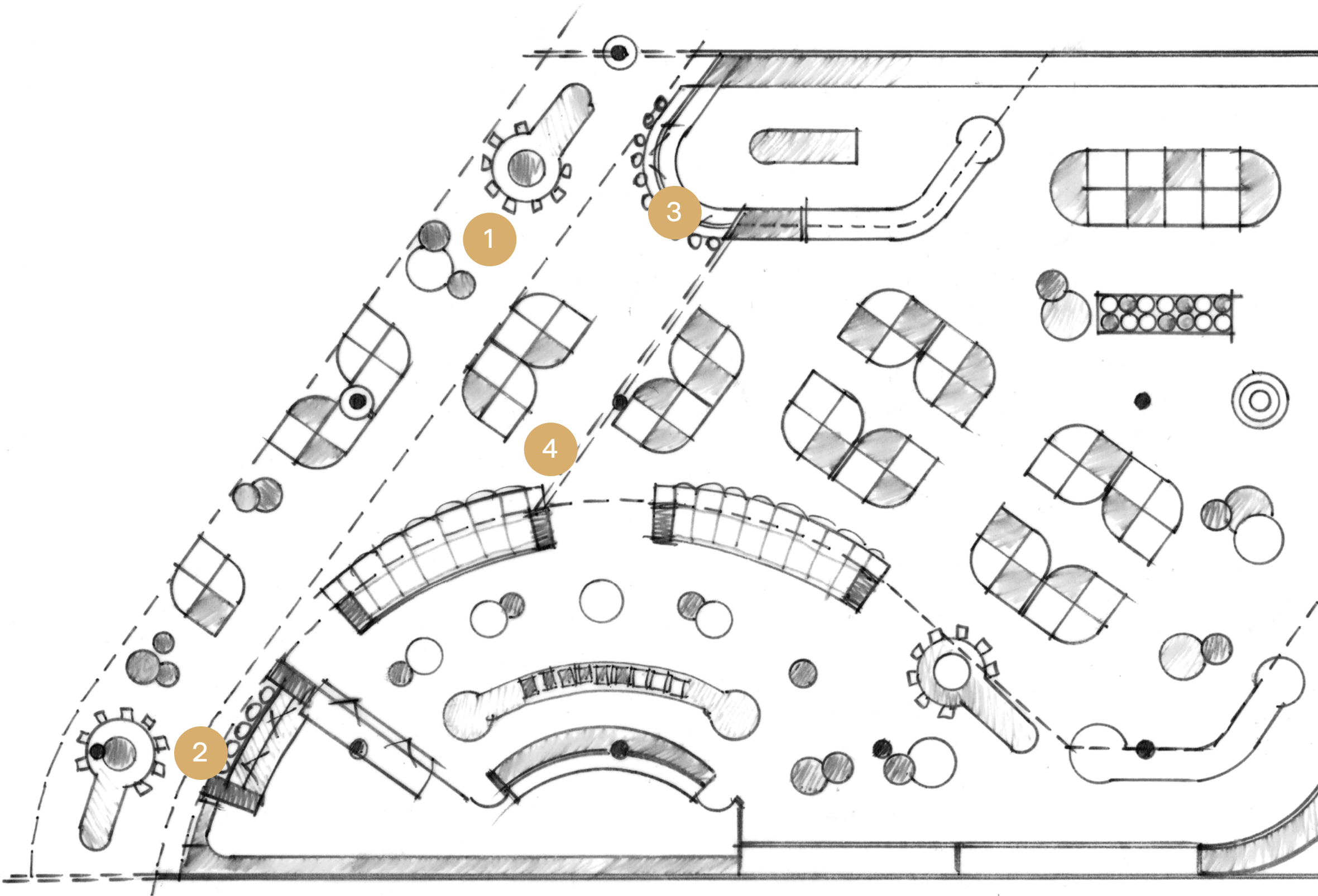




# Interpreting Key Design Elements

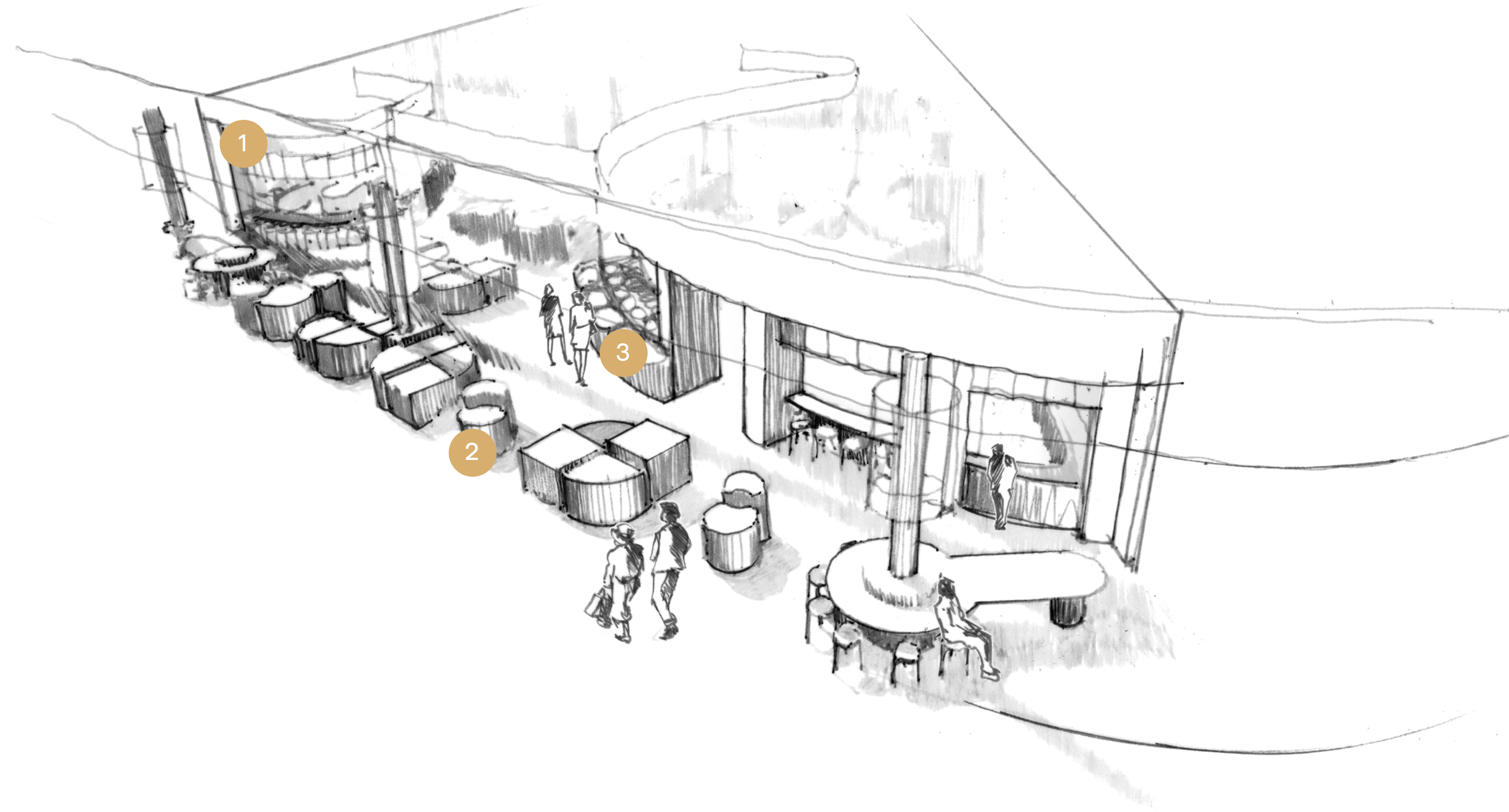
The success of your design will be achieved by carefully Interpreting the Key Design Elements to ensure all retail spaces are seamlessly embedded into The Market Pavilion and provide an authentic, exciting environment to engage with your customers.

- 1 Your shopfront zone will reinforce the energetic atmosphere of The Market Pavilion. Consider the spatial flow of people from the shared social spaces and how your customer will be enticed by the activity.
- 2 Remove hard physical barriers between your shopfront and 'Activation Zone' by locating a variety of closures, operable elements, seating and architecturally embedded displays.
- 3 Showcasing the process of preparation, cooking, serving and play reinforces freshness and authenticity, encouraging customers to engage and participate in the experience.
- 4 Doors are to be expressed or concealed and setback from the lease line 900mm.



# Interpreting Key Design Elements

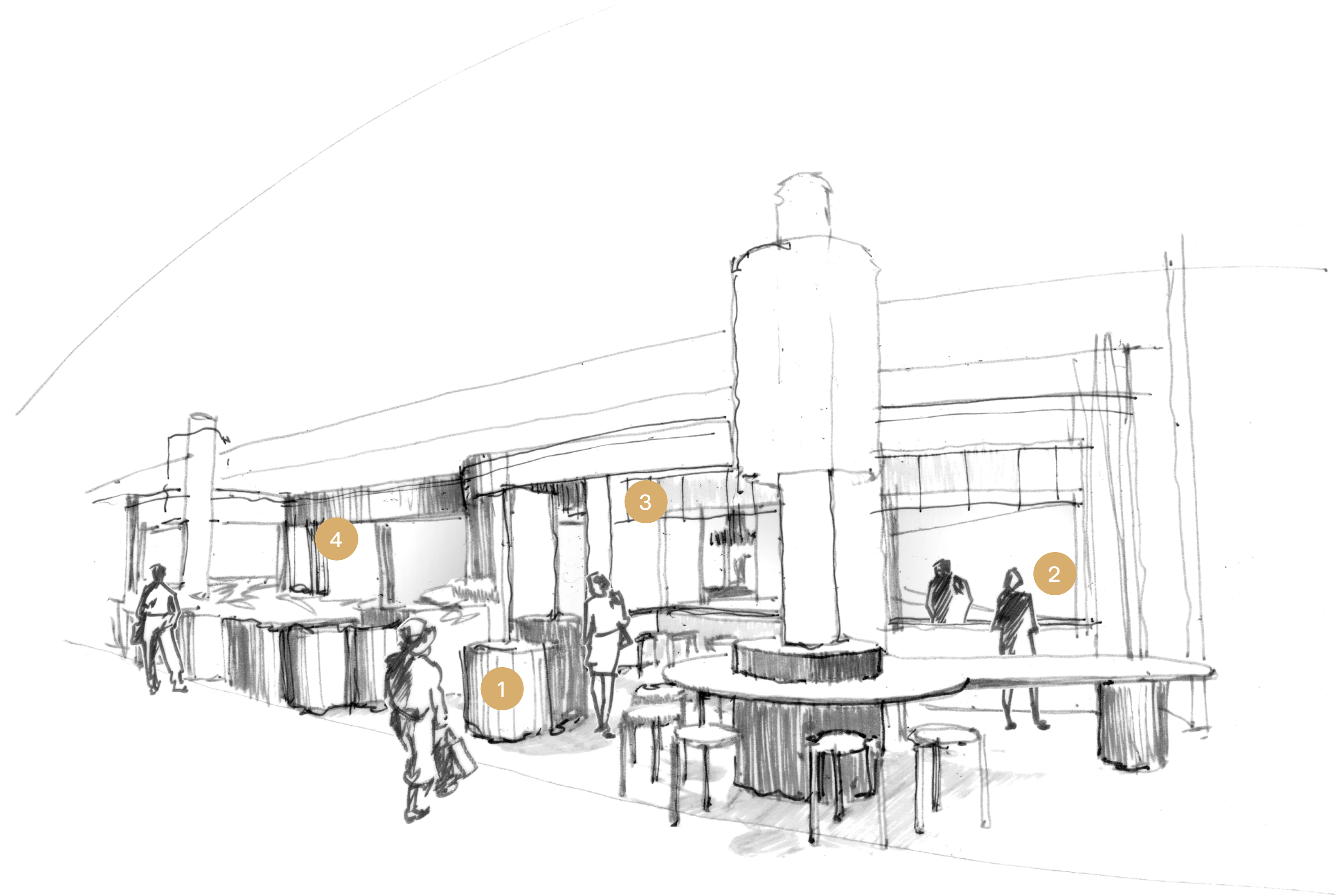
- 1 Investigate framing elements as an opportunity to express your brand, embed storytelling, celebrate product display and the theatre of your offer and strengthen your presence.
- 2 Showcase abundance by creating hierarchy through variation in forms and heights along side dynamic and layered visual styling.
- 3 Celebrate the theatre of food and display by creating immersive focal points through clever spatial arrangements.





# Interpreting Key Design Elements

- 1 Your Trade Out Zone will reinforce the energetic atmosphere of a market environment. Consider the spatial flow of people from the shared social spaces, and how your customers will be enticed by the activity.
- 2 Immerse customers in the theatre of preparation, cooking, serving and play, encouraging energy and excitement. Showcasing the process reinforces freshness and authenticity, encouraging customers to engage and participate in the experience.
- 3 Shopfront framing will maximise views into the tenancy whilst visually delineating spaces to reinforce the suggested nature of the shopfront.
- 4 Your closures are to be customised, varied, implementing an assortment of gas struts, bespoke bi-folds, sash windows, sliding elements and tilt doors.



# Interpreting Key Design Elements

- 1 Establish a strong connection to The Market Pavilion with layered and suggested shopfronts that blur the lease lines. This connection transports your customers into a lively and chaotic, yet refined market atmosphere.
- 2 Accentuate displays and create spatial hierarchy by introducing thoughtful framing elements that celebrate the authenticity of your offer.
- 3 Consider how your customers will experience your authentic story in a sensory manner, reinforcing the energy of the market.
- 4 Ground your product displays with walk through, fixed monolithic forms that are created from an unexpected and detailing use of materials.





# Food Retailer Shopfronts

Drawing inspiration from traditional market stalls, your shopfront will engage your customers with activated displays that reinforce the experiential atmosphere of The Market Pavilion.

## Key Considerations

- Creating layering by incorporating framing elements as an opportunity to express your brand, embed storytelling, celebrate product display and the theatre of your offer and strengthen your presence.
- Remove hard physical barriers between your Shopfront and ‘Activation Zone’ by locating a variety of closures, operable elements, seating and architecturally embedded displays. Closures are to be bespoke designs using exterior grade solutions. Doors are to be expressed or concealed and setback from the lease line 900mm. A minimum door entry height of 3000mm is to be maintained.
- Incorporate a mix of framed glazing, closures, solid material and framing which together with in-go’s and out-go’s, to create a dynamic and engaging facade to ignite customers that is layered and articulated, connecting your customer with the action, aroma and taste of your offer.
- Consider the spatial flow of people from the shared social spaces and how your customer will be enticed by the activity. Consider how your customers will experience your authentic story in a sensory manner. Ground your product displays with walk through, fixed monolithic forms.
- Showcase abundance by creating hierarchy through variation in forms and heights, alongside dynamic and layered visual styling. Display heights are to be a max of 1350mm with any adjoining overhead structure at max of 2100mm high.
- The first 900mm from the lease line is considered your ‘Shopfront Activation Zone’ and will be a continuation of the shopfront design, encompassing shopfront quality finishes to the walls, floors and ceiling. Your Point of Sale units are not to be located within this zone.
- At least 40% of the shopfront is to consist of solid architectural form, finishes specified to these zones are to have a focus on layering and texture.
- Allow for 300mm solid neutral zone to both sides of the tenancy ends prior to the commencement of glazing or permitted outgo.
- Note: a minimum shopfront permeability (opening) of 0.0035m<sup>2</sup> of open area per 1m<sup>2</sup> of tenancy GLA is permanently required to facilitate spill air from tenancy to naturally ventilated mall. Please refer to Fit-out Criteria Annexure 8 ‘Shopfront Spill Air Requirements’ for further detail’.





# High Street Retailer Shopfronts

Drawing inspiration from traditional High Street architecture, your shopfront will transport your customers from the hustle and bustle of the main Market Pavilions to a unique experience within.

## Key Considerations

- Re-image your Traditional Shopfront inspiration into a modern interpretation with framing openings, showcasing displays and food theatre on the lease line, employing contrasting external finishes and raising window displays from the ground.
- In addition to your main shopfront sign, secondary signage that speaks to your unique heritage and offering is encouraged. Your secondary signage design will reinforce the market environment, embracing opportunities to reference artisanal high street solutions such as gold leafing, metal lettering and flooring inlays.
- Door closures are to be bespoke designs using exterior grade finishes. Doors are to be expressed and not concealed in the form of double or single leaf pivot, swing, or sliding doors. A minimum door entry height of 3000mm is to be maintained.
- The first 900mm from the lease line is considered your ‘Shopfront Activation Zone’ and will be a continuation of the shopfront design, encompassing shopfront quality finishes to the walls, floors, ceiling and joinery units.
- Glazing is to be framed on all sides without any visible silicon. Glazing frames are to be custom designed and considered a design feature of your shopfront.
- At least 70% of the shopfront is to consist of solid architectural form, finishes specified to these zones are to have a focus on layering and texture.
- Allow for 300mm solid neutral zone to both sides of the tenancy ends prior to the commencement of glazing or permitted outgo.
- In-go’s and Out-go’s are encouraged within the shop front design, whereby a maximum of 60% of the Activation Zone may either protrude or retract over the lease-line. In-go’s and Out-go’s are limited to 200mm and must be contained to around display windows and openings.
- Note: a minimum shopfront permeability (opening) of 0.0035m<sup>2</sup> of open area per 1m<sup>2</sup> of tenancy GLA is permanently required to facilitate spill air from tenancy to naturally ventilated mall. Please refer to Fit-out Criteria Annexure 8 ‘Shopfront Spill Air Requirements’ for further detail’.





# Key Design Elements

- 01 Ceilings
- 02 Framing
- 03 Wall and Floor Fixtures
- 04 Counters
- 05 Counter Food Display
- 06 Lighting and Ambience
- 07 Architectural Materials
- 08 Primary Signage
- 09 Menu, Branding, Packaging and Graphics
- 10 Visual Styling



# Ceilings

From intricate to simple details, ceilings are a significant design medium that will reinforce the strength of the brand and highlight desired zones.

## Key Considerations

- The first 900mm from the lease line is considered 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. No painted ceilings will be supported in this zone
- Develop an architectural approach to the ceiling design, with use of interesting forms and innovative materials ensuring it becomes a meaningful aspect of your overarching design language.
- When designing the ceiling, consider the alignment of wall finishes, display systems and secondary signage to create a strong and cohesive architectural statement.
- Create depth and dimension by sculpting and layering ceiling forms, incorporating varied lighting and artisan fittings throughout the space.
- Open ceilings may form part of the ceiling design but are to combined with articulated ceiling structures that highlight key areas within the store design, for example point of sale counters and type of product on offer to the customers, note a solid ceiling must be installed for the first 3000mm as part of your ‘Shopfront Activation Zone’.
- All exposed services are to be finished and reflect the interior standard, including the hard ductwork, pipework, cabling, cable trays, speakers and security cameras.
- Flat non articulated ceilings or ceilings with a single step will not be permitted.
- Speakers cannot be located within the first 3000mm of the tenancy to ensure neighbouring retailers are not affected.
- All food preparation and open food display areas must be located under a ceiling area that has a finish approved by the local authority.





# Framing

Accentuate displays and create spatial hierarchy by introducing framing elements that celebrate the authenticity of your offer.

## Key Considerations

- Investigate framing elements as an opportunity to express your brand, embed storytelling, celebrate product display and the theatre of your offer, and strengthen your presence.
- Integrate joinery supported overhead framing, creating a layer between the floor and ceiling to bring down the scale of the space and reinforce the bustling market atmosphere.
- Any overhead framing is to be purposeful, delicate, and lightweight, and can accommodate your secondary signage, merchandising, ticketing and integrated lighting.
- Overhead frame heights in Trade Out Zones are to be sensitive to neighbouring tenancies sightlines, height for overhead framing in this zone to a maximum of 2100mm high.
- Overhead framing is for decorative purposes only, security cameras and other technology is not to be fixed to the frame.
- Shopfront framing will be sculptural and articulated, incorporating a variety of innovative and interesting materials.
- Transparent shopfront framing will maximise views into the tenancy, while visually delineating spaces to reinforce the suggested nature of the shopfront.
- Introduce framed elements internally to accentuate displays, define zones and create spatial hierarchy to encourage an explorative shopping experience.





# Wall and Floor Fixtures

Celebrate craftsmanship with bespoke detailing that connects your customers to your brand story and reinforces the market environment.

## Key Considerations

- Your fixtures offer an opportunity to explore bespoke detailing and craftsmanship, from display fixtures and lighting to handles and hooks.
- Specify a combination of fixtures types varying in finishes and design, each supporting your overarching design concept.
- 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.
- All wall fixtures to have concealed self-leveling feet.
- All joinery units located within the ‘Shopfront Activation Zone’ are to reflect shopfront materiality and detailing.
- Inject your brand story into your interior with the inclusion of a key piece of furniture offers both an opportunity to pause, and a setting around which to merchandise. Consider how a found object, unique light fitting, a bespoke finish or other feature elements may set a scene for displaying your product and connect to your brand.
- Where lighting is to be included in your joinery, it must be fully integrated to ensure that LED diodes are never visible. All lighting must be concealed from the source. No skirting lighting for Point of Sale units.
- Units that are moveable, are to be designed to have concealed caster wheels.
- All glass display units are to be UV bonded.
- No ceiling cable droppers to be used, call cabling to be allowed through the floor.
- All fixtures in your trade out LSA to be fixed and monolithic, no casters.





# Counters

Counters become the hero feature of a space, acting as a key link in the overall design story. Counters are the first opportunity to introduce your offer and celebrate your product.

## Key Considerations

- Encourage customers to engage with your products by locating counters on the lease line. These counters may not exceed 30% of the shopfront and need to include a focal food display point as an introduction to your brand offer.
- The location and orientation of counters should be carefully considered alongside the nominated ‘Shopfront Activation Zone’. Position the order and pick-up points to minimise queuing and optimise customer flow.
- Be sculptural in your approach. Create focal points and impact with articulated form, focussing on layering, considered framing or a monolithic base design.
- Glass cabinetry is to be integrated into the counter design and have square profile detailing. All channels must be recessed with UV bonded joints.
- Ensure lighting to your counter is fully integrated and concealed and is appropriate for the offer on display.
- Ensure operational aspects are carefully considered and resolved including POS and cash registers are recessed into counter with concealed wiring.
- All counters and joinery units located within the ‘Shopfront Activation Zone’ are to reflect shopfront materiality and detailing.
- The Point of Sale is an icon within your store. It should read as a designer object; customised, bespoke and seamlessly integrated with technology, storage and display. Be monolithic in its form and sculptural.





# Counter Food Display

People shop with their senses, with food displays being the most critical opportunity to entice your customers. Explore creative and unique ways to maximise the visual attraction of your food, investing in custom displays and abundant food visual styling.

## Key Considerations

- Critical to the success of your offer, is 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 abundance, fresh, hygienic, restrained and organised throughout trade.
- Consider the spatial flow of people from the shared social spaces and how your customer will be enticed by your food displays.
- Counter lengths and size of counter food display should be determined in line with proposed product range to ensure adequate display of offer, total counter lengths must not exceed 30% of the shopfront and need to include a focal food display point as an introduction to your brand offer.
- Seamlessly integrate equipment around the lease line with a consistent serving height of 1100 - 1200mm high to allow for easy serving and interaction with your customers.
- Only custom counter displays and fridges are to be located around the Service Zone and are to follow the curved lease line, with a maximum glass display shelf height of 2 levels
- All display fridge's and cabinets will have frameless UV bonded and square edged glass with maximum panel size with minimal clear silicon joints and recessed glazing channels. Your countertop finish is to be integrated as a base to the food display this includes cold and ambient display
- Remote refrigeration motors, contained within the tenancy area are preferred and these need to be water cooled. If remote ventilation is not possible, any necessary vents must be located behind the counter and not through the front face of the counters.
- Custom drinks fridges are to be located in the Food Prep Zone, are not to exceed 1400mm in height, are to be black, white or stainless steel and fully recessed and integrated with overall finishes and design concept.
- All food display and merchandising is be positioned above the counter height. All shelving or visual styling items below counter height will not be supported.
- Within your counter food displays, showcase abundance by creating hierarchy through variation in forms and heights, alongside dynamic and layered visual styling
- Within your Service Zone allow for adequate storage of items such as takeaway containers, disposable cups, coffee cups/lids, chopsticks, condiments napkins and straws including ample under bench storage for all packaging and contained, your Point of Sale station needs to present a clean, uncluttered counter at all times.
- Food preparation equipment is not to be located within the Service, all equipment unless this is specifically required for Food Theatre purposes, everything else is to located within the Food Prep Zone.
- Joinery and equipment within the kiosk are not permitted to extend above 1400mm in height without RDM endorsement. All equipment is to included in the documentation and will be assessed on design and operational merit for inclusion into the design.





# Lighting and Ambience

Lighting plays an integral role in overall presentation. It creates a sense of theatre and visual impact resulting in a space that is interesting and engaging, enhancing ones mood and experience.

## Key Considerations

- A professional retail lighting designer is to be engaged to develop the lighting concept, this will form part of your design approval submission.
- Ensure all elements of the design that require lighting are fully integrated and tied back to the overall design.
- Be thoughtful and creative with lighting solutions to create a warm and inviting atmosphere. Play with light and shadow to create texture and mood as well as ensuring the product on offer and food theatre is the hero.
- 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.
- Decorative lights should be carefully chosen to ensure they tie in with the overall design and architectural lighting characteristics.
- Consideration of the transition from day to night trade, incorporating varied lighting types.
- Play with light and shadow to create texture, mood and atmosphere through the use of various luminaires and beam angles.
- Lighting is to be of a consistent warm colour temperature throughout the design, including signage and fridge displays. All lighting is to be dimmable and to accommodate the changing mall conditions, ideally the implementation of a Dali lighting system would allow for maximum flexibility.
- All lighting to your counter is to be responsive to your product offering, and fully concealed. Lighting to the counter face will not be supported.
- Any fridge illumination must be 3000k to compliment your design.





# Architectural Materials

The materials palette will be a subtle nod to The Market Pavilion architecture – tonal and textural, with accents of colour provided by the fresh and packaged produce.

## Key Considerations

- Select authentic quality materials with a focus on artisan and textural qualities.
- Create a point of difference by expressing traditional finishes in new and unique ways. Experiment with structure, tone and layering to create textural depth.
- 80% of finishes are to be tonal in the grey and brown colourways, with colour to be introduced as an accent only. Where colour is utilised the focus is to be on texture, layering and being complementary to the surrounding materials.
- Ensure a high degree of detailing and consideration to the junction of finishes and change in direction of materials.
- Select interesting and bespoke handles, light fittings and fixtures, and incorporate unique custom joinery items.
- Non approved materials include; imitation materials, laminates, composite aluminium panels, painted finishes including 2pac, timber veneer, solid surface materials, vinyl, acrylic, flat solid tiles, clear float glass and render to all counters.

- Long runs of painted plasterboard walls will not be approved. The interior is to have every touchpoint within the tenancy designed and considered.

## Palette Inspiration

- Solid Timber
  - Natural Stone
  - Handcrafted Ceramics
  - Authentic Metals
  - Brick
  - Mesh
  - Terracotta
  - Terrazzo
  - Fluted Glass
  - Solid Render
  - Artisan Concrete
  - Leather
- Under floor finish fatigue matts are to be installed in key traffic zones only. Loose fatigue mats will not be supported.
  - All edge protection to be custom and responsive to surround finishes, with no anodised flat bar. All Skirting to be recessed and not applied to the front of your nominated finish.



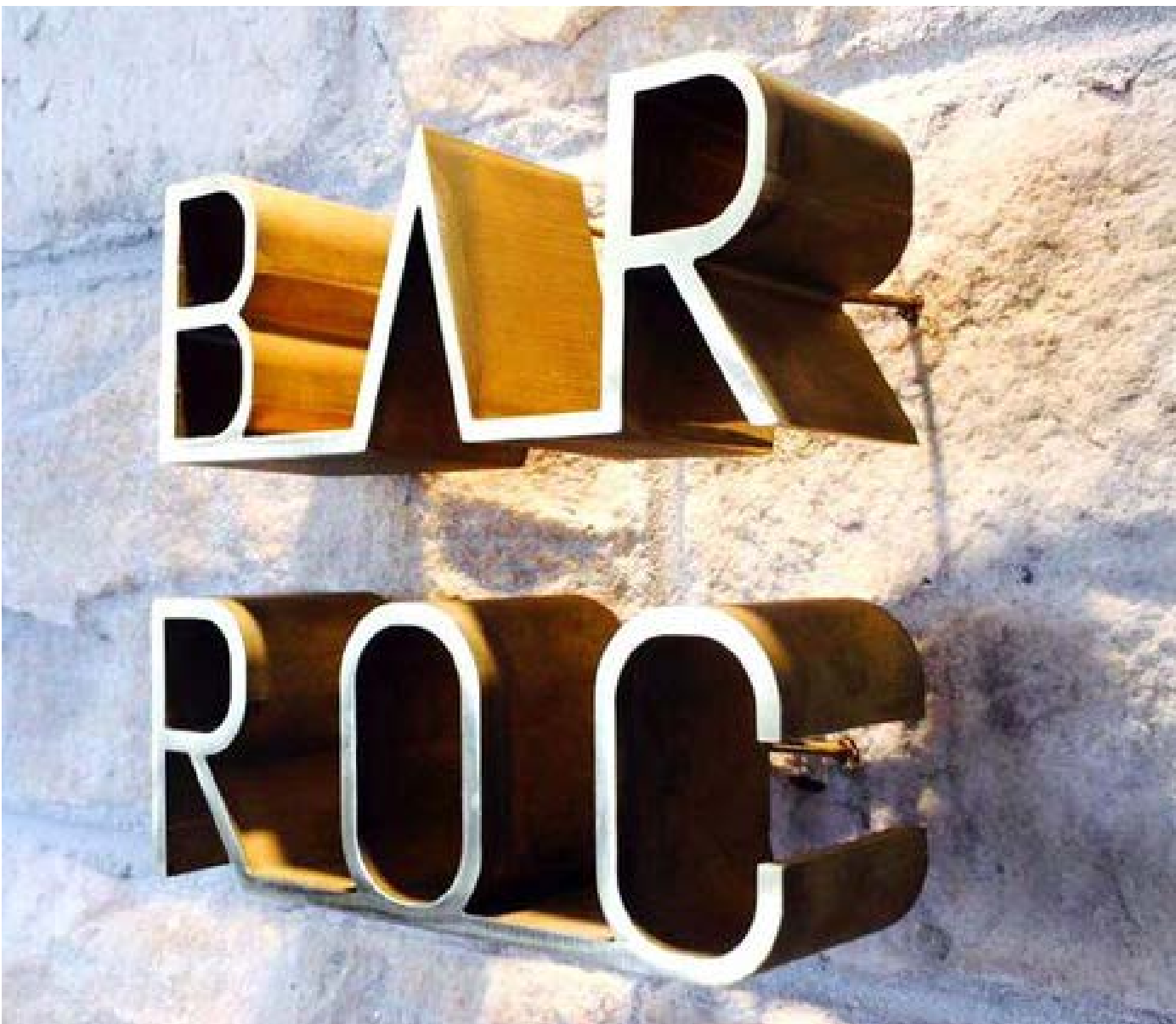


# Primary Signage

Integration of your signage is key to bringing your brand narrative to life. An unconventional approach injects personality into your space, helping to create a new brand experience.

## Key Considerations

- A qualified and experienced graphic designer is to be engaged to develop the signage package and will form part of the design approval submission.
- Develop a memorable signage solution to entice customers using authentic quality materials in an artisan way. This might include integrating unique detailing and fixing solutions.
- Explore unique placement and detailing opportunities to display your sign within the shopfront forms, while being responsive to sightlines through the precinct.
- Illuminated signage is to be either halo or rear illuminated, with all illuminated signage to be dimmable.
- Signage materials should compliment your overall shopfront concept. Specify natural tones and apply accents of colour in a refined manner. Non-approved materials include: vinyl, acrylic, imitation materials and lightboxes.
- Illuminated signage is to be either halo or rear illuminated. Front illuminated letters will only be approved where there is strong design merit.
- 1 x Primary Sign with lettering heights to be a maximum of 300mm high and is to be proportional to the architectural form of your shopfront zone.
- When applying secondary signage within the Shopfront Activation Zone, be mindful of signage hierarchy and ensure the brand message remains clear and concise. All secondary signage is to be non-illuminated and artisanal.
- For complicated fixing details or particularly heavy signs, engineering may be required with certification from a structural engineer.
- Your primary signage should consist of the trading name only. Logos, commercial branding or alternative language lettering is not permitted.
- Third party supplier branding is not permitted without RDM approval.





# Menu, Branding, Packaging and Graphics

Your menus, branding and graphics speaks to your offering and expresses the personality of the offer, stimulating the customer’s intrigue and curiosity.

## Key Considerations

- A qualified and experienced graphic designer or branding agency is to be engaged to develop your brand strategy narrative. Your strategy covering all branding touch points will form part of your design approval submission.
- The brand strategy package will include:
  - Packaging suite; fresh, freshly prepared takeaway, or pre-packaged including for catering.
  - Complete signage package
  - Complete menu package
  - Ticketing for all displays
  - VM solutions for all product displays
  - Point of sale items and location map of where they will be located.
  - How promotional offers will be presented.
  - loyalty programs/cards
  - Dining placement and table numbers
  - Staff uniforms
  - Tableware package
  - All custom graphics or artwork
  - Food display solutions including layout and serving solutions. This is to be a detailed layout plan showing the food display strategy
- Your customers are more interested than ever before in the origins of their food, therefore it is important to clearly communicate your food story.
- As a minimum, it should be a recyclable product, consistent with the logo, brand exclusive, with no third party advertising, flat packed where possible for efficient under counter storage.
- Menus should seamlessly complement the architectural forms and the overall materials with bespoke detailing and a focus on an artisan style to create an authentic aesthetic.
- Packaging design will help the brand connect with customers to build loyalty and sales.
- Consider how your packaging can add value to your product and deliver an experience
- Eco-friendly packaging that is 100% recyclable or biodegradable is strongly encouraged.
- Provide quality custom packaging that showcases your food and reflects your concept.
- Packaging should reflect the concept positioning statement.
- Graphics may not have more than 50% saturation when applied to a tenancy fitout and may not be applied to counter fronts.
- Graphics should be professionally communicated as an art form or in a textural format, forming part of the cohesive retail spatial experience.
- When graphics are applied to the tenancy fitout, illustrative graphics are encouraged. It can be layered or patterned but must be subtle.





# Visual Styling

Visual styling enhances your offer and brings your brand personality to life. A carefully curated combination of product, propping and brand storytelling creates intrigue and a sense of discovery.

## Key Considerations

- Visual styling is to be undertaken by a professional interior designer or stylist. They will develop a cohesive selection of accessory items to feature in the space and develop a visual strategy that includes all aspects below, and will form part of the design approval submission.
- Visual Mechanising should include food relevant product such as bottled or canned ingredients and props such as utensils and cookware. Consider unexpected items that resonate with the brand and bring joy to the customer.
- Celebrate the notion of abundance and create visual impact through product density and vibrant colour blocking.
- Ensure your merchandising is adaptable and regularly updated to stay fresh and interesting.
- Accessorise your space with the inclusion of a statement furniture or styling piece, this offers both an opportunity to pause and a setting around which to merchandise.
- Your brand story should be used to inform the response to all your design decisions and is at its most tangible in your styling and VM choices.
- Your ethos should be embedded in all customer touch points, displays, materiality, graphics overlay and visual styling.
- Consider how your customers will experience your authentic story in a sensory manner at all critical touch points – reinforcing the abundant nature and energy of the market.
- Staff uniforms should reflect the brand identity. Consider colour, cut and fabric selection as these elements reinforce the brand. A focus on authentic natural materials is encouraged.





# Sustainability

# Sustainability

Consider the environmental impact of your design in the finishes, equipment and lighting.

## Overview

- The Market Pavilion has been designed to reduce its environmental impact and provide a more comfortable environment for the building users. It is targeting the following environmental performance ratings and initiatives:
  - 5 Star Green Star Design and As Built v1.3
  - Net-zero operational carbon emissions
  - Naturally ventilated market heart
  - Dedicated waste management plan
  - Solar PV: 746kW (127kW on terrace, and 619kW on Hoyts roof)
- For the full benefits of these initiatives to be realised by the occupants, it is recommended that any Tenant fitout adopts similar design principles to their works. This document has been prepared to list the key initiatives and specific requirements for the ratings targeted by the base building.
- Tenants should consider designer, 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 Greenstar website for a list of Green Star practitioners: <https://www.gbca.org.au/people>.

## Procurement

- Use products and materials with sustainable and ethical supply chains.
- Design to reduce waste in the fit-out process, ongoing operation of the tenancy and the deficit process.

## Finishes

- Timber to be from environmentally certified - FSC (Forest Stewardship Council), PEFC (Programme of the Endorsement of Forest Certification) certified timber and wood products or recycled sources.
- Select products and finishes with certification from GECA, Global GreenTag or equivalent. Use of timber from illegal sources or old growth forests is not permitted.
- Engineered wood products to have low formaldehyde emissions of E1 or EO and includes all adhesives, joinery and composite wood products.
- Bamboo or Natural fibre products are to be considered.
- Alternative plastics to PVC for pipework, flooring, conduit and cabling to be considered including HDPE (high density polyethylene) or PP (polypropylene).
- Consider stewardship programmes and products that have a high recycled content and take-back option at end of use.
- 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

## Equipment and Appliances

- The tenancy fit-out will be undertaken with an environmental management plan 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).

## Shopfront Glazing

- Internal mall shopfront and external facade glazing to comply with the following facade performances requirements:
  - Maximum total system U-value: 3.5 U-value
  - SHGC 0.45
  - VT > 60%
- Alternatively, a performance solution (by Base Building ESD Engineer) may be sought by the Tenant should the facade parameters be deemed unsuitable. Meeting these requirement, as well as matching the adjacent Landlord supplied shop front glass will be imperative to a successful design outcome.

## Waste

- The tenancy fit-out will be undertaken with an environmental management plan 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).

# The Design Process

# The Design Process

## 01 Tenant Engaged

Tenant, Vicinity Leasing and Vicinity Retail Design Manager (RDM)

An in person meeting between Tenant, Vicinity Leasing and RDM to go through development and relative design requirements. This is an opportunity for the tenant to consider and discuss how important elements of their brand can be brought to life in the development space and aspects of interest in the neighbouring common mall space.

## 02 Signing of Lease

Tenant and Vicinity Leasing

## 03 Tenant’s Retail Designer Engaged

Tenant, retail designer and RDM

The retail designer for the project needs to have a high level of relative industry experience, including conceptual design, understand the expectations of the tenants brand and development as well as a style aesthetic which aligns or compliments the tenant. Retail designer may be required to supply a portfolio to demonstrate this to RDM. The Tenant is to meet with RDM to discuss proposed retail designer to gain alignment.

## 04 Explore Spatial Layouts

Tenant and designer

As you explore floor plan options, think of the overall story and how the layout of your space can enhance this. What are the sightlines while walking past? Will movements flow easily or are there bottlenecks? How will the overarching key design principles be incorporated into the design?

## 05 Development of Moodboard’s

Tenant and Retail Designer

From here the retail designer and Tenant will work together to develop the look and feel for the new tenancy, creating three page moodboard for the tenancy containing draft floorplan, proposed architectural materials and contextual imagery – refer checklist.

## 06 Moodboard Presentation

Tenant, retail designer and RDM

Retail designer to present moodboard’s for project to RDM, talking through proposed design relative to Vicinity’s design dimensions for the development to gain RDM alignment. Feedback will be issued to retail designer and Tenant by RDM following meeting and is to be incorporated into design moving forward into design concept. Note, approval of moodboard’s is not a full design approval but approval to move to the concept design stage.

## 07 Design Concept Proposal

Tenant, retail designer and RDM

Taking the agreed design direction and developing further to understand and show the evolution of the design, the design concept proposal includes coloured 3D visualisations of the tenancy (shopfront and two internals minimum) as well as an updated floor plan and finishes –refer checklist.

Retail designer to present design concept proposal to RDM, talking through to gain RDM alignment, referencing development design dimensions. Feedback will be issued to retail designer and Tenant by RDM following meeting and is to be incorporated into design moving forward into services & developed design. Note, design concept approval is not a full design approval but approval to move to the services and developed sesign stage.

At this point either the retail designer or the Tenant should engage a structural engineer for the tenancy shopfront and other elements relative to the site and overall design.

## 08 Services Proposal

Tenant, retail designer and RDM

Further evolution of the approved design concept, the services proposal will be issued and utilised for services and category 1 work reviews so its important supplied information is correct and agreed. This is issue captures the latest floor plan, reflected ceiling plan (RCP), relative cross sections, desired services, ceiling features and heights, lighting, air conditioning and mechanical – refer to checklist for complete list.

The retail designer or Tenant should now engage a lighting designer, visual styling consultant and graphic designer for the tenancy. As with the retail designer, these consultants should have relative industry experience and be able to demonstrate in a portfolio to the RDM if required.

Retail designer to issue services proposal to RDM for further distribution and feedback. Any feedback is to be incorporated into design moving forward into developed design.

## 09 Developed Design Proposal

Tenant, retail designer and RDM

Full documentation is issued to RDM for review with the intent of final design approval. The proposal will capture all aspect of the design including engineering, visual styling design, signage and graphics package, furniture package, lighting design and any other items relating to the design of the tenancy – refer checklist.

## 10 Final Design Approval

Tenant, retail designer and RDM

Final design approval is issued by email once all required documentation for the tenancy is supplied to the RDM in alignment and fitout criteria, design vision and the design concept has evolved to include all Vicinity feedback. Documentation should be submitted a minimum of five weeks prior to handover of site to ensure approval is issued in the necessary timeframes.

## 11 Tender Process

## 12 Trade Begins

## 13 Relevant Authority Approvals

## 14 Pre Commencement On-site Process

## 15 Handover of Premises

## 16 Commencement of Fitout On-site

## 17 Pre-tradeProcess



# Housekeeping



# Spatial Planning Checklist – Food

As part of your preliminary design submission, you will need to provide the following checklist completed along with your operational workflow plan and detailed equipment list to Vicinity.

## Spatial Planning

Provide clear plans that demonstrates the inclusion and consideration of the following areas into the pavilion proposed concept design:

- ☐ The relationship between display zones, interactive touchpoints, customer dining zones, and the location of point of sale and queuing as they must not inhibit mall circulation.
- ☐ Lengths and size of display cabinets should be determined in line with proposed product range to ensure adequate display of offer.
- ☐ How access from all staff, customers and delivery people, queuing and ordering will work.
- ☐ Customer flow within and around the pavilion including the interaction with the surrounding mall.
- ☐ Functional layout and operation of the kitchen.
- ☐ How the dining service will be delivered, from greeting, seating, ordering, plate pickup, plate clearing, location for dirty dishes.
- ☐ How the food display, takeaway journey and point of sale will be for the customer including wayfinding locations.
- ☐ What will be the restocking processes?
- ☐ What will be the bin management plan? The area within must be large enough to hold waste during trade and empty after hours.
- ☐ What is the proposed security consideration for the pavilion?
- ☐ Integration of hand washing basins including soap dispensers, disposable towel/foot pedal for ease.
- ☐ Position sinks and less desirable operational components central to overall plan, views are to be shielded into these zones.
- ☐ Seamless integration of all technology, sales equipment, display, storage and bins.
- ☐ Location of baby high chairs, prams and extra chairs.
- ☐ Location of all critical items including the food theatre zone, serving zone, food prep zone and back of house. Wash up areas must not be visible, this includes mops, brooms and chemicals.

- ☐ Sufficient storage allocation for the following:
  - ☐ Dry, refrigerated and frozen goods
  - ☐ Chemicals and cleaning materials (with MSDS Material Safety Data Sheets) in a nominated
  - ☐ Staff belongings

## Counters Zones

Your plan must demonstrate the process will work operationally and the inclusions of:

- ☐ Are to the curved lease line.
- ☐ Be monolithic, no kickers or lighting on the counter face.
- ☐ Are to embrace breakups in the spatial layouts to avoid long runs of counters.
- ☐ Food prep equipment is not to be located within the service or dining counter zones.
- ☐ 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.
- ☐ No solid walls over 1400mm high.
- ☐ Lighting to the counter face will not be supported.
- ☐ Any access through a counter must by fully integrated and appear as part of the counter.
- ☐ No loose items in the walkways of the counters such as rubbish bins, trolleys, shelving and non approved equipment.
- ☐ All joinery to have cupboard doors, no open shelves at low levels.
- ☐ All views through to back of house must be concealed.
- ☐ Hatch doors will no be permitted.
- ☐ No additional non-approved fixtures to be added to the design.
- ☐ Stand alone drinks fridges and loose bottles on counter tops will no be permitted.
- ☐ No supplier branding permitted on any equipment.
- ☐ Vents or grilles to counter fronts will not be permitted.

## Point of Sale Zones

Your plan must demonstrate the process will work operationally and the inclusions of:

- ☐ Seamless integration of all technology, sales equipment, display, storage and bins.
- ☐ A ‘clean desk’ is required at all times.
- ☐ How will your takeaway drinks be displayed including pricing?
- ☐ Ample storage location for:
  - ☐ Takeaway containers
  - ☐ Packaging
  - ☐ Bags
  - ☐ Disposable cups, coffee cups/lids
  - ☐ Cutlery including chopsticks
  - ☐ Condiments
  - ☐ Napkins
  - ☐ Straws
  - ☐ Ample under bench storage for all packaging and contained
  - ☐ Type of POS system
  - ☐ Sales associate with a roaming terminal

## Condiments and Customer Amenities

Your plan must demonstrate the process will work operationally and the inclusions of:

- ☐ Your plan must demonstrate location and proposed design for:
  - ☐ Cutlery, including chopsticks
  - ☐ Condiments
  - ☐ Napkins
  - ☐ Straws
  - ☐ Bins for customers

## Coffee Zone

Your plan must demonstrate the process will work operationally and the inclusions of:

- ☐ All wiring and mess to be concealed.
- ☐ Ample storage.
- ☐ Process of ordering.
- ☐ Pricing and cup display.
- ☐ Takeaway items, croissants etc.
- ☐ Cutlery, including spoons and stirrers.
- ☐ Sugar.
- ☐ Napkins.
- ☐ No loose bins.
- ☐ Where will milk and other items be stored?

## Waiter’s Station Zones

Your plan must demonstrate the process will work operationally and the inclusions of:

- ☐ Direction wayfinding (ie. wait here)
- ☐ Ample storage location for:
  - ☐ Napkins
  - ☐ Cutlery
  - ☐ Glassware
  - ☐ Water jugs
  - ☐ Menus
  - ☐ POS charger
  - ☐ Staff drink bottles
- ☐ All wiring and mess to be concealed.
- ☐ How will the dirty dishes be considered?

# Spatial Planning Checklist – Food

## Food Preparation Zones

- Your plan must demonstrate the process will work operationally and the inclusions of:
- ☐ How will freshness and food theatre be integrated?
  - ☐ Are to be located behind a low height wall to conceal views into the zone.
  - ☐ Ample storage.
  - ☐ Rational of kitchen and food preparation zone is critical.
  - ☐ Bins locations.
  - ☐ A well organised work bench is required at all times.
  - ☐ Taps to be below 1400mm, no large goose necks.
  - ☐ Display kitchens in the storefront will only be permitted if all finishes and details are commensurate with a front of house presentation.
  - ☐ Lighting within the open kitchen is to match the overall lighting levels of the pavilion design, fluorescent or cool lighting will not be accepted including lighting with in the mechanical hoods.

## Washup Area

- Your plan must demonstrate the process will work operationally and the inclusions of:
- ☐ Everything to be concealed.
  - ☐ No sinks on the edge.
  - ☐ Taps to be below 1400mm no large goose necks.
  - ☐ Mops and all cleaning equipment must be concealed at all times.

## Deliveries

- Your plan must demonstrate the process will work operationally and the inclusions of:
- ☐ 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.
  - ☐ Delivery holding area.

## Custom Fridges

- Your plan must demonstrate the process will work operationally and the inclusions of:
- ☐ Lengths and size of custom counter display fridges should be determined in line with proposed product range to ensure adequate display of offer.
  - ☐ Only custom counter display fridges are to be located around the service zone, with a maximum display shelf height of two levels.
  - ☐ Custom display fridges are to follow the lease line.
  - ☐ All internal shelves are to be glass.
  - ☐ Integration of lighting within the display fridges at 3000k.
  - ☐ Frameless UV bonded and square edged glass display cabinets only.
  - ☐ Glazing shall have a maximum panel size with minimal clear silicon joins and recessed glazing channels and is to follow the lease line.
  - ☐ Remote refrigeration motors, contained within the tenancy area are preferred and these need to be water cooled.
  - ☐ Vent must be located behind the counter. No vents to the front face of the pavilion counters.
  - ☐ When refrigeration slots are required they must be fully concealed and integrated.
  - ☐ 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.
  - ☐ Supplier fridges are not permitted.
  - ☐ Equipment specification is requested when submitting your design for consideration by the Landlord.

## Closures

- ☐ Roller shutters are not permitted.
- ☐ No covers to be placed over kiosks or pavilions after trade.

## Flooring

- ☐ Fatigue matts are not permitted.

## Music

- ☐ Music and TVs will not be permitted.

## Storage

- Your plan must demonstrate the process will work operationally and the inclusions of:
- ☐ All storage areas to be obscured or as a minimum consideration around the story of produce stored on display for the customer.
  - ☐ Sufficient storage allocation 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 and concealed.
    - ☐ Staff belongings.

## Equipment List

- Your plan must demonstrate the process will work operationally and the inclusions of:
- ☐ Extensive equipment list and specifications and photos of proposed equipment.
  - ☐ What does the equipment look like from the rear?
  - ☐ What will be the view from the mall into the pavilion?
  - ☐ Heights of all equipment.
  - ☐ 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.

## Furniture

- ☐ Bar dining stools are to be fixed, have a swivel base and backrest.
- ☐ Laminate, timber veneer and Corian will not be supported for your table top specification.
- ☐ All furniture is to be commercial grade and fit for purpose.
- ☐ Furniture selections should be authentic, the use of replica copies are not permitted.

## Rubbish and Recycling Bins

- Your plan must demonstrate the process will work operationally and the inclusions of:
- ☐ All rubbish and storage facilities is to be either purpose built to efficiently use under bench space.
  - ☐ 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.
  - ☐ Bins to any areas visible by the customer must be concealed under counter at all times, joinery considerations around slots to countertop or door front to be incorporated.
  - ☐ Rubbermaid – ‘Slim Jim’ rubbish bins or equivalent is to be specified to ensure efficient waste removal as well as maintaining a clean and safe environment.
  - ☐ Recycling is a core component of Vicinity’s sustainability strategy and as such we have a closed loop process with two dedicated waste streams: paper, PET, cans, bottles and general waste.
  - ☐ Rubbish bins with lids.
  - ☐ No loose bins in walkways including coffee making zones.

## Overhead Gantry

- ☐ Display only, not for backup stock, boxes, cups, equipment etc.
- ☐ How will this area be cleaned.
- ☐ Accessibility (no ladder).

## Trolleys and Baskets

- ☐ Shopping trolleys are not permitted.
- ☐ Baskets within the pavilion design is supported.

## Delivery Zone

- ☐ Dedicated delivery zone must be allocated within the kiosk.
- ☐ No trolleys and storage unit must not to be left during trade inside or outside kiosk during trade.
- ☐ All delivery should adhere to the centres delivery time table.



# Fitout Criteria – Retail

## Floors

- Use durable floor finishes that include natural or reconstituted stone, solid timber, terrazzo and/or fully vitrified tiles as floor finishes.
- Textured, mosaic, highly detailed and decorative floor finishes are encouraged.
- Carpet tiles, sheet vinyl, laminate and non-vitrified floor tiles are not permitted to the front of house areas.
- Loose entrance matting will not be permitted.
- Unfinished concrete floors will not be accepted. Polished concrete floor topping are subject to approval by the RDM and the Landlord’s structural engineer.
- Polishing of the Landlord’s slab is not permitted.
- Food imagery, promotional graphics and posters may not be fixed to any floors.
- Tenancy floor finish must sit flush with the common area floor across the entirety of the shopfront zone.
- Tenant must allow for a 3mm stainless steel recessed demising strip transition between the common area floor finish and the Tenant’s floor finish.
- Steps at the entry within two meters of the leased line or the external entry will not be permitted unless approved by the Landlord.
- Where mall flooring is removed to accommodate approved outgo, the floor will be reinstated at the Tenant’s cost on vacation of the tenancy.
- 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 TDM 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 approximate common area and tenancy floor ramps and levels are indicated on the tenancy plan. 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.

## Treatment of Movement Joints and Penetrations

- 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 fitout works at the Tenant’s cost.
- Floor joints treatments are subject to RDM approval.

## 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 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.
- 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.
- For food tenancies, any pass through openings must be at eye height and minimise views to Back of House storage and wash up areas.
- Offset entry to back of house areas required. Offset entry to incorporate front of house finishes.

## Ceilings

- The first three meters on the tenancy side of the leased line must be solid ceiling as a minimum requirement.
- 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.

## Ceilings - Standard, Food and Pavilion Kiosk

- Canopies may be considered by the Landlord where they do not obstruct sight lines to surrounding retailers.
- In situations where canopies are required, they must comply with law and any authority requirement.
- Fire sprinklers may be required (unless otherwise allowed by the building surveyor) and must be incorporated into the design and be installed at the Tenant’s cost.
- Where fabric is incorporated in projected canopies it shall comply with fire hazard properties as per the BCA.
- All food preparation and open food display areas must be approved by the local authority.

## Ceilings – Food Inline

- 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.

## Columns

- All exposed columns must be clad within the customer interface zones.
- Fixing through any Landlord installed column cladding/finish, such as fire spray or carbon fibre-reinforcement will not be approved.





# Fitout Criteria – Retail

## Fire Hose Reel Cupboards

- All fire hose reel cupboards are to be incorporated into the shopfront design.
- Lettering to the front of the FHR cupboard will be by the Tenant. Letters will be individual letters in laser cut metal or 2pac, acrylic or vinal will not be supported.

## Corridor Returns

- All side closing doors and returns to corridors are to be incorporated into the shopfront design.

## 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.
- Proposed speaker locations to be clearly notated on final design submission.
- Sound systems or stereos are not permitted in kiosk tenancies.

## Technology – General

- The Tenant must integrate all point-of-sale equipment into surrounding joinery elements.
- Ensure a seamless integration of all audio visual/ technology items, including but not limited to speakers, security devices, cabling and alarms.

## Visual

- All screens are to be programmed with a timer that allows it to be operational when tenancy lighting is switched on.
- Content must be built within Final Cut Pro or similar high-quality program. Content must be managed either in store or via head office systems using a professional content management system.
- Secondary branding or third party promotional material is not permitted.
- Flashing imagery, words, moving still images, secondary or third-party branding television, YouTube or other public visual channels are not permitted content.
- All content proposals must be submitted to RDM and centre management for approval.
- All digital screens are to have a maximum resolution with high definition display technology. Pixelated or visible diodes are not permitted.
- All screens must have controls for screen brightness and contrast. Brightness to be within reasonable visual ratios to the common area lighting. Brightness must not overpower the space. Centre management may request variation via these controls.
- External screens are required to accommodate the correct contrast ratio to maximise visible contrast.
- Sound not permitted

## Lighting

- A lux level diagram is required for submission and approval to the RDM.
- Lighting solutions should be better than best practice for compliance with section J6 of the BCA.
- All lighting to be dimmable.
- Signage and shop front illumination must have a time clock set to trading hours and to be dimmable.
- Shopfront illumination levels should generally be provided in line with the following, subject to final Landlord review and approval and compliance with Section J6 of the BCA.
- All strip lighting to have all channels concealed with no visible diodes/hot spotting visible.
- Fluorescent lighting is not permitted. This excludes closed kitchens or back of house areas.
- Where slot views into kitchens are incorporated the lux levels should be considered to ensure a warm and engaging ambience from the counter line.
- Any LED strips used must have an opal acrylic diffuser and be recessed/concealed, and spotting must not reflect off any shiny surfaces.
- Back of house lighting must have a timer or motion sensor for switching in compliance with Section J6 of the NCC/BCA.
- Generally, the Tenant is to provide tenancy lighting with a temperature of 3000K, subject to the Landlord’s final approval.

## Security Systems

- 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 shopfront structure and located behind the tenancy lease line.
- Freestanding security pedestals are not permitted.
- 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.
- No components are to be attached to Landlord’s bulkheads.
- For 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.
- Small unobscured cameras to be nominated for kiosks.
- No retrofitting of security cameras permitted.
- Dome style cameras are to be specified and are to match surrounding materiality in colour.

## Mechanical

- Integrated mechanical services are mandatory.
- The conversion of the mechanical system to spiro or rigid duct work where exposed to suit Tenant’s design of open or no ceiling is at the Tenant’s cost by the Landlord’s contractors. This ductwork must be painted, or spray painted to suit the ceiling finish.
- Linea diffusers are a standard diffusers for all front of house tenancies for Chadstone.

## Hydraulic

- It is mandatory to integrate and conceal all hydraulic services.
- No raised floors in kiosk to accommodated reticulation.



# Fitout Criteria – Retail

## Shopfronts

- Incorporate any columns, fire hose reel cupboards, side closing doors and returns.
- Limit opening to 60% of the shopfront’s width.
- All displays must be located behind the leased line.
- Changes in floor level due to common area ramping may define your shopfront entry location and require careful consideration when selecting an entry floor finish.
- Where installed, it is a requirement for door enclosures to have floor locking plates and holes are to be sleeved and finished flush with the floor.
- Where permitted all dynamic/side closing bifold style doors are to be set back 1000mm in from the lease line and powder coated in a finish to marry with the shopfront detailing.
- All doors to be setback 1000mm from lease line.
- Roller shutters are not permitted.
- For dynamic doors, a mesh infill or similar is required to panels, acrylic infill panels are not permitted. During trade doors must be able to be completely open.
- Glazing to maximise panel size with minimal clear silicon joints and recessed glazing channels. Glazing fins are not permitted.
- Design and certification of structural elements is to be undertaken by a qualified and licensed structural engineer.
- The Tenant and Tenant’s designer must consult with their nominated structural glazing or facade engineer to obtain advice with regard to proposed shopfront design during the design development submission stage. This is to ensure that any structural glazing recommendation is sympathetic to the overall shopfront design concept. Structural glazing/facade engineers completed documentation and certification is to be submitted as part of the final design submission. Refer to Annexure 3.
- The shopfront structure, sign and bulkheads are to be supported independently of the Landlord’s common area ceiling and bulkheads. Where an exposed steel frame bulkhead is provided by the Landlord the Tenant will be permitted to fix signage and branding subject to the RDM’s approval. The Tenant, in conjunction with the Tenant’s designer, must confirm locations of support structures prior to commencing construction drawings. The Tenant must not alter any of the Landlord’s services.

## Fixtures, Fittings, Furniture and Equipment

- Proprietary display cabinets will not be permitted.
- Conceal display systems in the wall design with a bulkhead. No fixtures to be pushed against tenancy walls.
- No exposed casters or feet to units.
- All stripping is to be fully recessed and emphasis placed on creative, custom bracketing and shelving.
- Recycled fixtures will be permitted based on design merit within the context of the store concept.
- Excessive areas of unbroken slat wall displays will not be approved.
- Where slat walls are incorporated, framing, divisions, colour blocking, signage and a header detail to the top of the wall is expected.
- No slat wall is permitted within the first 1500mm of the shopfront.
- All loose mobile fixtures are to be located on the floor plan and be of quality standard.

## Food Kiosks

- Solid joinery counter at customer interaction sections is to be a maximum height of 1100mm. All counter heights are to comply with relevant Australian standards.
- Solid structure to maximum 1400mm will be permitted to a small section of the kiosk perimeter.
- Any structure above 1400mm is subject to approval by the RDM and be clear glazed.
- All equipment including drinks fridges must maintain a maximum height restriction of 1400mm. Subject to RDM approval any equipment over 1400mm must be concealed and integrated as part of the overall design solution.

## Food Inline, Food/Pavilion Kiosk

- All equipment must be recessed or built into the counter, rear and side walls and excluding inter-tenancy walls.
- All front counter equipment to be incorporated into the joinery.
- Establish capacity required for refrigerated bottled drinks to ensure adequate storage.
- No counter top fridges by third party suppliers or generic fridges permitted at any time.
- Designate areas for crockery, packaging, paper goods, staff bags and personal possessions, administration materials, cleaning products and garbage bins etc.
- Drinks display fridges to be shrouded or built in and free of supplier branding. Drinks fridges to be black, white or stainless steel.
- Equipment is to be stainless steel or black only. Any variation to this must be submitted for consideration.
- Glazing channels for glass display cabinets to be set into the joinery units and utilise UV rated silicone for butt joints.
- Lighting in glass cabinets must be concealed.
- All equipment must be new and fully integrated into the tenancy design.
- Plumbing and basins should be integrated with sightlines onto such areas minimised.
- Frameless, square edge profile display cabinets are encouraged. Completely framed units will not be permitted unless there is strong design merit.
- Where glass cabinets or displays are proposed they shall have all glazing channels set into the joinery units and utilise silicone butt joints.
- Compressors and condensers are generally to be located external to the tenancy. Condensers and compressors will not be permitted within tenancy ceiling spaces or above cool rooms.
- Ventilation slots for integrated refrigeration are not permitted on counter face.
- If seating is included, the area must be demarcated by fixed barriers to the Landlord’s approval.

## Inter-tenancy Junction

- The Inter-tenancy junction describes the connection point between two shopfronts, allowing appropriate separation between neighbouring facades.
- Unless instructed otherwise by your RDM, all tenants are to treat the left-hand-side inter-tenancy wall, as seen from the mall side.
- Finish is to be continual with no joins.
- Colour to be approved by your RDM.
- This is to be finished as per the lessor’s standard detail.

## In-Go’s and Out-Go’s

- In-go’s and out-go’s are encouraged within the shop front design, whereby a maximum of 60% of the activation zone may either protrude or retract over the lease-line.
- In-go’s and out-go’s are limited to 200mm.
- In-go’s and out-go’s can not be located within the 300mm neutral zone.

## Cool Rooms

- Factory Mutual (FM) approved cool room insulation panelling. 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



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