

INTEGRATION

Retal operates through a *fully integrated development model*, spanning the entire real estate value chain and enabled by its subsidiaries and in-house execution capabilities.

Within this model, the development lifecycle progresses through clearly sequenced phases — from pre-development planning to project delivery and post-occupancy operations — with coordination maintained across stages to preserve design intent, execution quality, and long-term asset value.

In 2025, Retal further deepened this integrated operating model beyond project delivery — extending oversight into how developments function, perform and evolve after handover. Within this lifecycle continuum, Community Management was embedded in 2025 as a core value-creation function from the earliest stages of planning, rather than being introduced post-completion. This integration strengthens how developments are activated, operated and experienced over time, ensuring that residential, retail and shared spaces function as cohesive, well-performing environments.



Community Management Integrates

- **Design and operations**, ensuring layouts, shared spaces, mobility and amenities are planned with long-term functionality in mind
- **Diverse asset components**, aligning residential, retail, office, hospitality and public realms to operate seamlessly together
- **Service delivery**, coordinating facility management, property services and hospitality-style operations under a single framework
- **People and places**, connecting residents, tenants and operators through clear communication, engagement and activation
- **Data and performance**, using shared standards, feedback loops and KPIs to drive consistency and continuous improvement

Embedding Community Management early ensures developments transition seamlessly from delivery into operation — functioning as coherent, well-managed communities that sustain quality, experience and long-term value over time.