

Global Luxury Office Design Playbook

Version 3

August 2023



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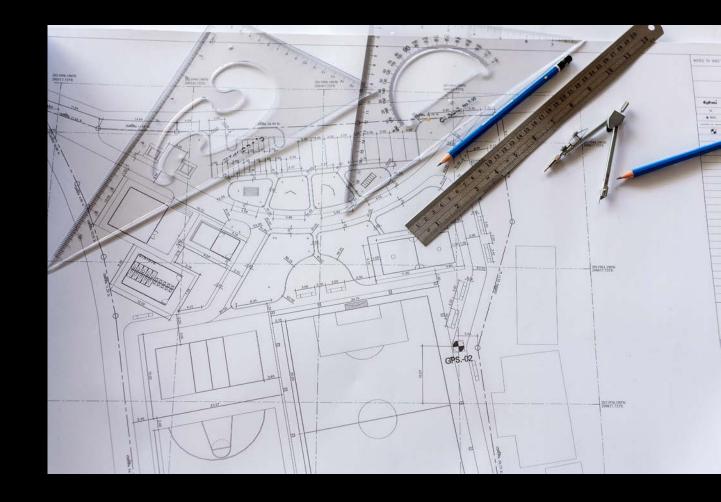
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1 GLOBAL LUXURY OFFICE DESIGN

· project introduction



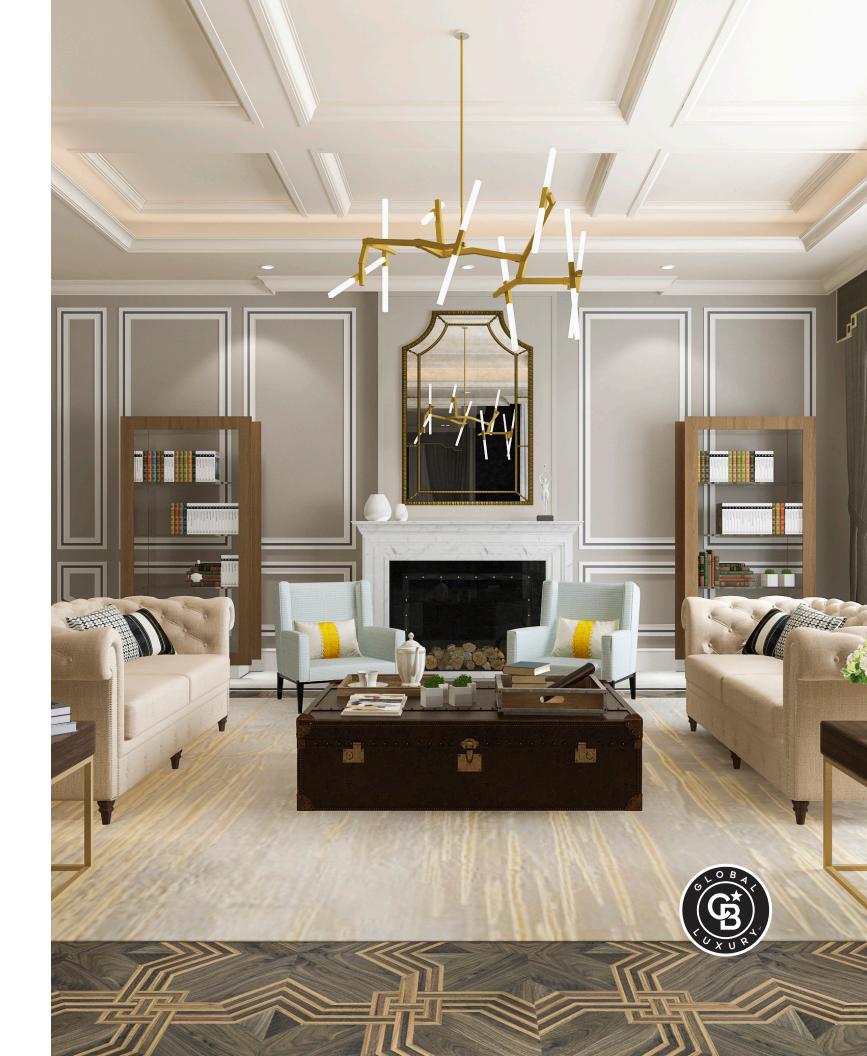


PROJECT INTRODUCTION – company overview

A NEW EXPRESSION OF LUXURY AWAITS.

For over a century, home has been our purpose. It defines us and everyone in our network. Our mission will never waver – to deliver the treasure of home ethically and honestly.

The founding tradition and heritage of providing professionalism and superior customer service remain at the core of the **Coldwell Banker®** philosophy more than a century later.



PROJECT INTRODUCTION - Coldwell Banker® brand overview

A GOLD STANDARD
OF SERVICE

ELITE EXPERTISE A HISTORY OF INNOVATION

AN INDUSTRY PIONEER



OUR MISSION:

to leave our mark on the luxury real estate industry

2,600
OFFICES IN
40
COUNTRIES
WORLDWIDE

BESPOKE

MARKETING STRATEGIES

AND

STATE-OF-THE-ART

TECHNOLOGY

FULFILLING
THE DREAM
OF HOME SINCE
1906

100,000
INDEPENDENT
SALES ASSOCIATES

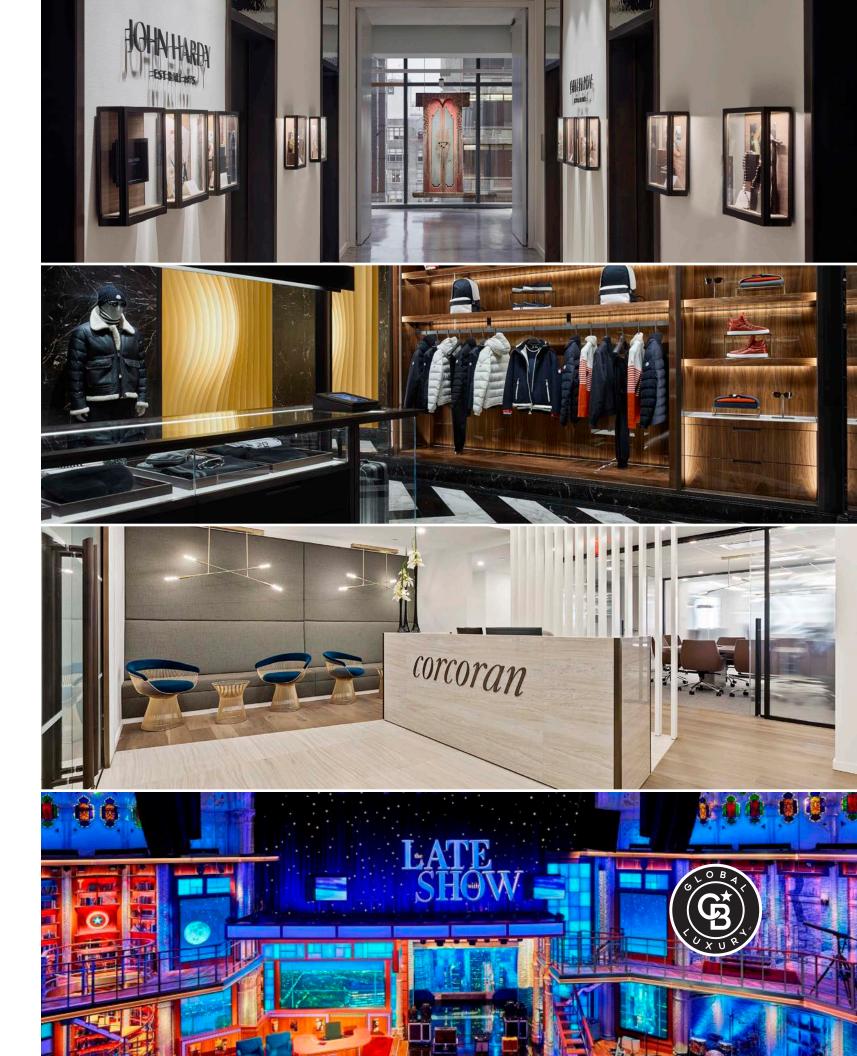
PROJECT INTRODUCTION – design republic

OUR ARCHITECTURE AND DESIGN FIRM

Design Republic is a NYC-based boutique architecture and interior design firm founded in 2010. They provide a hands-on approach with an in-depth discovery and ideation process. They work toward truly knowing their clients in order to capture their brand essence. They are 50 people strong.

Design Republic's three primary areas of focus include:

- Luxury Retail Including Bulgari, Fendi, Lacoste, Moncler, Louis Vuitton, Bottega Veneta, John Hardy
- Workplace Including Aon, GE, Saatchi & Saatchi,
 Corcoran Group Real Estate, Corcoran Sunshine
- Media and Entertainment Including CBS, NBCUniversal, HBO



PROJECT INTRODUCTION – overview

PROJECT OBJECTIVES

- Establish consistent Coldwell Banker Global Luxury[®] office interior design as well as look & feel
- Develop a concept which represents the new standard for exceptional affluent experiences

DESIGN AREAS AND FEATURES

- Integration of existing brand identity signage and graphics for both exterior and interior of office
- Exterior, reception, lobby and conference room design, including furniture, materials and lighting,

IMPLEMENTATION

- This Playbook is provided for consistent implementation across the franchise and Realogy Brokerage Group network
- It establishes global design standards and discretionary local design
- It provides recommended material, furniture and fixture specifications

"WE NEED TO
CHALLENGE
THE PERCEPTION.
WE NEED TO
SHAKE IT UP.
IT'S TIME FOR
SOMETHING BOLD.
THESE TIMES
ONLY COME ALONG
ONCE IN A WHILE.
NOW'S THE TIME."

- Michael Altneu

VICE PRESIDENT LUXURY, COLDWELL BANKER GLOBAL LUXURY



PROJECT INTRODUCTION – overview

LOCATIONS OF OFFICES

- Urban
- Suburban
- Vacation

TYPES OF OFFICES

- Office Building
- Retail Storefront
- Residential Building

TYPES OF CONSTRUCTION

- Ground-up new building
- New construction in tenant space
- Partial renovation of existing office





PROJECT INTRODUCTION - office qualifications

Coldwell Banker Global Luxury[®] offices will use predominantly Coldwell Banker Global Luxury logos, branding and marketing materials.

These offices must meet the following criteria on a rolling 12-month period.

AN AVERAGE OF 20%

COLDWELL BANKER
GLOBAL LUXURY DOLLAR VOLUME
IN THE LAST 12 MONTHS

\$15 MILLION
IN ACTIVE
COLDWELL BANKER
GLOBAL LUXURY
LISTING VOLUME

AN AVERAGE OF

10%

OF TOTAL AGENT COUNT ARE
CERTIFIED LUXURY PROPERTY
SPECIALISTS

- Broker/Manager must complete first available Coldwell Banker Global Luxury certification course upon approval, and every 36 months thereafter.
- Office must adhere to the Coldwell Banker Global Luxury identity and office standards approved by brand.
- Franchisee must be in full compliance with the franchise agreement and all related agreements.
- Office must still depict the Coldwell Banker Global Luxury DBA, along with the Coldwell Banker Global Luxury identity standards signage. At minimum, the DBA should and can appear on the entrance door to the office.

- Coldwell Banker Global Luxury offices must deal primarily with luxury home buyers and sellers, and the use of the Coldwell Banker Global Luxury tier must be critical to the office's ability to compete in the market.
- Offices must be located in markets that are highly recognized by the public as
 "luxury areas." These markets include high-end, desirable features and
 amenities, and cater to clientele that are primarily seeking "luxury properties."
 These markets should also typically be served by other luxury real estate brands.
- A Coldwell Banker Global Luxury office will only remain effective if all required criteria are maintained. If an office falls out of compliance based upon the qualifying criteria, the office owner will be given written notice and one year (365 days) to become compliant, or the office may be closed.

PROJECT INTRODUCTION – construction guidelines



FULL RENOVATION

- Relocation or renovation is already planned
- Office has not been renovated in 10 years
- Construction cost guideline:
 - · \$250-275/SF for urban areas
 - · \$200-225/SF for suburban areas
 - · \$225-250/SF for vacation areas

PARTIAL RENOVATION

- Office was recently relocated or newly built
- Office has been renovated in the past 10 years
- Construction cost guideline:
 - · \$150-175/SF for urban areas
 - · \$100-125/SF for suburban areas
 - · \$125-150/SF for vacation areas

GENERAL PARAMETERS

- Only certified Coldwell Banker Global Luxury® offices may implement the design and display the signage.
- Renovation should include exterior, reception, lobby and conference room, may include additional spaces.
- Interior design or architecture services should be obtained, designs must be approved by Coldwell Banker Global Luxury. Contact CBGLOffice@cbhomeoffice.com for more information or to find out if you qualify.
- Incentives and consequences will be enforced.

note: pricing noted is intended as an approximate guideline for construction only and does not include furniture or consultants' fees



2 DESIGN CONCEPT

· inspiration and renderings





DESIGN CONCEPT – inspiration

A NEW EXPRESSION OF LUXURY AWAITS

Inspiration comes from elements of a luxury lifestyle: the craftsmanship of a yacht, the clean lines of a private jet, the contours of the seat of a luxury car. These are integrated into the layout and material palette to give a luxury feel and experience.











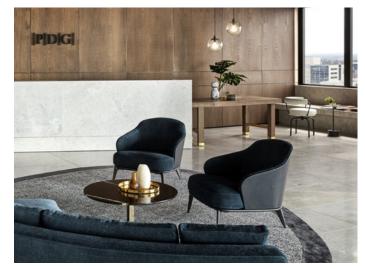
DESIGN CONCEPT – reference images

THE LOOK OF LUXURY

These images provide references of spaces which embody the desired look and feel. Warmth, sophistication, refined details, quality materials and high-end amenities are combined to create a hospitality-inspired, elevated experience.















DESIGN CONCEPT – urban lifestyle

URBAN

The signature design for the Coldwell Banker Global Luxury® program features universal elements which feel appropriate in any location and for any lifestyle. The dramatic contrasts of black and white stone reflect the elegance of the Global Luxury program while subtle touches of blue tie back to **Coldwell Banker®**. The wood flooring and antique brass tones bring a sense of home and warmth to the space.









DESIGN CONCEPT – suburban lifestyle

SUBURBAN

The integration of intuitive technology is intended to demonstrate the **Coldwell Banker®** brand's industry leadership in state-of-the-art technology and to complement the client experience. The use of dynamic chandeliers paired with clean, streamlined lighting fixtures, which integrate mechanical, electrical and audio-visual components also contributes to this display of technology.









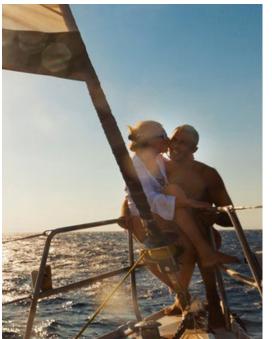
DESIGN CONCEPT – waterfront lifestyle

WATERFRONT

Amenities can be adapted to cater to local markets. In this example, the fireplace has been replaced with large candles to give ambiance where the warmth of the fireplace is not required. Integrating a cappuccino machine and wine cooler (concealed in this view) allows agents to offer beverages to their clients which draws them into the office and creates the hospitality-inspired experience.









DESIGN CONCEPT – mountain lifestyle

MOUNTAIN

The photo gallery wall allows for local character to shine through with photos of local scenery, feature properties, top agents and lifestyle imagery. The rear display shelving allows for further display of imagery as well as curated items, selected books, flowers and local art or sculpture, allowing for personalization of the office within the guidelines established by the design.









DESIGN CONCEPT - secondary ideas

OFFICES AND WORKSTATIONS

These images provide references for secondary areas which are not mandatory for the renovation but should reflect the design of the primary areas shown above.

black office front frames | warm lighting | oak, black or white workstations













DESIGN CONCEPT – secondary ideas

CAFÉ AND COLLABORATIVE WORK AREAS

These images provide references for secondary areas which are not mandatory for the renovation but should reflect the design of the primary areas shown above.

high-top bar tables | comfortable seating | elegance and warmth | refined details













DESIGN CONCEPT – secondary ideas

BATHROOMS AND CIRCULATION

These images provide references for secondary areas which are not mandatory for the renovation but should reflect the design of the primary areas shown above.

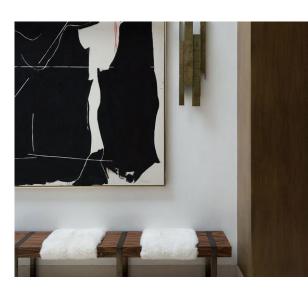
dramatic entryway | curated local art | black and white palette | luxury amenities







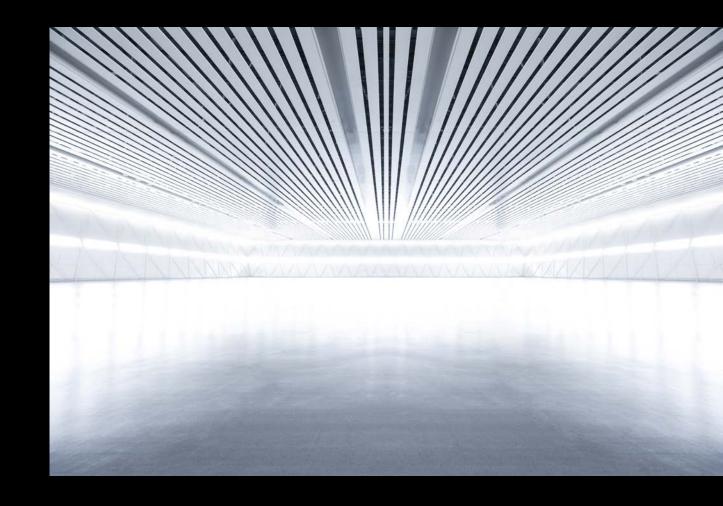






3 DESIGN IMPLEMENTATION

· specifications and guidelines

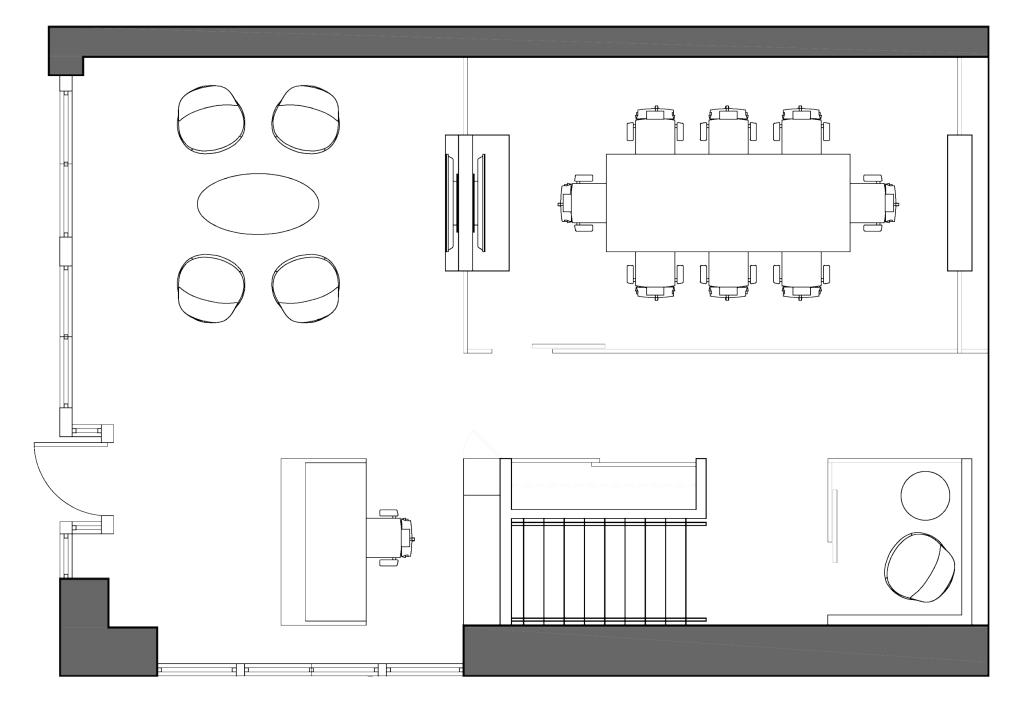




DESIGN IMPLEMENTATION – example floor plan

REQUIRED ELEMENTS

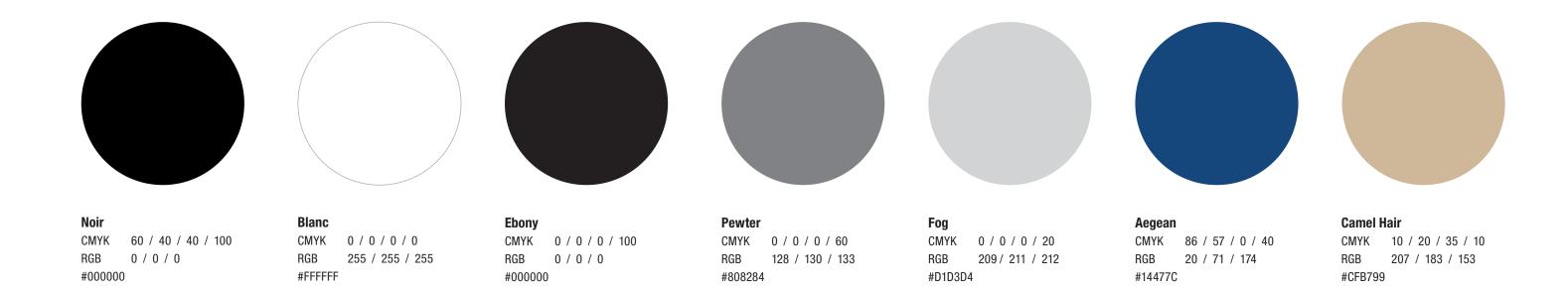
- 1. Reception desk
- 2. Lounge seating
- 3. Fireplace
- 4. Digital component
- 5. Cappuccino machine
- 6. Wine cooler
- 7. Conference room
- 8. Credenza
- 9. Digital component
- 10. Conference table
- 11. Local display element
- 12. Coat closet
- 13. Digital touchscreen
- 14. Backlit listings
- 15. Local image gallery



plan is for reference only | architect to devise new plan appropriate for space selected architect is responsible for local building code and ADA compliance



DESIGN IMPLEMENTATION – brand color palette



Black and white and shades of gray create a surface of strength and simplicity, on which we can build a vivid story where the settings and personalities provide the real color. Camel Hair and Aegean are offered as secondary colors to complement the subject matter when appropriate.



DESIGN IMPLEMENTATION – recommended material palette

BATHROOMS AND CIRCULATION

The material palette features bold contrasts of black and white paired with the warmth of wood and antique brass. Subtle textures give a sense of sophistication complemented by soft fabrics, leather and area rugs which bring elegance and luxury to the space.

woven wallcovering | rich oak chevron | antique brass | soft grey area rug and carpet | black and white stone blue leather with stitching | blue velvet upholstery | grey linen



















DESIGN IMPLEMENTATION - sample material specifications

flooring - wood chevron

location: throughout reception, lobby, café

manufacturer: Architectural Flooring Resource NY

product: loire

species: authentic french white oak

color: ginger oak

size: 5/8" thick x 7" wide, 23"-86" long

pricing: \$13.80/sf

contact: Catherine Leidersdorff | cathy@afrny.com notes: may be substituted for equal product

flooring - carpet

location: conference room, lobby area rug

manufacturer: Milliken

product: sendal broadloom color: SEN108 granite shadow

pricing: \$30-33/sf

contact: George Hajjar | George. Hajjar@Milliken.com

notes: may be substituted for equal product

flooring – area rug

see furniture specs

specialty - metal detailing

location: detailing, reveals finish: antique brass

Note: Pricing noted is intended as a guideline for materials only and is subject to discounts, markups, freight, labor and tax. Use of these products is not required, however products of similar quality should be used.

millwork - black solid surface

location: reception desk, feature wall

manufacturer: Compac product: ice of genesis

color: ice black size: 128" x 63' slab pricing: \$50/sf

contact: Hector Valls | hvalls@compac.us

notes: request custom layout to ensure sufficient black space

behind white logo

millwork - white stone

location: reception desk, lobby feature wall

manufacturer: Walker Zanger product: avalon 2SLAAVAL

finish: honed size: 2cm thick pricing: \$24/sf

contact: David Schwartz | dschwartz@walkerzanger.com notes: may be substituted for equal product or for white

Caesarstone solid surface

millwork - black terrazzo

location: backsplash or countertop in café

manufacturer: Sensitile Systems

product: terrazzo slab

color: black 20 (no aggregate)

finish: matte/polished with ultra sealer

pattern: random

terminal: 1/4" x 1/4" square

edge: mitered price: \$130-\$140/sf

contact: Molly Green | samples@sensitile.com

wall finish - white wallcovering

location: conference room wall manufacturer: Innovations

product: antwerp

color: AWP-10 karmeliet

size: 43" wide pricing: \$70/yd

contact: Samantha Berezow | sberezow@innovationsusa.com

wall finish - black paint

location: gallery wall, display shelving wall

manufacturer: Benjamin Moore

color/finish: satin black 2131-10/eggshell

notes: color for matte lacquer millwork in reception

wall finish - white paint

location: general walls, matte lacquer for display

shelving and window box

manufacturer: Benjamin Moore

color/finish: decorator's white cc-20/eggshell

notes: color for matte lacquer millwork in reception

office front system

location: conference room

profile: 2" thickness/height or less

color: anodized black glass: clear, low-iron glass

notes: ensure privacy and confidentiality for clients in conference room by applying textured glass or provide minimal band of screen-obscuring film, consider high-acoustic

office front solutions as needed



DESIGN IMPLEMENTATION – entry and signage concept

BATHROOMS AND CIRCULATION

laser cut signage | black awning with white text | black and white storefront or entry













DESIGN IMPLEMENTATION - entry and signage guidelines

EXTERIOR SIGNAGE AND MATERIALS

- Exterior should feature a black awning, black door and black storefront framework as relevant per location.
- Additional materials may include stone, oak wood or antique brass metal (see material specifications). No accent colors, stripes or other embellishments should be used.
- Signage may be a black laser cut material with text formed by the white negative space behind OR a white laser cut material forming text on top of a black background. No other colors should be used. Signage should be three-dimensional, not painted. Signage should not be black on white background.
- Lighting should be integrated into text or should be a separate feature ensuring sufficient illumination for visibility at night.
- Signage formats must follow Coldwell Banker Global Luxury® Identity Standards and service mark requirements.





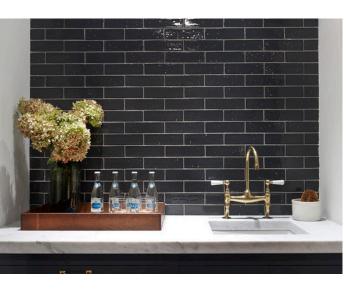




DESIGN IMPLEMENTATION – amenities and services concept

AMENITIES AND SERVICES

wine cooler | cappuccino machine | high-end kitchen cabinetry | high-end plumbing fixtures | fireplace (for relevant locations)















DESIGN IMPLEMENTATION - entry and signage guidelines

ELEVATOR LOBBY SIGNAGE AND MATERIALS

- Elevator lobby doors and frames should be black, white or antique brass. Glass entry doors should be clear, low-iron glass with black low-profile frames.
- Additional materials may include stone, oak wood or antique brass metal (see material specifications). No accent colors, stripes or other embellishments should be used.
- Signage may be a black laser cut material with text formed by the white negative space behind OR a white laser cut material forming text on top of a black background. No other colors should be used. Signage should be three-dimensional, not painted. Signage should not be black on white background.
- Lighting should be integrated into text or should be a separate feature ensuring sufficient illumination for visibility at night.
- Signage formats must follow Coldwell Banker Global Luxury Identity Requirements Service Mark Standards.









DESIGN IMPLEMENTATION – amenities and service guidelines

CAFÉ AND LOBBY COMPONENTS

- Cabinetry should be from a high-end kitchen company such as Boffi, Snaidero or Bulthaup. It should have clean, modern lines and detailing; material should be black, white or grey matte lacquer with possible accents of oak (see material specifications).
- Wine cooler and cappuccino machine should be from a high-end appliance company such as Miele or Gaggenau. Wine cooler should be an under counter unit with glass front and black frame. Cappuccino machine should have a black frame.
- Plumbing fixtures for café and bathrooms should be from a high-end company such as Watermark or Waterworks. They should have clean, modern lines and detailing; material should be antique brass with possible black accents.
- Café backsplash and countertop should be Sensitile OR black or white stone with possible antique brass detailing (see material specifications).
- Any metal detailing should be antique brass (should not be stainless steel). Any wood accents should be oak (see material specifications).
- Fireplace should be a horizontal fixture in black with clean, modern lines and detailing. In warm climates, fireplace may be substituted with black opening with large white candles.









DESIGN IMPLEMENTATION – furniture concept

FURNITURE

conference table and console | conference chair | fabric and leather selections for upholstery and throw pillows outdoor planter | lounge chair, sofa and coffee table | bar stool















DESIGN IMPLEMENTATION - sample furniture specifications

reception & lobby - chairs and loveseat

manufacturer: Mitchell Gold + Bob Williams (Steelcase)

product: major chair and loveseat

metal: brushed brass

upholstery: Designtex - W in midnight, 3446-403

chair dimensions: 32"h x 29"w x 33"d loveseat dimensions: 32"h x 56"w x 33"d

chair pricing: \$1,910 loveseat pricing: \$3,310

contact: Tal Bar | Tal.Bar@coalesse.com

notes: arrange with 4 chairs or 1 loveseat with 2 chairs

reception and lobby - coffee table

manufacturer: Mitchell Gold + Bob Williams

product: riverstone finish: bronze

dimensions: 17"h x 55"w x 34"d

pricing: \$1,740

contact: Tal Bar | Tal.Bar@coalesse.com

notes: not part of Steelcase collection but can be procured

through MG+BW

lobby - area rug

manufacturer: Mitchell Gold + Bob Williams (Steelcase)

product: shimmer rug

color: sterling size: 9'x12' pricing: \$3,240

contact: Tal Bar | Tal.Bar@coalesse.com

Note: Pricing noted is intended as a guideline for materials only and is subject to discounts, markups, freight, labor and tax. Use of these products is not required, however products of similar quality should be used.

conference room - table

manufacturer: Luteca

product: agave dining table base: blackened bronze top: arabescato marble

standard dimensions: (custom sizes also available)

small: 29"h x 47"w x 63"l (6 seats)
large: 29"h x 47"w x 94.5"l (8 seats)

• extra large: 29"w x 47"h x 110"l (10 seats)

power: power box can be supplied to vendor to pre-cut

stone top, contact vendor for allowable locations

pricing: S: \$21,000, L: \$31,000 XL: \$35,000 contact: Marc Jebara | marc@jebara.co

notes: may be substituted with Nucraft baja table with

blackened nickel hoop or wire base, white glass top

conference room - console

manufacturer: Luteca product: octanov cabinet finish: walnut and black oil

dimensions: 28.5"h x 19.5"w x 82.5"l

pricing: \$9,500

contact: Marc Jebara | marc@jebara.co

notes: may be substituted with Nucraft flow low height credenza with black inset or blade base, black or natural

oak finish to match flooring

additional approved upholstery fabrics

general: Designtex - W in gunmetal, 3446-802 accent: HBF - moving blanket 925 in 84 NYC grey

accent: HBF - soft angles, 956 in indigo 59

conference room - chairs

manufacturer: Coalesse (Steelcase)

product: Massaud mid-back duvet conference chair

arm: loop arm with leather arm cap

casters: hard casters (for carpeted flooring) upholstery: Elmosoft leather in blue, L110

stitching: to match Elmosoft leather in desert, L722 details: horizontal needle stitching, comfort wrinkles

pricing: \$3,000

contact: Tal Bar | Tal.Bar@coalesse.com

notes: leather may be substituted for high-end graded-in

faux leather finish

reception and café - bar stool (if applicable)

manufacturer: Mitchell Gold + Bob Williams (Steelcase)

product: gage bar or counter stool

metal: brushed brass

upholstery: Elmosoft leather in dove grey L115

dimensions: 45"h x 20"w x 22"d seat height: 31"h for bar stool

pricing: \$1,245

contact: Tal Bar | Tal.Bar@coalesse.com

notes: could be used in a coffee bar/wine bar setup

outdoor planter (if applicable)

manufacturer: M-Material - Fernando Mastrangelo product: gray cement and crushed granite planter

dimensions: 18"h x 18"w x 18"d

pricing: \$3,825

contact: Yasemin Sabuncu |

yasemin@fernandomastrangelo.com



DESIGN IMPLEMENTATION – lighting and fixture concept

LIGHTING AND FIXTURES

chandelier and pendants | wall sconce | door and cabinet hardware lighting and MEP track system | table lamp | recessed downlights



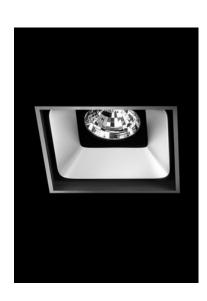
















DESIGN IMPLEMENTATION - sample lighting and fixture specifications

recessed downlights

location: general

manufacturer: Porsche Design/Apure/Avenue Road

product: minus two

finish: black anodized, square trimless finish

dimensions: 1"x1" recess required: 3/4"

pricing: \$510 including installation bracket

contact: Patrick Giblin | patrick@avenue-road.com

lighting, HVAC, AV coordination system

location: conference room, general

manufacturer: Porsche Design/Apure/Avenue Road

components:

opus aso series (recessed trimless track system)

opus nexu (power supply)

opus lux, lux radius, lac (LED downlights)

opus vox (audio speaker) opus motus (multi-sensor)

opus lac oculus (multi-directional camera)

finish: black anodized

pricing: varies per component

contact: Patrick Giblin | patrick@avenue-road.com

table lamp

location: reception

manufacturer: Avenue Road

product: ODA medium

finish: black powder coated metal with grey

handblown glass pricing: \$2,105

contact: Sarah Witman | sarah@avenue-road.com

chandelier

location: reception and lobby manufacturer: Sonneman

product: cantina 9-light tri-spreader LED Pendant

finish: satin black, smoke fade

pricing: \$3,275

contact: Christian Espejo | chrise@sonneman.com

pendants (if applicable)

location: café or where required

manufacturer: Sonneman

product: cantina large, medium or small pendant

finish: satin black, smoke fade pricing: L: \$378, M: \$345, S: \$311

contact: Christian Espejo | chrise@sonneman.com

wall sconce (if applicable)

location: conference room, café or where required

manufacturer: Buster & Punch product: caged wall 1.0 medium

finish: satin black marble

pricing: \$460

contact: Ericka Ortega | Ericka@busterandpunch.com

cupboard door t-bar pull

location: where required

manufacturer: Buster & Punch

product: t-bar

finish: brushed brass

pricing: \$72

contact: Ericka Ortega | Ericka@busterandpunch.com

closet door bar pull

location: closet or where required manufacturer: Buster & Punch

product: closet bar finish: brushed brass

pricing: \$140

contact: Ericka Ortega | Ericka@busterandpunch.com

swing door lever

location: general doors or where required

manufacturer: Buster & Punch product: door lever handle

finish: brushed brass pricing: varies per type

contact: Ericka Ortega | Ericka@busterandpunch.com

Note: Pricing noted is intended as a guideline for materials only and is subject to discounts, markups, freight, labor and tax. Use of these products is not required, however products of similar quality should

be used.



DESIGN IMPLEMENTATION – technology concept

TECHNOLOGY

seamless WI-FI and tablets for staff and clients | digital window listings | large digital touchscreen tech-friendly conference room













DESIGN IMPLEMENTATION - technology guidelines

DIGITAL ELEMENTS AND CONNECTIVITY

- Window listings components:
 - · Single large digital touch-screen, supplied by Image Surge or similar. Display in custom box of white lacquer or similar with a black background. Box should appear to be floating on both sides of the glass with concealed hardware and a minimal cabling conduit. Exterior side should feature digital touch-screen and interior should feature digital touch-screen or a large photograph.
 - · Numerous small backlit translucent paper listings supplied by DeeSign may be used adjacent to the large digital screens. Listings should be cleanly arranged and not take up the full window thus allowing views into the space.
- Reception and Lobby should have a large touch-screen to display listings for clients to browse while waiting.
- Conference room should have a large touch-screen to display listings and client information. Ensure privacy and confidentiality for clients in conference room by applying textured glass or minimal band of screen-obscuring film.
- Office should have high-speed Wi-Fi with guest access.
- Tablets should be supplied to clients while waiting in lobby.

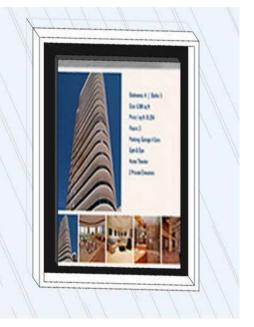


concept: large digital touchscreen adjacent to small back-lit translucent paper listings





concept: floating window box



window box exterior view with digital touch-screen



window box interior view with photograph



DESIGN IMPLEMENTATION – localization concept

LOCALIZATION

white box display shelves on black wall | black gallery wall with white frames featuring agent photos, properties and local imagery/art











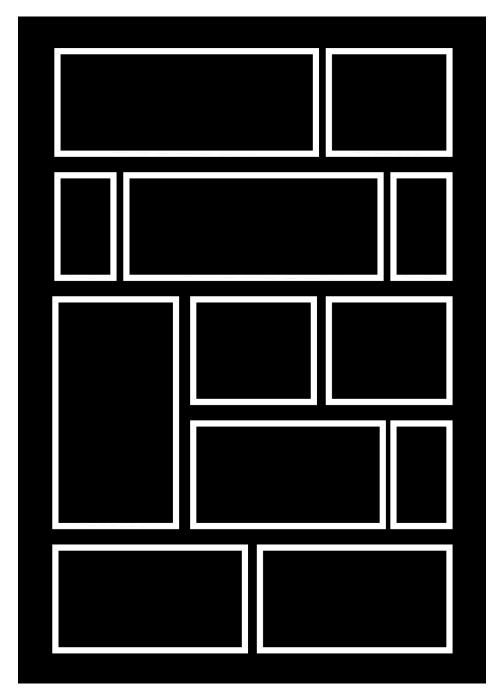
DESIGN IMPLEMENTATION – localization guidelines

PHOTO GALLERY WALL AND DISPLAY SHELVES

- These elements feature a white frame to reflect the Coldwell Banker Global Luxury® logo and provide a space for localization with a consistent approach.
- The photo gallery wall should feature lifestyle or local imagery, agent portraits or property photos. All photography should be in high-contrast black and white by professional photographers. Wall should have black paint (see material specifications) with 9-16 frames in 12"x16" format or larger in grid layout. Frames should be white with a black or white mat.
- Display shelves should be white lacquer squares and rectangles in layout as shown. Shelves should be curated with books featuring attractions, flowers or sculptures. Bookshelf should be kept tidy and maintained, not used for general storage.
- Lighting should be integrated into each shelf or cast from ceiling above to illuminate items.



photo gallery wall layout



display shelves layout





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