



# Ensure a positive, comfortable and safe shopping experience for customers at your retail property

It is essential that retail properties are safe, compliant and comfortable while operating efficiently.

The overall experience of shoppers is paramount – whether it's their comfort or safety, a pleasant shopping experience without service disruption, is key. In addition to this, the end goal of our services is to increase the asset value of your retail property and reduce your outgoings, as well as make the asset more appealing in a competitive marketplace to prospective tenants.

Regular maintenance of HVAC, Fire and Electrical assets is important. Our asset maintenance and lifecycle system collects

data, enabling our clients to make informed cost management decisions that complement their investment strategy. Our approach enables us to make timely recommendations for repairs or improvements, whilst treating upgrades as secondary priority maintaining your capital budget. Our unique methodology reduces risk and mitigates the chances of unforeseen reactive breakdowns, which can lead to occupant discomfort or safety risk to people and property.

At Grosvenor, we have over 25 years' experience providing end-to-end solutions across Australia to many retail properties.

## Integrated solutions that provide outcomes

Grosvenor has a fully developed integrated service offering that achieves tangible outcomes for your facility. We offer a full suite of core technical services for HVAC, Fire and Electrical assets.

In addition to our core technical services, we also offer a range of advisory services in asset validation and condition auditing, sustainability, analytics and cyber security solutions across both new and existing buildings.



## Ensure business continuity

Consumers want a pleasant experience when they are in your store or centre. The disruption to services can mean lost profits, damage to your reputation, or inconvenience for shoppers. It is imperative for any centre manager or retail owner to ensure the continuity of services and to be prepared for possible disasters.

### Power supply reliability

Power supply reliability is crucial. Even a brief power failure can jeopardise store operations leading to a bad shopping experience. Many fresh produce stores, supermarkets, restaurants and cafes, with onsite refrigeration cannot risk power failure as thousands of dollars' worth of food can be ruined if fridges and cool rooms stop working due to power outages. We can help you with your commercial switchboard and metering requirements, and also Uninterruptible Power Supply (UPS) and battery service & maintenance.

### Minimising risk of food contamination

The reliable operation of cooling systems is critical in areas where there is fresh food and produce. Incorrect conditions can quickly spoil fresh food and risk bacteria and other contamination. We can design HVAC systems to ensure the right areas of your store or centre are at the optimal required temperature and humidity, especially for food courts, fresh food produce stores and supermarkets. Regular maintenance can also mitigate the risk of breakdowns of cooling equipment.

## [ Safety is Priority

We offer a range of solutions for your facility through our HVAC, Fire and Electrical services, to protect people and your retail property.

### [ Protect people and property

By assessing your building in terms of occupancy, operation and fire risk, we design, install and commission reliable, cost-effective end-to-end automatic sprinkler systems to protect tenants, employees, shoppers and property.

### [ Light the way

We can ensure the right lighting in back-of-house areas where there is minimal traffic or areas that pose safety risks for shoppers and employees, such as carparks.

### [ Be prepared for a fire

We conduct a fire safety risk assessment for your site and design, install, test and service the most suitable fire extinguishers, fire detection and alarm systems to meet relevant legislation, workplace health and safety requirements and Australian Standards compliance.

### [ Optimal air quality

Build-up of mould, bacteria and grime on HVAC components has a major impact on indoor environment quality. We can provide cleaning and remediation of heat exchanger coils, surfaces, ductwork, filters and cool rooms by our in-house environmental team to comply with Australian Standards.

### [ Be ready for an emergency

When it comes to emergencies and the need for occupants to evacuate a building safely, we can provide a comprehensive site risk assessment and recommend the correct placement for exit and emergency lighting.

### [ Adequate ventilation quality

It's important that enclosed or underground car parks have adequate ventilation to prevent toxic gas build up. We can design car park ventilation systems to comply with industry standards.

## [ Enhanced shopping experience

In any retail centre, a great customer experience ensures that shoppers will return if their experience was a positive one. A negative experience could impact on the reputation of your retail facility and ultimately affect sales. For retailers and centre occupants, the need for optimum conditions to be productive and work in a safe environment, is vital.

### Comfort of all

Ensure consistent and comfortable temperatures for customers, retailers and centre management. Regular maintenance of HVAC systems spots potential issues that help to prevent breakdowns, even more critical during those hot summer months.

### Visually appealing

When it comes to shopping, it's all about the in-store experience. We can recommend and design your lighting system to keep stores bright and visually appealing. The lighting of any property can hugely influence personal well-being and health of employees and the mood of shoppers.

### Sustainable practices

We can provide LED lighting which improves the overall energy efficiency for your centre. We can fit-out, refurbish & upgrade lighting systems; and replace & clean lamps.

