House Rules

All rates listed below are as at 16 June 2021, and may be subject to change from time to time. Please contact the Tenant Service Centre at custsvc-sbr@capitaland.com or 6223 1112 for the latest rates.

A. House Rules for Tenants and Tenant Contractors

The House Rules for Tenants aim to create a pleasant environment and harmonious community within the building.

All tenants shall comply with the following House Rules for Tenants and ensure that their employees and visitors adhere to the House Rules at all times.

1. Registration of Visitors and Guests (in buildings with turnstiles)

Inform all visitors and guests to register and obtain visitor passes at the ground floor lobby before proceeding to the offices. Register your guests in advance with the Tenant Service Centre (TSC).

2. Advertisements, Notices and Posters

Preserve and enhance the image of the building. No signs, advertisements or posters shall be placed or painted on the external walls or glass windows such that it is visible from the outside of the building. No advertisements or notices shall be pasted at the lift lobbies or other common areas except where permission has been granted by the TSC.

3. Bulk Deliveries and Office Movers

a) Notify TSC of the schedule for bulk deliveries and office moving at least 1 working day in advance.

b) Carry out bulk deliveries and office moving after operation hours.

c) Rectify all damages at common areas at own expense upon notification by TSC.

d) The contractor and workmen shall report to the security counter for contractors to obtain the contractor passes. The workmen shall use only the designated lifts and staircases for delivery. TSC reserves the right to refuse entry to any suspicious persons.

4. Disposal of Debris, Unwanted and Bulky Items

Ensure contractors dispose of debris, unwanted and bulky items off-site, and not in the bin centres or common areas of the building. In the event where Tenants do not remove their debris, unwanted and bulky items, TSC will arrange for removal services. The fees will be borne by the Tenant.

5. Prohibition of Smoking

Under the Smoking (Prohibition In Certain Places) Act, smoking is prohibited in any part of the building. Under the Act, an offender is liable on conviction to a fine of up to $1,000 if convicted in court. The Act also requires TSC to deal with smokers who violate the smoking prohibition, including asking the smoker to stop smoking or leave the premises.

6. Burning of Incense Papers, Joss Sticks and Candles

Do not burn incense papers, joss sticks and candles within the building.

7. Radio and TV Antenna

Do not install television antenna, air-conditioner or other equipment on rooftops or common areas without the written consent of the TSC.

8. Tapping of Water and Electricity

Do not tap water or electricity from the common areas.

9. Building Structure

Do not carry out work or store objects in the premises that can overload or impair the floors, walls or roofs, and cause the building's existing insurance policies to be cancelled, non-renewable or subject to increased insurance premiums.

10. Lifts

Do not vandalise or dirty the lifts. Do not force open or obstruct lift doors, or in any way interfere with the normal operation of the lifts. Do not drink or eat in the lifts.

11. Nuisance Acts

Do not make excessive noise or conduct offensive acts that can cause disturbance or annoyance to other tenants and public.

12. Fitting Out Work Guidelines

Refer to **Fitting Out Work Guidelines** for fit-out and renovation works.

13. Storage of Items

Do not store dangerous or combustible goods within the tenanted premises. This includes inflammable chemicals and liquids.

14. Food Vendors

Food vendors are not allowed to operate within the building except with the written consent of TSC.

15. Use of Common Area

Keep the common corridor neat, tidy and free from obstructions or encroachment by the Tenant's own property. Do not deface or damage lifts, lift lobbies, common corridors, staircases, walls, walkways, and other common properties in the building. Do not use the lobby or common areas for any private or public functions without written approval from the Landlord.

16. Fire Safety and Prevention

a) Appoint a minimum of 2 Fire Wardens to be in charge of fire safety and prevention matters, and to attend annual briefings conducted by TSC. The Fire Emergency Plan will be given to the Fire Wardens.

b) Cooperate with TSC during the conduct of annual fire drills.

c) Switch off equipment e.g. computers, printers, power points, etc., after office hours or when they are not in use.

d) Do not leave heated appliances, e.g. microwave ovens unattended.

e) Do not overload electrical outlets with too many extensions.

f) Electrical wiring should be well insulated and maintained.

g) Appoint a Licensed Electrical Worker (LEW) to inspect, test and certify the safety of the electrical distribution system in the tenanted premises as stipulated by Energy Market Authority.

h) Seek approval for all hot works involving cutting and welding within the tenanted premises using **Form F5– Application for Hot Work Permit**, where such works are not feasible off-site during the fitting out period.

i) Do not lock or block the fire exits and the passageways leading to them.

17. In-Place Protection (IPP)

The IPP is a procedure to enhance the Tenant's safety in the event of external hazardous gas. The Fire Wardens responsible for Fire Evacuation Plan (FEP) shall also be responsible for enforcing IPP. The IPP Plan will be given to the Fire Wardens.

18. Tenant's Emergency Contact List

Complete and return the **Tenant's Contact Details** form to TSC to facilitate communication during emergencies. Update TSC immediately of any changes due to staff turnover. Refer to the section on **"In An Emergency"** for more information on emergency preparation.

19. Administrative Fees

An administrative fee, in addition to the actual cost of rectification, is applicable in the following situations:

Description	Fee (before GST) (in S$)
False fire alarm activation	$500 for first occurrence $1,000 for subsequent incidents
Tripping, accidental outages or disruptions to Electrical, Plumbing or Gas services	$500 for first occurrence $1,000 for subsequent incidents
Lift breakdown due to negligent material handling	$500 for first occurrence $1,000 for subsequent incidents
Removal of bulky debris left by Tenant or Tenant's Contractor(s)	$500
Removal of rubbish in designated area(s) left by Tenant or Tenant's Contractor(s)	$200
Non-compliance with any other clauses as listed in the House Rules	$500 for first occurrence $1000 for subsequent incidents

B. CapitaLand EHS Policy

CapitaLand is an ISO 14001 and OHSAS 18001 certified Company. We seek your support for our Company's Environmental Health and Safety (EHS) Policy. In essence, we strive to:

1. Comply with all EHS legislation and other requirements;
2. Minimise pollution and health and safety risks; and
3. Seek continual improvement through EHS programmes.

Our EHS Policy statements are as follows:

As an international corporate social citizen, CapitaLand is committed to protecting the environment and upholding the occupational health and safety of everyone in the workplace, and will

- carry out exemplary Environmental, Health and Safety practices to minimise pollution and health and safety risks
- seek continual improvement on its environmental, health and safety performance
- comply with pertinent legislations and other requirements
- implement the CapitaLand Green Buildings Guidelines and Occupational Health and Safety programmes

We make this policy readily available to all employees, suppliers, service providers and partners.

As you have staff and workers working in our building from time to time, we seek your support to ensure that they are fully aware of our EHS policy and sufficiently trained and briefed.

Here are some suggestions on how Tenant Contractors can support us:

1. Safety

a) Appropriate personal protective equipment must be used in accordance with the work assigned;
b) Ensure licensed workers are deployed to handle electrical works;
c) Smoking is strictly prohibited in the building;
d) Items must not be left unattended nor obstruct the common corridors or evacuation routes;
e) All products used in the building must adhere to international/local safety regulations;
f) If any product has potential acute health effects, your workers must be briefed on the proper usage of such products.

2. Environmental

a) The use of products that are environmentally friendly and biodegradable is encouraged in the building;
b) Hazardous wastes must be disposed in a safe manner and in accordance with regulatory requirements.

You are required to submit the Environmental Aspects/Impacts Register and the Hazard Identification and Risk Assessments even though you are ISO 14001 certified and OHSAS 18001 or bizSafe Level 3 certified respectively.

All contractors shall comply with the following House Rules:

1. **CapitaLand EHS Requirements**
   Brief your workers on CapitaLand's EHS Policy and House Rules before commencement of works.

2. **Risk Assessment**
   Conduct your own risk assessment and apply for the necessary factory license prior to commencement of works in accordance with the Ministry of Manpower's (MOM) requirements (refer to **http://www.mom.gov.sg/workplace-safety-health/safety-health-management-systems/Pages/risk-management.aspx** for more information). Provide a copy of the Risk Assessment to the Tenant Service Centre (TSC) for record. Implement the risk control measures on site to ensure workplace health and safety for all workers.

3. **Reporting of Accidents, Unsafe Acts and Hazardous Conditions**
   Report all accidents, unsafe acts and hazardous conditions to TSC immediately. This includes workplace incidents not amounting to physical injuries.

4. **Emergency Evacuation**
   Comply with the emergency evacuation procedures of the building. A copy of the Fire Evacuation Plan can be collected from TSC.

5. **License**
   Possess all the license as required by the authorities in order to perform the Fitting Out Work, e.g. factory license, lifting supervisor license, crank operator license, lift equipment certificate and rigger license, if applicable.

6. **Permit to Work**
   Seek approval from TSC before carrying out any work. No work is allowed to commence before receiving approval from TSC. All unauthorised works must be rectified to the satisfaction of TSC.

7. **Personal Protective Equipment (PPE)**
   Ensure the appropriate personal protective equipment is worn when performing hazardous works.

8. **Working at Heights**
   Comply with the Workplace Safety and Health Act and Workplace Safety and Health (Work at Heights) Regulation 2013.

9. **Sign in and sign out**
   Ensure their workers sign in and sign out at the designated control area.

10. **Electrical**
    Employ competent technicians registered with the Public Utilities Board or any other appropriate authorities to carry out electrical works. All electrical installation must comply with local authority requirements.

11. **Work Notice**
    Put up the approved Work Notice prominently at the work site to inform the staff and visitors of the nature and duration of works.

12. Disposal of Debris

Remove all debris daily and dispose them off site. Bulk bins shall be temporarily placed only at designated lots approved by TSC. Waste and debris must not be disposed at the refuse bin centre of the building. TSC shall impose an administrative fee for each occasion of illegal dumping by the Contractor.

13. Wet Works

Conserve water and use only buckets to carry water. Use of water hoses is not permitted. Do not discharge any cement or mortar water into the floor drains, floor traps, sinks, water discharge outlets, etc.

14. Routine Cleaning

Vacuum the dust mats and perimeter of the work site frequently. Keep the staircases, corridors and walls along the access route clean at all times.
Any stains, scratches or markings shall be made good to TSC's satisfaction.

15. Access Route

Use only the access route approved by TSC, and do not obstruct the access route or the areas around it at any time. Loading and unloading of materials shall be done only at access points designated by TSC.

16. Use of Common Area

Keep the common areas neat, tidy and free from obstructions or encroachment. Do not deface or damage the common areas. The common areas include the main lobby, lifts, lift lobbies, common corridors, staircases, walls, walkways, loading and unloading bay and other public areas in the building. Do not use the common areas for any other purpose.

17. Use of Designated Lifts

Workers, including the foremen and site supervisors, shall use only the designated lifts assigned by TSC for the transportation of tools and materials.

18. Use of Equipment

All machine and equipment to be operated by trained and authorised personnel only. Contractor to ensure that noise emission complies with local authority requirements. All statutory equipment that are brought to the premises should be inspected/tested by a qualified person and certified to be fit for use.

19. Designated Washrooms

Workers, including the foremen and site supervisors, shall use only the designated washroom assigned by TSC. The office washrooms are not to be used at all times. Ensure the maintenance of the designated washroom and keep the fittings clean and in good working condition. Any damages due to mishandling shall be made good to TSC's satisfaction.

20. Security Pass

Submit details of the workers, including their NRIC or Work Permit numbers, to TSC using **Form F4– Contractor/Worker Registration Form**, at least three days before the commencement of works. All workers, including the foremen and site supervisors shall exchange their photo IDs for security passes at the designated security checkpoint. Security passes must be clearly displayed at all times in the building. TSC has the right to refuse admission of any workers employed by the Tenant or his Contractor(s) into the building at any time if they are deemed to pose a safety or security threat to the building or the tenants.

21. Illegal Workers

Do not employ any illegal worker. TSC will report all illegal workers to the authorities.

22. Workers' Discipline

Ensure workers put on their best conduct and are properly attired at all times. Smoking, gambling, littering, spitting and any forms of unruly or unhygienic behaviour are prohibited. TSC has the right to evict misbehaving workers from the building and withdraw their security passes.

23. Prohibition of Smoking

Under the Smoking (Prohibition In Certain Places) Act, smoking is prohibited in the building. Under the Act, an offender is liable on conviction to a fine of up to $1,000 if convicted in court. The Act also requires the Landlord to deal with smokers who violate the smoking prohibition, including asking the smoker to stop smoking or leave the premises.

24. Food Consumption

Workers are not allowed to consume their meals at the common areas or within the work site at all times. The Contractor shall arrange for a proper dining location for his workers.

25. Vehicles

Park vehicles at the designated area. Vehicles must not be parked along the service road or other common areas. Illegally parked vehicles will either be wheel-clamped (relevant unlocking fee will apply) or referred to the Traffic Police. Standard parking charges will apply if the vehicle is parked in the car park lots.

26. Penalty

Refer to the section on **"House Rules for Tenants"** on the administrative fees imposed by TSC for attending to disruption of services caused by the Contractor or his workmen.

Acknowledgement by Tenant's Contractor

We acknowledge that we shall comply with the CapitaLand EHS Policy and House Rules.

Authorised Signatory for Tenant's Contractor	Company Name & Stamp

Details of Authorised Signatory:

Name	
Designation	
Contact Number	
Date	