



Introduction to Hammerson Retail Design & Delivery Process New Lettings and Refits



Hammerson

Hammerson are an owner, manager and developer of retail properties in the UK and Europe. We create destinations that excite shoppers, attract and support retailers, reward investors and serve communities. We constantly challenge ourselves to apply best practice in retail design and digital solutions, customer engagement and sustainability. We create outstanding architecture to enhance locations, deliver the optimal retail mix and showcase new design concepts, providing destinations that deliver positive impacts economically, socially, and environmentally.

Please take the time to read this short document which outlines the step-by-step Retail Delivery process which is necessary to obtain Hammerson approval for your fit-out works in our centres and the information you will be required to supply at each stage. The design criteria and technical guides for each shopping centre in our portfolio are detailed within separate documents and they are vital to refer to when preparing your submission for the Retail Delivery process.

This document contains the following details for your guidance and reference:

-  Process Guide R1 to R4
-  R1 Concept Design Submission
-  R2 Detailed Design Submission
-  NFA Notice of Fit-out Approval
-  R3 Pre-Start Information
-  Aon Contract Works Notification Form
-  R4 Consent to Trade
- EPC Impact Assessment Requirements
- Hammerson Sustainability Requirements



Process Breakdown



BRIEFING AND CONCEPT DESIGN APPROVAL

The purpose of this stage is to ensure all parties understand the requirements of the Retail Delivery process and that the concept design achieves the requirements of the design guide prior to progressing with detailed design and statutory submissions. It is important that the information is supplied as a complete submission in order for this to be achieved as quickly as possible. Approval of this stage will allow you to fully develop your proposals to submit at R2 Detail Design stage. Your information must be submitted to the RDM (Retail Delivery Manager) in accordance with the R1 Concept Design Submission Requirements. They will be considered by our retail design consultant and RDM and feedback will confirm either an Approved With/Without Comments or Revise and Re-submit status. This status advises the next steps:

Approved With/Without Comments – Proceed to Detailed Design adopting any comments

Revise & Re-submit – The Concept is not agreed – refer to comments on drawings and information and re-submit.



DETAIL DESIGN APPROVAL

The purpose of this stage is to ensure a detailed design that complies with legal, statutory and technical requirements, addressing any site specific constraints and design requirements in line with the previously approved concept design. The Detailed Design submission must answer all design, technical, life safety, statutory and general compliance requirements as set out in the centre specific technical guides. Your proposals must be submitted to the RDM as a complete submission in accordance with the R2 Detailed Design Submission Requirements. Feedback will be issued to you via the RDM that may require re-submission of some elements to gain approval. You will also be required to confirm payment of the site works deposit. This will only be accepted from the retailer/occupier, it may not be paid by the fit out contractor.



PRE-START AND ON SITE FIT-OUT

The purpose of this stage is to ensure that all requirements for approvals have been satisfied, the necessary pre-start information has been received and the fit out contractor's team has attended a pre-start meeting at the Centre to confirm site constraints and rules. When the detailed design submission is agreed, a Notice of Fitout Approval (NFA) will be issued and the fitout contractor can proceed with arranging the pre-start meeting at the centre. At the pre-start meeting the working practices and requirements of the centre will be explained to ensure they are fully understood. Once on site, checks will be carried out to ensure that the fitout is being implemented correctly as the agreed drawings and the requirements for life safety and any other applicable systems commissioning will be confirmed.



CONSENT TO TRADE

The purpose of this stage is to ensure that the work on site has been completed in accordance with the agreed drawings, services have been commissioned and interfaced with the Landlord's systems where applicable and all documentation required in order to issue the Consent to Trade form has been received. Please issue the R4 information at least 24 hours before the unit is to open for trade. The final fitout inspection will be carried out by the RDM and a snagging list will be created of items to be completed in order to issue the Consent to Trade form prior to opening. If major snagging major items are identified, it may delay opening for trade. As Built Drawings, O&M Manuals and Health & Safety Files are to be supplied at this stage or in accordance with the timescales in the legal documentation. Within a 2-week (maximum) period, all outstanding information must be supplied with confirmation of completion of all snagging identified at Consent to Trade stage. Provided all outstanding snagging has been addressed and required information has been submitted, the site works deposit will be returned.

Concept Design Submission



Please complete the contact details and submission boxes then submit with ALL required documents and drawings to the Retail Delivery Manager (RDM)

Retailer Details

Centre Name	
Unit Number	
Retailer Trading Name	
Address	
Contact	
Telephone/ Mobile	
Email	

Designer/Project Manager/Agency Details

Name & Address	
Contact	
Telephone/ Mobile	
Email	

Submission Requirements

- ☐ 3D colour visuals of unit
- ☐ External and internal elevations (incl. signage, lighting, finishes, display)
- ☐ Section through shopfront
- ☐ Signage proposals (incl. description, materials & illumination indicated)
- ☐ General layout plan to include mezzanine where applicable and fixtures/fittings/merchandise layout
- ☐ Floor finishes plan
- ☐ Reflected ceiling and lighting plan/lighting details
- ☐ Variations or structural alterations to the landlord's shell (if applicable)
- ☐ PDF of materials/sample board

Signed on Behalf of the Retailer

Name:

Date:



Detailed Design Submission

R2

Please complete the contact details and submission boxes then submit with ALL required documents and drawings to the RDM

Designer/Project Manager/Agency Details

Centre Name	
Unit Number	
Retailer/ Trading Name	
Designers Address	
Contact	
Telephone/ Mobile	
Email	

Submission Requirements

Architectural

- ☐ General scope of works and indicative programme
- ☐ Hoarding plan and graphics proposal
- ☐ Unit GA plans to show fixtures/fittings/merchandise
- ☐ External elevations and sections
- ☐ Internal elevations and sections
- ☐ Shopfront fixing details including interfaces with landlord's finishes
- ☐ Signage details and specification
- ☐ Floor finishes plan including details of any level changes, floor make up/ramps and or junctions with landlords' floor finishes
- ☐ Reflected ceiling plan including lighting layout and details of light fittings
- ☐ Finishes specification
- ☐ Mezzanine/stair/lift details (if applicable)
- ☐ Remote storage location, layout and services details

Building Control

- ☐ Copy of application for Building Regulations Approval to Local Authority/Approved Inspector. Copy of Building Warrant application in Scotland

Fire Strategy/ Life Safety & Sprinklers

- ☐ Statement of compliance with the centre/unit specific Fire Safety strategy, including means of escape, smoke control, appropriate treatment of the shopfront (where applicable)
- ☐ If independent smoke extraction is required, details of the system and means of providing secondary power

- ☐ Sprinkler drawings and calculations (provided by an LPCB1048 approved sprinkler contractor). To include confirmation of drain down facility, flow switch location and zone check location
- ☐ Fire Alarm drawing showing location of panel by a LPS1014 or BAFE accredited company. (Please note any works to the Fire Alarm Panel to be fully tested and compliant to the centre's Cause & Effect Strategy)
- ☐ Shutdown procedure for fire alarm system, including isolation of all services and tenant plant
- ☐ A fire lobby to the rear fire exit route to be identified on plan (as required for means of escape)
- ☐ Ceiling void protection to be identified on plans (and/ or risk assessment carried out to determine the protection required)

Structural

- ☐ Plans, section and calculations for any proposed variation to the landlord's basic shell structure, including mezzanine floors, new openings through floors and infilling of existing openings
- ☐ Information on tenant's loadings including the following:
 - A statement of compliance with the load limits relevant to the unit or any departure from these limits
 - Specific information regarding loads associated with tenant's floor make up, ceiling and services, partitions, plant, security safe installations, mezzanines and any other element of the fit out which exerts loads on the shell of the unit
 - Specific information regarding temporary loads which exceed the load limits relevant to the unit
- ☐ Structural verification of new shopfront designs, including lateral stability for installation of new shop front and deflection
- ☐ Proposals for any fixings into the landlord's shell structure
- ☐ Full structural details of any lifts, escalators, staircases, voids, balustrades, mezzanines and similar installations including structural calculations for the same (and their fixings), clearly stating the loads assumed for the design

Water & Drainage

- ☐ Water and drainage layout plan, identifying SVP locations
- ☐ Water meter installation location (in rear corridor where applicable)

Mechanical & Electrical

- ☐ Plan of any roof plant including, dimensions, weights, proposed support details and access
- ☐ Details of any service penetrations that pass through the Landlord's external envelope or finishes including weatherproofing
- ☐ Detailed mechanical layout (incl. HVAC layout, ductwork runs and position of fire dampers)
- ☐ Electrical layout (to include dedicated power, lighting and emergency lighting/ emergency exit signage location with circuit references, containment details, cable type, legend of symbols)
- ☐ Load schedule to verify electrical usage/loadings
- ☐ Details of access to be maintained to any Landlord services located within the unit

- ☐ Incorporation of Landlord's intranet system including terminal & IP phone location etc. (where applicable)
- ☐ Incorporation of Landlord's shop alert system including keypad location, etc. (where applicable)

Catering Units

- ☐ FOG treatment in accordance with the Landlord specification for FOG requirements
- ☐ Kitchen extract proposals in accordance with the Landlord specification for kitchen extract requirements
- ☐ Gas layout (incl. gas shut off valve and emergency cut off valve location)

Refuse/ Waste Management

- ☐ Location within the unit for storage of refuse in compliance with the landlord's waste management strategy

Sustainability

- ☐ Completed Sustainability Checklist
The sustainability checklist appended to this document provides a clear and comprehensive breakdown of Hammerson requirements that should be referred to when completing the R2 detailed design stage of your submission.

Signed on Behalf of the Retailer

Name:

Date:

Notice of Fitout Approval

To be issued by the RDM



Notice of Fitout Approval (NFA)

Date	
Centre Name	
Unit Number	
Retailer Name	
Issued by	
Position	

Retailer Representative Contact Details

Name	
Company	
Phone	
Email	

Approved Drawings Applicable to this Notice

Drawings must be stamped 'FOR CONSTRUCTION' by Retailer's Designer/Architect

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This notice is to be read in conjunction with the Pre-Start Submittal R3 form

Pre-Start Submission & Pre-Start Approval



Please ensure all information listed below is provided on or before the agreed date of the Pre-Start Meeting

Retailer Details

Asset Name	
Unit Number	
Retailer Trading Name	
Address	
Contact	
Telephone/ Mobile	
Email	
Date	

Please find enclosed for acceptance:

- ☐ Any contractor design elements/information not submitted/in addition to R2 submission
- ☐ Programme showing full extent of timing of the works
- ☐ Detail and method statements of major works elements, to include but not be limited to:
 - Shopfront or any other major component delivery and installation
 - Schedule of works outside the demise with method statements and risk assessments
 - Structural works.
 - Hoarding and security details
 - How life and building will be maintained during the fit-out
 - Hot works permit
 - Delivery routes
 - Commissioning and connection to landlords' services, making reference to and noting requirements of site controls
 - Welfare arrangements contained within the unit
- ☐ Risk Assessments
- ☐ Fire Risk Assessments
- ☐ Insurance details
- ☐ Confirmation that CDM Regulations have been complied with, including copy of the Construction Phase Plan
- ☐ Site Waste Management Plan (SWMP) to be submitted on all projects valued at/over £300,000
- ☐ Copy of F10 notification to the HSE (if applicable)
- ☐ Building Regulations Approval/Building Warrant

- ☐ Planning & Listed Building Consent (if applicable)
- ☐ 24 hour contract list and project directory
- ☐ Scope of Works
- ☐ Value of works (for reinstatement purposes)

Signed on behalf of the Retailer:

Name:

Date:

Note to retailer: Please send your pre-start information to the RDM with a copy of this form. Commencement of fitout works cannot proceed without the following:

- Settlement of your account with the landlord
- Hammerson insurers, AON have received the Contract Works Notification Form
- Confirmation that legal documentation has exchanged
- A site induction meeting has been carried out at the centre

This form will be counter signed and issued to the Retailer by the RDM once **ALL** the Pre-Start requirements are received and accepted by the RDM.

Signed on behalf of Hammerson:

Name:

Date:



Hammerson

Contract Works Notification Form



Details

Property Address			
Floor Number			
Who is the Employer of the Works	Tenant ☐	Hammerson	☐
Form of Contract (e.g. JCT)	If JCT, which version ☐ ☐ ☐		
Date Works Commence	Duration	Weeks	☐ ☐ ☐
Cost of Works	(To nearest £/€50K)		

Do the works include:

- Structural Changes ☐
- Modification to Sprinkler Systems ☐
- Asbestos Removal ☐
- Hot Works ☐

Will they result in a change to:

- Building Re-instatement Sum ☐
- Retail Income Stream ☐

Brief Description of Works	
Contractor	
Contact Name	
Telephone Number	☐

If the works are being carried out by Hammerson as Landlord is there a requirement for the Contractor to be noted as "Joint Named Insured" on the property policy? ☐ Yes ☐ No

Please confirm (where relevant):	☐	
Contractor's Insurance details checked and Limit	☐	
Hot Work permit reviewed	☐	

Completed by	
Position	
Contact Telephone Number	

Consent to Trade



The R4 information is to be issued to the RDM who will review and agree it and then issue it to the Centre with confirmation that the R4 form may be issued. Please issue the R4 information at least 24 hours before the unit is to open for trade. This Consent Form will be issued by the Centre only following confirmation from the RDM that the information and certification noted below has been received and approved, the fit out is compliant with the approved construction drawings, centre technical requirements and satisfactory services commissioning/witness testing.

Centre Name	
Unit Number	
Retailer Name	

Retailer representative contact Details

Name	
Title	
Company	
Phone	
Email	

Rec'd N/A

- ☐ ☐ Building Regulations Completion Certificate/Building Warrant Certificate
- ☐ ☐ Fire Risk Assessment
- ☐ ☐ Fire Alarm Design, Installation, Commissioning & Acceptance Certificates to BS5839 including functional test records proving correct operation of fire alarm, control and tripping functions.
- ☐ ☐ Fire Alarm Maintenance Certificate if existing system is to be re-used
- ☐ ☐ Fire Alarm Certificate of Integration onto Landlord system
- ☐ ☐ Emergency Lighting Completion Certificate, including signed declarations of Design, Installation and Verification to BS5266
- ☐ ☐ Electrical Installation Certificate for the Design, Construction, Inspection and Testing of the electrical installation (NICEIC format) to BS7671 (including any relevant PAT testing) and 5 year Fixed Wire test if existing system is to be re-used
- ☐ ☐ Sprinkler System Hydraulic test Certificate to BS5306 Part 2/BS EN 12845 and Sprinkler Flow Switch Maintenance Certificate if existing system is to be re-used
- ☐ ☐ Sprinkler contractor's LPCB LPS 1048 Certificate of Conformity
- ☐ ☐ Smoke extract commissioning certificate (if applicable)
- ☐ ☐ Certificate of Chlorination for the Retailers Domestic Water System
- ☐ ☐ Water Risk Assessment
- ☐ ☐ Drainage system completion certificate
- ☐ ☐ Copy of Statutory requirement of Licensing Acts (if applicable)
- ☐ ☐ Copies of Planning Permission/Consent to Display Approvals (if applicable)
- ☐ ☐ Confirmation of registration with the Local Authority for food business (if applicable)
- ☐ ☐ Health & Safety File (including as-built drawings)
- ☐ ☐ Completion of legal documentation
- ☐ ☐ Signed copy of the snagging report and timescale for rectification of outstanding items/confirmation of snagging completion

Deposits cannot be released until the above (where applicable) has been received and accepted

Consent to Trade

R4

R4 (Consent to Trade) is hereby offered with the following comments:

An inspection of the above unit was undertaken by the RDM on:

Date:

Signed by the RDM

Name:

Date

Signed by the Centre:

Name:

Date

Signed on Behalf of the Retailer

Name:

Date

Notes: The Retailer must liaise with the RDM and request removal of the hoarding 72 hours prior to the intended unit opening for trading.

Defects identified at the unit inspection should be rectified by the Retailer within 14 days

For the avoidance of doubt, it is mutually declared, acknowledged and agreed that this Consent to Trade is not intended to and shall not operate as conclusive evidence that any of the work or materials or goods or workmanship conforms to description or is in accordance with any contract relating to the unit.

EPC Impact Assessments for Tenant Fit Outs

Introduction

Tenants must meet requirements where applicable to new elements of fit out and tenants must provide information to demonstrate compliance. Of particular note are the energy standards which will ensure compliance with Minimum Energy Efficiency Standards legislation now required by the Government and legally for lease completion. Providing the necessary information as soon as possible to run an initial Energy Performance Certificate will indicate if the fit out will achieve the required minimum D rating.

MINIMUM REQUIREMENTS		INFORMATION REQUIRED
ENERGY PERFORMANCE		
Why? Cutting energy consumption will have a direct benefit on the bottom line of a business. According to the Carbon Trust, a 20% cut in energy costs represents the same profit savings as a 5% increase in sales. Lighting and energy efficient air conditioning are the key areas to target to reduce consumption.		
Energy Performance Certificates	Fit out required to achieve a minimum D rating	- Floor plans showing zones' activities - Elevations - Sections - Build date - General description of walls, roofs, floors and glazing - Improvements required to fabric
Lighting systems	100 lm/W average efficacy for all general sales floor lighting and back of house areas 25 lm/W average efficacy for display lighting Controls: Dimming, occupancy control, daylight control and/or time-switching controls for all display & general lighting	- Lamp type - Ballast (low/high frequency) - Total wattage (W/m²) - Design illuminance - Controls specification
Air source heat pumps	- Minimum efficiencies - Cooling (air conditioned) minimum SEER/SSEER 4.5/3.6 - Cooling (mixed mode) minimum SSEER 2.7 Controls: On/Off zone control, time, room air temperature, outdoor fan operation, defrost control of external airside heat exchanger, external room thermostat to regulate the space temperature and interlocked with the heat pump unit operation	- Model names - System types - Fuel types - Power (kW) - Flow rates - Heat recovery - Seasonal efficiency - Control times

Centralised air conditioning systems	- Specific fan power: - Central balanced mechanical ventilation system with heating and cooling: 1.6 W/l/s - Central balanced mechanical ventilation system with heating only: 1.5 W/l/s - Limit air leakage from ventilation ductwork. Provide evidence from test results if undertaken - Heat recovery where feasible for supply/extract systems. Minimum dry heat recovery efficiency for heat exchangers 80% - Local extract units 0.3 W/l/s Controls: Meet minimum control requirements (dependent on the system). Variable speed controls of fans and pumps, controlled via multiple sensors and demand control (mechanical ventilation only)	- Model names - System types - Fuel types - Power (kW) - Flow rates - Heat recovery - Seasonal efficiency - Control times
Boiler systems	95% minimum seasonal efficiency for single or multiple boiler systems Controls: Zone specific time and temperature demand control where floor area is greater than 150m²; weather compensation except where a constant temperature supply is required	- Model names - System types - Fuel types - Power (kW) - Flow rates - Heat recovery - Seasonal efficiency - Control times
Hot water services	- Minimum thermal efficiencies: - Gas fired >30 kW output: 90% - Gas fired <30 kW output: 73% - If system includes a tank, heat losses should not be greater than specified in non-domestic HVAC Guide 2013 Controls: Automatic thermostat control, high limit thermostat to shut off primary flow if system temperature is too high, and time control	- Model name - Generator type - Seasonal efficiency - Storage volume - Storage losses/insulation
Metering	Meters should all be in accordance with Hammerson's Meter Specification and Install and Commission Procedure	Specifications

Sustainability Requirements for Retail Delivery

Introduction

Hammerson has a 2030 target to be net positive in the areas of carbon, water, resource use and socio-economic impacts across its portfolio. This includes both landlord and tenants operational impacts as well as those from development activities including store fit outs. The requirements in this document identify how tenants can achieve more sustainable fit outs, and ultimately reduce store operational costs. In addition to supporting Hammerson's Net Positive target, by meeting and preferably exceeding these standards, tenants will see significant benefits in terms of attracting customers and retaining staff by demonstrating a sustainable and health and wellbeing design ethos.

MINIMUM REQUIREMENTS		INFORMATION REQUIRED
WATER		
Why? Water consumption can be reduced by at least 40% if water efficient appliances are specified and water leaks are prevented as per recognised BREEAM standards.		
Water efficiency	- Dual flush WCs: 6l flush maximum - Low flow taps: 4.5l/m or below - Showers: 6l/m or below - Urinals: 1.5l/bowl/hr or below - Leak detection - Water shut-off device	Specification
Metering	- Toilet areas and kitchens should be separately sub-metered - Meters should all be in accordance with Hammerson's Meter Specification and Install and Commission Procedure	Specification

MINIMUM REQUIREMENTS		INFORMATION REQUIRED
COMMISSIONING		
Why? Effective commissioning of buildings can reduce energy consumption by as much as 16% (According to BUILD UP: The European Portal for Energy Efficiency in Buildings). This will have a marked impact on profit margins for a negligible financial outlay.		
Best practice commissioning	Will all energy and water consuming systems be commissioned in accordance with CIBSE and BSRIA guidance including seasonal commissioning for the first 12 months of occupation?	Commissioning scope

MINIMUM REQUIREMENTS		INFORMATION REQUIRED
MATERIALS		
Why? Over half of all materials consumed each year are consumed by the construction and fit out industry. Responsibly sourced, healthy and environmentally friendly materials used in store fit outs will promote the ethical credentials of your brand and enhance the customer's in-store experience. In addition, reusing and recycling of existing fit outs by incoming occupiers will also greatly reduce waste and consumption of materials. We would therefore like to understand if any aspect of the existing fit out in the unit is being reused and also if any changes are being made to the specification of fit out materials to comply with the standards set out below.		
Sustainable and healthy materials	Are you reusing the following materials installed as part of the previous fit out: Flooring? (YES/NO) If yes, can you approximately quantify the area reused in m²? Wall construction e.g. plasterboard? (YES/NO) If yes, can you approximately quantify the area reused in m²? Ceilings? (YES/NO) If yes, can you approximately quantify the area reused in m²? M&E Services? (YES/NO) If yes, can you list the services reused?	Confirmation and area of material/list of services reused
	Have you made changes to your material specification to comply with our standards set out below? (YES/NO) If yes, can you provide details of the material change and approximate quantity? Reusing materials previously used elsewhere - Using FSC/PEFC timber in lieu of non-timber materials - Specify new materials with appropriate levels of recycled content as follows: Hard flooring - 25% Soft flooring - 25% Plasterboard - 90% Ceiling finishes (except plasterboard) - 50%	Confirmation and relevant specification details

	Wall coverings - 50% Furniture - 80% Where relevant, fit out materials should also comply with one of the following: • FSC or PEFC certification (timber) • Low VOC (flooring, adhesives, wall coverings, paints and varnishes) in accordance with British Standards • BES6001 Good or above • EU Ecolabel	
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MINIMUM REQUIREMENTS		INFORMATION REQUIRED
WASTE		
Why? Minimising fit out and operational waste will reduce your costs and lower your environmental footprint. In one WRAP case study, waste disposal costs were reduced by up to 11% when a recovery rate of 96% was achieved.		
Project Waste	• Tenant must use skip provider specified by centre team • 95% non-hazardous waste should be diverted from landfill • 80% recycling rate should be achieved	• Site Waste Management Plan (if applicable) • Waste Transfer Notes
Reusable hoarding	If hoarding is provided by the tenant, it should be demountable and reusable where possible	Hoarding system details
Operational waste	• Fit out must include space for operational waste segregation: - Bins to separate General, Dry Mixed Recyclables, Food and Glass (as applicable) • If a food & beverage unit, space must be identified to store waste cooking oil which is protected from fire, bunded and secure	• Drawings • Bin specification

MINIMUM REQUIREMENTS		INFORMATION REQUIRED
WELLBEING		
Why? The health and wellbeing agenda is rapidly gaining importance in the retail sector and is helping retailers drive sales and boost brand loyalty. Creating stores which promote wellbeing can both support this and also produce inviting spaces for customers. Healthier environments can also help retain staff and boost productivity too.		
Lighting design	Design lighting to the standards set out in section 5 of British Standard BS EN 12464-1:2012.	Specification
Ventilation rates	Achieve minimum of 5 litres per person per second in accordance with CIBSE recommendations.	Specification
CO ₂ sensors*	Install CO ₂ sensors to control the mechanical ventilation to ensure that ventilation is increased when CO ₂ concentrations rise above 0.25% CO ₂ (as shown in CIBSE Guide B).	Specification
Cleaning existing air supply ductwork	Clean existing air supply ductwork as part of the fit-out works if present.	Confirmation
Fine-air filters*	Fit mechanical ventilation units with secondary filters; the filter class is between F6 and F9, with an efficiency of 70-98% as per BSRIA recommendations.	Specification
VOC monitors*	Install a system for monitoring and recording volatile organic compound (VOC) concentrations in the fit-out spaces which are occupied by any person for 30 minutes or more at a time.	Specification

* May not be practical for existing ventilation systems