

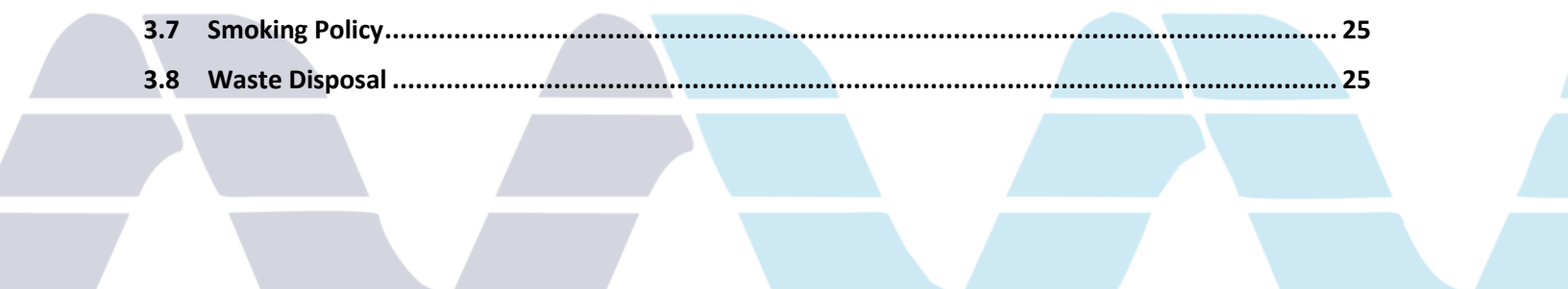
# The Fitout Manual

2023

NATIONWIDE MANAGEMENT SERVICES

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## **DISCLAIMER**

***This document is issued to the Owner/Tenant/Fit-out Contractor for their guidance. Any information and material expressed in this Fit-out guide is correct at the time of printing. However, no representation or warranty is given by either Deyaar or its subsidiaries or any other party as to the accuracy or completeness of the information and material contained in this document. Deyaar or its subsidiaries shall not be responsible for any misinterpretations or loss of any part / whole document or its pages.***

***This information and material are purely for illustrative purposes and does not constitute an offer, warranty as to the design. Deyaar or its subsidiaries may at its sole discretion and without notice amend the information and details contained in this guide.***



## SECTION 1

### IDENTIFY THE MAIN FACTORS THAT WILL INFLUENCE COMPANY SUCCESSION PLAN

#### 1.1 FOREWORD

This Fit-Out Guidelines (the “Guidelines”) shall apply for all Owners, tenants, fit-out review team, fit-out consultants, fit-out contractors, and fit-out sub-contractors who design and execute the fit-out works.

### THE STANDARDS WILL PROMOTE



Maximum protection for building components by witnessing the commissioning to ensure all base build services are operating correctly.



Ensure the compliance with all the statutory Authorities guidelines during the FOWs



Consistency of the common areas and ensuring the best use of the building common areas services.

These standards establish consistent, appropriate descriptions for all precautions to be taken and instructions to be followed by all building clients during the fit-out works period.

### WHY NATIONWIDE



Optimised turnaround time



Prompt customer response



Enhanced customer service experience



Strong policies and procedures



## 1.2 INTRODUCTION TO NMS, WHAT WE OFFER

We are pleased to welcome you as a valued customer, and we are looking forward to assisting you to facilitate the handover and Fit-out of your property in a professional and expedient manner.

### BETTER SOLUTIONS, BETTER MANAGEMENT

Nationwide Management Services LLC has led the way in delivering Smart, Value-driven, and innovative solutions to developers, owners, tenants, property management, and association management companies in the real estate industry.

Successfully managing several projects Nationwide has helped deliver solutions to enhance operational efficiency and optimize costs.

We believe in providing end –end to solutions to our valued customers with the utmost transparency, latest technology, and industry best practices.

### OUR OBJECTIVES



Ensure high-level customer satisfaction by providing 360° solutions



Deliver prompt, efficient and best-in-class services to clients



Provide realistic and accurate results



Our service offerings include,



Utilities  
Management  
Services



Management  
Consultancy  
Services



Real Estate  
Management  
Services



Energy  
Management  
Services



Fit-Out  
Management &  
Supervision  
Services



### 1.3 DEFINITIONS

Terms	Definition
Approvals	Any NOC's or approvals as required from the Tower & Master Developer and all Regulatory Authorities.
Tower Developer	[Deyaar Development PJSC] (the <b>"Developer"</b> )
Master Developer	Dubai Creative Clusters Authority ( <b>DDA</b> )
Facilities Coordinator	Appointed Facilities and Building Management services.
Fit-out Consultant	Employed by The Owner/Tenant for the Fit-out Works.
Fit-out Contractor	Employed by The Owner/Tenant for the Fit-out Works
Fit-out Review Manager	Employed by NMS during the Fit-out works, for the purpose of liaising between The Owner/Tenant and the Developer for all fit-out activities undertaken in the Project.
Fit-out	The process of installing or modifying building infill with the specific interior partitioning, floor, ceiling, mechanical, electrical, and environmental requirements, to make habitable space in a base building.
Owner	Office area owner, based on a freehold contract with the Developer.
Main Construction Contractor	Employed by the Tower Developer for the main "base build" construction of the Building prior to the handover of properties to Owners/Tenants.
Programme of works	As submitted by the fit-out contractor for the complete duration of the fit-out works.
Regulatory Authorities	Respective Regulatory Authority being one of the following: <ul style="list-style-type: none"> <li>• Dubai Development Authority (DDA)</li> <li>• Dubai Civil Defense (DCD)</li> <li>• Environmental Health and Safety (EHS)</li> <li>• Dubai Electricity and Water Authority (DEWA)</li> <li>• Empower District Cooling / Chilled Water distribution</li> </ul>
Shell and Core	The "base build" construction of the building and the status of the office areas at the time of handover from the Developer to The Owner/Tenant.
Tenant	Office area occupier based on a leasehold contract with the Developer/Owner.
FO	Fit-Out
FOWs	Fit-out works
FOC	Fit-out contractor
FOM	Fit-out Management
FOWP	Fit-out work permit
CA	Common Area



## SECTION 2

### 1. FIT-OUT PROCESSES AND PROCEDURES

#### 2.1 REQUEST FIT-OUT GUIDE PACK AND DRAWINGS

Complete the registration first to have access to Deyaar customer portal <https://customer.deyaar.ae/>.

##### 1- Fitout contractor registration

Send email to [fitout@nationwide.ae](mailto:fitout@nationwide.ae)

Including the following:-

- Email Subject: Fitout Contractor Registration - Deyaar Customer Portal – “Contractor company name”
- Required Attachment: The appointment letter from the customer to the Fitout contractor clarifying building name and unit number, contractor trade license, and the VAT Certificate.
- Fill in the following information

Contact Person	
Primary Email	
Alternative Email	
Mobile	
Alternative number	
Address ( As per VAT Certificate)	
PO-BOX Number	
Company Name ( As per VAT Certificate / Trade license	
TRN Number	
Trade License Number	

You will receive an email with a username and password along with a user manual to use the portal within maximum 2 working days.

##### 2- Tenant Registration

Tenants should complete the Chiller registration to be able to get the username and password to access the portal and apply for a Fitout request.

Please visit Deyaar sales office, located in GF, Burlington Tower, Business Bay to complete the chiller registration



### Process of Chiller Registration for Deyaar Tenants

- Customer will have to visit the Burlington tower in business bay along with the below mentioned documents to complete the Chiller Registration.
  - Passport Copy, Emirates ID & Visa page (expats only)
  - Valid Trade License Copy (for Company)
  - Proof of ownership (copy of title deed or SPA for Owners) / Tenancy Agreement (for Tenants)
  - VAT Certificate Copy
  - Owners Consent Form
- Registration form to be submitted with necessary documents and payment receipt.
- All the pages in the registration form needs to be signed by the customer.
- Documents will be sent to head office on the following working day.
- Registration will be completed within 2 days once the original registration document is received in head office.
- Login details shall be sent to the customer via NetSuite.

## 2.2 MANDATORY PROCEDURES AND SUBMISSIONS

### 2.2.1 Details Required (Developer's NOC)

**Compliance with the mandatory procedures and submissions shall assist in alleviating unnecessary delays in the formal works and technical submittal process.**

- Nationwide Management Services is appointed by Deyaar Development PJSC to provide the Fitout Management services and issue work permit and NOC on behalf of the Developer.
- All submittals and/or queries to be addressed to NMS FITOUT Review & Supervision Team (FOM)
- All design proposals must be initially approved by Developer and then forward to Regulatory Authorities for approval. (Developer NOC)

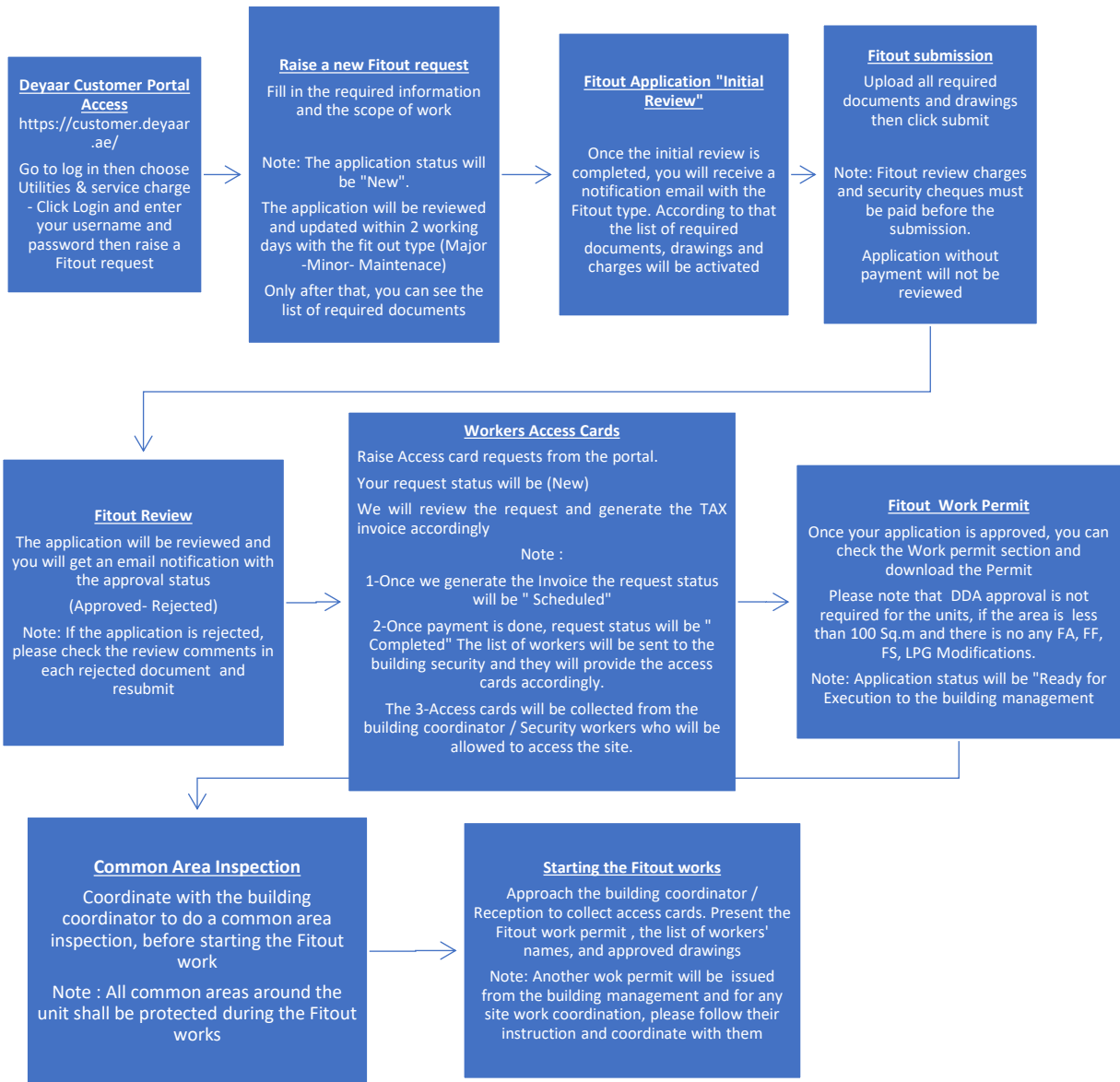


## 2.2.2 Approval Process for Major Fitout Works

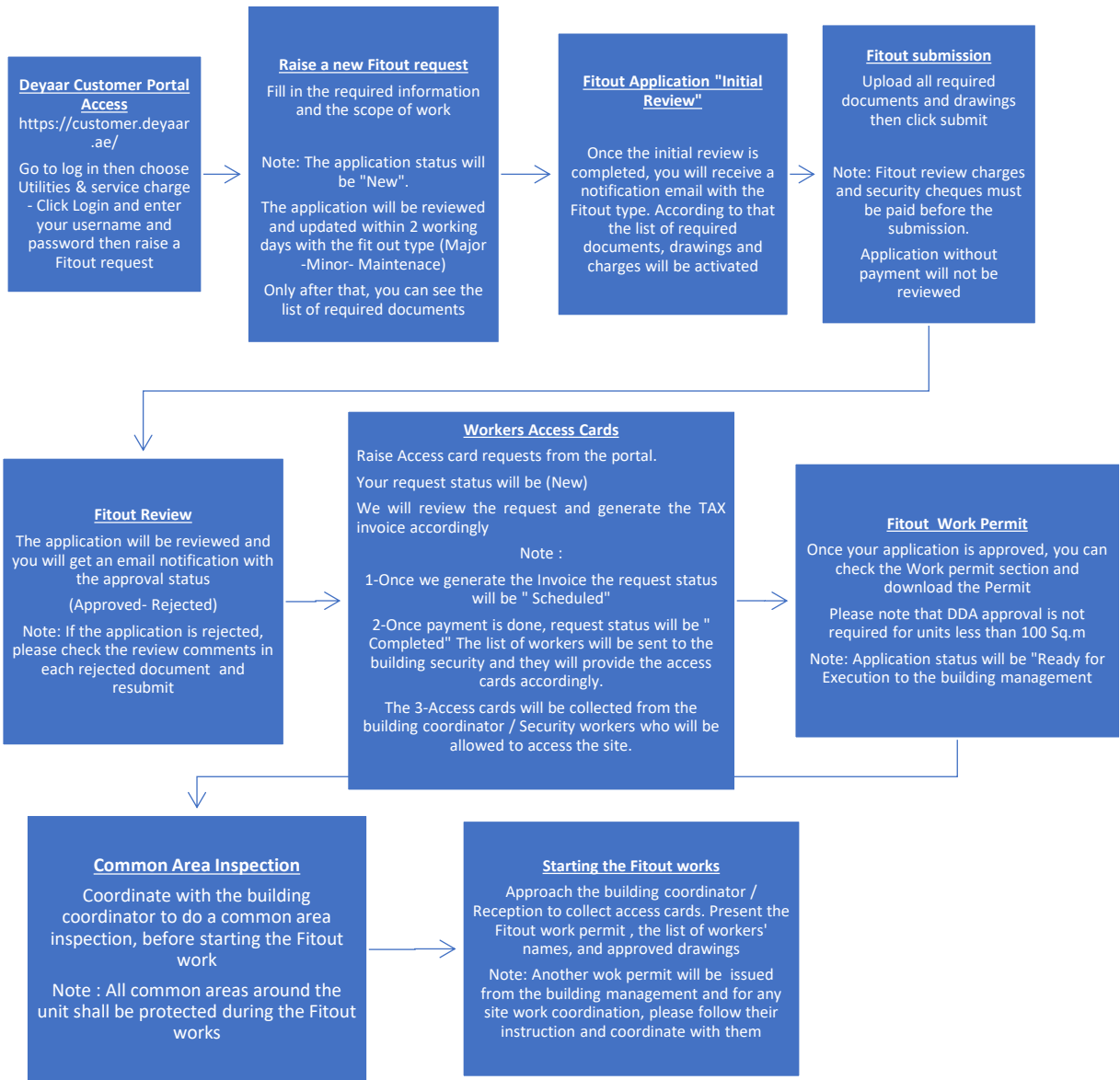
- Major Fitout work approval process for units Area above 100 Sq.m



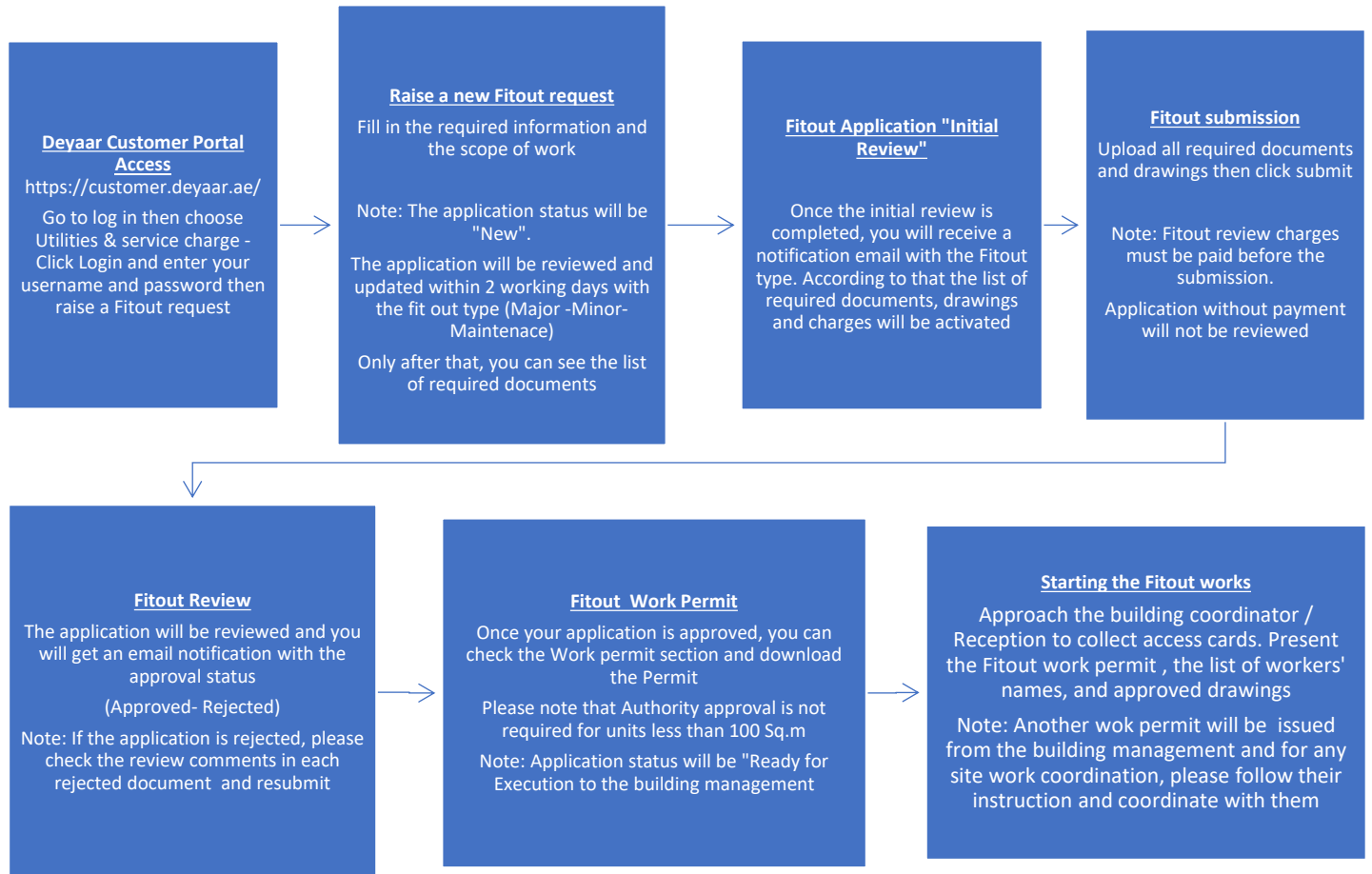
• Major Fitout work approval process for units Area less than 100 Sq.m



• Minor Fitout work approval process



- Maintenance work approval process



### 2.2.3 Fitout review duration and developer NOC

Process	Duration
<b>FO Review</b>	Maximum 5 working days from the date of submission
<b>Issue Developer NOC / Work permit</b>	Maximum 5 working days
<b>Approval for workers ID request</b>	Maximum 2 working days' notice

## 2.3 TYPED OF FITOUT APPLICATION

### 2.3.1 MAJOR FITOUT WORKS

All Fit-Out works which affect the existing electro-mechanical systems, fire-alarm and firefighting systems, Civil Defense requirements and Building Structure, etc....).

- ✓ The FOC shall submit to the FOM team for all relevant documentation and complete sets of drawings to obtain initial approval “NOC” from the Developer.
- ✓ The submitted information shall include one set of the requirements as per request for NOC Fit-out Works form Ref # [NMS-100-FRM-F-2008-012 -Request for NOC -Major Fitout Work](#)

Major Fitout application is applicable for the following scope of work:-

- 1- Shell and core units.
- 2- Emerging or separating more than one unit.
- 3- Mechanical Works
- 4- Full height partitions (up to the false ceiling)
- 5- Electrical works
- 6- Plumbing works
- 7- Firefighting works
- 8- Fire Alarm works
- 9- Flooring work



### 2.3.2 MINOR FITOUT WORKS

All Fit-Out works which do not by any means affect the existing electro-mechanical systems, fire-alarm and fire-fighting systems, Civil Defense requirements and Building Structure, etc.) Flooring, Replacing the existing false ceiling, low height partition

- ✓ The FOC shall submit to the FOM team for all relevant documentation and complete sets of drawings to obtain a work permit. The submitted information shall include one set of the requirements as per request form Ref # [NMS-100-FRM-F-2008-014 -Request for NOC -Minor Fitout Work](#)

Minor Fitout application is applicable for the following scope of work:-

- 1- Low height partitions
- 2- Ceiling works “without changes in the FF & FA system”
- 3- Flooring works



### 2.3.3 MAINTENANCE WORKS

The maintenance work permit is applicable for the following scope of work:-

- 1- One Low height partition
- 2- Restoration without MEP changes
- 3- Replacing Ceiling tiles / Maintenance works “without changes in the FF & FA system”
- 4- Replacing Floor carpet
- 5- Painting and deep cleaning
- 6- Demolition of in-unit partitions without affecting any structural elements.

**Note!** In case the request for painting only without any other Maintenance work, the unit owner can proceed with the work without applying for a work permit, however, this shall be communicated first with the building management before starting any work.

#### **The followings are the list of requirements to apply for a Maintenance work permit**

- 1- Existing layout and proposed layout. (If Applicable)
- 2- Unit Owner NOC ( If request from the tenant)
- 3- Copy of title deed, and owner EID or the Tenancy Contract if the unit is leased.
- 4- Indemnity letter (Attached)
- 5- Appointment letter from the unit owner or tenant to the contractor.
- 6- Contractor Valid trade license
- 7- List of all workers Name that will carry out the work
- 8- Work permit Payment receipt of AED 750





## 2.4 FORMAL APPROVAL TO PROCEED TO THE PROJECT EXECUTION PHASE

**With the formal approval received from Authority (DDA), FOM should be formally informed in writing by the FOC that approval has been given and advise the anticipated start date of the Fit-out Works (“FOWs”).**

**FOC shall furnish the FOM before commencement of FOW . Documents copies to be submitted in the building to the Building coordinator as following:**

- Deyaar NOC / Work Permit
- Deyaar Commencement Letter.
- DDA Fit-out work permit.
- Copy of DDA-approved drawings.
- DCD approved drawings.
- Copy of the refundable and non-refundable security deposit receipt for the FOWs.
- Copy of the chilled water payment receipt.
- Signed Moving in undertaking letter
- Any involvement/Approval is required from Regulatory Authorities.

### **Notice!**

- The Owner must ensure that all payments for the office area have been made to the Developer and proof is submitted to FOM team prior to commencing the physical FOW at the site.
- FOC to make sure all common areas floors and walls are to be adequately protected and snagging of the area must be done together with FOM before protection is being placed.
- FOM to conduct the common area snag list in the presence of the FOC prior permission to commence work at site.
- FOM to monitor that ongoing work is in line with approved drawings and ensures compliance with Fit-Out Manual Regulations.



## 2.5 FIT-OUT REVIEW FEES & SECURITY DEPOSIT

### 2.5.1 Application review charges

**All the following charges are Excluding VAT**

Application	Application Charges	Minimum Charges	Maximum Charges	Security Cheque
Major	AED 5.00 / SQ. FT	5,000	10,000	25,000 Undated Cheque
Minor	AED 2,000	NA	5,000	25,000 Undated Cheque
Maintenance	AED 750	NA	NA	NA

### 2.5.2 Security deposit

**A refundable security deposit of "AED 25,000 as an undated cheque from the unit owner or Tenant.**

Fitout Security Cheque	Addressed to	Amount / AED	Cheque Date
Owner / Tenant	NATIONWIDE MANAGEMENT SERVICES LLC	25,000	Undated

All Security Cheques are refundable on completion of the works subject to the final inspection report and building management clearance.

## 2.6 PERMIT DURATION AND RENEWAL PROCESS

Fitout Application	Major	Minor	Maintenance
Duration	3 Month	45 days	10 days
Renewal	1 Month	15 days	NA
Renewal Charges	AED 1500/-	AED 500/-	AED 250/-

**All Work permits duration excluding working on Sunday and Public holidays.**

## 2.7 FIT-OUT WORKS TIMING

- ✓ FOC is only permitted to work as per the following Timing Schedule: -
- ✓ No works are allowed on Sundays.

<b>Working Hours</b>	<b>Commercial Buildings</b>	<b>Residential Buildings</b>
<b>Normal Working Hours</b>	8:00 AM to 5:00 PM	8:00 AM to 5:00 PM
<b>Normal Working Days</b>	Sunday to Thursday	Sunday to Thursday
<b>FRIDAY</b>	8.00AM to 12.00 PM	8.00AM to 12.00 PM

Works that cause disturbance for the occupants (cutting, drilling, grinding, etc.) are not allowed during the normal working hours. It can be allowed by taking special approval from the Building Management with prior notice of at least 2 days as a NOC for Noisy work.

<b>Working Hours</b>	<b>Commercial Buildings</b>	<b>Residential Buildings</b>
<b>Noisy Working Hours</b>	6:00 PM to 10:00 PM	10:00 AM to 2:00 PM
<b>Working Days</b>	Sunday to Thursday	Sunday to Thursday

## 2.8 PROOF OF ADEQUATE INSURANCE COVERAGE

**All Consultants, Designers and Contractors shall carry out their works under an adequate Contractor's All Risk and Public Liability insurance policy.**

Insurance	Description
<b>Worker's Compensation insurance</b>	The Fit-Out contractor must have in place valid worker's compensation insurance as required by law and before the commencement of any works
<b>Contractor All Risk (CAR) insurance</b>	The Fit-Out contractor must have in place valid public liability insurance with a limit of liability of not less than AED 1,000,000 for any one occurrence, to cover loss, destruction, or damage to property (other than the fit-out works) and personal injury to or the death of any person (excepting death or injury to persons which is required by law to be insured under a workers' or workmen's compensation policy of insurance) which arises out of or during or is caused by the execution of the Tenant's works. <b>The insurance principal name must include "Deyaar Development PJSC"</b>

## 2.9 DEYAAR NOC SIGNBOARD GUIDELINE

**Any retailer who wishes to install increased brand awareness of their shop through advertising outside their shop premises should obtain prior approval.**

- The retailer should submit soft copies of all required documents in the Fitout portal who will issue a NOC to the retailer

to obtain a NOC for the signboards and window graphics, upload the following combined documents in Fitout request portal

- Drawing, method of installation, and materials information
- Mockup picture of the signage design and window graphics
- Trade license and Rent agreement

The process takes 2 – 3 working days after submitting the completed correct documents and the NOC approval is subject to management's approval



## 2.10 Outdoor Seating Area ( Exclusive usage Area for retails)

Send email to [fitout@natoinside.ae](mailto:fitout@natoinside.ae) Attaching the following documents to obtain the NOC

- 1- Proposed design layout
- 2- 3D design showing the seating arrangement
- 3- Furniture / Finishing Material sample that will be used
- 4- Signed EUA Indemnity Letter
- 5- Valid Tenancy Contract
- 6- Review charges for the NOC 525 AED

## 2.11 FIT-OUT COMPLETION & OCCUPYING THE UNIT

To ensure the Developer's requirements have been realized, the FOC on completion of their works shall provide the following documents.

Requirements		
1	Issue of Test Certificates	The FOC shall ensure all relevant and required Testing & Commissioning Certificates, NOCs, Completion Certificates are obtained with signed and stamped by Owner/Tenant/Regulatory Authorities and handed over to the FO Manager in hard and soft copy for FO Manager record and further compliance for releasing of the refundable deposit. The FOC needs to provide adequate access panels to all valves, ducts, dampers, or any other services requiring future maintenance works.
2	Connection and activation of Fire Alarm and Fire Fighting	On completion of the fit-out works, the FOC/ Tenant shall apply for Fire Alarm & Fire Fighting. Annual Maintenance Contract for the respective unit and shall produce a copy of the DCD attested contract to the FOM / Building Management. Provide a copy of the FF & FA Completion certificate
3	Damage to Facility	Any damage incurred during or prior commencement of FOW to the fabric or MEP installations of The Owner/Tenant area shall be the responsibility of the FOC. The FOC shall be responsible for the protection of the common areas and adjacent Owner office areas of the floor(s) at which FOWs are being carried out by their personnel. Any damage to the common areas of the Project, in general, shall be assessed by NMS, and complete associated costs will be reimbursed from FOCs refundable damage deposit or through the CAR Policy of Fit-Out contractor upon an investigation of the incident.  Even though the unit owner will be paying refundable security and damage deposit to cover the cost of repairing damage to the common area finishes, it will remain the responsibility of each unit owner to protect the delivery route through the common area passages and lift foyers at their own cost before formal approval to proceed with the Fit-out project execution phase on-site will be granted by NMS.
4	Clearance from the building management	Signed Fitout completion checklist Signed final Common inspection report Confirmation for returning all workers access cards
5	Authorities' completion certificates	In the case of Major Fitout works, Units above 100 sq.m. Contactor to provide the Fitout completion certificate from DDA, DM, DCD, and final DEWA Approval. If there is any modification on FA or FF system, even the area is below 100 sq.m. DCD completion certificate need to provide.

## SECTION 3

### BUILDING AND 'HOUSE RULES'DURING FIT-OUT WORKS

The Developer and the Fit-out Management team shall have the right to suspend the FOW and take any appropriate action in the case of any violation or breach of any of the following rules.

#### 3.1 SITE GUIDELINE

##### 3.1.1 Induction

- The FOC and all personnel employed by the FOC including subcontractors shall comply with all relevant Regulatory Authorities and statutory Health and Safety standards related to their FOWs.
- The FOC shall keep a register of all personnel working on the project. Only personnel who are logged in this register shall be issued with contractor's IDs enabling them to work on the premises.

#### 3.2 SECURITY AND SAFETY RULES

##### 3.2.1 Security Contact Details

The building has 24 hours a day security structure in place. Trained security guards, both stationed and roaming, are aided by a highly secure and effective Close Circuit Television (CCTV) System, strategically located both inside and outside the building constantly monitored 24 hours a day. All visitors shall log complete details as per logbook requirements and obtain a security pass from the main security desk in the reception area before entering any part of the building beyond the main reception area.

##### 3.2.2 Contractor Identification Passes

No person shall enter the building for whatever reason without a Contractor Identification card. IDs will be issued by the Building Management Coordinator.



### 3.2.3 Issue of ID cards and Responsibilities

The Fit-out contractor fill the Security pass form for all his workers to issue the ID Cards .

Request to be raised through Deyaar customer portal

Upon receipt of ID card request, the Fit-out Management team shall issue them to the responsible nominated person of the FOC, for distribution to each applicant.

All recipients of ID cards must be made aware by the FOC of their responsibilities, which are:

- The ID remains the legal property of FOM;
- IDs must be worn in a safe manner and visible whilst in the building and nominated work area;
- Lost, stolen or damaged IDs must be reported immediately to Building Management;
- Allowing other people, other than the recipient, to use the ID for whatever reason is strictly prohibited;
- All recipients of IDs must take care not to lose or deface them in any way;
- The recipient must produce the card without question, when requested by any member of the security staff or other person of authority;
- The security IDs must be returned to the FOM office on completion of relevant.

In addition to the provisions of the Fit-out guide, it is to be noted that all Contractor's IDs shall be issued by FOM and that no access to the site shall be possible without these IDs. Should this rule be violated, the FOC shall be ordered to vacate the site immediately. IDs shall be issued at a cost of AED50 per ID and it will be valid as per the fit-out permit. Lost, stolen or defaced IDs shall be replaced at a cost of AED75.

**FOWs shall not be carried out until all IDs issued to the Fit-out Contractor have been accounted for. A charge will be applied on all Fit-out Contractors who fail to return all IDs issued to them by the building Management.**

### 3.2.4 Work Area Restrictions

Workers are not permitted to wander around the building premises. They shall take reasonable care to be in and around their areas of works.

### 3.2.5 Procedures for entry to and exit from the site

Each FOC is expected to be responsible for the management and control of his respective work area but as a minimum requirement, the Developer shall expect the following procedure to be adopted:



**Site Entry** – All personnel involved in the FOW's, will show their IDs to the security guards at their nominated entry point of the building and proceed to their designated work areas. On arrival at their designated work area, they shall make an entry in the workplace attendance register.

**Site Exit** – All personnel shall sign out from their workplace attendance register and proceed directly to their nominated exit point of the building.

All personnel whether entering or exiting the building shall give full assistance, without question, to any request that is made by any member of the security staff.

### 3.2.6 Safety Rules

Safety at the FOW area shall be under the responsibility of the FOC. They shall comply with all the community HSE rules. The FOC must ensure that the safety rules are followed and must explain to his workers all these rules and fire exit routes in case of emergency.

The FOC shall provide his workers with proper PPE and must ensure that they are worn always during the FOWs. The FOC shall take all the fire safety precautions and must ensure that no fire hazard is present in the FOW area.

**The Fit-out Management team has the right to inspect and restrict down in the event of any violation of any statutory Health and Safety procedures.**

### 3.2.7 Penalties for breach of Security and Safety Rules

Security within the building is taken extremely seriously.

Any person(s) or company found deliberately breaching any of the security rules or the undertaking of any action, deemed dangerous to cause harm to other persons or the building, shall be subject to one or more of the following penalties or possible unlimited further action.

- Immediate suspension of Contractor's IDs / Work Permit.
- Suspension of works.
- Detailed investigation of incident.
- Reporting to the respective Regulatory Authority
- Notification to the Police.
- Formal legal action against the person(s) and/or company.

The FOC shall be fully responsible for any delays caused to their respective works programme with their respective client should any of the above penalties or actions have to be instigated or taken by FOM. Sum of penalties will be determined by FOM and said amount will be reimbursed from refundable deposit of FOC /Tenant / Owner.



### 3.3 Storage of Materials

There shall not be any onsite storage facility available and the FOC shall plan their delivery accordingly. Any surplus materials shall be removed from time to time and any materials left behind may invite penalties. No packing materials hazardous materials shall be left behind at all times.

- ✓ **The FOC shall ensure that no electrical or hot works are carried out near any stored materials of a potentially flammable substance or nature. Included in this category are paints, chemicals, and cleaning materials.**
- ✓ **The FOC shall record and store separately all materials that have the potential to cause any possible hazard to health.**
- ✓ **These materials normally carry a safety warning of possible health hazards, particularly the warning of being of a toxic nature.**
- ✓ **Hot works permits and other hazardous work permits are to be requested upon providing the risk assessment and method statement for review and approval from the Deyaar QHSE Manager.**

### 3.4 Toilet and Washroom

Before the commencement of the FOWs, the FO Manager shall inform the FOC of their dedicated toilet and washroom facilities. Other toilet or washroom facilities other than those dedicated to them and must keep the facilities clean, hygienic, and tidy.

### 3.5 Eating on-site

The FOC to allow staff to eat at the Fit-out workplace providing the FOC adheres to the following rules:


- No cooking;
- FOC to provide close lid bins and make sure all surplus food and waste is taken out on daily basis;
- The FOC shall ensure the workplace is kept clean of all food and drink after each break period. All food and drink waste shall be removed from the building immediately safely and hygienically.

### 3.6 Drugs and Alcohol Policy

The Developer operates a zero-tolerance Drugs and Alcohol policy.

Any person found to be under the influence of Drugs or Alcohol shall be requested to leave the building premises. Their security IDs shall be canceled, and they will be permanently removed from the site and shall not be able to return to the site at any time nor make any future application for an application for a security IDs to enter the building.

It is the responsibility of the FOC to ensure all personnel working on their works are Fit for work.



### 3.7 Smoking Policy

This is applicable to all areas including Owner's/Tenant's areas during the FOWs. Violator will be penalized as per Dubai Government policy and will be removed from site immediately on permanent basis.

### 3.8 Waste Disposal

No construction / fit-out related waste shall be dumped in the building garbage chute nor the building provided skips. All waste generated by the fit-out works shall be taken out of the building premise by the FOC in secured bags. Personnel handling any type of hazardous waste must wear and adopt the appropriate personal protective clothing and equipment.

### 3.9 Hazardous Waste

Waste of a hazardous nature should be suitably containerized or wrapped separately and clearly marked 'Hazardous Waste.' In addition to obvious substances such as chemicals, paints and adhesives, any petroleum-based products should also be treated as hazardous waste and be disposed of separately and in accordance with stipulated regulations of Dubai Municipality and EHS.

### 3.10 Permits to Work

The FOC shall be required to issue permits to work prior to carrying out any hot works, electrical works, works in confined spaces, works requiring heavy transportation of materials and equipment, as well as any works requiring fire zone and utilities isolations.

Permits to work shall be issued daily by FOC or his nominated representative 24 hours before the commencement of the works. Permits to work must be copied to FM before the commencement of the respective works and signed off before the end of the working day by the FOC. FOC before commencements to approach Fit-out manager for issuance of work permit. No Fit-Out contractor or his sub-contractors will be allowed to work at site until work permit issued by FE manager is available at site. Work permit to be placed on prominent wall or main entrance or door of the unit for all authorities' info as compliance.



### 3.10.1 Electrical Works

Any electrical works that involve any form of isolation of any electrical supply on the Developer's side of the Owners/Tenants electrical distribution board shall require a specific permit to work.  
Megger test report to be provided

### 3.10.2 GENERAL SITE WORK PERMIT

General work permit: once the letter of work commencement is issued by Nationwide Fitout, please approach Security in the building for a general site work Permit. Every month the general work permits are to be renewed upon submission to security. Below are the documents required,

- Letter of work commencement.
- Authority approval for FITOUT commencement.
- List of workers, Emirates ID's, Insurance copy.
- Receipt of the Access card payment issued by Nationwide.
- Payment receipt of Temporary power issued by Nationwide

### 3.10.3 CONCRETE SLAB CORING PERMIT

Before doing the Coring, the separate work permit is to be filled by the contractor as same above mentioning the coring request with the specified time. Below are the documents required,

- Concrete Slab Scanning reports

### 3.10.4 HOT WORK PERMIT

Hot work permit: Contractor to provide welder certificate in addition to equipment certificate and work permit to be valid for one week only



### **3.10.5 WATERPROOFING WORK PERMIT**

Before the waterproofing, the separate work permit to be filled by the contractor as same above mentioning the area of waterproofing

Below are the documents required,

- Layout showing the waterproofing.
- 48Hrs water flood test inspection form signed by FM coordinator.
- Warranty certificate.
- The minimum requirement is 8 mm bitumen sheet to be installed on the floor and up to the 40 CM to the walls.


### **3.10.6 FIRE FIGHTING CONNECTION WORK PERMIT**

Before connecting to firefighting system common area , the separate work permit to be filled by the contractor as same above mentioning the firefighting sprinkler connection request with specified time .Below are the documents required,

- Civil defense approved drawings
- Payment Receipt from nationwide for sprinkler drainage request.
- Pressure test inspection certificate approved by FM Coordinator or Engineer (20 % of the design pressure test to be done and monitored for 24 hours).
- Sprinkler line flushing certificate.

### **3.10.7 FIRE ALARM CONNECTION WORK PERMIT**

Before connecting to Fire alarm system common area, the separate work permit to be filled by the contractor as same above mentioning the fire alarm system common area request with specified time. Below are the documents required,

- Civil defense approved drawings
  - Fire alarm System testing certificate issued by the appointed Fire alarm provider.
  - Building common area fire alarm service provider Appointment letter for integration with the common area.
- 

### **3.10.8 CHILLED WATER CONNECTION WORK PERMIT**

Before connecting to common area chilled water system, the separate work permit to be filled by the contractor as same above mentioning the chilled water connection request with specified time. Below are the documents required,

- Pressure test of 10 bars to be done for 24 hours
- Chemical flushing report with certified lab report.
- Make sure the pipes are filled with water prior to opening the valve

### **3.10.9 LPG CONNECTION WORK PERMIT**

Before connecting to Gas Panel, the separate work permits to be filled by the contractor as same above mentioning the Gas connection request with specified time. Below are the documents required

- Integration certificate from Building gas service provider.

### **3.10.10 DRAINAGE CONNECTION WORK PERMIT**

Before connecting to Building drainage the separate work permits to be filled by the contractor as same above mentioning the Draining connection with specified time

## **3.11 Fire Prevention and Evacuation**

### **3.11.1 Building System Awareness**

Any testing of the fire alarm shall be announced prior to the commencement of the test. In the event of the audible fire alarm sounding continuously, please be aware that this is the signal to evacuate the building.

### **3.11.2 Fire Impairment Notice / Sprinkles Drainage**

- The Fit-out contractors should be aware that they need to get a permission from NMS before Opening or Closing the FF Zone Control Closure.
- The Fit-out contractors can proceed with the work after paying the required Fees, please Refer to Appendix -B (Fit-out schedule of charges)) and all work should be carried out under the supervision of the Building Common area firefighting system maintenance company.
- Approval will be granted for a limited time of 3 days only.
- Any work that may exceed 3 days, shall be considered as a new request with additional charges.

- The Fit-out contactors must inform the building management before obtaining any Testing for the Fire Alarm System without the supervision of the Building Common area firefighting system maintenance company. If the Owner / Tenant have more than one unit or a full floor where he may need more time to complete the work, they are requested to isolate his unit's firefighting network. The same shall be communicated to the Building Management team.



### 3.11.3 Fire Exchanging Equipment

In each fit-out area, the FOC shall provide relevant fire extinguishers relevant to the task involved in their activities. They shall also consider having sufficient fire blankets.

### 3.11.4 Raising the Alarm

In the event of detecting a fire, local and central fire alarms in the premises must be activated by the FOC's personnel who have first detected the fire for the safety of all personnel present at the building. All works must cease in a safe manner and an orderly evacuation of the building must take place.

In the event of a small local fire taking place, after the fire alarm has been raised, only personnel trained in firefighting may attempt to extinguish the fire with the portable fire extinguisher.

### 3.11.5 Evacuation procedures

- The FOC shall collect the relevant emergency evacuation process from the building management team and utilize the same during an evacuation.
- When an alarm is raised all works must cease in an orderly manner and all personnel must make their way to the nearest emergency exits. Evacuating personnel should not carry any tools, bags, equipment or materials during the evacuation process.
- During the evacuation all personnel must adhere to any instructions given to them audibly by representatives of the emergency services or dedicated responsible fire marshals.
- All personnel should meet at the 'Assembly Point.'
- Once at their dedicated assembly point the FOC's responsible person or fire marshal should carry out a 'roll call' of the names in the site attendance register for that day. If any person is missing, this should be brought to the attention of a member of the emergency services, or a dedicated official fire marshal, without delay.



## SECTION 4

### 4.1 BUILDING DESIGNS STRUCTURAL INFORMATION

#### 4.1.1 Builders work Limitation

Any changes required by The Owner/Tenant to the main reinforced concrete and pre-cast concrete structural frame shall be explicitly agreed in writing with the project/tower via the FO Manager before any related works can commence.

Cutting, coring, and drilling concrete is a necessary part of the construction process but is one that can result in damage to structures or conduits. Because of this, it is essential to engage a concrete scanning company to ensure that the designated area is safe to cut and provide an official report for FO Manager approval.

- Coring of holes;
- Creation of openings;
- Shot Firing.
- Chasing/Cutting of walls, floors, and slabs.
- Fixing to soffits of H.C. slabs
- Relocation of any A/C service (FCUs) or equipment.
- Permanent/Temporary fixtures are not permitted at all on the curtain wall and frame mullions.
- Fixing of partitioning to slab shall be with clips to prevent damage and not with screws.
- 

#### 4.1.2 FITOUT Structural Load

##### ➤ Commercial Buildings

Citadel Tower	
<p><b><u>Ground Floor:</u></b>                      D.L. = 3.0 kPa = 3.0 kN/m<sup>2</sup> Finishes                      D.L. = 2.0 kPa = 2.0 kN/m<sup>2</sup> Partitions                      D.L. = 7.5 kPa = 7.5 kN/m<sup>2</sup> ETS Room                      L.L. = 5.0 kPa = 5.0 kN/m<sup>2</sup> General                      L.L. = 10.0 kPa = 10.0 kN/m<sup>2</sup> ETS Room</p>	<p><b><u>First Floor:</u></b>                      D.L. = 12.0 kPa = 12.0 kN/m<sup>2</sup> Landscaping Area                      D.L. = 5.5 kPa = 5.5 kN/m<sup>2</sup> Finish + Partitions in Tower Area                      L.L. = 3.0 kPa = 3.0 kN/m<sup>2</sup> In Tower Area                      L.L. = 5.0 kPa = 5.0 kN/m<sup>2</sup> Landscaping Area</p>
<p><b><u>Typical Floor:</u></b>                      Floor Finish &amp; Service – 2.0 kPa = 2.0 kN/m<sup>2</sup>                      Movable Partitions – 3.5 kPa = 3.5 kN/m<sup>2</sup>                      Super Imposed L.L. – 3.0 kPa = 3.0 kN/m<sup>2</sup></p>	

**Al Seef 2****Retail Area:**

D.L. Finishes= 2.0 kN/m<sup>2</sup>  
 Partitions = 2.5 kN/m<sup>2</sup>  
 EM & Ducts = 0.5 kN/m<sup>2</sup>  
 L.L. = 5.0 kN/m<sup>2</sup>

**Typical Floor:**

D.L. Finishes= 1.5 kN/m<sup>2</sup>  
 Partitions = 3.0 kN/m<sup>2</sup>  
 EM & Ducts = 0.5 kN/m<sup>2</sup>  
 L.L. = 2.0 kN/m<sup>2</sup>

**The Metropolis****Retail Area:**

D.L. Finishes= 2.7 KN/m<sup>2</sup>  
 Partitions = 2.5 KN/m<sup>2</sup>  
 EM & Ducts = 0.5 KN/m<sup>2</sup>  
 L.L. = 5.0 kN/m<sup>2</sup>

**Typical Floor:**

D.L. Finishes= 2.0 KN/m<sup>2</sup>  
 Partitions = 2.5 KN/m<sup>2</sup>  
 EM & Ducts = 0.5 KN/m<sup>2</sup>  
 L.L. = 3.0 kN/m<sup>2</sup>

**51 @ Business Bay****Ground Floor:**

D.L. = 3.5 kN/m<sup>2</sup> Partitions  
 D.L. = 2.0 kN/m<sup>2</sup> Finishes  
 L.L. = 3.5 kN/m<sup>2</sup> General

**Typical Floor:**

D.L. = 3.5 kN/m<sup>2</sup> Partitions  
 D.L. = 2.0 kN/m<sup>2</sup> Finishes  
 L.L. = 3.0 kN/m<sup>2</sup> General

**Burlington Tower****All Floor:**

D.L. = 1.10 kN/m<sup>2</sup> Finishes  
 L.L. = 2.50 kN/m<sup>2</sup> General

**Oxford Tower****Ground Floor:**

D.L. = 5.0 KN/m<sup>2</sup>  
 L.L. = 2.0 KN/m<sup>2</sup>  
 F.L. = 1.1 KN/m<sup>2</sup> (Finishes)

**Typical Floor:**

D.L. = 5.0 KN/m<sup>2</sup>  
 L.L. = 2.0 KN/m<sup>2</sup>  
 F.L. = 1.1 KN/m<sup>2</sup> (Finishes)

## ➤ Residential Buildings

**Mayfair Tower****Structural Design Load for Retail Area:**

Dead Load for Ground Floor = 2.50 kN/m<sup>2</sup>  
 Live Load for Ground Floor = 5.00 kN/m<sup>2</sup>

**Mayfair Residency****Structural Design Load for Retail Area:**

Dead Load for Ground Floor = 2.50 kN/m<sup>2</sup>  
 Live Load for Ground Floor = 5.00 kN/m<sup>2</sup>



**Clayton Residency****Structural Design Loads:**Live Loads for Ground Floor / Health Club = 5.0 kN/m<sup>2</sup>Live Loads for All Floors = 2.5 kN/m<sup>2</sup>**Hamilton Residency****Typical Floor:**

D.L. Finishes= 1.5 kN/m<sup>2</sup>  
 Partitions = 3.0 kN/m<sup>2</sup>  
 EM & Ducts = 0.5 kN/m<sup>2</sup>  
 L.L. = 2.0 kN/m<sup>2</sup>

**Parking Area:**

D.L. Finishes= 1.5 kN/m<sup>2</sup>  
 EM & Ducts = 0.5 kN/m<sup>2</sup>  
 L.L. = 4.0 kN/m<sup>2</sup>

**Atria RA & SA****Structural Design Load for Retail Area:**Dead Load for Ground / Mezzanine Floor = 2.50 kN/m<sup>2</sup>Live Load for Ground / Mezzanine Floor = 5.00 kN/m<sup>2</sup>**Montrose Residence A & B****Structural Design Load for Retail Area:**Dead Load for Ground Floor = 2.50 kN/m<sup>2</sup>Live Load for Ground Floor = 5.00 kN/m<sup>2</sup>**Deyaar Building – Al Barsha****Retail Area:**

D.L. Finishes= 2.7 kN/m<sup>2</sup>  
 Partitions = 2.5 kN/m<sup>2</sup>  
 EM & Ducts = 0.5 kN/m<sup>2</sup>  
 L.L. = 5.0 kN/m<sup>2</sup>

**Typical Floor:**

D.L. Finishes= 2.0 kN/m<sup>2</sup>  
 Partitions = 2.5 kN/m<sup>2</sup>  
 EM & Ducts = 0.5 kN/m<sup>2</sup>  
 L.L. = 3.0 kN/m<sup>2</sup>

**Midtown - IMPZ****Retail Area:**

D.L. Finishes= 3.40 kN/m<sup>2</sup>  
 Partitions = 1.00 kN/m<sup>2</sup>  
 EM & Ducts = 0.25 kN/m<sup>2</sup>  
 L.L. = 5.00 kN/m<sup>2</sup>

**Total Zone 2 & 3**D.L = 4.65 kN/m<sup>2</sup>L.L = 5.00 kN/m<sup>2</sup>**Important Note!**

Any screeding and block work in the unit will require the contractor to provide a structural load calculation during the Fitout submission. The calculation should be in kN/M<sup>2</sup> and shall not exceed the building design limits.

## 4.2 Building Services

This section relates to services such as:

- Electrical Power and lighting;
- Emergency Lighting;
- Security Management System;
- Telecommunications (telephones and data);
- GSM Telecommunications;
- Chilled Water for air conditioning;
- Air Conditioning and ventilation systems (i.e. supply and extract air);
- Drainage services (for common male & Female Toilets, wash hand basins, Pantry);
- Domestic Water (hot and cold water for common male & Female toilet & Pantry);
- Pressurization and Smoke Control;
- Fire detection and alarm system (heat and smoke detectors);
- Fire protection system (systems, hose reels, fire extinguishers, and other firefighting equipment).
- Du / Etisalat Booster

## 4.3 Codes and Authority Compliance

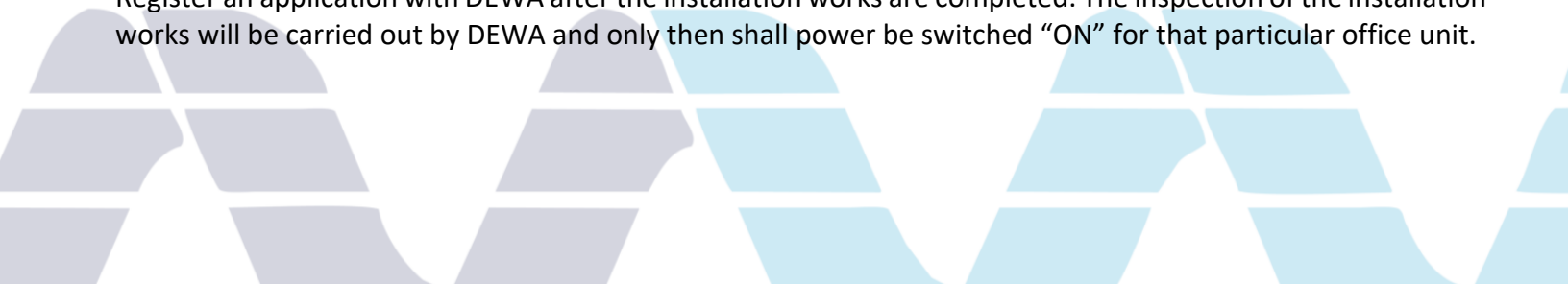
- It is recommended that the FOC use the Master Community approved and Licensed contractors. With respect to specialized services such as Fire Fighting, DEWA Approval, and Telecommunication services.
- The FOC shall use only the building Fire Alarm management approved vendor to ensure warranties and guarantees are adequately protected.
- Owners / Tenants and FOCs can directly reach these contractors and commercial terms can be negotiated without involving the building management.

## 4.4 Owner/Tenant Office Areas

In all cases the Fit-out Contractor shall be responsible for:

- All sub mains cabling within office space
- Completing the design and installation of the DB within each office unit including combining and separating DB and must return the unit to its original condition during moving out from the building.
- Completing the relevant DEWA consumer service department Approvals;
- Terminating the cable on the DB within the office;

Register an application with DEWA after the installation works are completed. The inspection of the installation works will be carried out by DEWA and only then shall power be switched "ON" for that particular office unit.



#### 4.5 GSM (Global System for Mobile Communications)

- As part of the project's works, DU / Etisalat has already installed GSM telecommunications in the common areas of each office floor.
- Any other form of wireless communication within each office area shall be the responsibility of The Owner/Tenant and must be to international standards and submitted to the Developer via the FOM before installation.

#### 4.6 Security Systems

As part of the project's works, a full building security system is installed within the building. However, if The Owner/Tenant requires additional security system(s) within their office area, these shall comply with the Developer's guidelines and standards to provide a consistent arrangement across the building. The cost for providing security systems to individual office areas shall be at The Owner/Tenant's expense.



# 5 Appendix



## 1. Appendix-A (Fit-out general guideline)

- Encroachment to Common Area is not permissible.
- The central shared circulation corridor is to be kept clear and unobstructed at all times to provide a safe means of escape for all tenants within the floor. No storage is to be allowed at any times that may block this route or any other escape route.
- Any raised floor within the premises should align with the corridor FFL. and Civil Defense requirements.
- Any changes to the central corridor elevation of the unit: -new doors, signage, windows etc. to be approved by Owner before work commences on site.
- Any suspended ceiling within the unit will finish against the existing finished structural beam edge and is not permitted below it or past it. This is in order to maintain a continuous external appearance for the office tower.
- Kindly keep the WC location as shown in the As-Built drawing.
- Any new modifications to existing shell and core – pantry, toilet design modification which are affecting the slab, builders work holes for an internal staircase etc. need to be approved by Owner and Owner architect / engineer before work can commence on site.
- Any manifestations on the glass – film / graphics / signage to be approved by Owner before application on site in order to maintain a continuous external appearance for the office tower.
- Any penetrations through external envelope curtain walling to be approved by Owner before work can commence on site in order to maintain a continuous external appearance for the office tower.
- Any new internal partitions to be centered on columns or mullions, if not, anything that affects the external appearance for the office tower to be approved by Owner before work commences on site.
- Any kitchen installation to be in accordance with Building Fire Strategy and Civil Defense requirements and to be approved by Owner and Developer engineers before work commences on site.
- Depending on the loop availability the client has to provide a panel and module to fulfill his additional requirements for the smoke detectors. The cost pertaining to this will be completely borne by the client.
- Only Raised Floor System is allowed, and it must be in line with the design loading details, however screeding can be approved for retail shops in Ground floor, upon providing the structural load calculation.
- For Restaurants ecological unit (Air purifier), FAHU & Greece trap is a must.
- For any retail units or activity requires many toilets in the design, Greece trap is a must.



## 2. Appendix -B (Fit-out schedule of charges)

### 2.1.1 Fit-out review and supervision charges

SN	Service	Charges (in AED)
1.1	Major Fit-out Review Fees	AED 5000/- Minimum. Additional AED 5.00/SQF above 1000 SQF to a Maximum up to AED 10,000/-
1.2	Minor Fit-out review Fees	AED 2,000 / Unit (Maximum up to AED 5,000/-)
1.3	Maintenance Works/Renovation works NOC	AED 750 /NOC Request
1.4	Fit Out Security Deposit from Unit Owner /Tenant against Any damage in the Building Common Areas.	AED 25,000 / Unit (Undated Cheque)
1.6	Sprinkler Drainage wastage of water	AED 750 / Request (one-time drainage)

### 2.1.2 Fit-out administration fees schedule of charges

SN	Service	Amount (AED)	Coverage / Remarks
2.1.	Fit-out Employee ID	50	For All FO Work (Major & Minor)
2.2.	Exclusive Use Area	500	NOC
2.4.	Sprinkler Drainage (Closing & Opening the FF Valves)	200	Admin Fees
2.5.	Utilities charges	3,500 / Month	Using electricity and water supply from the common area during the Fitout work. Applicable for Major Fitout ( Offices and Retails)

### 3. Appendix -C ( Fit-out works penalties charges)

SN	Description	Amount (AED)	Action
3.1.	Started Fit-out Work without Fit-out Permit from authority .	1,000	1 Notice (2-5 Days). If failed, Apply Penalty
3.2.	FOC workers working without valid Worker ID	200	1 Notice (2-5 Days). If failed, Apply Penalty.
3.3.	FOC carrying out FOWs with expired Fit-out work Permit and/or without renewal .	1,000	1 Notice (2-5 Days). If failed, Apply Penalty.
3.4.	Failure to keep a copy of the authority approved drawings inside the unit during the FOWs	200	1 Notice (2-5 Days). If failed, Apply Penalty.
3.5.	Fit-out started without ensuring proper protection on the common areas includes floor & wall on the specified floors where they are working.	1,000	1 Notice (2-5 Days). If failed to rectify, then Penalty + Rectification Cost from Security Deposit
3.6.	Transportation of materials / laborers using panoramic and passenger lifts.	500	1 Warning Notice. If repeated, Apply Penalty for each labor or offence.
3.7.	Using Service Lifts for carrying goods more than the allotted capacity and oversized goods.	500	1 Notice (2-5 Days). If failed to rectify, then Penalty + Rectification Cost from Security Deposit
3.8.	Unauthorized use of washroom facilities.	1,000	1 Warning Notice. If repeated, Apply Penalty for each labor or offence.
3.9.	Misusing the CA by Keeping materials and /or blocking the exit routes .	500	1 Warning Notice. If repeated, Apply Penalty for each offence.
3.10	Loading & unloading of materials without approval from onsite FM team	1,000	1 Notice (2-5 Days). If failed, Apply Penalty
3.11.	Keeping materials and Fit-out construction debris/ waste in the loading and unloading area more than 2 Hours.	200	Immediate. AED 200 / Each Offence
3.12.	Fit-out workers using the garbage chute for dumping their Construction debris / waste.	500	Immediate. AED 500 / Each Offence
3.13.	Fit-out contractor failure to comply with the daily waste disposal policy.	200	1 Warning Notice. If repeated, Apply Penalty for each offence.
3.14.	Fit-out contractors carrying out work after normal working hours or/and doing noisy work without prior approval from the Building Management .	1000	Immediate
3.15.	Smoking inside the building .	200	Immediate. AED 200 / Each Offence
3.16.	Use of hazardous chemicals .	1,000	Immediate

3.17.	Violation of FA/FF procedure that jeopardize workplace integrity due to the following: <ul style="list-style-type: none"> <li>➤ Opening &amp; Closing the FF Zone Control Closure without Permission and without the supervision of the Authorized Person.</li> <li>➤ Testing the Fire Alarm System without the supervision of the Authorized Person</li> </ul>	1,000	Immediate
3.18.	Any damage to common area/adjacent space during the fit out will be borne by the owner/contractor and if 3rd party contractor to be involved in rectification, the whole cost will be deducted from Security Cheque and or from contractors' Insurance policies.	The Fine as per the Quote	Immediate
3.19.	Not Using proper personal protective equipment (Helmet, Shoes/Glasses etc.)	200	1 Notice (2-5 Days). If failed to rectify, then Penalty + Rectification Cost from Security Deposit
3.20.	Using Scaffolding without valid Scaff Tag .	200	1 Notice (2-5 Days). If failed to rectify, then Penalty + Rectification Cost from Security Deposit
3.21.	First Aid Kit Not available	200	1 Notice (2-5 Days). If failed to rectify, then Penalty + Rectification Cost from Security Deposit
3.22.	NO Fire Extinguisher CO2 & dry chemical powder in the unit during the Fit-out work.	500	Immediate
3.23.	Housekeeping is not proper in the unit	200	1 Notice (2-5 Days). If failed to rectify, then Penalty + Rectification Cost from Security Deposit
3.24.	Housekeeping is not proper for the Common Area protection .	200	1 Notice (2-5 Days). If failed to rectify, then Penalty + Rectification Cost from Security Deposit
3.25.	Misbehaved with onsite team or any Authorized person from building management team.	500	Immediate
3.26.	Occupying the unit without submitting the Fitout completion certificate	2,000	1 Notice (10 Days). If failed to comply, then Penalty will apply as a deduction from Security Deposit
3.27.	Carrying out Fit-out Work not as per the approved drawings by NMS or Authorities. And without prior approval for design modification.	1,000	Immediate