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15% ACROSS ANNIVERSARY YEARS & YEAR



FUTURE WHY IT IS IMPOSSIBLE TO OVERSTATE THE INFLUENCE OF RETAILERS

ACROSS STUDY TOUR IN MAY 2023, WE WILL EXAMINE HOW LISBON SHAPES THE FUTURE OF RETAIL

FM SERVICE PROVIDER HOW WISAG BECAME AN INNOVATION DRIVER FOR THE INDUSTRY

Connect with the Spirit of Retailing.



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## DEAR READER,

Taking a bold step is the beginning of every success story: In 2008, the year of the financial crisis and the collapse of Lehmann Brothers, we published our debut print issue. The first ACROSS magazine issue could be found on the desks of executives and decision-makers, right next to statistics on falling consumer spending across Europe and the collapse of once-booming markets. For the vast majority of investors and developers operating in the shopping center business, all plans for the future collapsed like a house of cards. Projects were stopped, rejected, or postponed. We are proud to have lived through the ups and downs of the past few years together with the industry and to have been able to report on such changes. In 2023, exactly 15 years after ACROSS was founded, the world of placemaking is once again at a crossroads. Challenges and various crises have reshaped the industry. In this print issue, we take a journey through 15 years of placemaking history – and not just because we are celebrating our anniversary. It is rather due to our firm conviction: If you want to shape the future, you have to analyze the past.



As part of our thematic focus, leading industry experts take a look back at the industry from their individual perspectives. Giles Membrey, Managing Director of Rioja Estates (page 44), and Daniel Losantos, CEO of Neinver (page 36), analyze the growing importance of outlets, while Steffen Hofmann of ambas takes a look back from an investor's point of view (page 40). Rüdiger Dany, CEO of Nepi, shows how a developer from Eastern Europe has been able to develop over the past 15 years (page 38), and Ibrahim Ibrahim (Managing Director of Portland Design, page 46) and Gregory Fonseca (Director of Architecture BDP, page 32) add further perspective by taking an approach based on design and architecture. In addition, industry leaders, such as Ken Gunn and Redevco discuss how key metrics, such as KPIs, have been completely redefined over the years (from page 50 on).



As an industry magazine, we are particularly proud of one thing: the close cooperation that exists within the industry. The immediate and constant exchange, the feedback that we receive from industry participants, and, above all, the input provided by our advisory board make us confident that our reporting will continue to be both successful and in line with the latest industry developments over the next 15 years, highlighting trends while simultaneously putting them to the test. We are firmly convinced that the placemaking industry is one of the most exciting industries. That is where so many social, political, and economic developments converge and, above all, where real change can occur. Futurologist Andreas Steinl (page 8) describes it as follows: Shopping centers are places where ideas become very concrete, where change can take place, and where positive consumer stories are told. We could not agree more!

We hope you find this anniversary edition to be an interesting and profitable read.

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### The Future is Now! ....

ACROSS Study Tour to Lisbon

#### "We Could Save the World" ...... 8

Retail and shopping centers should become much stronger communicators of a positive consumer vision, especially with regard to sustainability, says futurist Andreas Steinle.

#### Best Mixed-Use Projects ......

Mixed-use, therefore, is not a trend –it is the future of real estate. Learn more about the MIPIM Awards finalists.



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### How to Retain the Old Esthetic and Become Future-proof

Russell Loveland, Director of UK Asset Management at Pradera Lateral, reflects on the first year of operating Trafford Centre.

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#### 15 years of ACROSS .....

"It has gotten more complex and sophisticated, but also smarter", states Reinhard Winiwarter, founder of ACROSS Magazine, in his personal review of the past 15 years.

# "A Stage for Future-oriented Topics and Their Actors" ...... 18

Why it is important to orient oneself towards forward-looking topics in the dynamic retail real estate world.

#### 15 Years of Trendsetting ...... 20

Topics such as digitalization, mixed-use, and placemaking found their way onto the cover of ACROSS magazine long before they became megatrends. A review of our cover stories and statements from various people in the industry, all sharing their thoughts on 15 years of ACROSS.

#### Proptech Is by No Means a Hype – 15 Years of Evolution and Adaptation.....

Peter Tonstad, CEO of Placewise, looks back and explains the most important developments within the Proptech industry and reveals the biggest challenges facing retail real estate.

#### "The Future is All About

15 years in retail real estate? Gregory Fonseca, Director of Architecture BDP, expresses it in one word: disruptive.

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"Retail has become an experiential interface, and the outlet proposition offers a key difference," states Daniel Losantos.

#### 

Rüdiger Dany, CEO of NEPI Rockcastle, believes that one of the biggest mistakes made in the last 15 years was not being able to seize and take advantage of opportunities during a crisis or difficult situation.



#### "Developers are Brave People by Virtue of Their Business Model" .... 40

Steffen Hofmann, Managing Partner at ambas, discusses the historic evolution of the retail real estate industry from the perspective of the financial market.

#### An Outlet for Creativity .....

As ACROSS celebrates 15 years, Giles Membrey, Managing Director at Rioja Estates, looks back on the changing face of outlets during that time.

### What "Future Readiness"

In order to be successful in the future, we need to look at places not through the lens of real estate, but through the lens of content, argues Ibrahim Ibrahim, Managing Director of Portland Design.

## MPC Properties' Way of Leading the Innovation Path 4

"We have learned to be very proactive and responsive to rapid change," states Maxence Liagre, CEO of MPC Properties.



#### Redevco: Social KPIs Need to Be Broadened to Deepen the Partnership with the Planet .....

New times and challenges lead to new official guidelines: Redevco has redefined its mission statement in order to lead the transformation of cities.

#### 15 Years of Redefining Retail Performance

What a "better everyday life" means in terms of shopping center experiences has significantly changed over the last 15 years, states Vasco Santos, Global Sales & Leasing Director at Ingka Centres.

# KPIs and Outlets – How to Evaluate the Performance of an Outlet

The first outlet centers arrived in Europe in the early 1980s and were originally intended as a "no-frills" tool for the clearance of unsold stock, explains Ken Gunn, of Ken Gunn Consulting.

# KPIs are not enough, placemakers need more ways to measure

### success!...

"Creating great places is a balancing act between art and science," states William Kistler, Founder and Managing Partner at urbanOvation.

#### "As the World Spins, Marketing Strategies Adapt and Evolve to Keep up" .....

Jean Carlos Delgado, marketing specialist at HyperIn, explains the new role of marketing automation.

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# Flex Office Space at Shopping Centers: A Lifeline or a Liability? ........... 66

Mixed-use is the order of the day for the entire placemaking industry. As a result, shopping centers have increasingly become home to coworking and flex offices.

# Home of the Ecological Lifestyle @ Room with a View Salzburg ........68

Retail Shop Tip by Heidemarie Kriz

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#### Viktoria Karree Bochum: City and Neighborhood in Harmony ......

A commercial district that combines several uses with each other is being built in the middle of the German city of Bochum. HBB explains the challenges.

### FM Service Provider for Retail Real Estate: Future Partner for Retail .... 72

Joaquin Jimenez Zabala, who is responsible for WISAG's business activities in the retail real estate sector, explains how his company is dealing with all the fundamental questions regarding this industry, far beyond the company's core area of expertise.



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## "Transforming Underutilized Urban Places into Memorable

### Experiences"

Interview with Martin Barry, the Founder of Manifesto, who just opened his first food hall location in Germany at Potsdamer Platz in Berlin.



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ECSP has relaunched the Design and Development Awards. Learn all about the finalists.



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Upcoming events in 2023

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