

Raine & Horne[®] Commercial

Retail Services



Capability Statement

RETAIL ASSET MANAGEMENT | LEASING | ADVISORY

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| About Us

Raine & Horne Commercial Retail Services is a specialist retail property organisation operating exclusively within the retail sector.

We partner with landlords, developers and investors to maximise asset performance, mitigate risk and deliver sustainable long-term growth.

Backed by decades of specialist expertise, strong governance and advanced reporting systems, we deliver tailored asset management, leasing, development and advisory strategies that optimise income, strengthen tenancy mix and enhance long-term retail asset value.

A company that truly understands retail assets, able to provide both high-level strategic thinking and practical, day to day expertise, we provide a comprehensive end-to-end retail service across neighbourhood, large-format and mixed-use retail environments.

Our Philosophy



We evaluate strategically.
We plan deliberately.
We execute precisely.

Our approach is grounded in:



Asset performance
and long-term growth



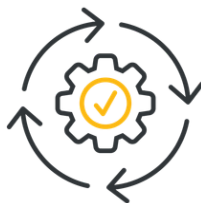
Financial discipline
and governance



Active leasing and
tenancy mix
optimisation



Community-focused
retail activation



Operational
excellence



Compliance and asset
protection

We deliver what matters – sustainable income,
optimise retail mix and enhanced asset value.



Working With Us

Evaluate

Undertake detailed analysis of your asset - leasing profile, demographics, tenancy mix, risk exposure, operational efficiency and growth potential.

Execute

Provide on-the-ground management, proactive leasing, facilities oversight and measurable reporting to drive performance. Our leadership team maintains direct oversight of every asset.

Plan

Develop clear asset strategies including leasing plans, capital works programs, marketing strategies and financial forecasts.



Our Capabilities



Shopping Centre Management

Strategic and operational oversight to maximise financial performance

- Management team aligned with centre requirements
- Financial management & reporting (Cloud based RexCirrur8 platform)
- AI assisted arrears control, supported with CreditorWatch reporting
- Budget preparation and cashflow forecasting
- Lease compliance and document management
- Stakeholder engagement (State & Local Government tenants, contractors, customers and community)
- OPEX & CAPEX oversight
- 24/7 emergency support



Retail Leasing

Proactive leasing strategies designed to protect occupancy and optimise tenancy mix

- Asset-specific leasing strategy
- Lease expiry and risk analysis
- Gap analysis and target category planning
- Lease negotiations & renewals maximising outcomes
- End-to-end leasing solutions in line with legislation
- Casual mall and pop-up leasing through the Anyspaces platform
- Retail Design and delivery utilising our network of retail experts
- Partnerships with Australia's leading retail leasing consultants



Financial Management

Strong financial governance underpins effective retail asset management

- Budgeting & Financial Forecasting
- Financial discipline & Governance in line with legislation
- Arrears Monitoring & Receivables Control
- Operating Expenditure Oversight (OPEX)
- Capital Expenditure Planning (CAPEX)
- Financial Reporting & Asset Performance Analysis



Marketing & Activation

Driving foot traffic and retailer performance through strategic marketing

- Strategic marketing plans
- Trade promotions and major campaigns
- Community engagement programs
- Digital & social media management
- Event management
- Marketing budget management & reporting
- Our focus is measurable outcomes aligned to retailer growth



Facilities & Capital Management

Protecting and enhancing asset value through disciplined operational management

- Dedicated National Facilities Manager
- Preventative & reactive maintenance
- Contractor procurement & supervision through Rapid Induct
- Compliance & WHS oversight
- Sustainability & energy efficiency strategies
- Risk audits & governance frameworks
- Long-term CAPEX planning



Retail Asset Advisory & Development

Strategic guidance across the property lifecycle

- Asset repositioning
- Development advisory
- Feasibility analysis
- Asset due diligence
- Strategic asset planning

Senior Leadership



Colin Henry

AREI; FAPI

Managing Director

0417 228 500
colin.henry@rhc.com.au

42+ years' experience in commercial real estate across NSW and QLD. Licensed Real Estate Agent, Auctioneer, Strata Managing Agent and Registered Valuer. Recipient of the prestigious Max Raine Award in 2026, the highest individual honour within the Raine & Horne Group.

Notable transactions include major retail centre sales exceeding \$50M.



Daniel Sutton

Director

0418 374 376
daniel.sutton@rhc.com.au

25+ years' international asset management experience. Former leadership roles both nationally and internationally at Chadstone Shopping Centre, Colonial First State Global Asset Management, Federation Centres and Vicinity Centres.

Expertise across asset management, leasing, development and financial strategy.



Alicia Gallo

Head of Retail Asset Management

0435 283 537
alicia.gallo@rhc.com.au

25+ years' experience in commercial real estate across NSW and QLD. She specialises in shopping centre management, financial performance, lease negotiations and operational strategy across neighbourhood and community retail assets.



Vanessa Sullivan

B.Bus (Mkt)

Head of Marketing

0405 650 156
vanessa.sullivan@rhc.com.au

Vanessa has over 15 years' experience in retail centre marketing, leading strategic advertising and promotional campaigns across neighbourhood shopping centres in NSW and QLD. She drives centre success through tailored marketing initiatives and strong community engagement.



Luke Henry

National Retail Leasing Manager

0417 855 600
luke.henry@rhc.com.au

Luke leads retail leasing across the network. With a diverse experience in sales, business development and commercial property agreements, Luke delivers results that strengthen tenancy performance and landlord outcomes.



Michelle Caddell

National Facilities Manager

0417 228 508
michelle.caddell@rhc.com.au

Michelle has extensive experience in retail facilities and asset management. She oversees portfolio operations, risk, maintenance, contract negotiation and compliance, ensuring high performance and financial control across neighbourhood shopping centres.

By the Numbers



11

Offices
(inc. 9 Centre
Management Offices)



40+

Staff



\$120M+

Annual rent
collection



230+

Commercial assets
under management



950+

Commercial and retail
tenancies under
management



20

Neighbourhood style
shopping centres
under management



+365,000m²

GLA

Under management



Our Commitment

We deliver:



Transparent reporting



Director-level oversight



Strategic asset planning



Operational discipline and governance



Community engagement



Sustainable asset growth

Disclaimer

This document has been prepared by C H Real Estate Pty Limited for the purpose of providing a general overview of our retail services capabilities. While all reasonable care has been taken to ensure the information contained herein is accurate at the time of preparation, C H Real Estate Pty Limited makes no representation or warranty as to its completeness or accuracy. The information is subject to change without notice and should not be relied upon as a substitute for independent advice or formal engagement terms. C H Real Estate Pty Limited accepts no liability for any loss or damage arising from reliance on the information contained in this document.

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Retail Services

RETAIL ASSET MANAGEMENT | LEASING | ADVISORY

Maximising value.
Strengthening assets.
Delivering results.

Level 11, 447 Kent Street, Sydney

02 8299 7200
rhc.com.au/retailservices