

Retail 2021

Solutions for a post-pandemic market place



Contents

1 The Market

Understanding the post-pandemic retail market

We have significant experience in shaping, controlling and delivering all types of retail projects, from multi-location store roll-outs, flagship experience stores and retail bank branches through to distribution centres, energy programmes such as LED lighting and solar panel installations.

2 Our Approach

Solutions for your retail business

Here at Arcadis we place great emphasis and pride on working alongside our clients to create the right strategy, manage and mitigate risk, assure the outcomes meet our clients' business objectives and create exceptional value for the organisation and their users. Our support extends across commercial, programme and project management activities, harnessing a diverse range of professionals including retail strategy experts, a large sustainability team, architects, designers, engineers and principal designers. Together with our eco-system partners, we are able to assist in every step of your retail journey, from strategy and proposition support through to experience design creation, subsequent implementation and volume scale delivery.

3 Our Clients

Success stories

4 About Arcadis

Who we are

Wherever you are on your retail journey, Arcadis has the experience, capability and drive to support you, meet and exceed your ambitions.

We look forward to discussing how we can support you with your retail agenda.

The Market

What does Arcadis think about the future of retail 2021 – 2023?

The effect of the pandemic on the retail market has been significant and continues to be widespread. Whilst certain sectors of retail, such as food, have fared well, the closing of non-essential shops has had a material impact on the high street and it is here where change is inevitable and necessary as the market builds itself back.

Consumers still want the personal interaction that a store environment provides. A chance to look, engage and experience things in a way that on-line shopping can't provide. They also will want to feel reassured and safe when doing so and retailers will need to ensure they pay close attention to this. And so the high street can remain that place to return to and enjoy, and with retailers thinking and acting differently in response to changing needs, creating a new point of difference and a reason to visit.

Expectedly, shopping habits will also change. As more people continue to work from home, that gives rise to them making work 'work for them' - shopping more at a time that suits them and supporting a resurgence in shopping local and the fuelling of local economies.

Our retail clients tell us they are ready and eager to embrace a changed retail environment, knowing that they have a key role to play in supporting the economy to bounce back strongly. There's a pent-up demand from consumers to spend again and brands can harness and fulfil that need well.

“Retail in a post pandemic world”

“Changing shape of the high street”

“Excess head office space”

“Need to be sustainable”

“Brexit effect”

“Fast forward on digital solutions”

“Brand loyalty”

“Enhancing store experience”

“Change in estate portfolio mix”

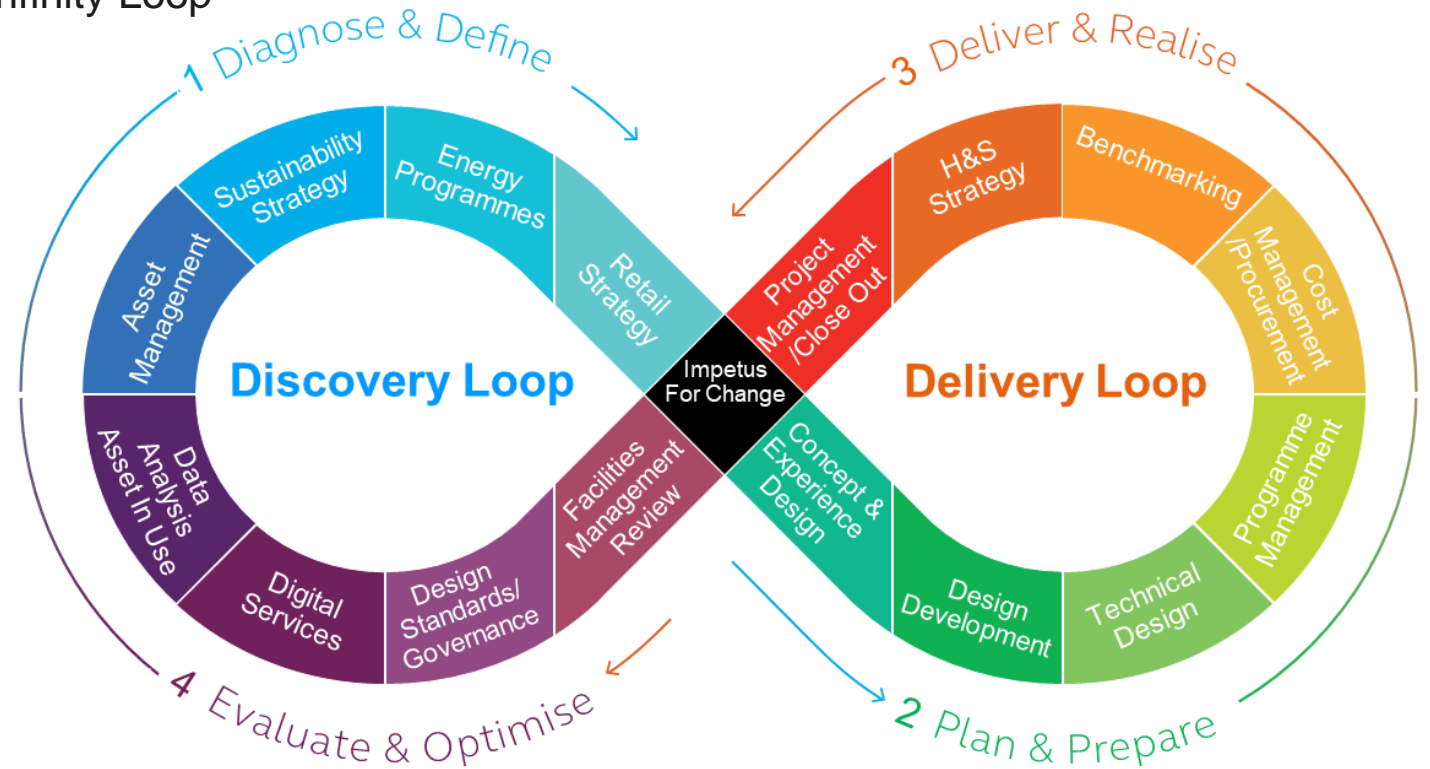
Our Approach

At Arcadis we provide full life cycle support. We have solutions for every stage of your retail development journey. The breadth and depth of our experience ensures that we fully understand the workstreams, their integration and the power and potential of true alignment. We can be a critical friend to other consultants if required to ensure that every opportunity to deliver maximum return and lasting impact is optimised.

Our competencies are illustrated here, in our Retail Infinity Loop. The loop symbol embodies and communicates the whole life journey for our client's properties and people strategies. We deliver solutions that provide support for these continuous asset life cycles.

In addition to your retail store portfolio, we can provide support across all aspects of your business estate. From technical design and delivery of petrol filling stations, distribution and data centres, workplace transformation in offices, through to energy-saving roll-outs such as solar panels and EV charging.

Retail Infinity Loop



Distribution Centres ♦ Head Offices ♦ Data Centres ♦ Retail Stores ♦ Car Parks ♦ Petrol Filling Stations



Our Clients



L'ORÉAL



Sainsbury's



Ulster Bank

PRIMARK®



BANK OF SCOTLAND



Implementing "The Store of the Future"

Client: Costa Coffee

Project: In 2018, Costa Coffee developed a new design concept called 'store of the future' which they wanted to implement across 1200 UK stores and needed fast-paced volume delivery.

Role: Arcadis were appointed to provide an end-to-end solution including surveys, detailed design, programme, project and commercial management, providing a team of professionals capable of delivering up to 400 projects per year from an incredibly short mobilisation period.

Turning our client's sustainability targets into reality

Client: TESCO

Project: A portfolio of engineering programmes including LED lighting, solar panels, bio-generators and refrigeration aerofoils to implement sustainability targets across their UK retail estate.

Role: Arcadis is successfully delivering 2000+, energy-saving programmes sustainably across the UK using digital solutions - BIM360, drone surveys, Smartsheet digital and automation capabilities.

Global Commercial Strategy for future retail

Client: L'Oreal

Project: Having recently formed a pan-global construction department, the head of construction, appointed Arcadis to understand if procurement methodologies were driving the best outcomes.

Role: Arcadis provided market insight at a global and regional level to support a standardised, aligned strategy for future retail destinations.

Delivering an optimised retail network

Client: Royal Bank of Scotland Group

Project: RBS and NatWest estate re-structure 2017-2018

Role: Arcadis delivered an optimised retail network for the client with consistent, new format retail projects which have the capacity to lend themselves to future evolution and adaptability, whilst decommissioning branches at an unprecedented scale and speed of programme.

Helping Tesco create the largest retail Electric Vehicle charging network in the UK

Client: TESCO

Project: To help Tesco plan, deliver and install the nation's largest retail electric vehicle (EV) charging network we had provide optimum solutions across a huge portfolio of stores.

Role: Arcadis provided project, programme management and process consultancy services to make sure that the EV charging points were installed with minimum disruption to operations.

About Arcadis

Arcadis is the **leading global Design & Consultancy firm for natural and built assets**. Applying our deep market sector insights and collective design, consultancy, engineering, project and management services we work in partnership with our clients to deliver **exceptional and sustainable outcomes** throughout the lifecycle of their natural and built assets.

Employees
worldwide

27,875

Number of
projects

35,000+

Countries
with offices

40+

Countries where
Arcadis has
completed projects

70+

Our values

We differentiate ourselves through our talented and passionate people, our unique combination of capabilities covering the entire asset lifecycle, our deep market sector insights, and our ability to seamlessly integrate health and safety, sustainability and digital components into the design of our solutions around the globe.



People first

We care for each other and create a safe and respectful working environment where our people can grow, perform, and succeed



Client Success

We are passionate about our clients' success and bring insights, agility, and innovation to co-create value



Integrity

We always work to the highest professional and ethical standards and establish trust by being open, honest and responsible



Sustainability

We base our actions for clients and communities on environmental responsibility and social and economic advancement



Collaboration

We value the power of diversity and our global capabilities and deliver excellence by working as One Arcadis

Our behaviors

We value each other

We deliver on our promises

We always bring our best

We work as one Team

We dare to shape the future

Our Areas Of Focus

Our focus has been to concentrate our capabilities where they can drive value for our clients and make a difference for our people. This supports our ambition to be an employer of choice and enables us to deliver profitable growth and improved performance.

Mobility

Designing and orchestrating the enabling infrastructure, transportation and logistics networks of the future.



Move

Places

Developing and regenerating neighborhoods, facilities, and workspaces to create a thriving and sustainable built and natural environment.



Belong

Resilience

Protecting and recovering from existing emerging risks – human and environmental – to safety, security and business continuity.



Protect

Resources

Empowering cities and entrepreneurs to close resource loops across energy, water, food and air (reducing pollution and waste), responsibly producing and consuming goods and services.



Live

Our Retail Team

Our Retail Community is UK-based, and we collaborate with retail specialists in our European offices to give local knowledge and European coverage.

Our retail colleagues in Manila also play a key part in our virtual team and allow us to provide a 24-hour service to meet the needs of our customer base.

Contact Us



Richard Denton
Head of Retail, Director
Richard.Denton@arcadis.com



Laurie Allen
Associate Project Manager
Laurie.Allen@arcadis.com



Offices in UK
& Europe

100+

UK Retail
Specialists

50+

