



Retail Capability Statement





about VIRTUS CONSULT

Established in 1996, Virtus Consult is an award-winning property consultancy firm supporting UK clients nationally in the retail sector.

We currently work with an array of UK retailers and our team is experienced in food, hospitality, fashion, beauty cosmetics, motor retail and banking projects.

We work closely with our retail clients to match our support to their exacting project and operational requirements – keeping expectations clear and delivery assured.

We make a positive difference and want to work with you be it in capital programme delivery, individual outlet refresh, annual maintenance or energy reduction programmes. Our team is ready.



OUR MISSION

We provide innovative and creative solutions to any commission. We do this by forming collaborative and honest relationships with every client.



OUR SERVICES

- Programme Management
- Project Management
- Cost Management
- Principal Designer
- Health & Safety Consultancy
- Energy Consultancy
- Management Consultancy



WHY USE US?

- Value for Money
- Innovation
- Attention to Detail
- Development of Trusted Relationships
- Our Flexible Approach
- Specialist knowledge
- Our Proven Track Record
- Business interface



About Virtus & Retail

Never have there been pressures on the retail sector such as those being felt in 2020. Prior to the COVID-19 pandemic the advances in online retail were driving many affected retailers to re-evaluate their property portfolio, seeking ways to dilute or divest themselves of their high street presence whilst maintaining their customer base and embracing the digital revolution.

The pandemic has massively disrupted consumer behaviour and the explosive growth in e-commerce has provided them with many choices at their fingertips. But, whilst the immediate focus on social distancing and safe operation has occupied the headlines retail leaders will now need to rebuild their vision, strategy and priorities for the future. That means reshaping to account for the move online as well as allowing for surprise trends such as the move back to 'local' shopping. It is also expected that changes in the function of 'brand' stores will come forward; becoming more of a multi-purpose experience destination, integrated into a digital and online offering with rapid, local fulfilment.

As a business Virtus works with a number of significant retail clients. Our team's experience stretches back 25 years and we understand the pressures that your estates team function comes under in support of the retail business. We can fully support your requirements for programme and cost certainty, minimal disruption to trading and share your passion to ensure that investment generates a return for your business.

SECTOR EXPERTISE

Retail
Residential
Pharmaceutical
Offices
Industrial
Hotels & Leisure
Healthcare
Food & Beverages
Energy
Education



Team Testimonials

David Smith

Senior PM of Barclays UKRB

"You have demonstrated great team attributes and have been a real team player and a real asset to the team and Barclays. I have been impressed with your ownership of issues and ensuring items are followed through and closed down."

Shuaib Khan

Project Manager, Wm Morrison's

"Saqib was a valuable and key member of the team for Morrison's on the Sheldon New Store Development. As client project manager Saqib integrated himself within the team and operated as an integral part of our business. His dedication, drive and commitment to the successful delivery of this new store was very much appreciated. I would highly recommend Saqib for his drive and passion for delivering successful projects".

Kim Ward – Building Dev manager

Mitchells & Butlers

"A joy to work with, no negative issues, Helen & Nigel very supportive of my role as an external consultant to a very demanding client in MAB"

Stuart Tucker – Senior Building Dev Manager

Mitchells & Butlers

"Virtus have been a very good addition to the Country pubs team, have worked proactively and with the right attitude at all times. They have always completed the commitments made in the agreed timescales"

Overall a very good year, judged also by the brand being underspent vs CCL approvals....a great result"

Typical Projects

- Shopping Centre Development Projects
- Managing Development of New Branch Concepts
- New Store Delivery Projects
- Store Refresh Projects
- Energy Reduction Programmes (typically 15-18%)

HSBC



Standard Life
Investments

BARCLAYS

Nationwide

LLOYDS
BANKING
GROUP

Sainsbury's

CHANEL

T.K. MAXX

Superdrug

MONSOON

Mitchells
& Butlers

Morrisons
Since 1899

admiral
T A V E R N S

M&S
EST. 1884

nab

savers
HEALTH HOME BEAUTY



The Team

We have a dedicated team of Project Managers, Cost Consultants, Principal Designers and Energy Consultants who work closely with our retail clients across the United Kingdom, providing them consistently with high quality advice and service.

We look forward to the opportunity to introduce ourselves to you in person. In the meantime here are three of our Associate Directors who manage commissions on our client's behalf;



Saqib Rashid
Associate Director

“ I have been project managing retail projects for national and international clients for the last 14 years. I love the challenge of fast-paced projects that require careful planning and collaboration across the supply chain.

I've worked with many clients including Nationwide Building Society (where I acted as Lead Project Manager for new concept roll-outs), Morrisons (delivering new stores and roll-out programmes for technology enhancements in existing stores), Superdrug, Savers, 3Mobile and The Perfume Shop – which have given me extensive experience in new store, store refurbishment and refresh programmes.

I'm always keen to share my experience with the team that I'm working with – always seeking to add value to my client's business. ”



Helen Reilly
Associate Director

“ As a quantity surveyor I have worked not only within a consultancy but also took the opportunity to work directly for a retail operator. This experience was invaluable in helping me understand how a retail business operates and the critical nature of what I now do as a consultant.

My retail sector experience has included the development of car showrooms across the UK for Audi and their franchise operators. I have also been extensively involved in restaurant, pub and hotel projects for national operators including Admiral Taverns, Stonegate Pub Company and Mitchell's & Butler.

The insight that I have gained from working within a retail operators organisation has allowed me to develop enhanced budget and cost modelling templates for some of our clients; these not only save them time but also serve to educate other consultants on the commercial drivers for their clients. ”



Nigel Allister
Associate Director

“ From the day I started my apprenticeship in quantity surveying I have been fortunate to be involved in many retail and mixed use schemes. This has included not only projects sponsored by retail operators, but also the development of space for retail fit-out.

Projects that I have worked on include Eastleigh Town Centre redevelopment, providing new retail and leisure facilities, Mell Square modernisation in Solihull and the creation of a new village retail centre at Blyth Valley Park, Solihull. Like Helen, I have successfully led a number of new retail showroom projects across the UK and continue to work with clients on roadside retail developments. ”

Prominently positioned on the A1, nestled between the idyllic villages of Greetham and Stretton, this 2 acre site will bring roadside retail units to this historically thriving roadside location.

Working with Godwin we developed the cost model to support development appraisals and to inform the design in the development of the planning application, drawing on our data and experience of working with drive-thru' retailers. This expertise included drawing on our experience of modular solutions for retail outlets, based around operators standard specifications. We explored options to address local authority planning requirements in relation to scale and architectural treatment whilst seeking to minimise impact in speed to market once the scheme was consented.



Ram Jam Services, Stretton (£2m)

The development of a prominent roadside services on the A1 in Rutland





Located at Sighthill, on the western edge of Edinburgh, is the main hub of car retail outlets for the city. The site was selected for its prominent location adjacent to the Edinburgh city bypass.

The project was developed using standard VW Group specification but site investigations undertaken prior to acquisition identified that there were significant abnormalities that needed to be addressed. The cost model was developed and various options for foundation solutions and ground improvement were modelled for cost and programme implications with soil stabilisation being established as the most cost effective solution. Managed from Birmingham the project was delivered on time and within budget.



Lookers Audi

New Showroom, Edinburgh (£4m)

The construction of a new showroom at Sighthill, Edinburgh on a site requiring extensive soil stabilisation and enabling works

Sandwiched between Birmingham International airport and the city centre, Sheldon store was designed with a 'lean' approach to material usage and specification, with exposed soffits and mechanical/electrical plant visible to the customer whilst in the main retail areas.

The store includes a large customer café, dry cleaning service, florist, bakery as well as the typical fresh meat, fish and pizza counters. The store also offers 7,500sq/ft of additional concessional sales area as well as five separate retail units on the ground floor.

Phase 1

Construction of the building's shell (i.e. all structural steelwork, blockwork, cladding, section 278 works, service pop-ups etc.)

Phase 2

Shell fit out (i.e. flooring, partitions, refrigeration, sprinkler, M&E works).



New Store, Solihull (£8m)

The construction of a new 40,486sq/ft net sales area store within the town of Sheldon – a small community





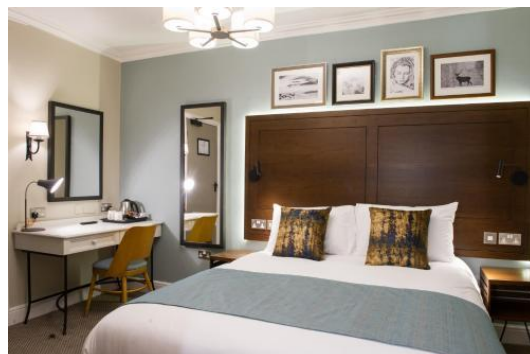
VINTAGE
— I N N S —

Mitchells
& Butlers

Vintage Inn Refurbishment National Roll-Out Programme

Mitchells & Butlers have commissioned Virtus to act as their Cost Managers for the refurbishment of their Vintage Inn estate across the United Kingdom.

Working with Mitchells & Butlers internal Project Managers, we provide initial budget information at site briefings, develop cost plans for agreed project scope, procure the main contractor and direct suppliers and actively manage the budgets through to handover to Operations. We are delivering projects from Exeter in the south to Inverness in the north.



Innkeeper's Lodge Refurbishment Programme

Virtus are also delivering a number of hotel refurbishments for Mitchells and Butlers within the Innkeeper's Lodge estate.

Works involve the general upgrade of rooms to the brand standard, and the upgrade of mechanical and electrical installations to ensure a premium service to M&B customers. Projects are being delivered on time and within budget, with more planned for refurbishment next financial year.



Stonegate Pub Company – National Roll-Out

Virtus have been appointed by Stonegate Pub Company as Quantity Surveyors on various pub refurbishment schemes (internal and external) across England.

From inception to completion, Virtus help provide detailed costs by working closely with the inter disciplinary team (Designers, internal Project Manager, Electrical Engineer etc.) and attending the sites at various key stages of the Project to monitor the progress and costs.

A detailed Cost Plan is developed following the initial project briefing meeting and a further amended Cost Plan following Pre-construction amendments. This is vital as there has to be a high level of detail in the Costs for budget approval.

The direct order supplies and costs are managed throughout the project by Virtus through the Stonegate's dedicated internal online portal. Each scheme has to be managed intimately, due to the fast pace of the projects.



Superdrug[☆]

AS Watson is the parent company of a number of well known brands across the globe such as Superdrug, Savers Health & Beauty, The Perfume Shop and 3Mobile in the United Kingdom.

Virtus are providing Superdrug with project and programme management support to deliver their new brand across their Estate.

Our team are working as their Delivery Partner; being part of the AS Watson business rather than working as a traditional consultant team. This allows us to avoid barriers in communication with internal stakeholders, to share and deliver our Client's values more effectively and to contribute to improvement steps more readily without causing delay and disruption to ongoing programmes.

Our team have been supporting the national delivery of Store Refresh Programme since 2015. We are managing a number of projects within the programme through the national framework. The role involves implementing the new brand standard for Superdrug Stores across the Superdrug Stores retail estate in line with their Brands Standard and the new Wellbeing concept across a number of Pharmacy stores. We are delivering each of these projects from inception through to completion and close out, ensuring minimal business interruption for the outlet and adherence to budget and quality expectations.



New Branch Concept

Nationwide Building Society (NBS) wanted to develop and roll out a new branch concept design across their estate. NBS required a consultant to work closely with the Future Branch Concept design team throughout the programme to finalise the design standard. NBS had a requirement that the refurbishment of the branches achieve a Gold SKA rating.

Members of our team were appointed to manage the roll out of the Future Branch Concept across the NBS estate. Members of our team were integral to the design development of the concept and played a pivotal role in negotiating costs and value engineering the schemes to ensure compliance with investment limits.

NBS were encouraged to make key decisions to allow the pilot schemes to be delivered. We were also integral to procuring and agreeing a new schedule of framework rates with four shop-fitters for the client.

Members of our team were integrated with Nationwide Building Society's organisation, assisting in governance and decision making, ensuring all workstreams were aligned to the successful delivery of the Future Branch Concept.



Pillar Properties

Omni Centre, Edinburgh (£50m)

Our team was responsible for the successful delivery of this landmark city centre retail and leisure complex. The development includes bars restaurants, cinema, leisure centre and hotel over 7 floors. Responsibilities included managing the project team, programme management, change management and financial controls as well regular liaison with the tenant fit out teams to ensure compliance with the contract and design and construction parameters.



Pillar Properties

Kinnaird Park, Retail Outlet, Edinburgh (£7m)

Kinnaird Park was one of the most successful out of town retail parks in Scotland and as such had significant expansion plans to develop onto adjacent available land. Our team was responsible for all project management duties in managing the development programme, development of the design, planning and construction management of the retail units on the site. The result was a highly successful development, delivered to time and budget with no impact on existing trading.



Members of our team have successfully delivered programmes of work for Sainsbury's. This included responsibility for the cost management of the feasibility and delivery on Sainsbury's store extensions in the West Midlands region for 2.5 years. The feasibility pipeline programme was worth approximately £200m and 7 store extensions were successfully completed creating over 100,000sqft of additional sales area.

The role covered cost management duties from inception to completion including evaluation and analysis of proposed projects, investigating options over multiple sites to support the process of decision making, risk and value management, cost planning, procurement, change management, cost control, financial reporting and alignment with Sainsbury's accountancy systems.

Members of our team also successfully delivered Project Management duties on the store extension and refurbishment of Sainsbury's Shorehead, Huddersfield Store. The project included the creation of a new petrol station and works adjacent to the canal network.



Sainsbury's Store Extensions

Consultancy for the following store extension and refurbishment projects at Sainsbury's Superstores:

- Chelmsford, £16m
- Tamworth, £11m
- Canley, £10m
- Wigan, £10m
- Cannock, £8m
- Kidderminster, £9m
- Rugby, £11m
- Huddersfield, £12m

Sainsbury's Distribution Centre

Our team members delivered Cost Management services for the provision of an automated hanging garment system in an existing building. Sainsbury's Bedford Distribution Centre; value £18.6m.

Sainsbury's 3DFL (Develop for Less)

Members of our Cost Management team provided support to a management consultancy commission with Sainsbury's. DFL aspired to achieve significant cost savings through a managed and controlled programme structure.

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