



# **TENANT MANUAL AND HOUSE RULES**

**EGOLI EAST  
NO 10 SOUTH BOULEVARD  
BRUMA**

## **INTRODUCTION :**

This document communicates vital information to the tenant with regard to the general rules governing the occupation and use of the leased area as well as the common areas of the building.

It further establishes various procedures to be followed during the reporting of any issue identified or observed within the tenancy, the common areas or the property expanse of the premises.

Compliance with the requirements as set out in this document is mandatory to ensure the safety and security of all tenants, visitors and contractors at the property and within the building.

The content of this document is by no means exhaustive and in no way detracts from or overrides anything contained in the signed lease agreement. For sake of clarity anything contained in the tenants lease agreement supersedes anything contained herein. The information contained in these house rules may change from time to time and it is the tenant's responsibility to download an updated version every 3 months from the Egoli East website. [www.egolieast.co.za](http://www.egolieast.co.za)

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## **1. General Information**

### **1.1 Managing Agents**

The managing agent's information will be displayed on the Web site as well as the appropriate contact numbers. *(Please refer to General Information – Managing Agents Contact Details)*

The following e-mail address may be used for any correspondence with regard the day to day running of the Property.

Email: [info@egolieast.co.za](mailto:info@egolieast.co.za)

### **1.2 Management Office**

The Building Managers office is situated on the Ground Floor next to the Lifts servicing the East wing of the building. The Building Manager will be available Monday to Friday between 07:30 and 16:30. For His contact details *(Please refer to General Information – Managing Agents Contact Details)*

Any assistance required outside of normal working hours and over weekends shall be routed through the Security Supervisor / Building Manager who shall contact property management if deemed necessary. *(Please refer to PnP's – After Hours contact procedure)*

### **1.3 Security**

Security measures implemented at the building include 24 Hour on-site uniformed security personnel who are in contact with the control room.

The building has been equipped with access control at the front entrance and in the reception area.

The appointed service provider of security and related services of the property is: *(Please refer to General Information – Security Company Contact Details)*

The security staff onsite are employed by, and provide services to, Egoli East (Pty) Ltd. They have comprehensive job descriptions which have been approved by various levels of management both on the client and service provider side. The security officers may NOT accept instructions from any person that deviate from



their job description as this may compromise the building's security measures.  
(Please refer to PnP's – Security Services)

Input and suggestions from tenants on how to improve security are welcome however they must be sent through to the Building Manager via e mail and they will be responded to.

Tenants need to ensure that their premises, vehicles and goods are locked and secure. In addition, it is important that tenants involve the SAPS, the Property Management Company and Security regarding criminal offences which take place within their premises, this should be reported by using the Email address [security@egolieast.co.za](mailto:security@egolieast.co.za) and not by verbally addressing the first security officer available. Security Operations inside individual business premises are the tenant's sole responsibility.

#### **POINTS TO NOTE:**

- Secure any door adequately and ensure that it is locked at all times;
- Secure and lock all access doors to your leased premises each day;
- Beware of strangers showing up in offices or parking areas;
- Be prepared to identify alleged suspects to the relevant authorities/security and take note of the following:
  - Sex – Age – Height – Race – Hair Colour – Weight – Clothing, and any other distinguishing features.

Remember the onsite personal are there to assist us with Security but security remains the responsibility of everybody on site.

### **1.4 Access**

#### **1.4.1 Tenant Access and Egress**

All employees will be issued with an access card of which the initial card will be issued at no charge. Should the card be lost or broken, the tenant will be debited with the prevailing replacement cost.

This card will allow tenants access to the following areas:

- Entrance and Exit into the property
- Security turnstiles at the main reception area



For further information regarding the access control procedures -  
([Please refer to PnP's – Tenants Access Control](#))

#### **1.4.2 Tenant Visitor's Access**

All visitors to the property will make use of the intercom situated outside the entrance to the property allowing them to communicate with the guard in the reception area.

For further information regarding the access control procedures –  
([Please refer to PnP's – Visitors Access Control](#))

#### **1.4.3 Parking**

The open parking area in front of the building is paid for by the tenants and primarily needs to be used for visitors. Parking will be allocated by the Managing Agent and the tenant will be allowed to place their signage on the standard template which will be mounted to the curb. ([Please refer to General Information – Parking Allocation](#)) Provision has been made for a “Ticket Section” where the individual tenant’s name may be placed. ([Please refer to General Information – Parking Signage](#)) – Please note that the cost of the insert will be for the tenant’s account as the Landlord will provide the primary sign. NO PRIVATE SIGNAGE MAY BE ERECTED. Only the standard template will be allowed and the insert will be subject to Landlords approval.

Basement parking is paid for by the tenants and will be allocated according to the Lease Agreements. The allocation of bays will be available to download on the website and will be updated as and when required. ([Please refer to General Information – Parking Allocation](#)) A standard parking sign will be mounted to the wall and will be provided by the landlord. Provision has been made for a “Ticket Section” where the individual tenant’s name may be placed. ([Please refer to General Information – Parking Signage](#)) – Please note that the cost of the insert will be for the tenant’s account. NO PRIVATE SIGNAGE MAY BE ERECTED. Only the standard template will be allowed and the insert will be subject to Landlords approval.

The maximum speed limit in the open and basement parking area will be 20 Km per hour.



### **1.5 Guest Procedure**

All guests are to adhere to the access control procedure ([Please refer to PnP's – Security Services](#)) Once they have gone through this process guests will be allowed to proceed to the Tenant's premises.

Guests visiting the Tenant's premises outside of normal working hours will have to be escorted out of the building by the Tenant.

### **1.6 Functions**

Functions will be allowed however the managing agent needs to be advised of the planned function in advance. The details that need to be forwarded onto the managing agent will consist of the following:

- Date of the event
- Time of the event
- Nature of the event
- Number of guests
- Parking requirements

### **1.7 Smoking Areas**

In terms of the *Tobacco Products Control Act*, an employer, owner, licensee, lessee or person in control of a public place may designate a portion of a public place as a smoking area. We have therefore created a designated smoking area in the garden and request that all smokers make use of this area. No smoking will be allowed inside the building, around the entrance area on the ground floor nor in the basement. ([Please refer to General Information – Smoking Area](#))

## **2. GENERAL OFFICE MAINTENANCE**

The maintenance within the confines of the leased premises, as stipulated in the lease agreement, is the responsibility of the tenant. Any work done within the premises is to comply with the Landlord standard and at all times to be executed in terms of the Occupational Health and Safety Act and Local Council Requirements. Any work carried out inside the lease premises shall be subject to the service provider signing a Section



37.2 Agreement as well as issuing the managing agent with proof of being registered with the compensation fund and letter of good standing. ([Please refer to General Information – Section 37.2 Agreement](#))

The Landlord can perform minor maintenance repairs in house or one of our preferred Service Providers, albeit plumbers, electricians or the like can be instructed to attend to the problem. The Landlord will pay the Service Provider and debit the tenants account accordingly.

The rates which both, Landlord and external Service Providers apply are market related and subject to adjustment according to market tendencies.

Tenants are however allowed to source their own Contractors subject to the above.

An in-house maintenance service is available for minor repairs / replacements of consumables such as globes and tubes. These services can be booked with the Building Manager and will be quoted on prior to carrying out the work.

### **3. TENANT GENERAL OBLIGATIONS**

All tenants are required to adhere to the following house rules:

- 3.1 All laws, bylaws and regulations and rules of the building must be adhered to at all times.
- 3.2 No tenant may create a fire hazard or obstruction as a result of storage of refuse within its premises or outside its premises.
- 3.3 Tenants are to comply with all fire regulations and in particular, all fire escapes are to be free of any obstruction.
- 3.4 Tenants will keep the Leased Premises in a clean and sanitary condition.
- 3.5 Tenants shall not use the leased premises in a manner or purpose which will cause or tend to cause a nuisance, i.e. loud music, disturbance or annoyance to the other tenants, or cause or permit any disorderly conduct of whatever nature in the leased premises or in the common area.



- 3.6 All signage (exterior and interior), awning or decorations must be maintained or replaced where necessary. Should the tenant not comply the landlord will repair and / or replace and recover from the tenant.
- 3.7 No internal changes to the premises will be undertaken without prior written consent from the Landlord.
- 3.8 All the décor of the premises must be maintained at a level in keeping with that of the building.
- 3.9 No aerials or satellite dish or equipment may be erected without prior written approval from the Landlord. Nor allow any contractor to erect said aerials etc. by drilling into waterproofing, otherwise the landlord will repair the damages at the tenants' cost.
- 3.10 All lighting, lamps and other equipment must be suitably maintained, at the tenant's cost. All tenants are to pay for the replacements of globes and tubes within the confines of the leased premises.
- 3.11 All refuse must be removed daily and deposited at the refuse area. The Landlord does not accept responsibility for the removal of rubbish such as carpets, wood, broken furniture etc. of tenants. The tenant will, at their cost, arrange an outside contractor to remove said items. ([Please refer to General Information – Refuse Area](#))
- 3.12 The landlord will not allow any items to be attached to any common area walls, columns or windows, nor any press stick, nails or screws etc.
- 3.13 No interference with electrical or air conditioning installations is permitted at any time. All alterations to be approved by the Landlord and compliance certificates must be supplied upon completion of all electrical installations in terms of the Occupation Health and Safety Act and SANS 10142-4:2003.
- 3.14 All tenants are to undertake regular pest control within the confines of the leased premises to the satisfaction of Building Management. The Agent has a signed Service Level Agreement for the common areas and refuse area as regards preventative Pest Control.
- 3.15 Should any tenant have internal grease traps, oil traps, hair traps, canteens with extraction ducts or the like, the relevant tenants shall ensure that they are





regularly cleaned to the satisfaction of the Landlord with certified copies in the event of extraction ducts and fat traps.

- 3.16 Any additional installations of cooking equipment, including but not limited to extraction fans, stoves, deep fryers and the like requires prior written approval from the Landlord.
- 3.17 Tenants shall ensure that no chemicals are disposed of the drainage systems within the borders of the property. Tenants shall be liable for the cost of rectifying any blockages / damage caused by any tenant.
- 3.18 All tenants shall ensure that their electrical installations comply with all applicable laws and regulations. Furthermore tenants shall not exceed the maximum usage within leased premises or cause an overload of power circuits.
- 3.19 In terms of national legislation, no smoking shall be permitted within the leased premises or any common area. The building has a designated smoking area situated on the ground floor.
- 3.20 The Landlord may cut electrical or water supply to any premises in the building as or when required for maintenance or management purposes. The landlord will endeavor to advise tenants in advance prior to such an event taking place.
- 3.21 Tenants are not to use prime visitors or dedicated disabled parking bays. Management reserves its rights to take whatever action appropriate should tenants do so and if necessary impose a fine.
- 3.22 The use of fire hoses to wash motor vehicles, pavements, tenant premises or equipment is strictly forbidden and severe penalties will be imposed to any party who utilises these hoses for the aforementioned purposes or any other purpose other than for which they are intended.
- 3.23 Tenants are responsible for the cleanliness of areas which are utilised by employees to eat in or outside the leased premises or in common areas.
- 3.24 All tenants shall use and enjoy the common area in such a manner so as to not unreasonably interfere with the use and enjoyment thereof by other tenants or other persons lawfully in or about the building.



- 3.25 All tenants shall comply with all rules, regulations and directions imposed by the Landlord from time to time and which the Landlord may consider to be reasonably necessary for the enforcement of these rules, or the control, management and administration of the common areas.
- 3.26 All tenants shall be responsible for the behavior of its invitees, guests, agents, employees or servants or of any person who may be visiting its business.
- 3.27 No tenant shall be allowed to hold an auction, sale or exhibition in the leased premises.
- 3.28 No tenant shall be entitled to do anything that will or may cause any machine or object provided for use in the common area by some or all the tenants to be damaged or rendered faulty or unclean.
- 3.29 No tenant shall cause or allow any plants, creepers, shrubs, trees, grass, flowers or other improvements in or about the common area to become damaged, blocked, destroyed or remove such items.
- 3.30 No tenant shall cause or allow any of the common areas to become untidy or dirty.
- 3.31 No tenant shall use the leased premises or permit the leased premises to be used for any purpose which is injurious to the reputation of the Landlord in respect of the building or cause, permit or allow any noxious odour to emanate from leased premises or any portion of the common area.
- 3.32 No tenant shall use or permit the leased premises or any part of the common area to be used for any purpose which is or may be or become:-
  - 3.32.1 Injurious to the reputation of the Landlord in respect of the building;
  - 3.32.2 Illegal or Immoral; and /or
  - 3.32.3 Dirty.
- 3.33 No tenant shall interfere with the rights or other occupants of the building.
- 3.34 The tenant agrees to comply with the Landlord's security and fire protection regulations which may exist in the building from time to time and undertake to secure compliance therewith by its employees, servants and invitees. The



Landlord shall not be responsible to any tenant for the non-observance or violation of these rules by any other tenant.

## **4. EMERGENCY PROCEDURES**

### **4.1 INTRODUCTION**

These instructions cover the procedures to be followed for:

- The reporting of emergency or potentially dangerous situations.
- The emergency situations of fire, bomb(s) or suspicious objects and emergency evacuation.

These instructions also list precautionary measures that must be known and adhered to continuously by all occupants of the building.

### **4.2 EMERGENCY ORGANIZATION / CONTACT DETAILS**

#### **Property Manager**

*(Please refer to General Information – Property Managers Contact Information)*

#### **Security Site Manager**

*(Please refer to General Information – Security Company Contact Details)*

#### **Emergency Contact Details**

- City of JHB Emergency Connect – (011) 375 – 5911
- Police – 10111
- Ambulance – Netcare 082-911 / ER 24 – 084-124 / Bedford – (011) 458 – 3000
- Fire Station – Melvern (011) 614-1945 / Central Control room - 112

### **4.3 REPORTING PROCEDURES**

It is desirable that all reports related to emergency or potentially dangerous situations that emanate from the tenants or visitors are made, in the first instance, to the appropriate responsible person. This will allow immediate investigation and assessment, which could result in prompt corrective action being taken locally. *(Please refer to PnP's – Reporting Procedure)*

## **4.4 RESPONSIBILITIES**

### **4.4.1 PROPERTY MANAGER**

- Safety and security planning in conjunction with the relevant consultants and management of the building.
- Deciding and implementing the necessary action for reported emergencies and potentially dangerous situations.
- Ordering the evacuation of the building, should he consider that necessary.
- Communicating with the relevant local authorities.

### **4.4.2 BUILDING MANAGER**

- Assessment of the situation and communication with the Property Manager.
- Planning immediate response to the situation.
- Implementing the necessary action for reported emergencies and potentially dangerous situations. This includes calling the SAPD, Fire Brigade, and the Ambulance Services.
- Ordering the evacuation of the building, should he consider that necessary.
- Ensuring that Security and other staff are thoroughly briefed on their duties to assist with the evacuation procedures.
- Communicating with all persons on site. (ie Tenants, Visitors and staff)
- Taking charge and ensuring the safety of everyone on site.

### **4.4.3 SECURITY CONTROL ROOM**

- Advising the building manager immediately of any emergency report.
- Assisting in the implementation of any decisions as required by the building manager.
- NB! Security staff and cleaning personnel check each day the presence of all the fire equipment and that the emergency escapes routes are clear.

### **4.4.4 SECURITY OFFICIALS**

- Assist tenants with:
  - Reporting procedures
  - Alarm signals, position of fire equipment and evacuation procedures
  - Systematic evacuation to the correct Assembly Point(s).

- Remaining on their floors until all tenants have evacuated. This includes checking that the toilets and lifts are evacuated.
- Investigating and assessing any reported emergency or potentially dangerous situations and instituting whatever action are warranted and safe to do.
- Evacuating the floor for any situation that is assessed to be too far advanced to wait for reactive procedures.

#### 4.4.5 ALL TENANTS

- Be fully aware of and adhere to the detail of the Emergency Procedures document, at all times.
- Know the reporting procedures and particularly know where to locate the security guards.
- Know the emergency alarms.
- Know where the nearest fire equipment is located and how to use it.
- Know the emergency evacuation procedures and the route to the Assembly Points.
- Obey and adhere to the instructions of the Security officials in any emergency or potentially dangerous situation.

### 4.5 FIRE

#### 4.5.1 LOCATION OF EQUIPMENT

- FIRE HOSES AND EXTINGUISHERS
  - These are located throughout the building and their positions are clearly marked on the signage.
  - Familiarise yourselves with the position of the equipment.
  - *(Please refer to General Information – Fire Evacuation Plans and Equipment Positions)*

#### 4.5.2 USE OF FIRE EQUIPMENT

- FIRE HOSES
  - Do not use on electrical fires.
  - Pull out the hoses towards the fire.



- Obtain assistance; so that a second person can open and close the water flow valve, and even a third person to relay messages between the fire fighter at the nozzle end and the water flow person.
  - Have the water flow valve opened while the nozzle is being firmly held and pointed towards the fire.
  - Spray the water into the flames commencing at the edges. If flames are climbing, spray the top of the flames, working down to the source.
  - Beware of the steam that is generated and do not advance too close to the fire unless it is safe to do so.
- **FIRE EXTINGUISHERS**
    - These are for the initial attack of any fire. Operating instructions are stated on all extinguishers, but are included below for convenience.
    - The contents of any fire extinguisher can also be sprayed onto a person or flaming clothing, but care must be taken no to spray onto a persons face, as this may cause asphyxiation.
      - ◆ **BCF Extinguisher**  
Remove the safety pin, point the nozzle at the fire, operate the activation lever and aim the gas at the base of the fire.
      - ◆ **CO<sub>2</sub> Extinguisher**  
Remove the safety pin, point the black nozzle at the fire by holding the handle, operate the activator and aim at the base of the fire.
      - ◆ **Dry Chemical Powder Extinguisher (DCP)**  
Remove the safety pin. Point the nozzle at the fire, firmly press the plunger-head and direct the chemical at the base of the fire.
- **FIRE ALARM BOXES**
    - Firmly push in the protruding area, until alarm is activated.

#### 4.5.3 FIRE PRECAUTIONS

- Strictly observe any **NO SMOKING** instructions
- Dispose of discarded smoking material into proper ashtrays only.



- Do not allow combustible waste to accumulate. Ensure it is removed as soon as possible, but at least daily.
- Report electrical defects and any overheating of equipment to the Security at reception or to the Building Manager without any delay.
- Know where the nearest fire fighting equipment is located and how to use it.
- Ensure emergency escape routes are kept clear for easy evacuation.
- Switch off electrical equipment at the close of business, each day.
- Place a fire extinguisher and a torch at or close to the entry door of the premises.

#### 4.5.4 FIRE PRECAUTIONS

Any person who discovers a fire should take the following action:

- Raise the alarm by shouting **"FIRE, FIRE"**.
- Summon help and attack the fire with fire fighting equipment, but only if it is safe to do so.
- Ensure the Security Personnel and the Building Manager is notified immediately by a colleague.
- Evacuate the area if the fire is uncontrollable.

#### 4.5.5 ACTIONS TAKEN ON HEARING THE FIRE ALARM

Any person who hears the fire alarm call, should do the following:

- Assist in extinguishing the fire.
- Ensure the Security Personnel and Building Manager is notified.
- Switch off and unplug electrical equipment and appliances.
- Keep doors and windows closed.
- Obey instructions of Security officials.
- Evacuate if fire is out of control.

### 4.6 BOMBS (OR SUSPICIOUS OBJECTS) AND BOMB THREATS

#### 4.6.1 PRECAUTIONARY MEASURES

- Keep work areas, passages, toilets, kitchens and meeting areas uncluttered and neat. good housekeeping is of major importance.



- Practice constant vigilance and report unusual or unattended items such as parcels, packets, boxes, briefcases and thermos flasks.
- Keep a lookout for undesirable or suspicious strangers and report their presence and actions.

#### 4.6.2 ACTION TO BE TAKEN ON DISCOVERING A BOMB OR SUSPICIOUS OBJECT

Any person discovering a bomb or a suspicious object should take the following action:

- Do not touch the item.
- Report the situation to Security Personnel or the Building manager.
- Cordon off the area to prevent any other persons from approaching or tampering with the bomb or suspicious object and from gathering in the immediate area.
- Remain available initially to indicate the location of the bomb or suspicious object.

#### 4.6.3 BOMB THREATS

Threats can be made by telephone or in writing.

##### 4.6.3.1 Telephonic

Telephone threats should be handled as per attached Telephone Bomb Treat Procedure, if possible. In most cases short telephone messages are given and no real information can be gleaned from the caller. All telephone threats must be reported without delay and as accurately as possible.

##### 4.6.3.2 Written

Written threats are not common. Evidence should be handled as little as possible and placed in a plastic envelope / bag to preserve latent fingerprints for analysis by the SAPD. Receipt of such threats needs to be reported without delay to the Building manager or the Security Control Office.

*(Please refer to General Information – Bomb threat procedure)*

#### 4.6.4 BOMB EXPLOSION





In the event of an explosion, the following should be done:

- Render assistance to the injured and evacuate the lightly wounded. Comfort the seriously injured, until medical teams arrived.
- Extinguish any fires and isolate electrical circuits as necessary.
- Notify the SAPD, Fire Brigade, and Ambulance Services and telephone the Flying Squad (10111).
- Search for other injured persons before evacuating the building to one of the Assembly Points.

#### 4.6.5 BUILDING EVACUATION ANNOUNCEMENT

The evacuation announcement will be transmitted over the announcement system when:

- Smoke detectors are activated.
- Fire alarm boxes are triggered.

This announcement to indicate to all tenants to evacuate the building immediately.

The Security Control Room will also be notified when a tenant activates a panic button.

### 4.7 EMERGENCY EVACUATION PROCEDURES

#### 4.7.1 EVALUATION ROUTES AND ASSEMBLY POINTS

There are evacuation routes in the building. Associated with the evacuation routes are Assembly Points where evacuees are requested to gather for control purposes. The Assembly Points are:

*(Please refer to General Information – Emergency assembly points)*

The Evacuation Routes are:

*(Please refer to General Information – Evacuation routes)*



#### 4.8 EVACUATION PROCEDURES

Building evacuation is ordered as a result of the dangerous situation being reported and confirmed. Under normal circumstances the building manager, officials, and the Security Control Room or security staff will initiate such evacuation. However any tenant may evacuate at any time if the person considers such evacuation to be necessary, in his or her own interest.

Evacuation procedures for fire and bomb situations differ only in the actions to be taken regarding doors and windows and electric lights.

- For fire situations, as many doors and windows as possible, should be closed to limit the oxygen flow of the fire and to restrict the spread of smoke and electric circuits should be switched off to de-power air conditioning units and reduce electrical shorting hazards for the Fire Brigade, when they arrive.
- For bomb situations, where dissipation of blast is necessary and bomb disposal personnel need to see what they are doing, the opposite requirements pertain. Open as many windows as possible and leave the circuits intact.

When evacuation is ordered, all persons should do the following:

- Do not panic.
- Switch off computers, printers, kettles, radios and appliances.
- Open or close doors and windows, as appropriate.
- Isolate electrical circuits or switch on lights, as appropriate.
- Assemble centrally for evacuation or evacuate in groups, as required by Security personnel.
- Move on the left side of the evacuation routes to allow emergency team sufficient space in the opposite direction.
- Assist any disabled persons.
- Move directly to the designated Assembly Points and report to appropriate business managers. Move towards ground level and exit routes only.
- Do not use lifts under any circumstances.
- Do not return to the building for any reason, unless the Building Manager or a Security member gives an "All Clear" authority at one of the Assembly Points.

#### 5. TENANT FIT OUT PERIOD



- 5.1 Tenants are to provide the Property manager with a list depicting the following information of the Contractor/s doing the fit out of their premises:
  - 5.1.1 Name of Company;
  - 5.1.2 Name of person on site managing the fit out;
  - 5.1.3 Contact numbers – office and after hours.
- 5.2 All Contractors employed by the Tenant for the fit out of the premises is to report to Security on a daily basis and sign the required documentation. *(Please refer to General Information – Contractors Access Register)*  
*(Please refer to General Information – Section 37.2 Agreement)*
- 5.3 All Contractors' employees are to wear identification; *(Please refer to General Information – Contractors Identification)*
- 5.4 Any fit out work that will cause any noise, i.e. hammering, drilling etc. is to be done after hours;
- 5.5 Noise levels are to be kept to a minimum during office hours as to not disturb residing tenants;
- 5.6 Tenant is to liaise with the Property Manager for after hours work that needs to be done.
- 5.7 Tenant to liaise with the Property Manager for transporting of equipment, machinery etc. in the lift;
- 5.8 Contractors are to strictly adhere to the OSH Act regulations;
- 5.9 Any additional cleaning that may be required for the cleaning of the common area due to the fit out of the premises will be for the tenants' account.