

Retail Standards

gpt.



Experience First

We create experiences
that drive positive impact
for people, place and planet.

Welcome to Our Retail Standards

This document sets out our standards for tenancy design, display, and maintenance—helping you create vibrant, memorable retail spaces that delight customers.

Maintaining high-quality design throughout our centres is essential, and we count on you to uphold these standards in your day-to-day operations. If you'd like to propose something outside these guidelines, we're happy to consider it on a case-by-case basis, taking into account design quality and other relevant factors.

This guide works in conjunction with your lease agreement. Please see the disclaimer on page 7 for important information. Questions? Your Retail Design Manager (RDM) is here to help.

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EVERYDAY ESSENTIALS



Stay Within Your Space

Keep everything behind your lease line unless you have written approval. Our team may relocate items that extend beyond this boundary.

Keep It Spotless

Maintain that 'fresh from opening day' look: vacuum and dust daily, polish glass and metal, tidy displays, and remove damaged or faded stock. Your space should always look inviting.

Create Great Displays

Keep displays clean, fully stocked, and properly ticketed. Refresh your windows regularly to keep customers interested. We also suggest you connect with professional visual merchandisers who'll help maximize your impact.

Manage Stock

Keep boxes and deliveries off the shop floor. Display stock clearly and remember nothing within 1 metre of fire sprinklers or obstruction to fire exits.

Mind Your Shopfront

Check and clean your shopfront at least twice daily—inside and out. First impressions matter!

Perfect Your Counter

This is your customers' last impression. Keep it pristine by hiding bins, storage, bags, paperwork, and personal items.

Hide the Behind-the-Scenes

Keep all operational items—deliveries, paperwork, staff belongings, equipment—in your storeroom and out of customer view. No propped doors or visible trolleys.

Light It Right

Check lighting daily and replace any dim or blown bulbs immediately.

Welcome Customers In

Keep your entrance clear and inviting. Open security closures fully (and hide them in cupboards during trading hours). Greet customers warmly when they arrive and leave.

SIGNAGE & GRAPHICS

Get Approval First

All signage (permanent or temporary) needs approval before installation. Submit written requests with scaled drawings and graphic artwork to your RDM.

Keep It Professional

No handwritten signage—ever (including during breaks).
Work with a qualified graphic designer for all brand materials
Keep signage simple, unique, and sophisticated.
When prices change, create new professional ticketing—never handwrite over old signs.

Respect the Lease Line

Menu boards and price lists should be set back from the lease line. No A-frames, spinners, light boxes, pull-up banners, balloons, tinsel, or flashing signs at the lease line.

Mount Properly

Never use sticky tape, Blu-tack, or plastic hooks on shopfronts.

Promotions & Additions

Promotional activations at the lease line need pre-approval and must be professionally produced. Any new equipment, fixtures, or displays after opening require design approval.

Daily specials **must** integrate with your store design.



ADDITIONAL GUIDELINES FOR FOOD & KIOSK RETAILERS

Design for Success

Ensure your design includes adequate internal space for waste, stock, cleaning materials, and supplies. Plan storage during fitout—nothing can be stored outside your tenancy boundaries.

Showcase Fresh Food

Your food is your hero! Keep displays abundant, fresh, and beautiful. Wilted or sparse displays raise questions about freshness.

Maintain High Hygiene Standards

Keep front of house spotless and hygienic.

Hide bins, takeaway containers, bags, and personal items.

Remember: kiosks are visible from all sides—treat your entire space as front of house

Keep back of house spotless and health department compliant.

Organize Your Counter

Keep condiments, napkins, and cutlery in dedicated spots with full, clean containers.

Avoid counter clutter and never place promotional material on top of glass displays.

Respect Sightlines

Keep equipment and merchandise below 1.4m (unless specifically approved during design review).

Control Your Branding

No third-party branding or advertising—this includes branded fridges, drink offers, or promotional items.

Music

Music is not permitted in food or kiosk tenancies.



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Disclaimer

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