



**Retail.  
Property.  
Community.**

**Places & Spaces Reinvented.**

# Revo

## REVVED UP IN 2023!

### OVER 1,200 MEMBERS:

Our thriving community surpasses 1,200 members, representing a diverse spectrum of industry professionals and thought leaders in the retail, property and placemaking community.

### INCLUDING 190 NEXT GEN REVO HUB MEMBERS:

Among our esteemed members are 190 Next Gen Revo Hub Next Gen luminaries, injecting fresh perspectives and cutting-edge ideas into our dynamic network.

### REACHING ACROSS 380 ORGANISATIONS:

Our expansive reach spans 380 organisations, creating a web of interconnected expertise and collaboration that fuels innovation and progress.

### PRODUCED 104 NEWSLETTERS:

Elevating communication, we've meticulously crafted 85 newsletters, disseminating invaluable insights, trends, and news to our engaged audience.

### HELD 2 CONFERENCES:

Two impactful conferences stand testament to our commitment to fostering dialogue and knowledge exchange among industry leaders.

### MARKETING PARTNERS OF 2 CONFERENCES:

As strategic marketing partners for three conferences, our influence extends beyond our community, amplifying the reach of industry events and access for our members.

### CONTRIBUTED TO AN INDUSTRY-LEADING RESEARCH PROJECT:

Trailblazing creativity, we've actively contributed our expertise to our industry-leading research project crafted with Lambert Smith Hampton, shaping the future of our field.

### PROVIDED 5 MEMBER NETWORKING EVENTS:

Fostering meaningful connections, we've orchestrated five member networking events, creating opportunities for collaboration and relationship-building.

### HELD 4 SEMINARS:

Through four enlightening seminars, we've provided a platform for deep dives into industry trends, fostering a culture of continuous learning.

### PRODUCED 11 COMMITTEE THOUGHT LEADERSHIP PIECES:

Our committees have generated 11 thought-provoking pieces, offering invaluable insights and influencing critical discussions within the industry.

### FORMAL 8 INDUSTRY PARTNERS:

Cultivating strategic alliances, we've formalised partnerships with eight industry leaders, amplifying our collective impact.

### SUPPORT OUR OWN REVO DIPLOMA:

Committed to professional development, we proudly support the Revo diploma, empowering both members and non-members to excel in their careers.

### NEW MEMBER-ONLY COMMUNICATIONS PLATFORM, REVOCOMMS:

Embracing innovation, we've introduced RevoComms, an exclusive platform facilitating seamless communication, idea and content exchange among our members.

### SUPPORTED BY 8 SEPARATE INFLUENTIAL COMMITTEES:

Behind our success are eight influential committees, actively participating in over 36 committee meetings, propelling our organisation's vision and initiatives forward.





# BRING ON 2024!

Stay tuned for further details and official dates.

## SPACES & PLACES REINVENTED

### Q1

- Earls Court Study Tour & Social
- Government Funding for Regeneration – Is it a prize worth winning?
- Lambert Smith Hampton x Revo Annual Research Survey Launch
- Commercial Value: Social Impact
- Becoming B Corp
- Restructuring Routes
- Trafford Centre Study Tour
- Retail Destination LIVE
- Funding Toolkit
- The Value of Place Marketing
- Glasgow City Centre Study Tour & Social – A New Day-To-Evening Destination
- Broadgate Campus Study Tour

### Q2

- Lambert Smith Hampton x Revo Annual Research Survey Breakfast
- General Election Reflection
- Database Integration – Strategy, Segmenting & Converting
- Next Gen Social
- Community Initiatives Spotlight – The Revo's
- Impact of AI on our Industry
- Westfield Stratford Study Tour
- Anti-Social Behaviour & Crime Series No.1
- Decarbonisation Tips & Tools
- Standardising Turnover Rent Clauses
- Christmas in our Places • Update on MEES – Market Impact
- Leisure & Experiences – How to create them?
- Imaginative Repurposing – Locking in Environmental Performance
- Investment Market – Half-year perspectives
- Manchester City Centre Study Tour
- Green Leases – Owner & Occupier Perspectives



### Q3

- Managing Agency Relationships
- Summer Social
- Property Insurance in an Evolving Environment
- Protect Legislation Update
- Regeneration Incentive – Town Centre Accelerators
- Anti-Social Behaviour & Crime Series No.2
- Meadowhall Study Tour & Social
- Revo Conference
- Repurposing – Optimising Blended Uses 'Living Above The Shop'
- CREtech London

### Q4

- Regional Networking Social
- Hammersmith Study Tour
- Public-Private Partnership – Planning Process
- Stakeholder Collaboration in our places to get the most out of our spaces
- Effective Community/Stakeholder Engagement in Regeneration
- Owner & Occupier Collaboration
- Future of Our Industry
- Councils & BIDs Relationships – How to utilise them?
- Investment Market – Full-year reflections
- Get ready for Christmas 2024
- A Roundup of 2024's Best Guerilla Marketing Campaigns for Places and Spaces
- Delivering Commercial Value through Social Impact
- 2024 Year Round up in Property Management
- Winter Social
- The Revo's Awards Ceremony

## RECURRING CONTENT

Revo Hub Huddle Podcast  
Revo Hub Musing  
Revo Member & Subscriber Newsletters  
Revo Marketing Committee Updates & Insights



# OPERATING BOARD MEMBERS & STRATEGIC BOARD MEMBERS

## OPERATING BOARD

Steering the course for our organisation, the Operating Board is composed of key leaders, including our Operations Director, Marketing & Events Director, and Non-Executive Directors. This dynamic board not only formulates the strategic trajectory for Revo but also diligently supervises its day-to-day operations. With unwavering dedication, the board has undertaken the challenging task of reshaping our community, persistently adapting our initiatives to guarantee members ongoing opportunities for networking, knowledge sharing, trend debates, and heightened industry visibility.



**Vivienne King,**  
The Good Economy



**Michelle Buxton,**  
Toolbox Marketing



**Kayley Buxton,**  
Revo



**Dan Parr,**  
CACI



**Sara Boonham,**  
Gleeds



**Stuart Harris,**  
Milligan



**Neil Hockin,**  
Lunson Mitchenall



**Yvonne Boyd,**  
Revo



**Caroline Main,**  
MAPP

## STRATEGIC BOARD

Comprising up to 28 members, the Revo Board, a distinguished assembly of industry leaders, epitomises the diverse fabric of our membership. This influential body includes the Operating Board Directors and Committee Chairs, forming a vital governance layer for our organisation. Serving as an invaluable sounding board, the Revo Board plays a pivotal role in meticulously reviewing strategic decisions, offering valuable insights and expertise to guide the trajectory of our initiatives.



## OUR MISSION & VALUES

### Guiding the evolution of the retail and leisure property and placemaking sector

Revo supports the whole retail and leisure property and placemaking community. It is the forum for its members to network, share experience, provoke thinking and lead the evolution of the built environment. Beyond the invaluable role it performs in connecting people through networking events, Revo is a platform for our members to promote their thinking, share knowledge and reinforce their position as industry leaders.





## NETWORKING EXCELLENCE

In our 38-year journey, Revo has cultivated enduring relationships that resonate across the industry. A cherished forum, Revo serves as a nexus for both seasoned industry leaders and those navigating the early stages of their careers, providing sustained relevance and focus.

- Revo Conference
- Retail Destination LIVE
- Networking Event
- Exclusive C-Suite Access
- Profiling Members
- Next Gen Events
- RevoComms

## DYNAMIC KNOWLEDGE EXCHANGE

As the world and industry dynamically evolve, we acknowledge the paramount importance of adapting our activities. This ensures our members consistently access opportunities for knowledge-sharing, engaging in insightful debates on industry trends, and elevating their profiles within the sector. Revo stands as a dynamic forum fostering discussions, advocating for policy changes, and collaboratively devising strategies to confront the multifaceted challenges that the industry encounters.

- Webinars
- Seminars
- Podcasts
- International Collaboration
- Cross-Sector Partnerships
- Monthly Newsletters
- Committee Driven Thought Leadership
- Research
- RevoComms

## CATALYSING TRANSFORMATION

At Revo, we remain at the forefront of shaping industry narratives. We persistently provide commentary and perspectives that champion the interests of the industry and our diverse membership. This involves strategic collaborations with peer organisations, amplifying our members' advocacy efforts with government bodies. Furthermore, we leverage our robust research and knowledge base to exert influence and showcase local and UK-wide placemaking and regeneration initiatives, actively contributing to the positive transformation of our industry.

- The Revo's
- Commentary & Opinion
- Educational Trust
- Toolkits & Guidance
- Highlight Calls To Government
- Case Studies
- Study Tours

# SEEKING OUR COMMITTEES

## ASSET MANAGEMENT

Chair: Russell Loveland, Pradera Lateral

Purpose: Open and collaborative discussion across the industry has never been more important as we face into an ever-evolving landscape. We aim to create relevant and informative content for our members on the areas that most impact the real estate community; covering these topics from a wide range of viewpoints to stimulate that debate and discussion that is so important across our industry.

## ESG

Chair: Belinda Morgan, Cundall

Purpose: To drive the Environmental, Social and Governance agenda for retail leisure and placemaking – places and people.

## MARKETING

Chair: Chloe Keith, Toolbox Marketing

Purpose: To creatively and strategically inspire, educate and support those within retail & leisure community. Being on the pulse of trends, interpreting research data, and sharing industry experience, to further benefit an ever changing, dynamic industry from the property owner to the end consumer.

## NATIONAL CENTRE MANAGERS

Chair: David Allinson, Manchester Arndale

Purpose: To connect, engage and strengthen our Centre Management community.

## REPURPOSING & REGENERATION

Chair: John Percy, Montagu Evans

Purpose: The changing nature of our urban places is one of the most important issues of our time. The Repurposing and Regeneration Committee is a forum for Revo members with an involvement in this sector to discuss current issues as well as to provide a conduit for technical papers, thought leadership and seminars to be produced







**REVO HUB**

Purpose: A collective of young professionals in retail property aiming to share fresh ideas and experiences to connect and inspire all the Revo Hub Members (under 30's) at the start of their careers.

**REVO SCOTLAND**

Chair: Alan Anthony, Threesixty Architecture

Purpose: The Revo Scotland committee has been in place for over 30 years and its objective is to ensure that the UK wide Revo agenda of knowledge sharing and networking is delivered locally in Scotland through a series of seminars, tours and other activities. Beyond this, Revo Scotland continue to liaise with the Scottish Government and local authorities on policy and matters relating to retail evolution and the repurposing and regeneration of our urban centres.



**PROPERTY MANAGEMENT**

Chair: Jeremy Lees, Savills and George Grimes, ESTAMA

Purpose: Encourage the continual debate around how retail spaces are managed, and how the role of the property manager and thereby its relationships with occupiers, contractors and landlords continues to change & evolve.



**SAFETY & SECURITY**

Chair: Andrew Williams, Savills

Purpose: Work collaboratively with safety and security specialists to develop best practice guidance, provide high-level risk briefings for REVO members and provide key updates on upcoming legislative changes which will impact all aspects of property management.



**COMMITTEE INSIGHT**

**We asked our committees “What’s in store for our industry in 2024”. Here is an insight into the collective wisdom and foresight of our esteemed committee members...**

**REVO SCOTLAND**

Backing Bricks - Hotspots for fashion retailers in 2024. The importance of brick-and-mortar fashion stores will become even more prevalent.  
Flight for the best – brands will continue to reposition and upscale their offer within key retail markets often in prime city centres, taking space where prominent voids have created opportunities for them to diversify and expand their ranges in line with their online offer.  
Affluent commuter and market towns – agile working and a post-pandemic consumer behaviour has seen a strengthening for retail in smaller towns, particularly for food and beverage outlets.  
Out of town retail ‘perks’ – the resilience and convenience within this market continues to drive popularity amongst consumers and feed demand for mass-market retailer stalwarts. Limited space will continue to drive up rents.  
The best of the Rest – the move of certain brands out of second tier high streets and a rebasing of rents, is presenting an opportunity and a surge in demand for value fashion retailers to enter new markets, often to become the main show in town and keeping the hopes of survival for challenged town centres alive.



## MARKETING

In the ever-evolving landscape of retail marketing, several forthcoming trends are set to structure the industry next year.

Personalisation continues to be a dominant force, with an emphasis on hyper-personalised experiences driven by AI and machine learning. Centres and Brands are leveraging data to create tailored recommendations, customised content, and individualised shopping journeys, aiming to forge deeper connections with consumers.

Furthermore, influencer marketing is evolving beyond social media endorsements, with brands collaborating with micro-influencers and content creators to reach niche audiences authentically. The fusion of online and offline experiences, again facilitated by technologies like augmented reality (AR) and virtual reality (VR), is gaining traction, enabling retailers to create immersive and interactive shopping experiences.

In addition, sustainability and ethical practices are increasingly becoming central to marketing strategies, with consumers favouring brands that align with their values, pushing retailers to emphasise transparency and eco-friendly initiatives in their messaging and operations.

## REPURPOSING & REGENERATION

### 2024 - the year of action!

With high likelihood of an Autumn 2024 election, riding on the coat tails of potentially falling interest rates, the question is whether the current Government can present a convincing and coherent case, that will attract investment into a demonstrably growing UK economy. In the final weeks of 2023, while the Government was focused on responding to headlines related to past decisions or on legally and practically challenging policy areas unrelated to economic growth, clarity on direction of travel seemed in short supply.

And yet the world has changed. Accelerated during the Covid pandemic, the changes are leading to increasingly user and occupier focused real estate that deliver realisable value to occupiers and businesses. The imposed solutions of yesteryear are giving way to a more curated and fluid offer through responsive management which delivers resilient income with social value.



The new understanding creates opportunities that unlocks individual buildings, places and whole town and city centres. With most investment businesses having rebased their portfolios, there is now value add headroom for decision making.

The Levelling Up and Regeneration Act 2023 introduces potentially wide ranging powers that could be revolutionary in their application, if triggered by enabling legislation. Across the political parties, there is an increasing political appetite to add balancing voices to the single issue entities or self-appointed voices, that are hamstringing planning decisions and stifling the changes needed to support economic growth, especially needed outside the key metropolitan areas.

With all political parties recognising the criticality of real economic growth in sustaining the country, enabling social mobility and to pay for the services needed, there is significant private sector capital ready to support investment but only if the political will is strong enough to ensure change can occur within a definable horizon.

2024 is the catalytic year when careful assessment of opportunities, coupled with a political imperative to show potential economic growth in the short term and from 2025, will lay the foundation of fortunes during the next Government.

## REVO HUB

2024 will hopefully see a strong recovery for retail - with the continued falling of inflation and hopes for a cut to interest rates. Although air some caution with everything going on in the world and the consequences associated, especially for the supermarket / convenience sector.

However there are many positive news stories for retail; many major Landlords and Asset Management firms reported large improvements on void rates at the end of 2023 and various retailer announcements including the opening of Asda Express sites, Poundland continuing to expand, upsizes across many of our well known and loved High St brands and rumours of many London centric brands looking to expand outside the capital; Sephora, Uniqlo, Reserved etc. The general sense is positive - long may it continue!





## SAFETY & SECURITY

2024 will see a continuation of disruptive events that will affect our sector. Things that occur thousands of miles away can and do have an impact here at home. Protest activity will continue on many fronts - environmental, political and humanitarian - with escalations likely, particularly if international conflicts continue. We should bear in mind that over half the world's population will be invited to vote in national elections throughout 2024 with the potential to have a further destabilising effect.

The scourge of antisocial behaviour is also likely to rise with perpetrators becoming braver and law enforcement continuing to struggle with resourcing challenges. Thieves will continue to feel as if they can act with impunity in the knowledge that there will be little if any consequences for them in the unlikely event that they are caught. We, as a sector, need to work closely together to target constructive challenge towards partners and press for more meaningful support if we are to maintain a safe space for retailers and shoppers.

**Embark on a journey of industry foresight and explore the rest of the compelling predictions from our esteemed committee members. Don't miss the opportunity to absorb a diverse range of forecasts that can provide valuable guidance and keep you well-informed about the exciting developments on the horizon.**

[Click here to find out more!](#)



# THE REVO DIPLOMA & LEISURE PLACE MANAGEMENT

**Created specifically for the retail and property industry, level 4 academic qualification has been developed in conjunction with industry experts and the Revo Educational Trust and is delivered by Solent University. It provides retail place managers with the practical skillset and knowledge to manage and operate the retail and leisure assets that sit at the heart of our communities.**

A graduate from this course will be able to play a role in an industry that is constantly being challenged to get the best out of our assets in driving performance and value. Students will learn the additional competencies required of a traditional centre manager to transform them into a commercial manager able to present, interpret financial data into strategy, and facilitate wider community partnerships.

The Revo Educational Trust is a charity established in the UK in 1989. The Trust's mission is to provide education and training offering for those either interested or wanting to access opportunities in the retail and leisure property community. Our education offering is open to all members of the public. The Trust's projects aim to be relevant and inclusive. We seek to tackle the workplace training challenges of tomorrow and support the attraction of talent across the spectrum of opportunities the real estate industry provides, to ensure the sector continues to thrive and prosper. Over 32 years, the Trust has supported many great initiatives through its history in grants totalling over £1 million.

[Click here to find out more about the course and fees](#)

## AWARDS:

**Best Overall Grade Award 2022 - Sue Anderson Brown**  
**Most Aspirational Student Award 2022 - Cyrus Annan**





**GRADUATION CLASS OF 2023:**

**Company**

**Name**

JLL	Ahmed, Alima
CBRE	Anderson Brown, Sue
SAVILLS	Annan, Cyrus
MAPP	Bowler, Sarah
SHEET ANCHOR EVOLVE	Casey, Ryan
JLL	Davis, Gary
CBRE	Glendinning, Stephanie
BRITISH LAND	Grigg, William
JLL	Haylor, Claire
SAVILLS	Kiernan, Laurence
WORKMAN LLP	Malone, Charlene
CBRE	Mcgregor, Ian
CBRE	Papaoikonomou, Eva
MAPP	Pisani, Samuel
CBRE	Rees, Jaine
WORKMAN	Steere, Robert
CBRE	Tucker, Simon

**FROM SMALL  
ACORNS, GREAT  
THINGS GROW!**

Feel that you could benefit in learning all about the latest in retail and leisure place management to futureproof your career in the industry?

**MODULES:**

- Introduction to Retail and Leisure Place Management
- Principles of Retail and Leisure Management
- Management, Operations, Health and Safety
- Fundamentals of Property Law and Data Governance
- Principles of Marketing
- Financial Management and Reporting
- Project: The Retail Place – The Future Leaders Project

**BENEFITS:**

- Study online
- When it suits you
- Support from peers
- Industry mentoring and connections
- Global leader access and insights

**RETROSPECTIVE  
LOOK ON 2023**

What an extraordinary year it has been! As we look back, we can't help but marvel at the incredible journey we've shared together. To our exceptional members, dedicated committees, esteemed board members, unwavering supporters, and invaluable partners, we extend our heartfelt gratitude. You are the lifeblood of our community, and your support, commitment, and enthusiasm have transformed 2023 into an indelible chapter in our collective story.

As we bid farewell to 2023, let's carry its valuable lessons and cherished memories into the new year. Together, let's embark on fresh adventures, set new goals, and continue the collective effort in building our community.

Entering 2024, we are eager to uphold our mission of being a community by the members, for the members. Your continued involvement ensures that our journey remains vibrant, purposeful, and shared. Here's to another year of growth, connection, and shared success!

**AWARDS**

- The Revo's 2023

**CONFERENCES**

- Retail Destination LIVE 2023
- Revo Conference at Completely Retail Marketplace

**INDUSTRY SENTIMENT**

- Annual survey in conjunction with Lambert Smith Hampton - From recessions to renaissance: what next for our towns, high streets and shopping centres?

**CALLS TO GOVERNMENT**

- 35 Business Bodies Unite to Call for Rates Freeze
- Property Industry Calls on Government to Tackle Gender Bias Against Women in Public Spaces





## PARTNER EVENTS

- CREtech London 2023
- MAPIC 2023

## SEMINARS

- EVolution of Retail
- Glasgow Golden Z
- Retail 2.0: The Phygital Revolution

## SOCIALS

- Revo Hub x LPFXtra Social
- Revo x NCSC Social
- Revo Summer Social

## STUDY TOURS

- Battersea Power Station
- Revo Hub | The King's Road

## THOUGHT LEADERSHIP

- Are you ready for Christmas 2023?
- Committee Commentary | Levelling Up Fund Round 2
- Cultural Events Calendar 2023
- Digital Conversion Online to On Mall
- How to Liven the Mall on a Small Budget
- Industry Briefing | Scotland's City, Town and Local Centres: Important Planning Changes
- Industry Insight | What are the Challenges being faced in recruitment in the Property Management sector?
- Navigating the Pros and Cons: Facial Recognition Technology in Shopping Centres
- The Kings Coronation | Get Prepared
- The Power of Local Partnerships in Place - Making
- Unlocking Sustainable Real Estate: The Imperative of Green Leases

## VIDEOS

- Discover RevoComms
- Relive the Magic of The Revo's Awards Ceremony 2023
- Revo Conference 2023 - Delivering & Funding the Future
- Revo Conference 2023 - Generation C: The Enigma that is the Centennial Generation
- Revo Conference 2023 - The Power of Localism
- Revo Hub Huddle | Episode #1: With Guest Rebecca Morter
- Revo x urbanOvation | Retail 2.0: The Phygital Revolution | Fireside Chat
- Revo x urbanOvation | Retail 2.0: The Phygital Revolution | Panel Discussion



## WEBINARS

- The Rise of 'Hyper-Reality' Retail with Revo Hub & Checkland Kindleysides
- Sustainability in Asset Valuations with CBRE

## WITH THANKS TO OUR SPONSORS:

- Blue Tiger
- CACI
- Cadogan
- Greenwoods
- Hollis
- PFM
- Savills
- Tandem Property Asset Management
- Threesixty Architecture
- Twin Pay
- Zest

## WITH THANKS TO OUR PARTNERS:

- Completely Retail Marketplace
- Lambert Smith Hampton
- Retail Destination
- Toolbox Marketing
- UrbanOvation

**Catch Up  
On All The  
Content On  
RevoComms!**



**Over  
3,000  
event  
attendees**

**36+  
committee  
meetings**

**Over 154,066  
LinkedIn  
Engagements**

**104 eflyers  
sent to a  
database  
of 10,000+  
people**

**Monthly  
newsletters  
sent to  
over 1,000  
members**

**Over 1,000  
video  
views**

**Over 20,137  
people  
reached on  
Instagram.**





# RETAIL DESTINATION LIVE 2023

**Presented by Retail Destination and Revo, Retail Destination LIVE is your invitation to a day of industry insights and networking, capped off with a delightful gala dinner – a true highlight in the Shopping Centre Industry calendar, and 2023 was no different!**

It was a fantastic time spent sharing ideas, making connections, and exploring new possibilities with our attendees. The passion and enthusiasm displayed for the shopping centre and placemaking industry were truly heartening. It's always a joy to witness such a diverse and engaged community coming together.

Last year, the conference delved into the economic status, challenges, and future solutions of our industry. This year, we're focusing on trends, challenges, and opportunities, covering topics like ESG, Anti-Social behaviour, industry evolution, and spotlighting some of the winners of The Revo's and the SCEPTRES.

**Join us on March 6th at Old Trafford Cricket Ground for a day of insightful conference sessions, a supplier exhibition, and plenty of networking opportunities. The day concludes with a gala dinner and entertainment. We can't wait to see you there!**



## **Don't just take our word for it....**

"I loved the level of this conference. A host of detailed well organised sessions with an excellent selection of topics to help those in the shopping centre industry navigate challenges, seize opportunities and prepare for the future. The speakers were well chosen for their expertise and the content delivered has given me inspiration for future projects. Participating in the Future Gazing panel alongside top-level leaders in their fields and future gazers from the industry played a significant role in helping Gravity's growth plans over the next few years. I will be attending again, where I look forward to reconnecting, establishing new relationships and promoting my organisation."

**Michael Harrison, Co-Founder & Chief Growth Officer, Gravity**

"RD Live was a fantastic opportunity to get together and re-connect with colleagues face to face. Great agenda and opportunity to share current challenges and solutions. In a rapidly changing world the opportunity to network and collaborate is even more important and I'm really keen to support the various networks and look forward to our next RD Live Conference!"

**Robert Goodman, Retail Director, Landsec Shopping Centres**





# 2023 REVO CONFERENCE AT COMPLETELY RETAIL MARKETPLACE

**On the 26th September 2023, over 2,200 retail property professionals attended the Completely Retail Marketplace and Revo Conference - the third time we have collaborated on this event.**

Under the expert guidance of Ibrahim Ibrahim, the focus was on Human-Centric Placemaking, emphasizing the pivotal role of citizens and communities in shaping spaces. The conference delved into the essence of creating an authentic 'spirit of place' and fostering a true sense of belonging.

The day was brimming with valuable networking opportunities, engaging discussions, and insights into industry developments. Our sincere thanks go out to the exceptional speakers, presenters, and moderators, as well as Completely Retail Marketplace, and our esteemed sponsors, PFM and Hollis, for contributing to the immense success of the event.

The three conference sessions hosted by Revo were watched by over 500 peers throughout the afternoon. These sessions have been made available on our YouTube channel for all to watch, and count towards CPD hours.

## THE POWER OF LOCALISM

- Moving on from clone high streets and shopping centres to creating places that are imbued with an authentic local spirit that galvanise local communities and deliver both convenience and experience.
- Provocative presentation delivered by Ibrahim Ibrahim of Portland Design. Followed by a panel with Nick Brackenbury of NearSt, Ailish Christian-West of Get Living, Laura Bosworth of Local Life & REAL, Michael Delfs of British Land and Matthew Soffair of Legal and General Investment Management.
- [Session 1 YouTube Link](#)

## GENERATION C: THE ENIGMA THAT IS THE CENTENNIAL GENERATION.

- Exploring the mindset and expectations of the first generation born into the new century who are entering or about to enter the workforce. Are physical spaces still relevant to Gen C? How do we design for and with them?
- Provocative presentation delivered Revo Hub Committee Members Gina Colley of Threesixty Architecture and Grigor Grigorov of Make Architects. Followed by a panel discussion moderated by Steven Kainth of Elluminate Me with Hannah Smith of CACI, Koral Ibrahim of The Ready House, Olaide Oboh of Socius Development Limited and Eloise Ladkin of Cadogan.
- [Session 2 YouTube Link](#)

## DELIVERING & FUNDING THE FUTURE

- How does the property industry respond to this? Who is currently delivering, what options are available, and more!
- Panel discussion moderated by Stuart Harris of Milligan followed by a panel discussion with Jennifer Murray of Homes England, Sophie White of Aviva, Nuala Gallagher of Liverpool City Council and Suzy Jones of Urban Splash.
- [Session 3 YouTube Link](#)

**Don't forget to  
join us on 24th  
September 2024.  
If you want to get  
involved, please  
contact Kayley.**





# JOINING OUR COMMUNITY

**Join our community, help shape the future of retail and leisure property and placemaking and be involved in the conversation with over 1,200 industry professionals.**

Revo is the only membership body representing both owners, occupiers and professional consultancies in retail and leisure property and places. Our community plans, creates, develops and operates retail and leisure places throughout the UK's towns and cities for people to live, work and enjoy. Members include large and small private and publicly listed owners and managers of retail and leisure property, retailers, local councils, advisors and consultants.

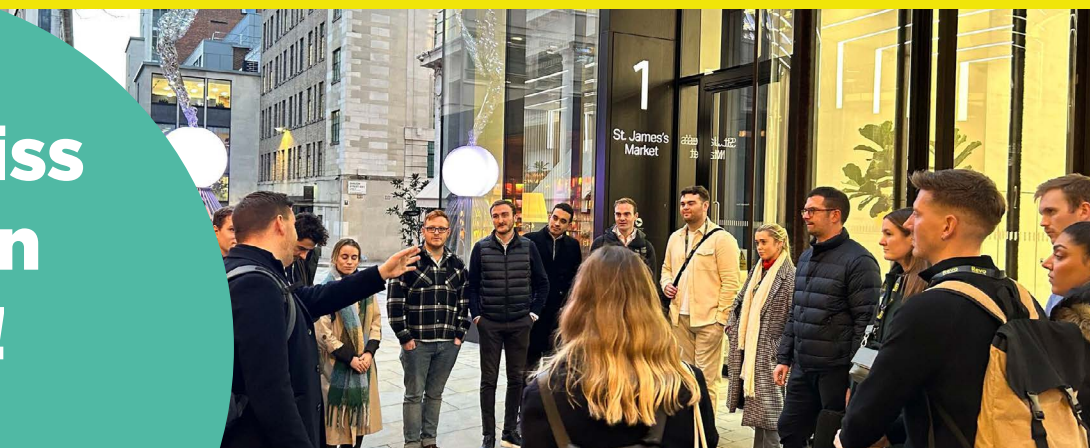
Our membership community works through our committees, events, publications and national and international networks to shape change in a rapidly evolving industry.

## MEMBERSHIP BENEFITS

**We'd love to have you as a member, so have a look at what's on offer. You won't be disappointed.**

- Highly competitive membership fee rates.
- Network amongst the broadest retail property community.
- Showcase your business and influence change through events participation, sponsorship and briefings.
- Member-only digital community platform RevoComms.
- Request to join one of our expert committees.
- Access to member-only events.
- Reduced prices and priority booking for our own and co-hosted events (conferences, seminars, study tours and socials).
- Hear the future of our community through our network insights.
- Gain regular updates and briefings on current industry issues.
- Free Revo Hub membership to all under 30's in your organisation.

**Don't miss out, join today!**



Revo remains an important voice for the industry and a great forum to network and share ideas. The community is run by its members for the benefit of the members and the wider industry. If you would like to become more involved with Revo, please contact any of the Operating Board or email [hello@revocommunity.org](mailto:hello@revocommunity.org).

[Check Out Our Corporate Members](#)

## YOU HEARD IT HERE FIRST

"Throughout the last 30 years of my career, Revo has been an invaluable forum for networking and learning. The majority of contacts and friends I have in the industry I have met through Revo and the ongoing activity helps reinforce these valuable relationships. Revo has also been a great platform to allow me to promote our company and our ideas to a large and extremely relevant audience. The long history of conferences, dinners and socials are a string of fond memories, and the wide-ranging programme of activities continue to deliver value to me and my colleagues."

**Alan Anthony, Managing Director & Architect, Threesixty Architecture**

"Zest first attended one of Revos events with Retail Destination in Feb 2023; we had such a warm welcome from Revo and found the event extremely valuable. We joined the community and have attended numerous events since. Our network has grown and we have built strong relationships through Revo and with Revo. Zest commissioned CACI to undertake research into the value of EV charging in retail and later in 2023 we hosted a breakfast event with Revo and CACI presenting such results; none of this would have happened without the platform & the members within. We look forward to further success, building new partnerships and to 2024's amazing events!"

**Lucy Matthews, Strategic Partnership Manager, Zest**





"I have been a member of Revo for many years, being part of this fantastic organisation has allowed me to grow my network across the industry, meeting a wide range of fantastic people I would never have had the opportunity to meet otherwise building strong connections that have helped me develop in my career. Their frequent events, and insightful thought leadership articles are a continually help in providing further opportunities to grow my network and develop as a surveyor. Now thanks to their support I feel very privileged to be taking part in producing some of this great content which really is by the members for the members."

**George Grimes, Head of Property Management, ESTAMA**

"Being a Revo Hub member has been great for my career in commercial real estate. The access to industry events, tours, and networking activities has been brilliant. From insightful conferences and panel discussions to exclusive property tours, Revo Hub provides valuable knowledge and hands-on experiences. The networking opportunities have been invaluable, allowing me to forge meaningful connections with industry leaders. For any professional looking to stay ahead in the industry and unlock new opportunities, I highly recommend Revo Hub."

**Sabrina Stephens, Senior Account Manager, BeWonder**

"The retail sector has a significant influence on global sustainability. From material decisions of fashion product manufacturers to localised waste strategies of regional shopping centres, Revo provides the opportunity to understand and contribute to a multitude of sustainability issues. During my time with Revo I have been fortunate enough to spend some time on the Scottish Committee and the ESG Committee. Membership and participation have led to very useful insights and contributions to questions around sustainable development and sustainable retail practices. This has included chairing a round table with the Department for Business, Energy & Industrial Strategy. Given the breadth and depth of the Retail Community, Revo offers a great platform from which members can learn and positively influence the sector."

**David Cameron, Director, Atelier Ten**

"Revo Hub has given me great opportunities to meet the future leaders of the retail and mixed-use property industry while the events and tours have been really insightful, providing a rare peek into how places and spaces are designed, delivered and operated and what makes them successful."

**Grigor Grigorov, Architect & Partner, Make Architects**

**"THE RETAIL  
SECTOR HAS  
A SIGNIFICANT  
INFLUENCE  
ON GLOBAL  
SUSTAINABILITY."**

"Turley is a longstanding Revo member and joined the Repurposing and Regeneration Committee several years ago. The experience has been brilliant. We have been able to collaborate on so many great initiatives and the network it opened up to us has been invaluable to our business."

**Andrea Arnall, Director, Turley**

"The future of retail needs to be more than just a space for transactions but instead it needs to be focused on the physical, social and community experience and developing sustainable mixed-use environments is key to achieving this. The renewed focus of Revo and an invitation to join Revo's ESG Committee is the ideal opportunity to make this happen. As a Director at Chapman Taylor, I can call upon our 50 years of Award-winning Experience in this Sector and intertwine it with our wider mixed-use expertise across multiple sectors to inform these mixed uses spaces. Shopping Centres have a big part to play in the future of our Towns and Cities and to remain relevant must also be both environmentally and socially sustainable. Good Design and Guidance from Revo Committee members can inform and nurture this placemaking to deliver a long-term socially and economically sustainable development."

**Nick Thursby, Director, Chapman Taylor**

"The whole team here at Toolbox Marketing benefits from being members of the Revo community. Those who are members of Revo Hub find the study tours and the strategic insights valuable in building their knowledge of the industry and providing them an opportunity to network with other young professionals. While those of us who sit on the committees enjoy being a part of the thought leadership discussions with like-minded peers to shape the future of industry."

**The Team, Toolbox Marketing**

"I've been a member of the Revo Scotland Committee now for a number of years. This has offered me the opportunity to widen my understanding of the complex nature of the ever-evolving markets that we work in. It has also allowed me to mix with a diverse group of experts which has not only be insightful, but great fun. I'd encourage anyone with an interest in real estate to get involved in some capacity with Revo."

**Stuart Moncur, Director - Head of National Retail, Savills UK**





# THE REVO'S

**The Revo's were meticulously designed to acknowledge and honour the epitome of excellence in the built environment.**

Drawing inspiration from the distinguished Revo Gold, ACE, and Purple Apple awards, this comprehensive awards series embraces development, investment, asset management, operations, customer experience, and destination marketing within the sector. As the built environment undergoes continuous transformation, we take pride in staying abreast of industry changes.

Marking an extraordinary milestone in 2023, The Revo's featured 19 new categories, a distinguished panel of 38 judges, over 200 entries, and the recognition of 20 well-deserving winners. It was a grand celebration of excellence in the built environment, providing a platform to applaud those who are not only adapting but also leading the way into the future.



To all participants of The Revo's 2023, your unwavering dedication and innovative contributions have truly set a new standard in our industry. We are privileged to acknowledge and celebrate your outstanding achievements. As we eagerly anticipate The Revo's 2024, let the countdown begin!

## EVENT OVERVIEW/RECAP

- **Host:** Laura Hamilton is a TV presenter, property & travel expert, and entrepreneur
- **Charity:** Elifar Foundation - The name Elifar stands for Every Life Is For A Reason, a philosophy which serves to remind us all that everyone deserves to enjoy the minimum standards of comfort and happiness, though for those with severe disability, these are often not easily achieved. The financial, physical and emotional cost to them and their families is enormous and any help we can give will often be life-changing, and always gratefully received. Thank you to all of our attendees who donated on the night, we have raised over £1,500 for this amazing cause.
- **Food:** Hats off to The Last Supper catering team for delighting our guests with a delicious culinary experience.
- **Jazz:** A delightful evening of Jazz and swing-era classics from "It's Alright With Three".
- **Venue:** A special thank you to Battersea Power Station and the Spaces & Stories team at Control Room A for providing the perfect backdrop for our celebration. The historic setting added a touch of grandeur, creating an unforgettable atmosphere that perfectly complemented the prestige of The Revo's.
- **After Party:** Thank you to Twin Pay for the bustling after party at Arcade Food Hall.



[Click To View The Gallery](#)





## THOUGHTS FROM OUR GUESTS

“It was an absolute honour to be a judge for The Revo’s 2023. The calibre of talent and innovation showcased across all of the categories was truly impressive. The commitment to excellence and the shopping centre industry was evident in every submission and made the judging process both challenging whilst immensely rewarding. Being part of an event that celebrates such outstanding achievements in various fields was a privilege, and I’m excited to see The Revo’s continue to inspire and recognise excellence in the years to come.”

**Judge, Emily Palmer, Head of Marketing, Festival Place, CBRE**

“Delighted that I was able to attend the Revo’s at Battersea Power Station. What a fabulous venue in the iconic Control Room A. It made an already special night even more memorable. The awards presentation created so much excitement and yet again demonstrated the creative talent around our industry, so well highlighted through this event and awards presented by Revo. I can’t wait for next year!!”

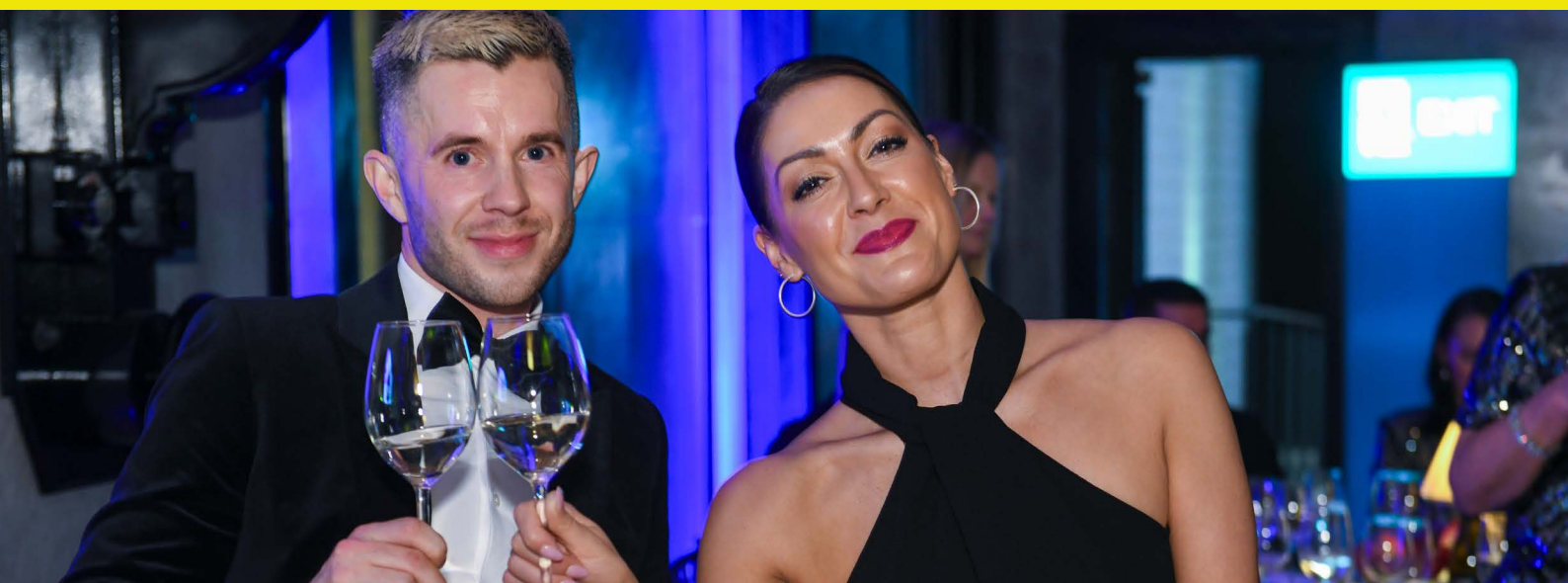
**Marc Myers, Retail Operations Director, Landsec**

“Once we heard the plans for The Revo’s 2023, we couldn’t wait for the event. By combining a unique venue, with a raft of accolades to be won across all areas of the industry, it set the scene for a great night. The hospitality was brilliant, and the awards night flowed perfectly. It was no surprise that the event drew a great crowd, doubling up as a wonderful opportunity for networking and catching up with peers. Very excited to see what The Revo’s 2024 has in store!”

**Ben Hammond, Growth & Performance Manager, Toolbox Marketing**

“As a new member of Revo, it has been a privilege to be part of a community that encourages innovation and progress within the retail sector, and I am grateful for the support and recognition that Revo has given us. Winning the PropTech Innovation Award has been an incredible moment for me and the Twin team. Revo has provided us with the platform and resources to push the boundaries of what’s possible in retail, and being recognized on a national level by Revo has not only brought immense pride to our organisation, but it has also opened up new opportunities and raised the profile of Twin within the retail landscape. I am grateful for the support and recognition that Revo has given us, and I look forward to contributing to the future of parking and EV Charging innovation as a proud member of the Revo community.”

**Gareth Hughes, Head of Sales, Twin Pay**



“It was an honour to be part of the Revo Awards at Battersea Power Station and to receive the Rising Star award. The event brings together talent, candidates with inspiring achievements and leading experts in our industry, whilst raising important issues, sharing knowledge and best in class solutions. I look forward to seeing what the next Revo’s has to offer and the continued talent it supports.”

**Christina Beggan, Asset Management Director, Ellandi**

“As an industry newcomer, it was my first experience of the Revo’s, and I had a fantastic time! I could not have found a more welcoming and friendly bunch of people to enjoy the evening with. The event was exceptionally well organised and provided a great opportunity to build connections, gain valuable insights, and celebrate all that’s marvellous about the retail, leisure and placemaking property sector. I would highly recommend attending the Revo’s!”

**Tom Tawell, Account Director, Toolbox Marketing**





## OUR WINNERS 2023

- **Best Retail Leasing Initiative:** Zara - Metrocentre
- **Best Leisure Leasing Initiative:** Little Exeter - Guildhall Shopping Centre
- **Best Placemaking Initiative:** Stanley Square
- **Best Sustainability Initiative:** Centre:mk
- **Rising Star:** Christina Beggan, Asset Management Director, Ellandi
- **PropTech Innovation:** Twin Pay
- **Best Local Authority Initiative:** Meridian Water, Enfield Council
- **Best Local Authority/Private Sector Partnership:** The Dolphin Shopping Centre & The NHS
- **Asset Management Initiative:** The Mall Wood Green
- **Occupier of the Year:** Gravity - Liverpool One
- **Independent Operator of the Year:** LevelUp Escapes - The Darwin Centre
- **Pop-up of the Year:** Charity Super Mkt - Brent Cross
- **Community Initiative:** CommUNITY Space - Lewisham Shopping Centre
- **Best Marketing Campaign of the Year - Large:** The Lexicon - Bracknell Forest Festival
- **Best Marketing Campaign of the Year - Medium:** Grand Arcade - Christmas 2022
- **Best Marketing Campaign of the Year - Shoestring:** The Harvey Centre - Bug Bistro
- **Centre Management Team of the Year:** The Galleries Shopping Centre
- **Repurposing:** Stanley Square
- **Best New Development:** Battersea Power Station

## MEET THE SHORTLIST

### THE REVO'S

#### Best Retail Leasing Initiative

King Street  
M&S - White Rose Shopping Centre  
Zara - Metrocentre

#### Best Leisure Leasing Initiative

F1 Arcade  
Little Exeter - Guildhall Shopping Centre  
The Cube Live

#### Best Placemaking Initiative

Kringlan Mall  
Skatepark - Cabot Circus  
Stanley Square  
Get Living - The Lab E20 & Hypha Studios at East Village

#### Best Sustainability Initiative

Centre:MK  
Eccleston Street  
Freshney Place Shopping Centre  
Grand Arcade  
Meadowhall Shopping Centre

#### Rising Star

Christina Beggan - Asset Management Director - Ellandi  
Ross Tyson, Marketing Partnerships and Performance Manager, Landsec  
Stephanie Glendinning - Retail Relations Manager - Centre:MK  
Stephen Wall - Deputy Centre Manager - St Johns Shopping Centre

#### PropTech Innovation

CentreChat  
Manchester Arndale  
St Johns Shopping Centre  
Twin Pay

#### Best Local Authority Initiative

Meridian Water - Enfield Council  
Paino Zone - The Sovereign

#### Best Local Authority/Private Sector Partnership

The Dolphin Shopping Centre/ The NHS  
The Junction Retail & Leisure Park / Antrim & Newtownabbey Borough Council  
The Mall Maidstone and Maidstone Borough Council

#### Asset Management Initiative

Castle Quarter  
Foundry x LGIM  
Liverpool One Asset Management Team  
The Mall Wood Green



Find out more about our fabulous winners here





### Independent Operator of the Year

Isabel's Retro - Parkway Shopping Centre  
LevelUp Escapes - The Darwin Centre  
Mood Lifestyle - Centre:MK  
Revive Lab - Buchanan Galleries Shopping Centre

### Pop-up of the Year

Charity Super Mkt - Brent Cross  
Love Local Hub - Centre:MK  
St Johns Beacon

### PURPLE APPLES

#### Community Initiative

Churchill Square - HuMAN  
Ealing Broadway - The Uniform Shop  
Lewisham Shopping Centre - COMMUNITY Space  
Livingston Designer Outlet  
Victoria Square  
17 & Central - Community Iftar

#### Best Marketing Campaign of the Year - Large | Over £25k per campaign

Centre:MK - Little Things  
Landsec Shopping Centre Marketing - Leave Them Speechless  
Manchester Arndale - Christmas 2022  
The Lexicon - Bracknell Forest Festival  
Victoria Leeds - The Coronation Best of British Showcase

#### Best Marketing Campaign of the Year - Medium | Between £5k - £25k per campaign

Caledonia Park - Comic-Con Takeover  
Grand Arcade Shopping Centre - Christmas 2022  
Mermaid Quay - Dog Friendly  
The Liberty Shopping Centre - Free to be Space Bound

#### Best Marketing Campaign of the Year - Shoestring | Below £5k per campaign

Grand Arcade - Let's Go Circular  
Regent Arcade Shopping Centre - My Furever Love' for Valentine's  
The Harvey Centre - Bug Bistro

#### Centre Management Team of the Year

Gunwharf Quays Outlet Shopping Centre  
The Galleries Shopping Centre  
The Potteries Centre  
St Johns Shopping Centre

### GOLD'S

#### Repurposing

Livat Mall  
Stanley Square  
The Dolphin  
Upper Precinct, Coventry

#### Best New Development

Battersea Power Station  
Castle Quay Waterfront  
Chester Northgate, Chester



### MEET THE JUDGES

**Alan Anthony**, Threesixty Architecture

**Belinda Morgan**, Cundall

**Caroline Main**, MAPP

**Chloe Keith**, Toolbox Marketing

**Dan Parr**, CACI

**David Allinson**, Manchester Arndale

**David Stanford**, JLL

**David Wait**, Galleries Bristol

**Dom Millar**, Completely Group

**Ed Jenkins**, Abrdn

**Emily Palmer**, CBRE

**Emma Powell**, Earls Court Development Company

**George Grimes**, ESTAMA

**Grigor Grigorov**, Make Architects

**Gwen Youlden**, London Land Group Holding

**James Taylor**, Workman

**Jeremy Lees**, Savills

**Justine Johnson**, Real Service

**John Percy**, Montagu Evans

**Julie Fitzsimmins**, Lodestar

**Kate Bourne**, Redwood Consulting

**Kayley Buxton**, Revo

**Kyle Halls**, CREtech

**Marc Myers**, Landsec

**Michelle Percy**, Newcastle City Council

**Neil Hockin**, Lunson Mitchenall

**Nicola Dixon-Brown**, The Crown Estate

**Nigel Jobson**, Maybe\*

**Russell Loveland**, Pradera Lateral

**Sara Boonham**, Gleeds

**Sarah Meldrum**, CMS

**Dr. Steve Norris**, LSH

**Stuart Harris**, Milligan

**Tania Love**, Faulkner Browns

**Tom Whittington**, Savills

**Vivienne King**, The Good Economy

**Yvonne Boyd**, Revo

Meet Our Shortlist - Introducing RevoLens





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Thank you all for your generous support as sponsors for The Revo's 2023. Your commitment to our cause and the recognition of excellence in our industry is invaluable.

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Toolbox Marketing specialise in getting people to places! Whether that place is a shopping centre, retail park or out of town leisure offer. The full service marketing agency provides insight-driven strategic and creative solutions to retail property and placemaking challenges. How does your marketing measure up? Get in touch to find out!

Contact Email: [chloe.keith@toolbox-marketing.com](mailto:chloe.keith@toolbox-marketing.com)



## PROPTech INNOVATION



Completely Retail is the UK's leading retail property platform, supporting the retail and leisure industry since its founding in 2008. Our team has 20 years of experience in property marketing and a passion for the retail industry. We are focussed on connecting people actively seeking retail and leisure space with agents and landlords.

Contact Email: [pd@completelygroup.com](mailto:pd@completelygroup.com)

## AFTER PARTY



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## NEXT STEPS:

Get ready for The Revo's 2024 here!

## ACKNOWLEDGMENTS:

A heartfelt thank you to our esteemed panel of judges, awards committee and working group members and our head judge Gwen Youlden. Your expertise and dedication in bringing The Revo's to life and for selecting the best of the best ensured that we highlighted the pinnacle of excellence in the built environment.





# Revo

Retail. Property. Community.

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65 Chandos Place,  
London,  
WC2N 4HG



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[kayley@revocommunity.org](mailto:kayley@revocommunity.org)  
[yvonne@revocommunity.org](mailto:yvonne@revocommunity.org)