



HEARTBEAT@BEDOK

Tenant Fit-out Guide

11 Bedok North Street 1

Singapore 469662

(People's Association Headquarters
9 Kings George's Avenue Singapore 208581)

**Managing Agent Office
Tel : 6385 5607**

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Section 1

General

1.1 Introduction

Note of Welcome

Thank you for choosing Heartbeat@Bedok (hereinafter also known as the “Landlord”) as a colocation place for community/public service and tenant do a commercial business. We hope you have a pleasant and safety stay with us, while we continue to seek upgrade and add value to our services.

This Tenant handbook has been complied to acquaint CLP/Tenants with the processes and procedures pertaining to the building description and services offered, besides the Fit-Out Rules and Regulations and other operating information of the importance.

While the Landlord has taken every reasonable care to provide as accurate and useful information in this Handbook, the Landlord and/or her representatives cannot be held responsible for any inaccuracies contained therein. Tenants are advised to take their own precautionary measures and to exercised reasonable care and due diligence. The Handbook may be amended or updated from time to time. Tenant shall be responsible for checking with the Landlord or her representative for the latest version of the handbook. Unless the context otherwise requires, words importing the singular number include the plural number and vice versa.

This manual shall not supersede or replace any terms and conditions stipulated in the letter of the tenancy agreement. It is to complement the letter of the tenancy agreement and the instruction lay down by the Heartbeat@Bedok in accordance with the clause of fitting out in the letter of offer. Tenants shall read this handbook in conjunction with the Tenancy Agreements before the commencement of the fitting-out/renovation works or minor works. The coverage is not intended to be exhaustive as further details would be given to the respective tenants depending on the nature and extent of the fitting-out/renovation works.

Heartbeat@Bedok has the responsibility to keep the building and its common property properly maintained and managed in accordance with the Building Regulations. Hence, we seek your cooperation to follow the rules and regulations given in this handbook as well as all existing and current legislation.

The Landlord has a term maintenance personnel whom all Tenants can contact for assistance or clarification during their stay in the Building. If you require more information or would like to offer your suggestions and feedback, please do not hesitate to contact our Management Office at the following Numbers:

Heartbeat@Bedok
11 Bedok North Street 1
Singapore 469662
Telephone: (65)63855603 / 6385 5607

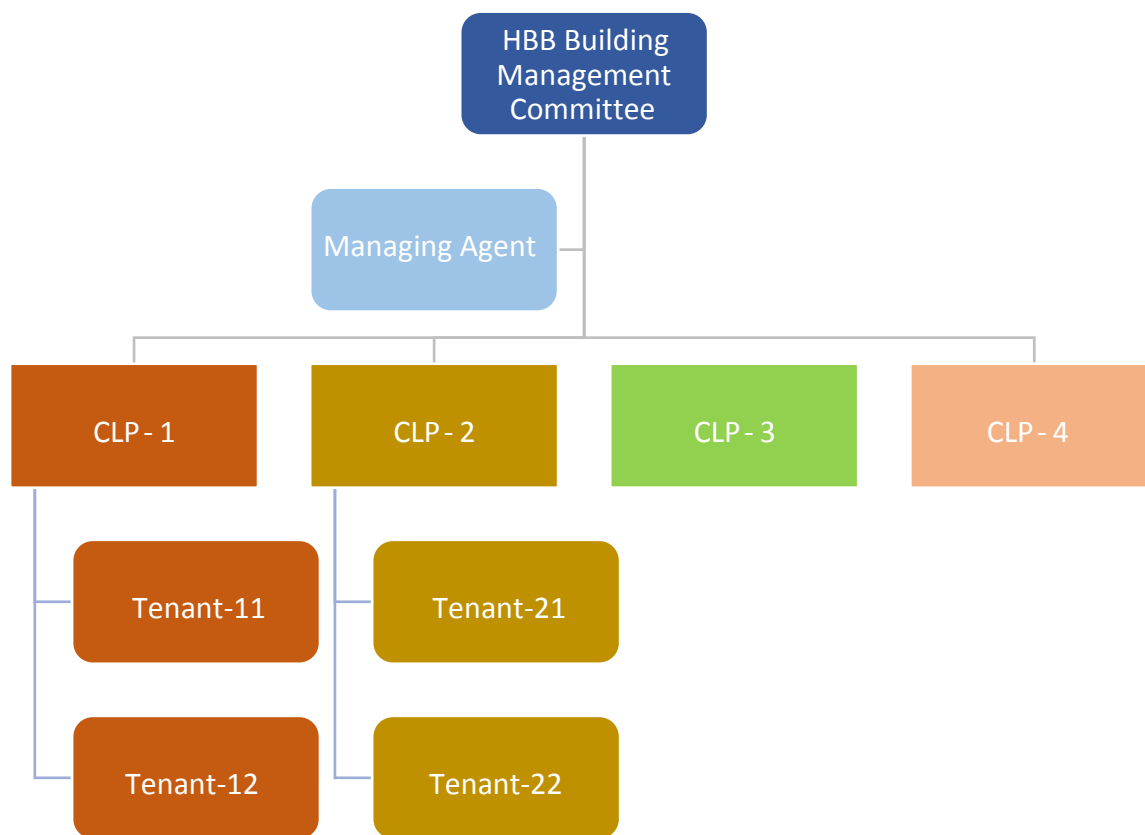
Finally, we look forward to having a pleasant and mutually fulfilling partnership with you.

1.2 Definitions

- a) 'Agreement' shall mean the Tenancy Agreement.
- b) 'Heartbeat@Bedok' or "Landlord" shall mean the Inter-Agency Planning & Operation Group (IPOG).
- c) 'Contractor' shall mean any party or parties engaged by the Tenants or colocation partners (CLP) to carry out any works within their premises in Heartbeat@Bedok.
- d) 'Installation' shall mean the assembling, testing, upgrading and reconfiguration of services or equipment, and all other activities directly or indirectly related thereto.
- e) 'Silent Hour' shall mean after office working hours. (Office working hours shall be defined as : Monday to Sunday – 0700hrs to 2230hrs) including gazetted public holidays.
- f) 'Site' shall mean space where the facilities and all equipment relating hereto are provided or located.
- g) 'Tenants' shall mean the occupants in Heartbeat@Bedok, whose unit(s) are leased from CLP of Heartbeat@Bedok.
- h) 'Works' shall mean building renovation, electrical, mechanical and other work within the tenanted units, and all other matter directly or indirectly related thereto.
- i) 'Common Area' shall mean any parts of the building outside tenants or collocating partners premises and no rentals are payable or have been paid to Community Building Facilities Management Committee (IPOG).
- j) 'CSC' shall mean when the building works are completed, the applicant and the Qualifies Person shall apply to the Commissioner of the Building Control for a Certificate of Statutory Completion (CSC).

The building can only be occupied when a CSC or TOP is granted. The application may be made directly to a CSC when all the requirements have been complied with. Otherwise, when only certain requisites are complied with, application for a TOP may be made first before finally complying with all requirements and obtaining CSC.

Typical CLP and Tenant Lease or Rental Arrangement at Heartbeat@Bedok



Section 2

Reference for Consultants

2.1 Tenant's Consultant(s) in Tenancy works

Tenants will be expected to engage consultants to do the necessary checks, design, and documentation and see the necessary permits and approval for the fitting out.

- a) Architect - Design and make a submission to the relevant parties and authorities for approval.
- b) Structural Engineer - Check and certify that the loading on the floor is within approved limits.
- c) M&E Consultant - Design and make a necessary alteration to electrical, mechanical and fire protection system and make a submission to relevant party and authorities for approval.

Heartbeat@Bedok Project Team

S/N	QP/Name	Name of Company	Contact Details
1	Architect/Michelle	Ong & Ong Pte Ltd	magat.rose.michelle@ong-ong.com
2	Civil & Structural/ Sherwin	KTP	Sherwin.sandoval@ktpworld.com
3	M&E/Cheng Wei Xian	Rankine & Hill	Cheng.wei.xian@rankine-hill.com
4	iFacilities Pte Ltd (Fire Protection System).	iFacilities Pte Ltd No. 3, Soon Lee Street #03-09, Singapore 627606 Tel: 6694 2328 Fax: 6686 2324 Co. Reg. No.201012243G	Tel: 6694 2328
5	LEW	Lim Yong Kok	HP : 9748 6698, Home : 6278 1218
6	Plumbing & Sanitary/ Mr. Sathiya	Markpoint	sathiya@markpoint.com.sg HP : 8163 0356
7	IBMS	Azbil Singapore Pte. Ltd	Jovin Ng Tel: 67785966 Ext 601 H.P: 91850881 Email: m.ng.r6@sg.azbil.com

All drawings plan to be purchased by tenants from Building Construction Authority (BCA) or FSSB. The Tenant shall bear all costs and expenses including the purchase of existing drawings incurred by its consultants and relevant authorities for the submissions.

2.1.1 Architect

a) Preparation for Plan Submission

- i) Check and prepare plans that comply with all relevant regulations.
- ii) Do submission procedure, format, forms, sheets size, title, etc.

b) Consultation for Submission

- i) Make changes, if any, to comply with a written direction or any comments from relevant authorities.
- ii) Attend meetings with relevant authorities.
- iii) Coordinate with other design team members.

c) Implementation

- i) Inspection during construction.
- ii) Arrange for TOP/CSC inspection on completion.
- iii) Submit “As-Built Drawings” to Heartbeat@Bedok.

2.1.2 Structural Engineer

The Engineer will do the following:

- a) Ensure no structural changes in the building and if necessary, to do, consult LL structural consultant.
- b) Calculate and check the load specifications of equipment to be installed and another loading is within the permitted floor loading.
- c) Prepare and endorse on the necessary documents/drawings on structural safety aspects.

2.1.3 Mechanical and Electrical Consultants

The M&E Engineer will do the followings:

a) Fire Protection

- i) Check and design sprinkler, any other detection, and firefighting system.
- ii) Prepare submission drawing o FSSB.
- iii) Inspect the installations.
- iv) Apply for and obtain FSC or temp fire permit from FSSB.
- v) Submit “As Built” drawing to Heartbeat@Bedok/MA.

b) Air-conditioning and Mechanical Ventilation

- i) Design the mechanical ventilation and air-conditioning system.
- ii) Prepares and make a submission to BCA and FSSB.
- iii) Inspect and test installation.
- iv) Apply for and obtain CSC clearance, if necessary.

c) Electrical

- i) Design the lighting and power circuit.
- ii) Inspect and test the installation by CLP/Tenant LEW and building LEW.
- iii) Assist on the application for opening of utility account.
- iv) Submit necessary documentation.

On a specialty leasing space, follow the stipulated guild lines by authority or agency and subject to IPOG approval.

2.2 Guidelines for Tenant’s Design Drawings

Types of Plan Submissions

2.2.1 Partitions, False Ceiling & Machinery/Equipment Layout Plan

Submission of the above plans shall include:

- a) Dimensions of the demised premises and rooms including room heights. Finishes to work, flooring, ceilings, etc. clearly indicated. Any differences in the floor to ceiling level must also be clearly indicated.
- b) The layout of the non-combustible partitions and false ceilings.
- c) Usage of all floor spaces and interstitial space above the ceiling.

- d) Partition/types of partition layout clearly indicated and also the types of materials to be used.
- e) The exact locations, descriptions, dimensions (length, width, and height) and operating weights of the machines and plant installations. Vibration and sound insulation details must also be shown.
- f) Dimensions and locations of any storage areas, storage racks, passageways, overhead cranes, washing facilities including water supply pipes, waste pipes, exhaust fans, work benches and means of escape in case of fire.
- g) Locations of exit lightings, exit, and directional signs. These signs must be provided in accordance with the relevant code of practices. State whether the signs are existing or proposed.
- h) Locations of fire extinguishers. These extinguishers with approved labels must be provided in accordance with the relevant code of practices. The types and ratings of the fire extinguishers should also be indicated. State whether the signs are existing or proposed.
- i) All new proposals should be coloured as follows:
 - Partitions/false ceiling/work benches – Brown
 - Fire extinguishers, exit, and directional signs – Red
 - Existing partitions and ceilings to be removed – Yellow dotted line
 - Machinery and plant installations - Blue
- j) Tenants should provide access panel on the ceiling in accordance with the Heartbeat@Bedok requirement. Access panels on ceiling shall not be less than 600mm x 600mm. The serviceable equipment should be within reachable distance.
- k) No protrusion into the common area is allowed. Door open to the common corridors shall not extend beyond the leased line.
- l) Tenants must certify as per the following Clause on the Machinery Plans, which shall also endorse by Tenants' structural engineer :-

"I ensure that every precaution has been taken to minimize the generation of noise and vibration from the machines. In the event of any complaint about noise and vibration pollution because of the installation of the machines, I shall undertake to immediately rectify the problem at my own expenses."

2.2.2 Air-conditioning and Mechanical Ventilation Plan

Air-conditioning and mechanical ventilation system should be designed to the prevailing Singapore Standards and Code of Practices:

- a) Layout and dimensions of all ducting and equipment to be installed and the general layout drawings for all M&E services on raised floorboards, ceiling and above the ceiling.
- b) Sectional elevations of all ducting and the equipment to be installed.
- c) Mounting and suspension details of all installations.
- d) The schedule of equipment outlining the cooling capacities, airflows, weights, and dimensions, etc.
- e) All drawings must be appropriately coloured and legend.
- f) All new and existing positions of air-conditioning, ducts, air-diffusers and return air outlets must be clearly and correctly located on the plans.
- g) Sufficient return air grilles must be provided for all partitioned rooms.
- h) Air-conditioning ducting and diffuser positions indicating air-conditioning requirements outside the normal operating hours where applicable to be clearly marked. Attach load calculation for installation of new and additional air-conditioning unit.

- i) A professional engineer registered with the Professional Engineers Board of Singapore (“Professional Engineer”) certified in the field of Mechanical & Electrical Engineering (“M&E”) must endorse plans submitted.

2.2.3 Plumbing & Sanitary Plans

- a) All new works and alterations to the existing plumbing and sanitary system shall be designed by a Professional Engineer and installed by a licensed plumber. The design and installation shall be in strict compliance with the relevant code of practices and/or regulations.
- b) Plans and sectional elevations of the plumbing works must be shown and appropriately coloured, dimensioned and legend.
- c) Additional sanitary and plumbing requirements to be clearly marked. When hacking through walls or floor slabs are required, these are to be highlighted and the route of the piping works etc. to be clearly marked. Elevation drawings are also required.

2.2.4 Electrical Installation Plans

- a) Each Tenant shall install and maintain its own distribution board in the demised premises, if not provided. The premises handover with the existing DB should be used within its rated capacity.
- b) The exact location of the distribution board shall be indicated in the plans and DB shall be at a location that is accessible for easy maintenance.
- c) Plan(s) showing single-line diagrams must be drawn by a licensed electrical contractor/engineer and shall be submitted for approval by IPOG or its representative like LEW. All proposed power and lighting circuits must be clearly shown.
- d) The exact positions of all new and existing lighting/power points shall clearly locate and indicated on the plans submitted.
- e) Tenants shall provide additional emergency lighting linked to their own DB. (*The emergency light provided at Heartbeat@Bedok in the common area is linked to the emergency source and supported by Gen-set in the event of power failure).
- f) Single line electrical drawings, cable routing, equipment layout and elevation plan drawings of switch board’s installations.
- g) Conduit pipe or approved cable tray/trunking shall be used for wiring inside tenant area.
- h) Electrical equipment and materials shall be of the approved type in accordance with Singapore Standards.
- i) Catalogs and Cut-outs of Light fixtures or sketches of custom light fittings at the appropriate place.

2.2.5 Fire Protection Plans

- a) The Building premises are protected by an automatic sprinkler system and smoke detector system designed in accordance with the requirements of the Fire Code. It is essential that Tenants comply with the Fire Code always.
- b) Tenant shall provide Fire dampers, fire doors and fire compartment etc. where applicable to comply with Fire Safety & Shelter Bureau (FSSB) requirements.
- c) Materials and finishes to comply with FSSB requirements.
- d) Single line and detail layout drawings for Fire Suppression System, if provided.
- e) The Fire Code stipulates the positions of the walls and partitions in relation to the sprinkler heads. As the demised premises have been provided with a basic number of sprinkler heads the costs for

additions and any alterations to the positions of such sprinkler heads will have to be borne by the tenants.

- f) Tenancy interior layout must be designed in such a manner so as not to obstruct existing fire-escape corridors and/or fire reels' cabinets.
- g) The mimic panel screen of Landlord should be updated with as build layout and tested. All related cost to be borne by Tenants.
- h) A plan duly endorsed and certified by Tenants' Professional Engineers (Mechanical) indicating the exact locations of all new and existing sprinkler heads or smoke detectors shall be submitted for the IPOG/Managing Agent prior to submission to the relevant government authorities. Positions of new or relocated sprinkler heads must be designed and installed by competent contractors engaged by tenants, and the installation thereof shall be in strict compliance with the relevant local code of practices. The certification by the above said professional engineers on the proposed plan shall be as follows:

"I, _____, hereby confirm and certify the addition/alteration to the existing automatic fire sprinkler and smoke detector installation will be designed in accordance with the accepted code of practice and upon completion of the work, I will inform the relevant government authorities to issue a Fire Safety Certificate."

2.2.6 Structural Plans

Where any works or any installation involves the structural integrity of the Building, the plans shall be endorsed by Tenants' Professional Engineer (Civil or Structural) stating:

"I, _____, hereby confirm and certify the addition/alteration to the existing automatic fire sprinkler and smoke detector installation will be designed in accordance with the accepted code of practice and upon completion of the work, I will inform the relevant government authorities to issue a Fire Safety Certificate."

2.2.7 ECO Guidelines

1. Certification

- i) Tenant's retail spaces to achieve and maintain the BCA Green Mark Platinum award for the base building, by abiding by the Tenancy agreement, Fit Out guides and the following subsections.

2. Management of Energy Use

- i) Lighting Power Budget to retail spaces/Supermarket shall not exceed 25 W/m² including ballast loss.
- ii) Lighting Power Budget to Food & Beverages (F&B) spaces shall not exceed 15 W/m² including ballast loss.
- iii) Lighting Power Budget to Enrichment Centres spaces shall not exceed 15 W/m² including ballast loss.
- iv) Lighting Power budget to Senior Care Centre spaces shall not exceed 15 W/m² including ballast loss.
- v) Lighting Power Budget to Child Care Centres spaces shall not exceed 15 W/m² including ballast loss.

- vi) Lighting Power Budget to Gymnasium spaces shall not exceed 15 W/m² including ballast loss.
- vii) Lights shall be Energy efficient and environmentally responsible, examples are LEDs, low power high-efficiency T5 fluorescent tubes, or Compact fluorescent. There shall be **no** incandescent, neon or halogen light fittings permitted.
- viii) For areas that require cooling beyond the normal operating hours of the central chilled water plant, dedicated supplementary cooling shall be installed subject to meet a minimum of NEA 4 or 5 ticks or if using VRV/VRF high COP >4 complete with temperature sensors and occupancy sensors to control energy usage. The system must be regularly serviced and maintained to ensure operational efficiency.
- ix) Installation of air-conditioning equipment must be NEA 4 or 5 ticks energy efficiency labeled or if using VRV/VRF with high COP >4

The efficiency of AHU/FCU of the following must be met :

- AHU/FCU (<4kW) : 0.17W/CMH or better
- AHU/FCU (>4kW) – Constant volume : 0.42W/CMH or better
- AHU/FCU (>4kW) – Variable volume : 0.58W/CMH or better

3. **Retail Management**

- i) Interior paints, varnishes, sealants and adhesives to be low VOC using natural and water-based products where possible.
- ii) Furnishing, furniture, and carpets to be SGLS or SGBC labeled containing recycled materials and be low VOC. The tenant must demonstrate the effort **to avoid** PVC based products, the use of rare or exotic timber and materials with a high embodied energy. Where possible the tenant shall commit to using rapidly renewable materials.
- iii) Using of water efficient fittings rated “Excellent” under the Water Efficiency Labelling Scheme (WELS).

	Shower Mixer	Basin Tap	Kitchen & Cleaners Sink	Toilets	Urinals
Flow Rate	≤5 l/min	≤2 l/min	≤4 l/min	≤3.5 l/full flush ≤2.5 l/reduced flush	≤0.5 l/flush
Control	N/A	7.5 seconds	Automated/ 17 actuate control	Dual flush	N/A

- iv) The tenant shall ensure that all work done within the Premises by the Tenant or its representatives shall be undertaken in accordance herewith.
- v) The tenant shall submit the Fitting Out Plans complete with but not limited to the Architectural and M&E plans with detailed energy consumption calculations to the Base Building M&E Consultant for review and approval before fitting out works begin. The base building M&E Consultant will furnish the report to the People’s Association for approval. The tenant shall bear all fees which are incurred by the Base Building’s M&E consultant for the review and approval of the fitting out plans and energy calculations.

- vi) The tenant agrees to recycle or reuse or cause its contractor to recycle or reuse as much as possible any waste created in the demolition of existing Leasehold Improvements or Alterations within the Premises so as to minimise the amount of waste ending in a landfill.

4. Energy Intensity & Usage

- i) The tenant agrees to efficiency metrics of electricity within its Premises for the following categories:
- Retail : 70 Watts per m²
 - Supermarket : 70 Watts per m²
 - F&B : 70 Watts per m²
 - Enrichment Centres : 28 Watts per m²
 - Gymnasium : 28 Watts per m²
 - Senior Care Centre : 21 Watts per m²
 - Childcare Centre : 21 Watts per m²
- ii) The tenant agrees that the Equipment Plug Load for non-saleable items such as the back of house computers, fans and decorative items shall not exceed the following Power Density of the following categories:
- Retail : 45 Watts per m²
 - F&B : 16 Watts per m²
 - Enrichment Centres : 16 Watts per m²
 - Gymnasium : 28 Watts per m²
 - Senior Care Centre : 11 Watts per m²
 - Childcare Centre : 11 Watts per m²

5. Water Usage

- i) Tenant to display signage for reporting of faults at water usage areas within its own premises.

6. Metering

- i) The tenant shall provide total energy metering as well as separate metering of premises lighting, IT rooms and general tenancy power usage (receptacle loads).
- ii) The tenant shall provide private water meters and submit weekly monitoring of premises' water usage.

7. Retail Equipment

- i) All equipment must be NEEA 4 or 5 tick energy efficiency labeled. Specialist equipment (with no label) is required to follow industry best practice guides in terms of energy efficiency (BCA GreenMark specialist criteria, Singapore Standards where available, or recognised international guidance such as CIBSE, ASHRAE, Carbon Trust, Energy Star or equal and approved).
- ii) All energy consuming computer equipment including displays are to be energy star enabled.

- iii) Kitchen exhaust must include an active grease capture separation system and comply with the maximum fan power of 0.17W/CMH (<kW) or 0.47 W/CMH (>4kW)

8. Retail fit out and renovations

- i) The tenant shall submit their proposed design to the Landlord for review and approval that it meets the required environmental performance. Any changes to the agreed tenant fit-out including equipment installed, that negatively effects the environmental performance of the retail unit shall revert back to the approved design at the tenant's cost.
- ii) The tenant shall submit the Fitting Out plans complete with but not limited to the Architectural and M&E plans with detailed energy consumption calculations to the Base Building M&E Consultant for review and approval before fitting out works begin. The base building M&E Consultant will furnish the report to the People's Association for approval. The tenant shall bear all fees which are incurred by the Base Building's M&E Consultant for the review and approval of the fitting out plans and energy calculations.
- iii) The tenant shall have regard to the Tenancy Guidelines in procuring furniture, fixtures, materials, supplies, and equipment to be brought into the Premises.
- iv) The tenant shall require the fit-out contractor to cause the construction waste be recycled or reused.

9. Retail fit out and renovations

- i) The tenant submits Organisational sustainability policy, CSR policy and implementation plan to include sustainable marketing and promotions, using recyclable collaterals and incorporating sustainable values in marketing strategies as well as participation in promotional activities such as Earth Hour, Green Building Day and Environment Day.
- ii) The tenant shall submit an operational manual detailing shop opening, daily running and shut down procedures that minimise energy consumption.
- iii) The tenant shall submit Waste management strategies and audits to identify areas of improvement in addition to an active reduction in packaging waste and the used packaging with recycled and recyclable content. This includes product packaging, carrier bags, takeaway food containers and gift wrapping.

10. Cleaning

- i) The tenant shall require that in any cleaning contracts granted directly by it, the cleaning contractor shall use cleaning certified in accordance with SEC Green label (SGLS) or SGBC Green Products or approved equivalent.
- ii) The tenant shall ensure that any cleaning contracts require the cleaning contractor to comply with elements of the Environmental Management Plan applicable to it. Particularly, any cleaning contracts let by the tenant in respect of specialised green facilities, such as waterless urinals, shall ensure the cleaning contractor properly understands and its trained on the maintenance of such specialised green facilities.
- iii) The tenant shall ensure Pest Control measures specify non-toxic, non-hazardous treatments to indoor and outdoor plants.

2.3 Submission Procedure and Requirements

2.3.1 General

Tenant will be responsible for the design of their premises. If subsequently found that the design violates the relevant authorities regulations, the design will be total responsibility of Tenant.

- a) 3 sets of drawings in A1 size and soft copy to Heartbeat@Bedok at least four weeks in advance and which two (2) shall be coloured to match proposed colour scheme.
- b) Tenants/Contractors shall await clearance from IPOG before proceeding with the works. All plans submitted to the Landlord or its representative will only be checked for compliance with the IPOG's or the Managing Agent's requirements. Approval by the Landlord or its representative does not constitute approval by the relevant government authorities.
- c) The tenant shall be responsible for securing all necessary written approvals from the relevant authorities and shall comply with the relevant acts, regulations and bye-laws and requirement stipulated by the authorities.
- d) Tenants must ensure that their plans are submitted to the relevant government authorities for clearance prior to the commencement of the fitting out work or project.
- e) All drawing dimensions shall be metric scale.
- f) All drawings are to be on the scale of 1/10, 1/20, 1/50 or 1/100.
- g) The size of the drawing paper shall be in A-series.
- h) The submission shall comprise the following:
 - 1. Key Plan
Showing the location of the demised premises.
 - 2. Preliminary Floor Plans
To adopt a scale of 1:100, indicating interior layout and all materials and finishes. All new works shall be coloured (in dark colour). All existing works proposed to be demolished or dismantled shall be shown in broken lines.
 - 3. Reflected Ceiling Plans
To adopt a scale of 1:100, indicating ceiling materials, various heights, location, and type of all existing and proposed light fitting, mechanical and electrical installations.
 - 4. Elevations and Sections
To adopt a scale of 1:100, showing concept, main entrance, front entrances including any graphics and signage. Indicate all materials, finishes, and method of fixing with all materials and finishes indicated.
 - 5. Typical interior sections (scale 1:100) with all materials and finishes indicated.
- i) Tenants must endorse all submitted drawings with the name, designation, contact number and signature of the person-in-charge together with the company for counter checking purposes.
- j) Drawings/Documents transmittal forms shall be attached when the drawings and documents are submitted.

2.3.2 Preliminary Design/Drawings

- a) The preliminary design /drawings must be submitted to Heartbeat@Bedok for conceptual approval.
- b) The preliminary design/drawings must include floor plan, elevation, and section and reflected ceiling plan, indicating distribution board location, a/c diffuser/grills, emergency light, emergency speaker and electrical capacity, etc.

2.3.3 Return of Preliminary Design/Drawings

- a) After IPOG review, the preliminary design/drawings comments shall be sent.
- b) The final design/working drawings must be done in accordance with the comments made by IPOG.

2.3.4 Submission and Return of Final Design/Working Drawings

- i) The final design/working drawings submitted would be returned to the tenant only after IPOG approval.
- ii) The tenant can commence work only after receiving IPOG approved design drawing.
- iii) The tenant must follow the approved version of the final design/working drawings.
- iv) No work shall be carried out unless BCA Building Plan clearance/approval and commencement permit/letter from the relevant authorities such as SSB, etc. have been obtained.
- v) It is the obligation of the tenant and its appointed QP to ensure all requisite approvals by the government or statutory authorities are obtained before commencing fitting-out works.
- vi) Upon receipt of the BCA and other authorities' approvals, the tenant shall notify IPOG the date of commencement of the works together with a work schedule at least 5 days before the work. Joint inspections by IPOG/Managing Agent and the tenants to establish the conditions of the site shall be conducted prior to the commencement and on completion of the work.
- vii) Tenants shall, before commencing of the works, accept the keys and inventory list as the prevailing condition of the unit leased. Tenants shall reinstate the unit to their original condition at their cost, fair wear and excepted, upon termination or expiry of the lease whichever is earlier and to the satisfaction of IPOG.

2.3.5 Submission and Return of Final Design/Working Drawings

On completion of any tenant's fitting out works or project, a complete set of plans showing the as-built and as-installed condition and recording the exact locations of all partitions, wiring, pipe, air-conditioning ducts, inlets and outlets, fire protection devices and all fittings and fixtures installed by tenants must be submitted to IPOG or the Managing Agent in three hard copies and 3 soft copies within two weeks upon completion.

Section 3

Reference for Contractors

3.1 Heartbeat@Bedok Rules and Regulations

3.1.1 General Conditions

- a) CLP/Tenants' contractors must abide by the standard rules and regulations and all other instructions issued from time to time by IPOG and the Managing Agent.
- b) CLP/Tenants shall be responsible for the activities of their contractors and workers.
- c) No work shall commence until approvals have been given by the relevant authorities and IPOG as well as the necessary permits are granted and deposit have been given.
- d) At all times, contractors shall ensure that their workers do not carry out works in a noisy or offensive manner, or in any way which may become an annoyance, nuisance, disturbance or inconvenience to another person within or outside of the building, nuisance, disturbance or inconvenience to other person within or outside of the building. They must also ensure that do not store any materials which may give rise to offensive smells.
- e) Contractor shall have a supervisor present at the site when any work is being carried out
- f) Accommodation on site for workers is strictly prohibited.

3.1.2 Working Hours for Fitting out works

- a) CLP/Tenants shall submit the application form (Form 01) before commencing any fitting-out/reinstatement/renovation/minor works and the like within their premises.
- b) Tenants shall carry out the works only during the following hours unless otherwise agreed to in writing by IPOG or the Managing Agents :-

Monday to Sunday : 0700hrs – 2230hrs

- c) Should tenant carries out the works beyond the stipulated hours, the tenants shall pay IPOG or its Managing Agent overtime charges for the staff to be stationed at the rates specified in the Schedule of Changes. Three (3) days notice must be given to IPOG by the tenant if the tenants wish to carry out the works beyond the hours specified and agreed to pay the charges as per Form 11.

Should tenant fails to pay the overtime charges, IPOG or its Managing Agent has the right to stop work.

- d) Noisy works such as hacking, drilling, and loud hammering shall be carried out during office hours from 0700hrs – 2230hrs on Monday to Friday and subject to building management decision.
- e) The tenant shall appoint a liaison person (in-charge) and emergency contact person whose name and contact numbers (i.e telephone & handphone no.) shall be given to IPOG and its Managing Agent for purpose of communication. The liaison person shall be responsible for coordinating the execution of the fitting-out/renovation/reinstatement works and shall observe all instructions given by IPOG or its Managing Agent from time-to-time.

3.1.3 Security Deposit

- a) CLP/Tenants or their main contractor on behalf of CLP/Tenant are required to place with the IPOG, security deposit of amount as follows,

1. \$2,000 for areas smaller than 200sqm
2. \$5,000 for areas >200 sqm and <1000 sqm
3. \$5.00 per sqm for area >1000 sqm, with rounding to the nearest thousands

Cheque should be made payable to “**Singapore Sports Council**”. The deposit or any amount remaining will be returned without any interest once the works are completed and relevant documents have been submitted to IPOG and its Managing Agent.

- b) IPOG shall be entitled to utilise the deposit to recover from the tenant any sum due to IPOG for the removal of any debris/waste or for the repair of any damage caused to the Landlord’s equipment/properties arising from the fitting-out/renovation/reinstatement works. If the total cost exceeds the deposit, the tenant shall pay the balance to IPOG within seven (7) days of Heartbeat@bedok notifying the tenant of the amount thereof.
- c) CLP/Tenant shall apply for the refund the deposit or its balance deposit using Form 16. The deposit or its balance will be returned only when IPOG is satisfied that submission of approved “As-built drawings” and rectification of all defect works noted during the hand-over inspection are done satisfactorily. IPOG reserves the right to use the deposit for any authorities’ submission/endorsements, professional certification that tenant has failed to do so.

3.1.4 Comprehensive Insurance

- a) Tenant or the contractor shall take up a comprehensive insurance for any liability in respect of any injury or death of a person and/or damage to property real or personal arising out of a during or caused by carrying out the works. The coverage shall be at least \$5000,000 or 125% of the total cost of the works, whichever is higher, in respect of any one accident and unlimited for anyone per period.
- b) Fire insurance or any other insurance policy that is deemed necessary by IPOG.

3.1.5 Indemnity

CLP/Tenant or main contractor on behalf of CLP/Tenant should sign the indemnity letter (form 05) to convert the direct or indirect loss or damage arising from work, negligence, failure to perform or delay in performing etc.

3.1.6 Public Liability Insurance and Industrial All Risk Policy

Public Liability Insurance to cover the legal liabilities to the public for any accidental death, injury and/or loss of or damage to property arising from your operations.

During the fit-out period is \$1,000,000 by CLP/Tenant representative.

During the normal business operations period is \$5,000,000 by CLP/Tenant.

3.1.7 Working Area Restriction

All fitting-out works must be confined within the tenant premises. At all time, no construction materials, tools, machine or equipment will be permitted to be kept on the passageway or common areas.

3.1.8 Working Area Restriction

The tenant shall apply for planning permission if the approved use of demised premises is different from the tenant's existing/original approved use, such deviation to be approved by the IPOG and the relevant authorities. All cost incurred shall be borne by the tenant.

3.1.9 Hoarding

During the construction period, temporary hoarding of approved standard and design shall be erected and maintained to keep out unintended entry into the workspace. There shall be adequate protection of the floor, ceilings, and walls along the passageways for the conveyance of the materials and machinery. Hoarding plan was drawn to a minimum scale of 1:50 to be submitted before installation.

3.1.10 Power Tools and Machinery

- a) tenant's contractor must use the temporary electricity supply as designated and get prior approval from Landlord or its Managing Agent. It is being reminded to use an approved and correct rating of the earth leakage circuit breaker.

When doing so, do bear in mind the following:

Apply to the Managing Office using form 21. A nominal fee consisting of Administration fee per application and Electricity charge for each power point or consumption in KWhr as set out in the schedule of charges is payable.

- b) Properly fused electrical plugs must be used.
- c) Where possible, welding and assembly works shall be done elsewhere and brought to the site for installation only.

3.1.11 Hacking and Wet Work

- a) No coring on the floor slab or walls is permitted.
- b) No hacking should be done without the approval of IPOG.
- c) All rough and wet works within the premises must be minimised and can only be carried out with the approval of IPOG or its Managing Agent.
- d) Tenant's contractor should not use hoses to bring water into tenant premises.

3.1.12 Dust and Dirt Prevention

- a) Operations which create excessive dust and smoke or produce hazardous condition should be avoided. Vacuum cleaners fitted with HEPA should be used. Additional measure to isolate smoke detection device should be in place before proceeding to such work,
- b) All supply and return air ducts within the tenant premises must be properly sealed off or fitted with filtration devices for the whole duration of the fitting-out works to prevent entry of dust and dirt into the central air-conditioning system.

3.2 Architectural and Structural Works

The tenant shall ensure that design and construction comply with Building Regulation.

- a) IPOG will not permit any major structural alterations to the building. Application for minor alteration may be considered by IPOG where special circumstances warrant; the merit of each case will be evaluated and decided at the absolute discretion of IPOG.
- b) Prior approval of IPOG or its Managing Agent must be obtained by the tenants on structural matters such as equipment loading, mounting of fixtures, fittings, and cable trays, coring/hacking of penetrations etc, on the building structure.
- c) Tenants shall highlight areas on the submission/drawings where heavy loading may occur resulting from equipment or the works and provide full information of the equipment concerned in order that the structural implications could be properly assessed and endorsed by IPOG's Structural Engineer. All endorsement fees shall be borne by the tenant,
- d) No structural part of the building will be allowed to be tampered with under any circumstances. Care must be exercised in hacking out the cement screed so that no damage is caused to the floor slab, columns, beams and structural part of the premises or common property. Additional structural loading must be certified by the tenant QP to the IPOG's consideration. Such works shall be reinstituted by the tenant upon expiry or early termination of the tenancy/license agreement.
- e) Installation of safe or machinery will not be allowed unless prior certification is obtained from Professional Structural Engineer.
- f) Any demolition or erection of brick wall must be check by a qualified person to the effect that the brick wall is a non-load bearing or the existing floor slab can withstand the additional load of the brick wall.
- g) Support for ceiling, piping, and ducts should not be taken from other services.
- h) Anchor or drill to ceiling structure shall not be more than 25mm deep. *Care shall take care to prevent false alarm activation by a smoke detector. In case of activation, the tenant is liable to pay IPOG the stipulated charges towards normalization.
- i) Brick and block work partitions will only be allowed in circumstances where security or fire rated enclosures are necessary. Approval will have to be sought and granted on the merit of each case.

For the erection of brick walls/masonry partition walls within the demised premises, the tenant shall state the deadweight, thickness, and height. As and when required by the authorities, the tenant shall engage a QP to check and certify such works. No hacking of the floor slab is allowed beyond the structural concrete cover.

- j) All wall, floor and ceiling finishes must be of the quality and standards that are consistent with the rest of the building and shall be fire resistant and shall comply with the building regulations.
- k) Height and construction of any raised platform over existing floor to be indicated and must comply with authorities' requirements.
- l) The main entrance door, service corridor door, and the external corridor wall shall not be altered/replaced unless approval from the IPOG management.
- m) Tenant's interior layout must be designed in such a manner so as not to obstruct the existing fire escape corridors, and/or fire hose reel cabinet.

- n) A detailed dimension of compartments/display counters/wall cabinets/enclosures and any other built-in fixtures must be indicated. Island fixtures and fitting shall not exceed 1.6m in height.
- o) Any works that damage or affect the existing waterproofing system, the tenant must reinstate the system. Once work is completed, the tenant shall submit the warranty to IPOG and its representative for the record.

3.2.1 Wall, Partitions, Ceilings, Acoustics and Flooring

a) Walls

1. Tenancy walls finished with plasterboard shall be painted, tied or wallpapered. Block work walls shall be rendered or plasterboard sheeted prior to painting or papering.
2. In standard plasterboard lined walls, the tenant shall install security mesh under the plasterboard and over the studs, equal to F51, to maintain security to their retail outlet.

b) Partition

1. Any building of internal partition must be specified clearly in the drawing plan.
2. Where the existing inter-tenancy partitions are made of double sandwich partition system, no wall cabinets/compartments/display counters may be erected and mounted on these partitions. Tenant shall ensure that the building of such any fixtures shall be supported by a frame that is floor or ceiling mounted.
3. Tenants shall use dry demountable wall partitions in their partitioning layout/works (except “wet trades” areas).
4. All partitions shall be constructed with the non-combustible material (e.g. Gypsum Board, Master Board, etc), shall not terminate at a position between mullions of windows panels.
5. False ceiling shall be constructed with non-combustible material and shall not be installed in a position or height blocking the flow of the return air.

c) Ceiling

It is the responsibility of the tenant to ensure that there is no breach for security purposes into their ceiling void from the building at all levels. It will be the tenant’s responsibility to check on site prior to installation that all voids are completely clear.

1. Where ceiling is provided, the tenant shall install a suspended ceiling within the premises by providing a set plastered ceiling to customer-facing areas as a minimum standard.
2. All ceilings are to be suspended from a proprietary system.
3. Ceiling access panels shall be a proprietary system, flush fitting with ceiling plane, provided with concealed hinges and budget key locks.
4. Access panels (600mm x 600mm) must be provided in the ceiling at points nominated by the Landlord for access to the Landlord's services such as water, gas fire sprinklers and air conditioning where applicable.
5. High ceilings are encouraged with dimensional design features such as the use of a creative ceiling system (e.g. linear baffles, set plasterboard, cove lighting, dropped soffits with concealed lighting).
6. Where no ceilings are used, as part of a specific design concept approved by IPOG, the following required :
 - a) All containment is to be boxed to the underside of the soffit. No loose cabling is permitted. All visible existing services are to be tidied by the tenant to the satisfaction of the Landlord.

- b) Rigid ductwork is to be installed except for final connections.
 - c) All structure, soffit, and services must be sprayed or painted out and may not be left unfinished.
 - d) The tenant must still provide set plasterboard feature ceiling elements within the open ceiling area. All performance-based fire rating ceiling is shall achieve 25% opening (in the form of perforations/openings) for the purpose of the engineering smoke control system.
- d) Acoustics (Applicable for noise created from music, singing, and dancing)
1. External/Internal Wall

Noise barrier drywall system – to be of minimum Sound Transmission Class (STC) 50 comprising multi-layers of 12mm thick gypsum board mounted onto 75mm thick C channel with 50mm thick 80kg/m³ rock wool infill. All boards to be staggered and gaps caulked with sealant.

All separation walls must be of height from floor slab ceiling slab.

Acoustic absorptive fabric all panels filled with acoustic absorptive batts and finished with acoustically transparent fabric mounted onto uPVC track system, Noise Reduction Class (NRC) 0.85.
 2. Ceiling

Suspended noise barrier system – made using 2 layers 16mm thick gypsum board with 50mm thick 80kg/m³ Rockwool infill.

Acoustic Ceiling Tile 20mm thick made using highly regard absorptive stone wool boards suspended with ceiling grid system. Acoustic ceiling board should achieve minimum NRC 0.85.
 3. Floor

Carpet with neoprene pads backing (e.g. Guardian underlay)
 4. Door/Window

Minimum 70mm thick solid core infill with 50mm thick 100kg/m³ Rockwool, timber acoustic door with noise locking seals at 3 side door jamb and automatic drop seals at door leaf. STC 40 to 45 (e.g. Zero : 470AA & 351AA)
- e) Floorings
1. In most cases (where it is practical) the tenant shall be provided with a set-down to the top of the structural floor, relative to the external surface. The tenant's floor is to finish on the inside face of the Premise's entrance doors. Under no circumstance is the shop floor finish to be visible when the Premises entrance doors are in the closed position. Tenant's floor finish must finish flush with the external floor; steps will not be approved at the entrance.
 2. The tenant is not permitted to remove the Landlords's installed concrete slab/concrete wall and column.
 3. Where flush entry is not practical, due to the nature of the site, the tenant is required to provide either ramp or stair access into the tenancy. Such ramp or stair shall be contained wholly within the tenancy. Access shall comply with the regulations set out by the Building and Construction Authority or any other Competent Authority for barrier-free-access.
 4. Internal floor covering should be of non-slip material. Vinyl or rubber will not be permitted.

5. Heartbeat@Bedok floor tiles are required to extend to all areas outside of the shop front or shop closure line where it does not follow the demise line. Tenant floor finishes may only extend past the shop closure line at Landlord's discretion and based on design merit.
6. For Supermarket area, the tenant shall continue with the floor finishes and design found in the common circulation outside their unit and extend these floor finishes with their internal circulation corridor up to three (3) metres of their lease line.
7. For food tenancies, they must be of a non-porous/waterproof finish.
8. Where required, the floor finish must be laid with falls to suit location of floor gulley's installed by the Landlord.
9. Where water is used for washing down food preparation areas or similar, the tenant must install a waterproof membrane between the concrete floor slab and the finished floor. The membrane will return a minimum of 300mm up the wall faces within the Premises and will contain all water discharges or used within the Premises so as not to affect or spill to the areas outside of the Premises, in particular to the adjoining tenancies. A 400mm high kerb shall be constructed in the wet areas adjacent to the partition wall for termination of tenant's waterproofing system.
10. Vinyl floor finishes, Rubber floor finishes, timber laminated flooring, non-vitrified floor tiles and carpet tiles will not be permitted in the front of house areas.
11. Back of house areas must have an applied floor finish; concrete will not be accepted.

3.3 Electrical Works

- a) Tenants shall submit electrical cable plans, single line diagram with Building Licenced Electrical Engineer's (LEW) for endorsements and IPOG for approval. The electrical work shall be carried out only by approved contractors (qualified LEWs) and within the premises rented. The endorsement fee by Heartbeat@Bedok Licensed electrical worker shall be borne by the tenant.
- b) The exact position of all new and existing lighting/power points shall be clearly located and indicated on the plans to be submitted.
- c) Tenants who modify the M&E facilities at the site shall be responsible for the maintenance and replacement of all facilities relating to M&E such as but not limited to the replacement of blown fluorescence tube, running of wire, fire protection system and other special M&E provisions.
- d) Tenants must modify the electrical load balancing when requested by Heartbeat@Bedok within 30 days of the notification.
- e) Any alteration or modification of electrical circuit within the premises up to the sub-distribution board must be approved by the LEW. All electrical tools and testing equipment must be calibrated. Proof of calibration must be shown to the Managing Agent before the commencement of works.
- f) Any modification shall be reinstated to its original condition at the end of the tenancy.
- g) No upgrading of electrical supply can be carried out unless detailed drawings are submitted by the applicant and approved by the LEW. Subject to availability, a non-refundable upgrading fee will be charged depending on the extent of additional electricity supply required by the applicant. Such upgrading works must be carried out by the approved licensed contractor. Tenant shall bear the cost of the electrical upgrading.
- h) The tenants shall ensure that the use power supply will not exceed the power supply allocated to their premises.
- i) No light fittings or other fixtures can be installed in the common passageway.

- j) All electrical installation shall comply with the guidelines spelled out in CP5 – the Code of Practice for Wiring of Electrical Equipment Building.
- k) Turning ON of electrical supply to the Tenant Switch Board should be performed by Heartbeat@Bedok LEW and the associated cost shall be borne by the tenants. All outgoings of the tenants SB/DB shall be turned ON by the tenant's LEW.
- l) Tenants shall open their own electrical account with SP services or other electricity providing companies serving their area and install such meters at their own expenses.
- m) Tenant's LEW must apply for Permit to Work (PTW) from the appointed LEW and Managing Agents (MA) prior to any commencement of any work.
- n) Lighting Fixtures.
 - i) The use of low energy recessed lighting and designer light fittings are encouraged. (Refer to Form E (A) for Eco Guidelines)
 - ii) It is recommended that the tenant use a lighting consultant or seek expert advice when selecting light fittings for merchandise display.
 - iii) Neon signage and lighting is not permitted.
 - iv) Track lighting in window displays is not permitted.
 - v) Fluorescent lighting in front of the house is not permitted.
 - vi) Flashing lights are not permitted.
- o) The tenant shall maintain the emergency lightings.

3.4 Fire Protection

- a) Any alteration or modification to the existing sprinklers within the tenant's premises shall not be allowed unless prior written approvals from IPOG should be obtained.
- b) The tenant shall engage QP to ensure that the alteration and addition to the Fire Protection System, if, any, will fully comply with regulations and codes of practice. The tenant shall also carry out all necessary authority submissions and to obtain all required certificates/clearance/permits from the relevant authorities.
- c) Positions of new or relocated sprinkler-heads must be designed and certified by QP engaged by the tenant.
- d) The plan shall indicate clearly the exact positions of all existing, relocated and new sprinkler-head in relation to walls and partition.
- e) The tenant shall carry out pressure test and submit the test results for the new sections of pipework prior to tie-in to the existing sprinkler system.
- f) There shall be no obstruction to fire escape corridors, fire hose cabinets, fire extinguishers, fire indication board, smoke detectors and call points. The travel distance to the fire escape exit(s) must comply strictly with fire code, regulations, and requirements.
- g) The partition must be designed in such a manner so as not to obstruct existing fire escape corridors and staircase exits.
- h) All emergency exits must not be blocked or sealed and the emergency escape routes must not be obstructed. The lockset for the emergency exit door shall be opened in the direction of existing travel from inside without using keys.

- i) Any fire extinguishers installed by the Landlord and its representatives shall not be removed/tampered with.
- j) The tenant shall bear the cost of any approved addition/ relocated and new sprinkler-heads beyond the original provisions and its maintenance.
- k) The tenant shall bear the cost of water drainage/isolation of fire protection system. Request for such works shall be submitted to MA at least 3 days in advance. Failure to give adequate notice may result in denial of such request and IPOG will not be responsible for any delays in the work schedule.
- l) The connected Fire Protection and Alarm System installation must be disarmed by Managing Agent/Term Contractor staff, during the work period. The tenant must take necessary precautionary measures throughout the works. The Fire Protection and Alarm System must be armed back at the end of each day. Security personnel at the security counter must be informed immediately when the Fire Protection System is disarmed and when the Fire Protection System cannot be armed at the end of the day due to whatever reasons.
- m) A fee of **\$500.00** per sprinkler control valve is payable to **“Heartbeat@Bedok”**, the cost for each occasion the sprinkler system is drained to facilitate the tenant’s works and additional fees for term contractor attendance. A fee of \$400.00 for hose reel system drain, if required.
- n) In the event of any accidental sprinkler head damage/burst or activation of the pre-action system which resulted in the charging in of sprinkler water unto the pre-action sprinkler system, a fee of \$1,000.00 is also payable by the tenant to **“Heartbeat@Bedok”**. In addition, the tenant shall bear all consequential damage costs due to an accidental sprinkler head or pipe burst at the cost of the water wasted.

3.5 Public Addressable System

The emergency public addressable system throughout the building’s common places are in place and it will be in action during fire alarm activation or in evacuation required. The tenants wish to connect the PA system with Landlord, shall notify officially and required fees for connection and disconnection is applicable and the fees determined by Landlord. The responsibility of maintenance or fault clearance of PA speaker or related wiring inside the tenant areas lies with tenants.

3.6 Air-conditioning and Mechanical Ventilation System

- a) Any alteration or modification to the existing air-conditioning ductwork within the tenants’ premises shall not be allowed unless prior written approval of IPOG is obtained. Works must be carried out by the approved contractor. No booster/extracting fans can be installed at the air-conditioning outlets to extract cool air from the central system. The main ducting along the common passageway shall not be tampered with in any circumstances.
- b) The return air path to the Air Handling Units at the ceiling level shall not be allowed to be sealed or to be impeded in any way. Tenants shall engage a QP to design for any alteration to the air-conditioning system to ensure the sufficient supply and return air are provided to the partitioned rooms.
- c) In circumstances where dust and dirt are likely to be generated from the works, the tenant shall ensure that air-conditioning inlet and return air-outlets are properly and securely covered with polythene sheets to prevent possible pollution and contamination of the air-conditioning supply.
- d) The partition layout shall not obstruct the existing air-conditioning system access way for servicing the purpose.
- e) When new air-conditioning branch ducts are added, dampers shall be provided for air balancing.
- f) Tenants shall ensure that air-balancing be carried out to the tenancy area upon completion of renovation works.

- g) Access panel shall be provided for easy access to mechanical/electrical equipment in the ceiling subject to approval by IPOG and its representatives.
- h) Tenants shall ensure that the site is clean before requesting the turn-on of air-conditioning supply. A joint inspection shall be carried out with the tenants' presence on the cleanliness. Tenant contractors are responsible to provide a secondary filter to cover the existing Air Handling Unit or Fan Coil Unit during the renovation works.
- i) All new duct openings are to be covered and sealed to prevent dust from entering if the works cannot be completed within the day.
- j) The tenant shall bear the cost of any approved addition/upgrade of mechanical works beyond the original provision and its maintenance.
- k) The room environment temperature and humidity should be designed such way that will not condense the wall or floors in the adjacent units. By use of suitable agreed level of thermal insulation should be placed to protect the building and other tenant's area. The source originator is responsible to fix the problem and responsible for damage claim thereafter if any.
- l) Tenant to engage BMS specialist (**Azbil Singapore Pte.Ltd**) for relocate/re-install the air-con thermostat and do testing and commissioning or necessary requirements.

3.7 Sanitary and Plumbing System

- a) The tenant shall engage Licensed Plumbers to ensure that the new plumbing and sanitary works within the tenant's premise, if any, will fully comply with regulations and codes of practice. The tenant shall also carry out all necessary authority submissions and to obtain all required certificates/clearances/permits.
- b) Forming of any core-holes to accommodate sanitary installation through any concrete wall or slab or beam shall be subjected to QP's endorsement and submitted by the Tenant's QP to IPOG and its Managing Agent for consideration and approval.
- c) Where conversion within the premises involve sanitary, washing & bathing facilities, the tenant shall bear the cost of waterproofing that slab and all associated structure, including pipes penetration.
- d) The tenant shall bear the cost of plumbing and sanitation if any additional work involves.

3.8 Kitchen Exhaust and Grease Trap system (Applicable in the preparation of Food)

- a) Where applicable, the tenant shall enclose the kitchen area and ensure that all smell is kept with the demised premises.
- b) The tenant shall install the appropriate exhaust filter and hood required and approved by the relevant authorities to cover the entire heating area and use utensils with covers for heating.
- c) The fire rating to the kitchen exhaust ducts must be provided should the tenant extend the kitchen ducts.
- d) If the tenant has a kitchen exhaust or exhausts the Premises, the tenant must install Kitchen Exhaust Cleaning System in the kitchen exhaust hood and duct system. The Cleaning System must be installed in compliance with the latest Code of Practice on Environmental Health.
- e) The tenant must:
 - i) Provide wet chemical suppression system for all kitchens with open flame cooking, unless fire compartment or induction cooking is provided.
 - ii) Maintain all kitchen exhaust hoods, filters and other components in good and tenable repair exhaust hoods, filters and other components in good and tenable repair and in compliance to industry standards and any requirement of any authority;

- iii) Appoint an exhaust cleaning Contractor approved by IPOG and its representatives to thoroughly clean and degrease all kitchen exhaust (including hoods, filters, ducts and other components) at least once a month or as otherwise required and submit a copy of each service report to IPOG and its representative,
- f) If necessary, the tenant shall install an appropriate portable grease interceptor required by the Landlord and its representatives and approved by the relevant authorities at every basin and engage National Environment Agency (NEA) approved specialist to dispose the oil from it.
- g) Where applicable, the tenant shall submit the maintenance schedule and receipts of monthly maintenance contract of the system for IPOG and its representatives' record.

3.9 Usage of Common Facilities

Service/Cargo Lift

- a) The usage of the service/cargo lift will be subject to availability. Prior notice of minimum three (3) working days shall be given for the use of bulky delivery.
- b) The delivery route shall be protected to prevent floor damage and no heavy machinery shall be used.
- c) The contractor is only to access to their approved floor of work. If the Contractor or her workers are caught loitering in another area, they will be asked to leave and barred from entering the building.
- d) Clearance of bulk waste created while unwrap, dismantle or unpacking materials by tenant themselves.

Toilet Facility

- a) The contractors and their workmen use the toilet facility in a proper manner. They shall not use the toilet for washing tools and equipment or bathing. Otherwise, the contractor will be asked to leave and barred from working in the building.
- b) Cost of repair to any choke or damage in the toilet which was assigned to the contractor use will be charged to the contractor or deducted from the security deposit.

3.10 Tenants'/Contractors' Responsibility

It shall be the responsibility of the tenant or her contractors to comply with the following:

- a) Submit Contractors Registration Form and apply Permit to Work (PTW) to carry out fit-out, prior to the commencement of the works.
- b) Appoint and ensure that on each working day, competent supervisors are continuously in charge of the works.
- c) Obtain passes and clearance for the entry of their workmen and/or delivery of materials into Heartbeat@Bedok premises.
- d) Produce the valid NRIC/Work Permits (original/photocopy) of their foreign workers each time they report to the building, for the works.
- e) Remove all surplus materials and debris from the site in a proper manner by a licensed waste disposal company engaged by. At all time, no materials or debris are to be left in the common area. No material from the construction work shall be thrown in the bin centre. If found to be doing so, IPOG/MA shall pass the cost of removal by her term contractor to the tenant, which may be deducted from the security deposit.
- f) Reinstate immediately all fire stop and fire pillow at the end of the working day.

- g) Inform Managing Agent to isolate the fire alarm zoning on any work carried out at above ceiling, under the raised floor and any other works which create dust to affect the smoke detector which may trigger the fire alarm.
- h) Shall not do spraying, painting or hot work at the Site unless otherwise agreed to in writing by IPOG.
- i) Not to cause obstruction to or endanger other users when carrying out the works.
- j) Comply with the Workplace Safety and Health Act and its subsidiary legislation. Tenant/Contractors shall give a copy of MOM incident report to IPOG.
- k) Observe and comply with any requirement that IPOG may reasonably give from time to time.

3.11 Reinstatement Scope

1. Electrical

- a) **DB**
To shift DB to original location if the DB has been relocated previously.
Note : DB relocation works to be carried out by building's nominated contractor or as agreed by IPOG.
- b) **Emergency Light, Emergency Speaker, Smoke Detector**
- Tenant must engage building's nominated contractor to reinstate the items.
Rate (subject to GST)
Emergency Light \$60.00 per number
Emergency Speaker \$60.00 per number
Smoke Detector \$150.00 per number
Note : Tenant does not dismantle the above.
- c) **Tenant's light fittings, wiring, power points, etc.**
- Tenant's to remove all light fittings, power points, etc installed.
- All wiring, including the outgoing wiring from the DB, conduit, etc, must also be removed by the tenant.

2. Sprinklers

- Tenant to liaise directly with the building's sprinkler contractor, regarding the sprinkler reinstatement work.
- This work is applicable to tenants who have previously relocated their sprinkler points or added new sprinklers.
- A fee of \$500.00 per sprinkler control valve is payable to "Heartbeat@Bedok", the cost for each occasion the sprinkler system is drained to facilitate the tenant's works and additional fees for term contractor attendance. A fee of \$400.00 for hose reel system drain, if required.
- The cost for the sprinkler reinstatement works will be borne by the tenant.
- Note** : Please remove and keep all sprinkler concealed covers before removing false ceiling.

3. Telephone

- Tenant to remove all out-going lines from the termination box.
- Note** : Please retain cover of the termination box.

4. Air-Conditioning

a) Air-con duct and diffusers

- Original air-con duct and diffusers to remain. However, if any of the original air-con diffusers was removed by the tenant previously, it shall be replaced according to the drawing given while tenant moves in.
- All additional ducting and diffusers to be removed by tenants. Holes (if any) on the main duct to be insulated and patch up.

Note : Original diffusers as found in the drawings given by Landlord.

b) Smoke extract and exhaust air grille (with frame)

- To remain. However, if any of the original air grilles were removed by the tenant previously, it shall be replaced according to the drawing given.
- Damaged air grille (if any) to be replaced.

-Tenant to engage BMS specialist (Azbil Singapore Pte Ltd) for testing and commissioning upon reinstated air-con thermostat or necessary requirements.

5. False Ceiling

- To be removed by the tenant, inclusive of all supporting hangers and ceiling frame.

6. Partitions

- All partitions set up by tenant should be removed.

7. Wall

- Wall has to be bear with holes touched up, complete with a coat of white paint.

8. Floor

- All floor finishes within the lease line to be removed and floor screed to be hacked to minus 50mm (-50mm) below the finished floor level.
- The stainless steel floor divider between corridor and tenant's area to be retained.
To provide protection to common corridor floor tile.

Note : The hacking of floor before removing the false ceiling/ceiling.

9. Shop Front

- All shop front glass panel, doors, and roller shutter should be removed by the tenant if installed additionally.

10. Signage

- To be removed.

11. Column

- All decoration on the column to be removed, if any.

12. SP/PUB Meter

- To terminate the power supply on the last day of the lease, upon completion of reinstatement works.

13. Dust control and cleaning

- The contractor is responsible to ensure that all dust generated from reinstatement work is kept under control within the unit premises.
- If the contractor fails to control the pollution and causes the common corridor to be dusty and unclean, building management will engage its cleaning contractor to clean up the area and deduct the cleaning fee from the contractor's deposit. Cleaning fee will be charged based on the situation.

14. Reinstatement Deposit

- The contractor is required to pay a reinstatement work deposit of \$2000.00 to Sports-Sg/MA before the commencement of works.
- The deposit will be refunded without interest subject to satisfactory completion work. Any outstanding due will be deducted from the deposit.

Note :

1. All reinstatement work shall be arranged by the tenant, unless otherwise stated.
2. All cost shall be borne by the tenant unless otherwise stated.
3. All noisy works and shifting out from the unit shall be carried out after 10:30 PM or before 06:30 AM.
4. Tenant must submit the work schedule and name list to building management, one week before carrying out the reinstatement works.

15. Insurance

- Contractor must purchase a contractor all risks insurance policy for the reinstatement works and submit to Sports-sg/MA before commencement of work.
- The policy shall include CBFMC and tenant and the contractor as joint insure parties
- The limit of public liability is \$2 millions.

16. HOARDING

1. A full height gypsum board hoarding complete with white paint or white polykem finish hoarding.
2. The hoarding is to set within/at 600mm outside the lease line.
3. The hoarding installation works can only be carried during the operation hours of Heartbeat@Bedok , that is from 8:00 AM to 10:00 PM.

Note: No noisy works is allowed after 10pm.

4. The hoarding to remain after the completion of reinstatement works unless otherwise stated or agreed by IPOG/MA.

If the temporary hoarding is not installed according to out above requirement, IPOG/MA reserve the right to re-install a new hoarding and all costs to be borne by the tenant.

Section 4

House Rules

4. House Rules

4.1 Shop Front

a) Fixed Glass Shop Front

The CLP/Tenants shall ensure visibility into demised premises.

b) Open Shop Front

The CLP/Tenants shall not place any merchandise, fixtures or fitting pen shop Front.

4.2 Shop Front Details

- a) All signboard front elements must be securely fixed back to building structure via bracing or support systems unless items are self-supporting, adequate vertical deflection must be allowed for within design of the shop front elements including sliding door tracks and swing doors etc. QP/PE endorsement is required for such works.
- b) Screens with moving or flashing images forming the shop front, or within 1.5m of the shop front, will not be permitted. This includes light boxes, plasma TVs, vinyl, ticketing or any other advertising material.
- c) Shop front elements shall be constructed from frameless glass or framed chrome or stainless-steel sections and glass. For any other materials which are considered as part of the tenant's thematic concept for the shop shall be submitted to IPOG for prior approval and its representatives.
- d) Shop fronts shall NOT have unfinished surfaces such as blockwork, common brickwork, cement render, off form concrete or the like as a surface abutting the public space.
- e) The level of the finished floor within the shop or tenancy space shall be flush with that of the common walkway floor at the shop front line. Any ramping required shall be within the tenant's premises at the tenant's expense.
- f) Only clear silicone is to be used on glazing and their associated channels and framework.
- g) All swing doors must be capable of being locked in open position during trading hours, glazed doors must be tempered laminated glass. Swing doors shall open inwards into the shop space. Sliding doors, when parked in the open position, shall be unobtrusive and shall appear as part of the shop front. Transoms, kick plates and push plates are to be avoided.
- h) All operating mechanisms including door handles & hardware shall comply with building regulations and Singapore Codes of Practice and requirements for ambulant people.
- i) If the tenant installs closures within their window displays (adjacent to either side of the shop front doors), these are to be installed behind the display line so that the displays are still visible when the Premises is locked.
- j) When required, the tenant must make allowance to integrate the Landlord's fire hose reels into the design of the shop front to the satisfaction of the Landlord and its representatives. The internal access panel needs to be incorporated into the initial design concept.
- k) Firefighting equipment with visible signage located close to the entrance is to be integrated into the overall design whilst remaining accessible with a chrome or stainless steel mirror finish preferred.
- l) All tenants' security systems must be installed behind the door line and subject to IPOG approval. Where possible, sensors are to utilise new technology allowing them to be fully concealed.
- m) The tenant is not to fix to or alter the Landlord's bulkhead, ceilings or services and shall not affect the operation of any of the Landlord's works including, but not limited to the CC's services, those located within or adjacent to the shop front bulkhead.
- n) Shopping basket/trolley pick up points are to be incorporated into the overall design.

- o) Security barriers are to be part of the overall design. They must also be located entirely within the premises.
- p) Premises which have exposure on the outside face of the building shall not display the corporate logo and advertising display.
- q) Prohibited Display

Prohibited Elements where IPOG **will not approve** the following items for use in shop fronts or interiors:

1. Site applied paint finish to bulkhead or shop front.
2. Screw snap cups or pop rivets on shop front or soffit of the bulkhead, unless part of a Design Theme.
3. Implanted materials such as imitation bricks or wood grain laminates.
4. Surface mounted or exposed light fittings including fluorescent tube lighting with or without diffuser panels.
5. Exposed fittings
6. Non-durable or absorbent finishes which may be subject to damage during the cleaning process.
7. Painted face to shop front signage
8. Exposed or unturned painted block work walls
9. Pegboard type display systems
10. Uncoordinated signs and other attractive graphics displays
11. Exposed services such conduits, wiring, and plumbing pipework. Service wiring under carpet unless fully checked into the floor.
12. Sandwich boards, 'A' frames, flags, banners, pendants, metal mesh poster grids or similar promotional material hung, temporarily or permanently on the outside of the lease line or on the outside of the shop front.
13. Manufacturer's decals, transfers, handwritten posters, sale stickers and the like adhered to, or hung from any shop front, glazing or shop front surrounds.

r) Shop Front Merchandising and Display

- a) Tenant shall ensure professionally merchant
 1. The tenant shall submit for approval a merchandising plan clearly identifying the method of display for windows and floor fixtures.
 2. Merchandising and display are to be kept within the confines of the premises and are not to be placed beyond the shop front closure line.
 3. Display units are to be integrated into the overall design concept; Trestle tables, cardboard display stands and any other form of temporary display unit shall not be permitted.
 4. There must be a transparency into the shop from the shop front allowing views into the unit.
 5. Screens with moving or flashing images forming the shop front, or within 1.5m of the shop front, will not be permitted. This includes light boxes, plasma TVs, vinyl, ticketing or any other advertising material.
 6. Fixtures, temporary promotional displays and perimeter systems within the Premises are not to be located closer than 1.5m from the shop front demarcation line.

s) Shop Front Merchandising and Display

- 1) The tenant's shop front is a very prominent element and should be attractive, blending with the surrounding colors, design, and form. The retail outlet must be pleasant to look at when both open and closed.
- 2) The following criteria provide the basic requirements for shop front signage:
 - i) The content of the tenant's sign is to be limited to the tenant's logo and trading name. Information, directory or sub-branding/web address will only be permitted internally. The tenant must not include any specification of merchandise offered for sale.
 - ii) The heights of all letters are to be in proportion to the overall shop front design and agreed by the Landlord and its representatives.
 - iii) Only one main sign will be permitted on the tenant's shop front.
 - iv) Neon signs are not permitted.
 - v) No advertising placards, banners, pendants or signs, other than those specifically approved by the Landlord, are to be affixed upon any portion of the exterior of the shop front.
 - vi) Illuminated sign boxes are not permitted.
 - vii) Vacuum formed signs are not permitted.
 - viii) Full-width fascia signs are not permitted.
 - ix) Vinyl signage is not permitted.
 - x) Projecting signs or 'bus-stop' type signs are not permitted.
 - xi) Animated, moving or rotating signs flashing or audible signs are not permitted.
 - xii) Signage is not to have exposed fixings, screws or rivets.
 - xiii) The light fittings for the signage must be tapped from the Tenant's Distribution Board and must be lighted throughout the operational hours.
 - xiv) Tenants are to ensure that the light tube(s) are in proper working condition.
 - xv) Shop front signage and display showcases must be fitted with a timer and switched on at least 30 minutes before and switch off after the business hours.
 - xvi) Tenants using any form of glass for their shop front shall ensure that it must be 12mm thick Tempered Glass with Ultra Safety & Security Film and 'U' Channel for full height glass at showcase has to be fully concealed.

4.3 Signage

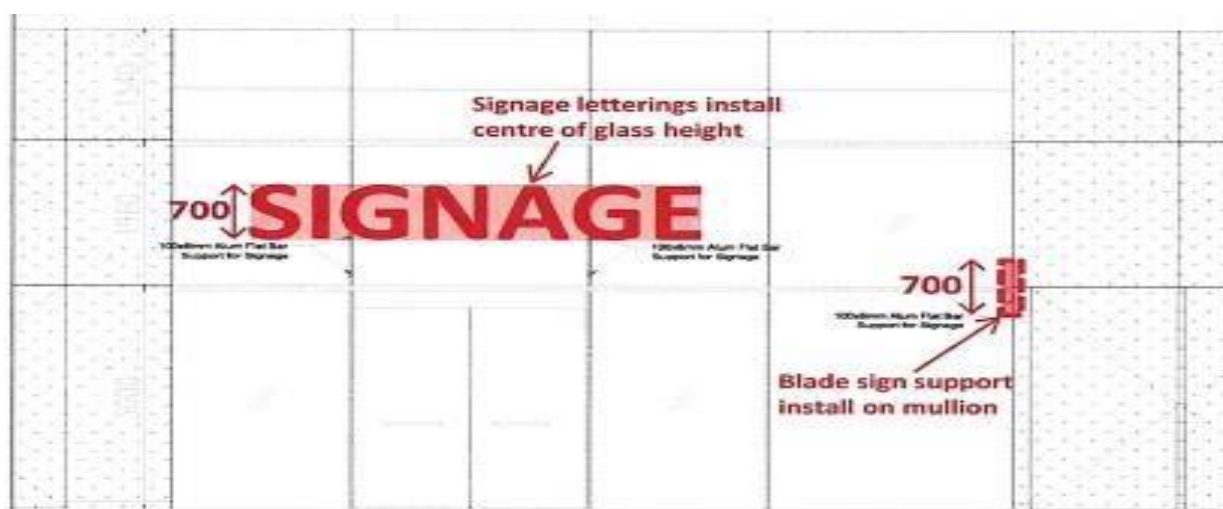
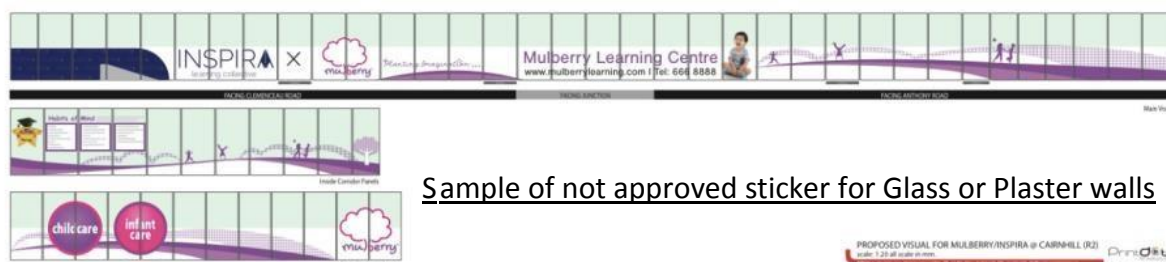
Tenants shall not display any signboard, banner or sign of any kind or nature whatsoever in the building except the signboard indicating the tenants' names and approved locations by IPOG.

The signage shall be well designed and constructed of good quality material and workmanship.

- i) Location and details (including mounting details) of all signage/signboards, logos, and lettering are to be approved by the Landlord and its representatives.
- ii) Tenant shall at his own costs/expenses obtain written approvals from the relevant competent authorities and its renewal.

4.3a Signage

- i) 1 no. Horizontal signage – Total length is limited to 50% of the shop front width and height shall not exceed 700mm height.
- ii) 1 no. Logo – Height shall not exceed 700mm height.
- iii) Signage and logo should be designed with internal illumination effects and look presentable in both day and night.
- iv) All display and branding illumination in this zone are required to be set on timer mode operating from 06:30 PM to 07:00 AM, or as stipulated in the Tenancy Agreement.
- v) Sticker application on glazing and curtain behind glazing are prohibited items for internal and external shop fronts.



4.4 Cleaning Service

- a) Heartbeat@Bedok shall provide cleaning service to all common areas such as toilets, staircases, common corridors and areas.
- b) If tenant requires services over and above the aforesaid, the tenant may engage their own cleaning contractor to do so. At their sole discretion, the tenant may arrange with Heartbeat@Bedok's term contractor for the service. In doing so, it shall be a private arrangement between the tenant and the term contractor for which IPOG should not be involved in anyway or whatsoever.
- c) All bulky waste, industrial waste, and hazardous waste shall be disposed of by the tenants' own contractor. They shall not be brought to the bin centre. IPOG may remove any material or rubbish that is causing obstruction, hindrance or is unsightly and the cost thereof shall be borne by the tenant.

4.5 DO's and DON'Ts

Tenants **SHALL NOT:**

- 1) Install any television antenna at the balcony, the common corridor, and any other parts of their units/premises without the prior written consent of IPOG or its Managing Agent.
- 2) Permit anything to be done or store any material that is of fire or safety or health hazard.
- 3) Leave any article or thing belonging to them or discarded them in any part of the staircases, common corridor, toilets, pantries or common areas.
- 4) Use the corridors, lobbies or any other common areas of the building for private functions without the prior written approval of IPOG.
- 5) Allow any washing, clothing or other articles to be hung within the tenanted areas as well as from the windows balconies.
- 6) Put up any signboards, advertisements, notices and/or other letterings on any part of the building without the prior written consent of IPOG.
- 7) Run cables (telecommunication and power cables included) outside their rented premises. Running of cables between units by tenants is strictly prohibited.
- 8) Draw or divert any gas, electricity, water or other utilities unless they are supplied through separate meters installed with written concern from IPOG and relevant authorities, where applicable.
- 9) Use forklift unless prior written consent is obtained from Heartbeat@Bedok.
- 10) Use the extinguishing equipment other than firefighting.
- 11) Litter or permit any littering in the common property.

Tenants **SHALL:**

- 1) To Permit IPOG and its Managing Agent at all reasonable times and on reasonable notice being given (except in the case of emergency) to enter their units for :
 - i) Inspecting their unit
 - ii) Maintaining and repairing the engagement of any other units or the common areas
 - iii) Executing any work or doing any act reasonably necessary for or in the connection with the performance of its duties or the enforcement of these rules and regulations affecting the building
- 2) Cause their employees to wear their passes always when they are in the building premises
- 3) Use and enjoy the common property such as toilets in such a manner as not to interfere unreasonably with the use and enjoyment thereof by other tenants.
- 4) Use the passenger lift for transporting of passengers only.
- 5) Use only the service lift for bulky or heavy items and if special needs to use other lifts, need to request in advance and lift protection should be in place always. Any damage caused by the user will be responsible for the repair or replacement cost.
- 6) Notify IPOG any defects of the common property which they are aware, happened before.
- 7) Abide by and comply with all the Rules and Regulations and any other rules imposed by IPOG from time to time.

Section 5

Schedule of Charges

Rates, Fees, Charges and Goods, and Services Tax (GST)

All rates, charges, fees and sums payable published by IPOG are subject to revision and prevailing Goods and Services Tax (GST). For services or supplies that involve external parties such as utilities, chilled water etc. Tenants shall pay any fee, charge or sum that such service provider or supplier may impose or levy in the provision of such service or supply including but not limited to connection fees, turn-on fees, standby personnel or manpower charges. The following are some prevailing charges :

- | | |
|---|---|
| 1. Heartbeat@Bedok's LEW attendance fee | : Subject to prevailing Term Contract |
| 2. Replacement Charge for Security Pass Card
(lodge police report) | : \$80.00 per card |
| 3. Overtime Charge for IPOG or Managing Agent Staff | : (as per MA Contractual schedule rate) |
| 4. Temporary Electrical Supply | |
| 4.1 Administrative Charges | : \$25.00 per application |
| 4.2 Electricity charge for each power point
will be based on usage as follow : | |
| a) 13A Switch Socket Outlet | : \$11.00 per number per day |

The usage of 13A switch socket outlet is subject to availability. Accordingly, the Landlord may at its discretion allocate to the tenant switch socket outlets drawn from other parts or levels within the building. The Landlord's decision on charges shall be final.

For electricity usage above 13A single phase, tenants shall be required to install a private KWH meter, to be approved by the Landlord in a separate and secured compartment. The tenants shall install the private DB after installation of the private meter.

The DB shall be equipped with protection devices to avoid overloading and earth leakage.

LEW endorsed single line diagrams of the private DB shall be submitted to IPOG or its Managing Agent. If necessary to get approval from the building LEW, the endorsement charges shall be borne by the tenant.

Section 6

Fire Safety

6. Shop Front Details

6.1 Guidelines Concerning Fire Safety

The Landlord recognizes the importance of fire safety and would like to seek full cooperation from all tenants in making the building a safer place to work in. Protection and prevention are the best defence against costly fire damage as well as disruptions to businesses. Tenants are to take note of the following statutory guidelines to safeguard their premises and to ensure that their operations are fire-safe:

1. CLP/Tenants are to equip their premises with appropriate fire-fighting equipment/extinguishing systems and ensure it was maintained at the required periodical interval.

2. Tenants are to ensure that all fire alarm, air-conditioning systems, ventilation systems, exit lighting, signs, emergency lighting and other electrical wiring equipment and installations are serviced and maintained regularly so that they are kept in good working condition.

6.2 Fire Alarm and Extinguisher Systems

If existing fire alarm and extinguisher systems in the premises are unsuitable or inadequate for tenant's activities, the tenant may carry out the necessary modification works with the prior written consent of IPOG. These works include but not limited to:

- a) Addition, replacement or removal of wirings, piping, fittings, and sprinkler heads.
- b) Connections of detectors/speakers/intercom and fixtures to the Landlord's common fire alarm system and extinguisher system.

6.3 Emergency Lightings

Under the Fire Safety Act, all emergency exits should be kept unlocked with emergency lighting and exit signs to passageways to guide occupants out of the premises. Tenants shall maintain the emergency lights and exit signs within their tenanted space to ensure they are in working condition.

6.4 Heat/Smoke Detectors & Sprinkler System

For premises with additional false ceilings, tenants are advised to:

- a) Lower the heat/smoke detectors or install an additional layer of heat/smoke detectors below the false ceiling.
- b) Install an additional layer of sprinkler by connecting to the main distribution pipe as indicated in the approved drawing.

6.5 Emergency Lightings

At all time, tenants shall keep the passageway and exit doors free from obstruction, which will become a hindrance during an emergency.

6.6 Storage of Flammable Liquids and Gases

Portable petroleum or gas cylinders are highly flammable and they should not be stored in the building. If tenants are to use or store them in their premises, it will require a prior written consent of IPOG and shall comply with the Fire Safety Act and such other requirements governing the handling and storage of such items. The quantity to be declared to Fire Safety Manager and the flammable license should be obtained by the tenant and specify in Emergency Response Plan (ERP).

6.7 Building Fire Safety Inspection and Drill

- a) Tenants are requested to carry out a joint fire safety inspection with Heartbeat@Bedok or its Managing Agent after the occupation of the premises from time to time.
- b) Tenants are required to take part in the fire drill organised by IPOG or its Managing Agent as required.
- c) Tenants shall appoint a Fire Warden each and participate as a member of the Fire Safety Committee.
- d) Each tenant should contribute CERT members to the building CERT with appropriate training.

6.8 Smoking Area

No smoking is allowed within the whole building premises and the offenders will be barred from entering the building.

Section 7

Environmental

Guidelines concerning Pollution and Environment

Pollution of any form is disruptive and damaging to any business and detrimental to the property and affect the health of occupants. Tenants should take all reasonable steps to ensure that activities are compatible with their neighbours, not cause inconvenience to others and will not pollute the environment.

Tenants shall be responsible legislation, standards, and code of practices at their own cost.

7.1 Storage of Hazardous Materials

Tenants shall not store any hazardous materials beyond the limit licensed by authorities. Tenants shall also have in place emergency response plan, equipment (such as chemical spill kit) and trained personnel to deal with spillage or accident.

7.2 Storage of Hazardous Materials

Tenants shall be responsible for their own safe and proper disposal of hazardous waste, bulky waste, construction waste and production waste. If open top skid is required, the tenant shall first seek approval from the Landlord for the placement of such dump master/skid and charges are applicable on per day basis.

In the event where the tenant is permitted to discharge any wastewater into the building waste pipe system, CLP/tenant shall be responsible to carry out regular checks and maintenance to ensure that the integrity of the system is maintained always and not exceed the limits imposed by authorities. Tenant is also required to install their own self-contained sampling sumps with necessary PH monitoring within their units before discharging into the central floor waste.

Tenants shall ensure that oil/chemical waste from their premises is not discharged into drains and sewer lines. It should be channeled to kitchen pipe. The kitchen waste pipe floor trap will accompany with a strainer and all sediments to be filtered. All organic/food waste to be disposed of at designated locations meant for it. The bin centre general waste collection has been arranged daily and tenants are advised to clear the waste before the waste collector vehicle arrival time.

7.3 General Sanitary Discharge

Tenants shall ensure discharging of wastewater shall not cause condensation or any problem to building's sanitary system that may affect other tenants.

7.4 Recycling Program

Recycling bins will be provided certain locations around the building for the collection of paper, plastic, and metal. This may be extended to the tenant's premise if they wish to. The tenant should encourage their cleaners to segregate and transport the recyclable waste to the bin centre on periodically.

The appointed waste collection company will collect and bag the recyclable waste and transport it to the holding area at the bin centre or another area to quantify the waste.

Tenants are encouraged to participate in our 3R's program *(Reduce, Recycle and Reuse).

Section 8

Security

8. Security

8.1 Access to Heartbeat@Bedok at CLP/Tenants' Premises

- a) CLP/Tenants are advised to wear and display their company's pass prominently when in the building premises.

- b) Tenants' employees have access to tenants' premises or place where tenants' equipment/systems are housed. While in the building, the employees shall display their Staff Pass Cards prominently to cooperate and comply with Heartbeat@Bedok's Security Officer always.
- c) Tenants shall use authorization form 01 and submit it at least three (3) working days before to Heartbeat@Bedok for tenant's contractor to carry out the works in Heartbeat@Bedok on an ad-hoc basis. This is to facilitate security clearance, approval will be by the Managing Agent team and security team for them to enter the building.
- d) Contractor(s) exchange the Contractor Pass or register at the Fire Command Centre (FCC) and specify the responsible person and the reasons for the visit.
- e) All contractors or vendors to the building must be accompanied by the tenant. No visitor shall be allowed into the building during Silent Hour without prior written notice given to Heartbeat@Bedok and Security officer have right to deny their entry.
- f) All tenants' visitor(s) must identify themselves and their employers (company) to the Security Officer on duty.
- g)

Location	Exchange of building pass with photo ID (or any other arrangements acceptable with Building Management)		
	Visitors	Contractors	Delivery
Fire Command Centre (FCC) 24x7	✗	✓	✓ (restricted delivery at L-1)
Reception Desk (L-1 Atrium)	✓	✗	✓ (restricted to small items like courier parcel)
Chemical Delivery Location at L-1 (SportSG)	NA	NA	✓

- h) Tenants' contractors/vendors required any access to the restricted room(s) or space(s) should apply access card/key requirements in the Permit to Work (PTW) and the same will be received on a working day.
- i) Tenants should submit a list of vendors or contractors that they have engaged and any changes, if any, made from time to time. Heartbeat@Bedok reserves the right to deny permission to any of the tenants' vendors or contractors or visitors to enter the building.
- j) The building Security Officers on duty has the right to check on the tenants, their visitors and vendors within the building at any time if it deems necessary for security purposes.
- k) During the silent hour, all tenants' employees, with or without the pass cards, must sign-in (Contractors' Register Book) at Fire Command Centre (FCC), stating the purpose of visit, before entering the building. Likewise, when leaving, they require to sign-out (Contractors' Register Book) at FCC. CLP/Tenants representative leaving after 10:30 PM also should sign-out and specify the reason.

Silent Hours	Monday - Sunday	2230hrs to 0700hrs the next day
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1. The building access and the operational hours as follow :

Location	Operating Hours
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	Monday - Friday	Saturday	Sunday & PH
Fire Command Centre	24 hours	24 hours	24 hours
Reception Desk	24 hours	24 hours	24 hours
Ambulance	SHP Ops. Hrs / ad-hoc	SHP Ops. Hrs / ad-hoc	Ad-hoc
Chemical Delivery	SportSG request	SportSG request	No

* The other special requirement like container, lorry crane should apply separately with IPOG/
Managing Agent

2. Car park Entrance access as follow :

	Tenants	Contractors	Visitors by Taxi	Delivery
Car park at B1 (from Bedok North Street 1)	Permitted	Permitted	Permitted	Permitted
VIP Car park	Not Permitted	Not Permitted	Not Permitted	Not Permitted

* VIP Car park is only used by CC advisor and top government officials. To avoid delay, a request has to be raised and arrangement with security before arrival.

* Season car park holders are advised to use only the designated lots reserved for them

* Delivery vehicle to loading bay with hazard materials/chemical delivery should be notified by IPOG or its Managing Agent in advance and ensure the safe environment to transfer the chemical from the location to the designated CLP/Tenant premises. If not, the tenant should notify the Managing Agent/security to get clearance or remove any obstacle.

l) Building Toilets at L-1 shall be closed from :

Location	Closing Hours	
L-1	Monday - Sunday	2230hrs to 0630hrs

m) During the closing hours, it was fully manned and the security officers will be at the guard post or move around.

* Police vehicle patrolling during night shall be observed and recorded in the occurrence book if happened.

n) Lift Operational Hours as follow :

Lift Description	Serving	Monday - Sunday
PL-1 / FL-1	B1 - L6	0630hrs to 2230hrs
PL-2	B1 - L6	0630hrs to 2230hrs
PL-3	B1 - L6	0630hrs to 2230hrs
PL-4	B1 - L6	0630hrs to 2230hrs
PL-5	B1 - L6	0630hrs to 2230hrs
PL-6 / FL-2	B1 - L7	0630hrs to 2230hrs
SL-1	B1 - L7	0630hrs to 2230hrs
FL-3	B1 - L5	0630hrs to 2230hrs

- o) All the escalators (up and down) will be switched off from 22:30hrs and will be switched on back at 07:00hrs of the next day.
During the escalator non-operating hours, the authorised persons from tenants/seasonal park holder entry will not be restricted and the lift is in operation until 22:30hrs
The request other than the above, the lifts will operate based on a case by case and will be controlled by building security officers.
- p) Tenants shall not bring or keep the animal in the building. It will be exempted if the retailer trade related to animals.

8.2 Tenant's Own Security

Tenants who wish to install their own security equipment or security officer shall obtain prior written approval from Heartbeat@Bedok

8.3 Duplication of keys

Tenants who wish to duplicate their unit door keys shall obtain authorisation (Form 18) from Heartbeat@Bedok Management Office before sending the key to the authorised supplier for duplication.

8.4 Visitors and Guest

CLP/Tenants shall inform Heartbeat@Bedok of their guest and visitors if required to do so.

8.5 Contractors/Vendors

The following is applicable to all contractors/vendors for the purpose to carry out authorized works:

- a) Submit Permit to Work (PTW) with Contractors Registration Form with all required information required. The completed forms may be emailed to Heartbeat@Bedok at least three (3) working days before hand. Any foreign worker without Work Permit at the time of application will be rejected. The name, contact number of tenant representative must be stated in the form.
- b) A hard copy of the approval will be forwarded to the security and the contractors/vendors must be brought along, together with the worker's NRIC/valid work permit, on the day of the visit. The security officer will inspect the form and verify against the worker's ID before issuing him/her with a Contractor's Pass. The worker shall display this pass prominently always while on the premises. This pass shall be returned to the Security Officer upon each exit of Heartbeat@Bedok. The pass shall not be brought out of Heartbeat@Bedok always.
- c) All access to contractors/vendors lorry into Heartbeat@Bedok will be through B1 Loading/Unloading Bay or if they are required to use the service lift. All contractors/vendors shall be briefed and escorted to the point of works on the first entry by the tenant or their representative. Standing supervision may be required if the work related to risk posing to others. Security officer while patrolling may check randomly of their worker(s) for security purposes.

8.6 Declaration of Equipment/Tools/Instruments

- a) All visitors, contractors, and vendors must declare to the security officer at the guardhouse any equipment/tools/instruments they are bringing into the premises and whether such equipment/tools/instruments will be brought out after the visit and it will be recorded, if required to do so.
- b) Flammable liquid/explosive items will not be permitted on the premises. If the trade or work required to do so should get a prior approval by IPOG or its Managing Agent.

- c) Hot Work Permit is required for doing works involving cutting, grinding and welding which produce any sparks or fire.
- d) Do not bring bulky baggage(s). The Security Officer will search through them before they are allowed into the building.

8.7 Bag/Vehicle Checks

The security officer shall have the right always to conduct checks on bags/vehicles of visitors, staff and contractor/vendor entering and/or leaving the building.

Section 9

Car Park

7 Driving and Car Parking

TERMS AND CONDITIONS

- a) users shall observe all traffic directions, signs, and notices with the car park or as directed by the security personnel or any other authorised officers of Heartbeat@Bedok.
- b) Vehicles are parked at users' own risk. Neither Heartbeat@Bedok nor its Managing Agent shall be responsible for any loss or damage whatsoever caused to vehicles or any contents therein or for death or injuries sustained by the users while in the car park.

- c) Users shall not park their vehicles in a position or condition or circumstance likely to cause danger, inconvenience or obstruction to other users of the car park. Vehicles found to be parked in the manner afore describes shall be moved or removed by any person authorised by Heartbeat@Bedok. Neither Heartbeat@Bedok nor its Managing Agent shall be responsible for any loss or damage whatsoever caused to the removal of the vehicles.
- d) Users shall observe road courtesy and shall not drive in a dangerous or reckless manner which will endanger the safety of other users of the car park.
- e) No washing or repairing of the vehicle is permitted in the car park.
- f) Heartbeat@Bedok reserves the sole right to review or revise the Terms and Conditions herein stated as and when required. The revised Terms and Conditions may be implemented through circulars or appropriate notices displayed with the car park without consultation with users.
- g) Car park allotted for reserve purpose shall not use by any other user.
- h) The season parking lots for the tenants are marked with red are applicable only to the approved staffs of the tenants.
- i) Do not cause obstruction by placing goods or any other objects in the car park and on the roads leading to the building.
- j) Car park users shall comply and abide by the Terms and Conditions of car parking management laid from time to time.
- k) The seasonal car park entitlement of CLP/Tenant to park inside the premises is limited to the agreed quantity specified or agreement with IPOG.
- l) Circular about rates.

Section 10

Forms

(Attached in a separate file)

*** Works shall not commence on site unless the relevant documents/applications have been lodged with IPOG or its Managing Agent.**