

# RETAIL DESTINATION

## January

### Sustainability

Efficient energy and waste management

### Commercialisation

Maximising non-rental income

## February

### Christmas

Planning ahead for a successful festive season

### F&B

Broadening the offer to extend dwell time

## March

### Parking

Quarterly review

### Security

Securing the shopper experience

### Destination R Preview

Looking ahead to Birmingham

## April

### Commercialisation

Maximising non-rental income

### Customer Service

Putting the shopper first

### Destination R review

Highlights of the annual management conference

## May

### Marketing

Powerful tools to extend reach

### Leisure

Adding diversity to the tenant mix

### Data

Harnessing big data to drive customer insights

## June

### Parking

Quarterly review

### Sustainability

Responsible shopping centre investment

## July

### Commercialisation

Maximising non-rental income

### Cleaning

Minimising hazards and improving appearance

### SCEPTRE Award review

All the winners from the 2019 SCEPTRE Awards

## August

### F&B

Adding diversity to the tenant mix

### Security

Securing the shopper experience

### Customer Analysis

Tracking shopper behaviour

## September

### Parking

Quarterly review

### Last-minute Christmas

Finishing touches for a successful festive season

### Customer Service

Putting the shopper first

## October

### Commercialisation

Maximising non-rental income

### Sustainability

Efficient energy and waste management

### Ireland

All Ireland retail property survey

## November

### Marketing

Powerful tools to extend reach

### Leisure

Adding diversity to the tenant mix

## December

### Parking

Quarterly review

### 2020 Preview

Looking ahead