

# FINANCIAL CENTRE

## TENANT'S BUILDING RULES & REGULATIONS



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## 1. Welcome

The **Financial Centre Development Company (FCDC)** and **EMCOR Facilities Services Bahrain W.L.L (EFS)** jointly welcome you, the tenant to the community that is the Bahrain Financial Harbour, Financial Centre.

We appreciate that often relocating offices may prove to be a hectic task, as such and in an effort to assist in easing your transition into the FCDC community and in order to familiarize your company with the procedures involved in your move to and daily operation of the Financial Centre, we have put together this building Rules and Regulations manual, which give you an in-depth, simplified overview into the measures involved and regulations implemented to ensure the successful and trouble-free running of our business community.

More specifically, the manual includes an overview of the building specifications, minor fit-out procedures, insurance requirements, security and emergency provisions, deliveries, messenger service, housekeeping and engineering services, in addition to the contract information for 'first point of contact' individuals who are at hand to support you and facilitate an easy transition for your company into the Financial Centre.

The contents of this manual are of utmost importance and we strongly advise each of our tenants to familiarize themselves with the procedures and regulations set forth herein.

Once again, we are excited to welcome your business to the FCDC community and look forward to a long and fruitful business relationship for our companies.

## 2. The Financial Centre Overview

The Financial Centre along with its two multi storey car park buildings, Commercial East and Commercial West (under construction) is owned by The Financial Centre Development Company (FCDC)/ Bahrain Financial Harbour Holding Company B.S.C. (c). EMCOR Facilities Services Bahrain W.L.L. (EFS) has been appointed as Facilities & Property Management Company for The Financial Centre Development Company.

The Financial Centre, one of Bahrain Financial Harbour's waterfront properties, consists of two interconnected towers with Harbour Mall in the heart of the Kingdom of Bahrain.

### 2.1 General Building Specifications

For detailed information, please refer to the Tenant's Fit-out & Design Guidelines.

### 2.2 Air Condition and Ventilation System

This section explains the design parameters of the building and allocated cooling load available to each office premises in East & West Towers and Units in the Harbour Mall.

Tenants need to ensure that air balancing is carried out by their fit-out contractor in line with Fit-out guidelines to avoid hot spots within the office areas.

#### ***Internal Design Parameters***

Temperature	22°C ± 2.0°C db
Relative Humidity	40% - 60% RH

**a. East and West Tower – Allocated Cooling Load**

Floor 3 to 7	265 W/m <sup>2</sup>
Floor 9 to 22	265 W/m <sup>2</sup>
Floor 23 to 52	265 W/m <sup>2</sup>

**b. Harbour Mall – Allocated Cooling Load**

Shopping & Services	240 W/m <sup>2</sup>
Financial Services (Level 4)	240 W/m <sup>2</sup>
Food & Beverage	340 W/m <sup>2</sup>

It is the responsibility of the tenant to ensure that all calculations / designs fall within the above criteria and all relevant commissioning documentation is submitted in full to the landlord / EFS.

**2.3 Conservation of Energy**

As part of energy saving initiatives within The Financial Centre, tenants are requested to join us and follow the below energy saving initiative within their demised premises;

- Tenants are requested to maintain thermostat set point as 23°C or 24°C within their demised premises
- Tenants are requested to use maximum day lights in their office areas, especially for those offices located near the building elevations or glazing.
- Enable the sleep mode features on computers and all other office equipment, which use less power during inactivity period.
- Inform the tenant staff to switch off office lights after office hours

**2.4 Information Communication Technology Systems (ICT)**

A fully functional and operational ICT (Information Communication Technology) distribution network with all active & passive components is available in the buildings. The tenant may contact any of the below mentioned service providers to provide ICT services.

- Zain
- Viva
- Batelco
- 2 connect
- Light speed
- Mena Telecom

Additionally, the building is equipped with ICT converged network comprises IPTV connectivity in which tenants can co-ordinate with EFS for connectivity.

**2.5 Service Area / Loading Dock Information**

The loading dock is located on the north side basement of the Harbour Mall. The dock clearance is 3.5 meters. Carriers should familiarize themselves with the actual dock condition before attempting to access the loading dock. The Tenant / Contractor / Truck carriers are responsible for any damage caused by their equipment to the dock or dock area.

### 3. Building Management

The facilities management office for The Financial Center is located on the 2<sup>nd</sup> level of West Tower. The normal office working hours of operation are 8:00 a.m. to 5:00 p.m. Sunday through Thursday, except public holidays, however EFS staff are deployed on a 24/7 basis.

The following personnel can be reached at +973 17102950 and are available to assist you.

Name	Title	Telephone No.	E- Mail
Anish Joseph	Soft Services & HSE Manager	36897006	<a href="mailto:anish.joseph@efsme.com">anish.joseph@efsme.com</a>
Saju Abraham	Hard Services Manager	36897007	<a href="mailto:Saju.abraham@efsme.com">Saju.abraham@efsme.com</a>
Lijo Joseph	Property Accountant	36897004	<a href="mailto:lijo.joseph@efsme.com">lijo.joseph@efsme.com</a>

#### 3.1 Helpdesk

The helpdesk is a centralized station in The Financial Center which provides a single point of contact for building users, to register building complaints, building service request (Electrical, HVAC, Plumbing, work permits) and safety hazards.

The helpdesk is operational 24 hours a day 7 days a week basis and can be contacted via email; [efsbahrain.helpdesk@efsme.com](mailto:efsbahrain.helpdesk@efsme.com); or phone at 17102950.

#### 3.2 Marketing & Leasing

The marketing & leasing offices are located on the 30<sup>th</sup> floor of West Tower, within The Financial Centre and can be reached via phone at 17102600.

Listed below is the contact information for the authorized representatives.

Name	Title	Telephone No.	E- Mail
Abduljaleel Abdulla	Asst. Manager – Leasing	33973666	<a href="mailto:ajaleel@bfharbour.com">ajaleel@bfharbour.com</a>
Sara Watson	Leasing and Relationship Officer	36247165	<a href="mailto:sara@bfharbour.com">sara@bfharbour.com</a>
Lina Mubarak	PR & Corporate Communications Manager	39737500	<a href="mailto:lmubarak@bfharbour.com">lmubarak@bfharbour.com</a>

#### 3.3 Rental Payments

Rent, service charges, electricity charges, air conditioning charges etc to be paid in accordance with the lease agreement to The Financial Center Development Co. B.S.C. (c).

Cheques are payable to Financial Center Development Co. B.S.C. (c).

### 4. Building Operations

#### 4.1 Building Address

Listed below are the building addresses for the Towers and Harbour Mall:

West Tower	Bldg. No. 1459, Road 4626, Manama/Sea Front 346
East Tower	Bldg. No. 1398, Road 4626, Manama/Sea Front 346
Harbour Mall	Bldg. No. 1435, Road 4626, Manama/Sea Front 346

## 4.2 Tenant Contact

Each Tenant is required to appoint one contact person in the company to collect request from employees and escalate to EFS helpdesk. This contact may also serve as a tenant representative, acting as a liaison to EFS to receive notices, updates, general building information, as well as an emergency contact. By utilizing one point of contact, duplicate work requests are eliminated, enabling EFS to respond efficiently.

## 4.3 Building Services

The building services mainly lighting in common areas, HVAC systems etc. are controlled through the Building Management System (BMS). Should you have any problems, please contact EFS helpdesk on 17102950 or email on [efsbahrain.helpdesk@efsme.com](mailto:efsbahrain.helpdesk@efsme.com).

## 4.4 MEP Maintenance Services

This section defines duties of the Landlord and tenants with regards to general maintenance.

### 4.4.1 Landlord

EFS is responsible for the maintenance of all the equipment installed by the landlord within the tenant demised premises which excludes replacement of failed lamps in lobbies & toilets of floors occupied by a single tenant.

### 4.4.2 Tenant

The Tenant is responsible for maintenance of all the equipment installed by the tenant within the demised premises. If required, EFS can provide MEP maintenance services, please contact EFS Helpdesk for more information. Tenant is responsible to provide access panels in the ceiling for EFS to carry out the maintenance activities of all the equipment installed by landlord.

## 4.5 Use of Access to common Areas

The tenant should provide the necessary facilities that will allow adequate access via their leased premises for the Landlord to carry out Maintenance works in the common areas. The common areas are defined as: fire man lift lobby, lift machine rooms, telephone rooms and electrical rooms.

## 4.6 Cleaning Services

### 4.6.1 Building Standard Cleaning Services

#### Landlord

EFS is responsible for general cleaning of the buildings; this includes common areas such as toilets & lobbies in subdivided floors, internal & external areas, car parks & emergency staircases etc.

External window/facade cleaning service for each building will be carried out on a regular basis subject to favorable weather conditions.

## Tenant

The Tenant is responsible for cleaning within their leased premises. Single tenants occupying whole floor are responsible for cleaning of lobbies and toilets of their demised premises.

EFS can provide cleaning services for tenants on daily, monthly & annual basis at an additional cost. Please contact EFS helpdesk for more information.

### 4.6.2 Waste disposal (Refuse)

All general waste can be disposed in the main garbage room which is located in the basement of both tower's and in Harbour Mall and will be collected by the municipality during non-operating hours of The Financial Centre. Refuse bags must be used for the disposal of all kind of refuse no loose or bagged refuse left within common/service areas or on the garbage room in the floors.

EFS operate a recycling programme within The Financial Centre and as such cardboard and paper must be kept separate from other refuse receptacle provided in the basement of both towers & Harbour Mall, main garbage room.

### 4.7 Takeover of Vacated Premises

The Tenant should notify EFS in advance of their intention to vacate their demised premises upon lease expiry.

Upon notification from the tenant, EFS will conduct an inspection to assess the condition of the premises;

The assessment report will be forwarded to the Tenant for information and payment of the cost involved if any, to carry out the necessary repair / rectification works as part of reinstatement of the premises.

The tenant is allowed to remove only free standing items which are owned by tenant at the time of vacating their leased premises.

## 5. Building Security

Security Personnel enforce building rules and regulations, respond building alarms and are on the alert for any unusual activity within the building on 24 x, 7 basis.

Please contact the EFS helpdesk with any security related concerns.

### 5.1 General Access

The lobby entrances of the East and West Towers are open to the Tenant on 24/7 basis and for the visitors / public during office hours (depends on visitors timing of the tenants and varies with each tenant). The Harbour Mall is open to public 7 days a week.

### 5.2 Tenant Access in Towers

- Access cards are programmed for each tenant based on the tenant's management authorisation
- The Tenant will be issued Access cards to ingress & egress in the buildings.
- The tenants are strictly not permitted to access the building through tailgating;
- If the Tenant has not carried his/her Access card, the tenant will be treated as a visitor to the building and will follow visitor's access procedures.



### 5.3 Guest / Visitors Access

- Guest to contact the reception desk of each towers to gain access to the floors
- The guest provides valid Central Population Card (CPR) / Drivers License or Passport to obtain the access cards to the tower elevators
- Reception will issue visitor cards for their designated floor

### 5.4 Visitors Access After Office Hours

EFS is happy to provide visitor's with general information and to assist in their movements around The Financial Centre.

In order to maintain the safety and well being of persons in The Financial Centre and to ensure best effort made to prevent the unauthorized admission outside the visiting hours/weekend/public holidays, the following procedures will be followed:

#### Process 1:

Tenants expecting visitor(s) outside of visitor timings/weekends/public holidays then an email should be sent well in advance to EFS helpdesk ([efsbahrain.helpdesk@efsme.com](mailto:efsbahrain.helpdesk@efsme.com)) giving details of the visitor(s) including the expected date/time.

#### Process 2:

In case of any unexpected visitor(s) outside of the said timings then the visitor should call the concerned tenant once reached at the reception, after which tenant should come down to the reception and escort the visitor(s) to their office after being issued the visitor card from the reception desk.

It is advised that tenants always follow with Process 1 to avoid any delays and Process 2 must only be followed in case of any unexpected visitors.

### 5.5 Tenant Parking Access

Tenants who receive monthly parking privileges are provided a parking space in Harbour Mall parking or East and West Commercial Car Park. Parking is allocated in accordance with the strategy of the Financial Centre which may be amended at the discretion of landlord. The criteria for parking allocations are shown below:

#### 5.5.1 Harbour Mall:

Tenants parking will be allocated in the basement, mezzanine & first floor.

#### 5.5.2 Commercial East and Commercial West:

- a. 50% of the total allocation will be from basement to 5<sup>th</sup> floor
- b. Balance 50% of the total allocation will be from 6<sup>th</sup> floor and above

Tenant's representative shall designate car park to their employees and request EFS to issue parking space by submitting car park request form

Access to the designated car park will be programmed on the tenant's access card.

**All tenants shall use the car park facilities at their own risk. The Landlord/EFS shall not be liable to any tenant or its employees for any losses, claims, demands, actions, proceedings, damages, costs or expenses incurred by them in the use of the car park facilities.**

## 5.6 Guest / Visitors Parking

Total 123 No of paid parking spaces are available for the visitors in the ground floor of Harbour Mall and 161 Nos in the 9<sup>th</sup> floor of Commercial East car park. Car park timings are from 7 am to 7 pm in Commercial East Car Park and from 7 am to 11 pm in Harbour Mall. Free parking is only available in Harbour Mall after 5 pm and on weekends and public holidays.

The parking tariffs for Harbour Mall and Commercial East Car Park are outlined below:

### 5.6.1 Harbour Mall - Ground Floor

Days	Time of Entry	Tariff
Sunday – Thursday	00:01 – 09:00 hours	BD 2 / hour or fraction of an hour till vehicle exits <b>(No Free Parking)</b>
Sunday – Thursday	09:00 – 17:00 hours	First 120 minutes free; after 120 minutes BD 2 / hour or fraction of an hour till vehicle exits
Sunday – Thursday	17:01 – 24:00 hours	Free
Weekends & Public Holidays	07:00 – 24:00 hours	Free

All tenants are requested not to misuse Two Hours Free parking facility as it is only for Visitors and should utilize their designated parking slot.

### 5.6.2 Commercial East Car Park - Level 9

Days	Time of Entry	Tariff
Sunday – Thursday	First 15 Minutes	Free; after 15 minutes BD 4/- is applicable
Sunday – Thursday	07:00 – 19:00 hours	BD 4/- for full day

**Please note that overnight parking is not permitted and BD 50 will be charged if found the same.**

**All tenants shall use the car park facilities at their own risk. The Landlord/EFS shall not be liable to any tenant or its employees for any losses, claims, demands, actions, proceedings, damages, costs or expenses incurred by them in the use of the car park facilities.**

## 5.7 Drop off / Pick Up Area

Tenant should follow the following rules for drop off / pick up area:

- The drop off/pick up area should not be used for long stay

- All Visitors / Tenants should not leave the car unattended
- Should you wish to park for longer period, visitor(s) car park located in the Harbour Mall to be utilized
- Once you enter the drop off area ,drive to the farthest point to ensure smooth flow of traffic at all times
- In the event of any emergency, this area will be strictly reserved for emergency responders

### 5.8 Lost and Found

Lost and found items should be reported and/or returned to the security personnel in your building. These items will be kept in the Security Control Room for up to 30 days. The landlord / EFS will not be responsible for any lost or stolen items.

### 5.9 Deliveries / Vendor / Contractor Access

In order to grant access to the service elevators of the building through the basement during business hours the following prerequisites must be met:

- Tenant will provide the EFS with prior notification (messengers and food deliveries excluded)
- All such personnel shall follow visitor access procedures
- All such personnel will be required to use the service elevators and check out a specifically programmed access card from building security to access specific floors.
- Vendors contractors ID's will be held at the security desk until the access card is returned to the security.
- Loading dock deliveries are restricted to 45 minutes for unloading, unless prior notice and approval has been granted by EFS.

### 5.10 Access Cards Replacement / Changes

Notification should be made immediately to EFS Helpdesk of any lost or damage cards, changes in employment, parking or other access privileges for any employees so the access can be updated, current records and timely notice of any changes are vital to the security of the entire building and will result in minimizing inconvenience to the tenant. Should any omission or errors be found please return the card to EFS with revised access card request forms notifying all changes. The replacement card will be processed within 24 hours.

All lost, damaged or replacement access cards will be replaced at a minimum cost of BD 5/- per card.

### 5.11 Emergency Access to Tenant Premises

The Tenant must provide the landlord / EFS with a copy of the access card(s) or key(s) to access the tenant's demised premises in the case of any emergency.

### 5.12 Work Permit

All construction, alteration, modification & maintenance works are subject to approval and coordination by EFS. EFS shall approve and issue a general work permit or hot work permit accordingly.

All isolations must have a work permit in place prior to works being undertaken.

### 5.13 Hot Work Permit

The following high risk type of works cannot be carried out in any area without a specific HOT WORK PERMIT (HWP).

- Work in confined spaces-these will include those where there may be toxic fumes
- Works involving flames, hot air, arc/gas welding, cutting, brazing and soldering
- Works involving blow lamps, bitumen boilers or any other equipment producing heat or having naked flame

Method statements and risk assessments to be provided for the above works along with the request for HOT WORK PERMIT (HWP). The approval of the HWP will depend on the knowledge and experience of the contractor or review of risk assessments and method statements provided.

A permit will not be issued until EFS is satisfied that all necessary safety measures and specific conditions are in place.

#### 5.14 Property Removal

All personnel removing items such as office and equipment from the tenant's premises should obtain a Property Removal Pass. This form is necessary when removing any items from the tenant's demised premises and must be signed by an authorized employee. This form can be obtained from security office / EFS helpdesk.

### 6. Fit-out Service Categories

The fit-out/retrofit needs of the premises falls into the following categories for which the Tenant is required to approach the EFS fit-out division.

#### 6.1 Minor Fit-out Works (Post Occupancy Period)

It is the responsibility of the tenant to seek necessary approvals from civil Defense before commencing with any fit-out works. If any subsequent improvements / revisions are made further approvals may be required from the Civil Defense. A copy of all communication / certifications will be required from the tenant.

The fit-out works at any premises which does not have any impact on the existing building structure, or affect the main distribution system in any manner, where EFS's and other regulatory approvals are essential. The minor modifications to MEP building services which are part of minor fit-out are described as below:

- 1) Low height gypsum /glass partitions, fixed furniture, floor /wall finishes etc. which do not have any kind of building services modification requirements.
- 2) Relocation/addition of light fittings and small power outlets without disturbing the existing power distribution within the premises from the distribution board.
- 3) Relocation/addition (3nos. or less) of fire alarm devices such as smoke/heat detectors within the capacity of the existing fire alarm control panel.
- 4) Relocation/addition (3nos. or less) of sprinkler heads with total quantity within premises not exceeding the capacity of existing main line serving the premises.
- 5) Relocation/addition of air conditioning grills/diffusers without any modification to the existing rigid ducting installations inside the premises.
- 6) Any major change / modification in the Fire alarm System or Sprinkler System the tenant should obtain Civil Defense approval and submit to EFS

#### 6.2 Parties Involved in Minor Fit-out Works

All fit-out or modification works within the premises should be carried out smoothly and effectively and the following parties should be involved in the fit-out process and shall work together.

## Tenant

Tenants are responsible for ensuring all requirements under their respective lease agreement terms are met. Tenant's are also responsible for selection of appropriately qualified and insured Designers/ Contractors.

## Fit-out Agents / Consultants / Contractors

Project managers / Interior designers appointed by the Tenant will act as their fit-out representatives who are responsible for producing detailed design drawings, design submissions etc. The fit-out contractor and sub contractors appointed by the tenant or their representative executes the approved fit-out design proposals in coordination with EFS fit-out division.

## EFS

Oversee the fit-out process requirements of the Tenant starting from facilitating the approval of drawings, issuing permits to work, site inspections of fit-out works and issuing of completion certificates.

General administrative activities during execution of the fit-out works and to provide all necessary coordination for connection and disconnection of existing building facilities such as power, fire alarms, water supply, drainage, sprinkler system etc. for the fit-out contractor as and when required.

### 6.3 Delisting / Disqualification

The conduct and performance of the pre-qualified fit-out contractor and their subcontractor will be evaluated from time to time by field inspectors from EFS. In order to safeguard our premises and ensure best practice during fit-out activities, any contractor violating the rules and regulations will be blacklisted from the list of prequalified contractors.

The frequency of the following factors will be observed closely. Continuous violation of these factors may result is the delisting of the contractor after analyzing the consequences and impact.

- Violation of EFS fit-out rules and regulations
- Non compliance with EFS Fit-out & Design Guidelines
- Violation of Health, Safety and Environment (HSE)Rules
- Safety incidents and accidents at site
- Disturbance to tenants and visitors due to fit-out works
- Lack of proper site supervision within fit-out premises

Any delisted / disqualified contractor will be required to complete the initial prequalification process again, with additional provisions showing proof of remedial measures implemented to avoid violations.

### 6.4 Fit-out Process

#### 6.4.1 Insurance Requirements During Minor Fit-out Period

The Tenant's fit-out contractor should submit a copy of the insurance policy to EFS, prior to commencing of any work in their lease premises.

Type	CONTRACTOR'S ALL RISK POLICY
Period	Till end of Fit-out/construction works
Third Party Limit of Liability	BD 250,000/-

- All contractors carrying out works on BFH property shall be in possession of suitable insurance to cover the individuals for the work being carried out

#### 6.4.2 Fit-out Activities

Tenant shall consider the following points prior to commencement of fit-out:

- 1) Permits to Work (PTW's) and contractor access passes.
- 2) Request isolation of fire alarm and sprinkler system
- 3) A copy of the approved drawings to be kept at the premises, if required

#### 6.4.3 Fit-out Work Execution

- Mobilize the fit out team and start the works in accordance with the approved drawings.
- Appoint a site supervisor at the premises during the fit-out works to attend routine inspections by the field inspector.
- Follow EFS fit-out & design guidelines while executing fit-out works

#### 6.4.4 Testing and Commissioning

During minor fit-out works if any modifications being carried out on MEP services (such as HVAC, fire fighting, fire alarm etc.), the tenant's fit-out contractors are requested to submit all testing, commissioning and air balancing reports to EFS fit-out division at the time of final inspection.

#### 6.4.5 Work Completion

Upon completion the tenant should submit a Fit-out Completion Request and arrange for the final inspection by EFS Fit-out Division for snagging the completed fit-out works. Follow up with the fit-out agent and contractors to attend snags and arrange re-inspection of the premises if required. Upon satisfactory completion of all works or in case of any amendments from the approved drawings, tenants are requested to provide EFS fit-out division with one complete set of as-built drawings in both soft copy (AutoCAD and PDF) and hardcopy format.

### 6.5 Fit-out Fees

The tenant will be required to pay the fees to The Financial Centre who will control the fit-out works, manage associated documentation and undertake regular safety and compliance inspections. The fees applicable for the fit-out works and the area impacted is detailed in the Fee Matrix in the below table.

#### Fee Matrix Table

Minor Fit-out Works		
Design submission/approval	Commercial office space	BD 75.000
-ditto-	Retail space unit	BD 25.000 per unit

## 7. Insurance Requirements During Operation Period

All tenants MUST insure their demised premises. The Tenant has to provide one copy of Tenant's insurance policy within fourteen (14) days of Lease Commencement date and thereafter annually within not more than fourteen (14) days of renewal of such policy to EFS.

## 8. Emergency Safety Procedures

During the time of any emergency, tenants are requested to follow the below emergency contacts / procedures at all times.

### 8.1 Emergency Contacts

<b>POLICE</b>	<b>999</b>
<b>FIRE</b>	<b>999</b>
<b>AMBULANCE</b>	<b>999</b>
<b>HELPDESK</b>	<b>17102950</b>

### 8.2 Helpdesk Emergency Escalation

If there is an emergency situation and you experience difficulties contacting the helpdesk on telephone number **17102950** please follow the escalation below:

- 1) **36897041 (Cassim – Senior Security Officer )**
- 2) **36897040 ( Security Shift Supervisor)**
- 3) **36897007 (Saju Abraham – Hard Services Manager)**
- 4) **36897006 (Anish Joseph - Soft Services & HSE Manager)**

**PLEASE NOTE THIS IS AN EMERGENCY ESCALATION PROCEDURE AND IS FOR USE IN EMERGENCY SITUATIONS ONLY.**

### 8.3 Medical emergency

- For medical emergencies call 999
- Report immediately any accidents to EFS helpdesk or security officer
- Please remember, any time you call the police, fire or medical emergency medical services, notify the EFS helpdesk to ensure that they are adequately prepared for the arrival of the emergency vehicles.

### 8.4 Bomb Threats

When dealing with bomb threats, good judgment and cooperation from all employees is especially necessary. A particular area or floor, a number of floors, or possibly the entire building may have to be relocated in the event of a bomb threat.

In the event that a bomb threat is reported via telephone to your office, it is imperative that the person receiving the threat does not risk breaking the telephone connection by attempting to transfer the call. Have someone else call **999** to report the call. The call should be extended for as long as possible, gathering as much

information as possible. Immediate arbitrary relocation or evacuation is not recommended. If the police or fire department suggest that you evacuate your area due to a bomb threat, it is important to have personnel first make a visual search of their own desk and surroundings areas, since the employees are familiar with their workplace surroundings and what belongs (or doesn't belong) there they are more likely to be able to identify any unusual items. If a suspicious item is located, do not touch it or cover it.

In case of an evacuation due to a bomb threat, the elevators may be used. However, in the case of a bomb explosion or fire, elevators should not be used, unless specifically instructed by the fire department or police to do so. Building management will conduct a brief search of the public areas involved, whenever possible the tenant should have a representative available to assist with the search of areas requested.

### 8.5 Civil Disturbance

Should a riot or civil disturbance materialize outside the building, the security guards will immediately lock all the entrances to the building and the police will be notified.

If a disturbance should occur in the main lobby, all the elevators will be turned off and the police will be summoned to the scene.

### 8.6 Evacuation Procedures

It is mandatory for tenants to nominate tenant's safety marshals from your organization and request evacuation training from EFS.

When evacuation is necessary and the order for building evacuation has been given the following steps should be taken.

- Tenants safety marshal should immediately initiate an orderly evacuation and proceed to the nearest stairwell, remembering at all times to keep to the right (single file) in the stairwells, talking should be kept to the minimum so people can hear instruction as necessary.
- The tenant's safety marshal should follow behind to make sure all personnel have evacuated their work area.

#### **If Fire is discovered at Financial Centre;**

- a) Trigger the alarm through the nearest Manual Call Point (MCP)
- b) Inform EFS Helpdesk (17102950) and give the operator the exact location and ask for assistance
- c) Do not replace the receiver until the Helpdesk Operator has acknowledged the call

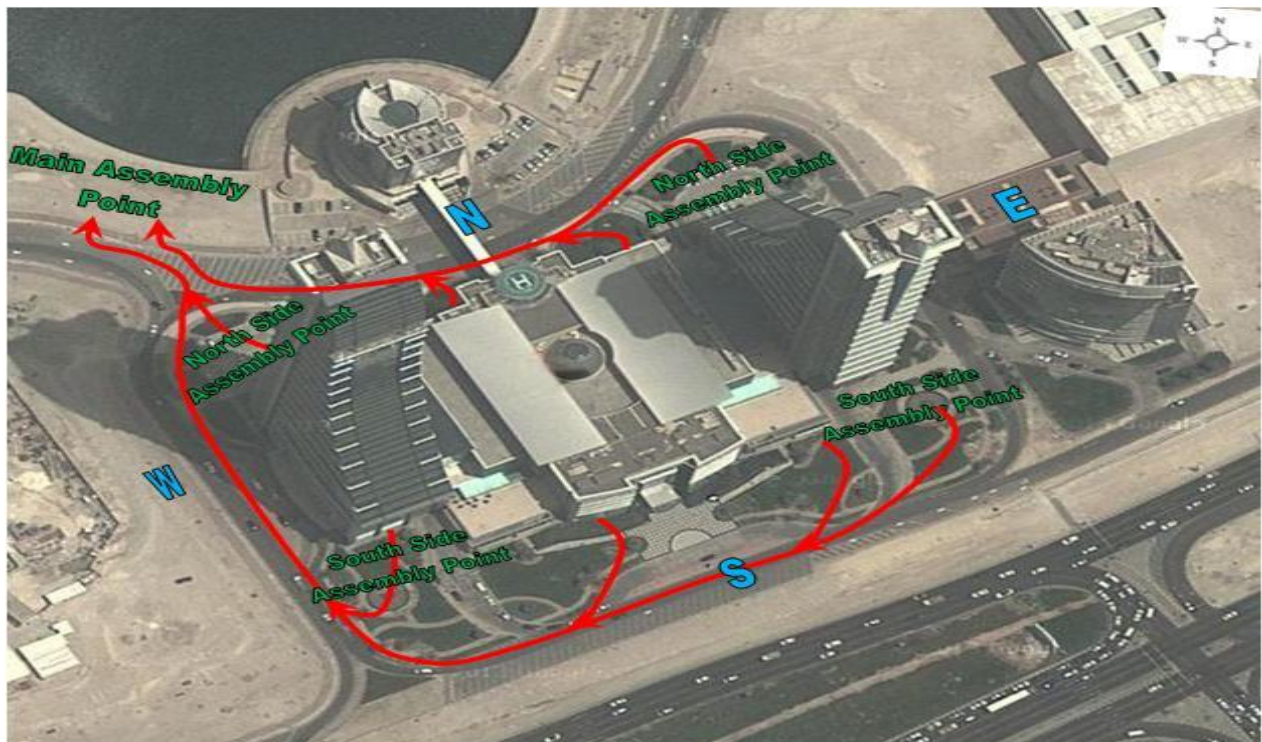
#### **Upon hearing the evacuation voice alarm;**

- a) Tenant Safety Marshal will act as each individual tenant's single point of contact in an emergency situation
- b) Tenant Safety Marshal should instigate a check of the complete area and implement the evacuation procedure
- c) Tenant Safety Marshal should ensure that all the staff/visitors leave the premises by the nearest escape route. **Do not use the lifts**
- d) Ensure that all staff/visitors carry their access cards in order for them to swipe at the assembly point reader



- e) At the assembly point, the Tenant Safety Marshal shall undertake a roll call and co-ordinate with EFS assembly point warden to confirm all staff/visitors have left the building and arrived at the assembly point
- f) Tenant Safety Marshal should immediately contact EFS chief warden if any employee needs to be rescued by Civil Defense/Authorities
- g) Tenant Safety Marshal shall ensure that no staff re-enter the building until notified by Civil Defense/Authorities that it is safe to do so

**Diagram showing complete Evacuation of The Financial Centre:**



### 8.7 Lift Entrapment Rescue Procedure

Tower Receptionists should immediately respond to intercom when he/she receives call from a trapped person inside elevator.

Get all details from person who is trapped inside elevator and request him to stay calm in a polite manner

Immediately notify to Security supervisor to call lift technician at the location to rescue trapped person.

Tower Receptionist should stay with trapped person by communicating through intercom and should not end the communication.

Tower receptionist should advise the person trapped to remain calm and hold his/her grounds if there is any slight jerk of elevator during rescue process

If lift is stuck in the shaft area, the lift technician will go to the lift machine room and check the lift position through the lift controller then move the lift to the floor level manually, then switch off the car top switch and rescue the trapped person.

If the lift is stuck in any floor level, the lift technician should immediately switch off the car top switch, opening the lift door manually then rescue the trapped person.

Security Supervisor should ask the rescued person if any First aid or Medical assistance is required. Take the details of the trapped person and raise a job card make an incident report.

## 9. General Policies and Procedure:

Based on the Landlord's / EFS's experience and in order to reduce the inconvenience to all concerned, the following general Rules and Regulations are applicable to all Tenants:

- The door ways, common area corridors, stairways, emergency exit and similar areas shall not be obstructed or used for any purpose other than tenant's ingress to and egress from tenant's respective leased premises.
- Plumbing fixtures shall be used only for their designated purpose and no substances of any kind shall be deposited therein which they are not designed to handle, damages to any such fixture(s) resulting from the misuse by any tenant or its employees or invitees shall be repaired at the expense of the Tenant in question.
- All interior or exterior signage, advertisement, graphics or notices to be placed anywhere within the Bahrain Financial Harbour Development, including but not limited to the Financial Centre whether in public or private communal areas, shall be subject to Landlord/EFS written approval. Nails, screws, and other attachments require prior written approval from EFS. Upon removal of pre-approved signs, advertisement, graphics, from any structure within the BFH Development including but not limited to a building door or public corridor, the tenant shall be responsible for returning the surface to its original condition.
- The Landlord will provide and maintain an electronic directory display for all office tenants of the building in accordance with each tenant's lease on the ground floor of the main lobby of the building. No other directory shall be allowed.
- All contractors and technicians rendering any installation services to tenants shall be subject to EFS approval, submission of proof of insurance requirements, and supervision prior to performing services. This applies to all work performed in the building, including (but not limited to) installation of telephone and data wiring, related equipment and electrical devices, ceilings and any other physical portions of the building.
- Movement within, to, or from the building of furniture, office equipment, or other bulky material that requires the use of elevators, stairways, or building entrance and lobby shall be restricted to hours established by EFS. All such movement shall be restricted to service elevators prior arrangement with EFS should be made regarding the time, method and routing of the movement and the tenant shall assume all the risks of damage(s) to items moved to persons or public resulting from such move. The Landlord/EFS shall not be liable for any damages resulting from any such activity.
- Any damage to the building caused by furniture and equipment owned or used by a tenant shall be repaired at tenant's expense.
- EFS shall have the power to reasonably prescribe the weight and position of fire proof locker and other heavy equipment or materials, which in all cases; to distribute weight, stand on supporting devices approved by EFS. In addition, tenants shall obtain the written approval of EFS prior to installation or subsequent relocation of any

safes or other heavy equipment. The tenant shall be responsible for all costs associated with the said installation or relocation, including but not limited to engineering analysis and structural changes.

- All routine deliveries to the premises shall be made between the hours of 6 A.M. to 6 P.M. week days unless other arrangements are approved in advance by EFS, and should only be made through the service elevator. Passenger elevators are to be used for the movement of persons only, unless EFS approves as an exception. Courier use of passenger elevator shall not be allowed. Delivery hours are subject to change by EFS. Delivery personnel/companies who fail to adhere to the building rules & regulations may be refused access to the property by EFS.
- All corridors, stairwell and common area doors shall be kept closed.
- Tenant shall cooperate with EFS in maintaining the Landlords equipment installed in their leased premises.
- Nothing shall be swept or thrown into the corridors, elevator or stairways.
- No birds, fish or animals of any kind shall be brought into or kept in, on or about any tenant's leased premises.
- With the exception of restaurant units leased in the Harbour Mall, no cooking shall be carried out in any tenant's leased premises except in connection with convenience lunch room or beverages service for employees and guest (on a non-commercial basis). All permitted cooking should be done in a manner which complies with all of the provisions of the tenant's lease and which does not produce fume or odours. All cooking facilities shall be subject to approval of Landlord/EFS and must be approved by all applicable local Municipal and Civil Defense authorities.
- No tenant shall use or keep on its leased premises any kerosene, gasoline, or inflammable or combustible fluid or material.
- No tenant shall use or keep any noxious gas or substances in its leased premises or permit its leased premises to be used in a manner offensive or objectionable to the Landlord/EFS or other occupants of the building by reason of noise, odour or vibration or interference in any way with other tenants or those having business therein.
- Canvassing, peddling and distribution of handbills within the building is not permitted.
- Tenant shall not make or permit any improper noises in the building or otherwise interfere in any way with other tenants or having business with them.
- Landlord/EFS will not be responsible for lost or stolen personal property, money or jewellery from any tenant's leased premises or public areas regardless of whether such loss occurs when such area is locked against entry or not.
- Building emergency staircase shall only be used for emergency purposes unless otherwise approved in writing by EFS/Landlord.
- Tenants will work with EFS in informing and enforcing the building rules and regulations with tenant's delivery personnel, agents, employees or invitees.
- Smoking is not permitted in any part of the building, including (without limitation) stairwells, lobbies, toilets, carparks, corridors or Tenant's leased premises. Tenants should work with EFS in informing and enforcing building rules and regulation with their staff
- All tenants will cooperate with EFS and abide with local code in the testing and servicing of the building life safety system.
- No tenant access through the loading dock will be permitted from the building to access parking area or for smoking convince, access to the loading dock area is only allowed for those employees with specific job responsibilities relating to loading dock and service elevators.

- Refrain from entering any unauthorized/restricted areas or areas containing barriers.
- All construction, alteration, Modification & Maintenance works are subject to approval and coordination by EFS
- All tenants are to provide details of the authorized person (i.e. Executive Directors or persons authorized in accordance with the records at the Ministry of Industry & Commerce) to EFS and a copy of their passport and CPR should be provided for the records of EFS.
- Under no circumstances are the hose reels or other parts of the fire prevention system to be used as a source of water.
- Full floor occupied by a single tenant need to ensure water is always available in their toilet drain lines

#### 10. Schedule of applicable fines

The below table defines the penalties/ charges towards any violation or misuse of the Financial Centre Facilities.

S.No.	Description	B.D / Incident
1	Disruptive work during office hours	250
2	Replacement of lost access cards	5
3	Unsafe Work Practices like;	-----
	a) No hard hats where required	250
	b) No safety shoes	250
	c) Smoking	500
	d) Working on live panels	1000
	e) Welding works without approval	5000
	f) Overloading floors	1000
	g) Blocking access ways & exits	500
	h) Inadequate site facilities	250
	i) No first Aid kit	1000
	j) Fire Hazard	500
	k) Lift misuse	500
	l) Unauthorised staff on site	500
4	Manual Call Point pulling	10
5	Fire Alarm violation in the Building due to Bukhoor, Steam irons, kettles etc.	50