



SUNTEC CITY

RETAIL TENANCY GUIDE

Section A

Retail Fitting Out Guidelines

Manual containing vital information on shop fit-out process, building house rules, usage of forms and technical data required to ensure smooth delivery of shop fit-out by the tenant and their contractors.

Content

Introduction	3
Suntec City Retail Tenancy Team	4
Submission of Fitting Out / Reinstatement Documents	6
Fitting Out / Reinstatement Deposit and Insurance Cover Note	10
Temporary Electrical & Water Supply	11
M&E Fitting Out Specifications & Criteria	
• Plumbing & Sanitary Works	
• Electrical Works & Electrical Installation Licensing	
• Air-Conditioning and Mechanical Ventilation Works	
• Air Cleaner Requirement for F&B and/ or Food Kiosk Tenants	
• F&B Tenancy premises with KED provisions & with shared Landlord's Common Kitchen Ventilation System	
• Standard Guidelines to Kitchen Ventilation System and Treatment System	
• Smoke Control & Smoke Curtain and Fire Shutter NSC	
• Air Blown Fibre (ABF) Microduct Infrastructure & NSC	
Suntec City Nominated Sub Contractors	22
Green Building Guide	23
Tenancy Hoarding & Hoarding Graphics Guide	25
Fitting Out / Reinstatement House Rules	
Preparations for Opening of Business	31
General Reinstatement Procedure	35
Refund of Fitting Out / Reinstatement Deposit	36

Version	Revision
2021.08.26	Reorganization with updated PIC's and contact. New NSC for Fire Protection related works

The Retail Tenancy Guide is intended to inform all tenants and their contractors relevant building details and to direct the Tenants' submission of design, drawings and construction through to the operation of their shop.

The information contained in this document is correct at the time of publication. The landlord and its representatives reserve the right to make changes to the contents herein as may be required by the Authorities or as it deems fit without prior notice to the tenants. All tenants, their representatives, designers and contractors are required to familiarize themselves with this document before design and roll out of shop fit out. Tenants must conform with the general safety, security and design intent by the Landlord.

This document, and the information contained herein, remain the property of APM Property Management Pte Ltd and all rights are reserved. and all its rights are reserved. No part of the Retail Tenancy Guide may be reproduced, stored in any retrieval system or transmitted in any form or by any means without the prior written permission of APM Property Management Pte Ltd and/or its associated Companies. Whilst all efforts have been made to ensure the accuracy and

relevance of the information herein, APM Property Management Pte Ltd and its associated Companies shall not be responsible or liable to any party for any errors, irrelevance, or inaccuracy of the same.

Tenants are requested to reference this guide with the Lease Agreement. The Lease Agreement shall prevail in the event of any discrepancies between the said documents and this guide. Government regulations and building codes also take precedence over this guide.

The Tenant is responsible to obtain all required completion and fire safety certification from the relevant Building Authorities for the fitting-out works in the shop premises.

The Retail Tenancy Guide consists of four sections for ease of reference:

- Section A: Retail Fitting Out Guidelines
- Section B: Appendices for Retail Fitting Out
- Section C: Retail Design Guidelines
- Section D: Supplementary Guide for Exclusive Design Areas

This section A introduces the Suntec City Retail Tenancy Team and outlines the technical design concepts as well as requirements in order to carry out minor renovations, fitting out or reinstatement in our mall.

Section A



Retail Fitting Out Guidelines

Manual containing vital information on shop fit-out process, building house rules, usage of forms and technical data required to ensure smooth delivery of shop fit-out by the tenant and their contractors.

Section B



Appendices for Retail Fitting Out

Forms and information for application and approval of PTW & various processes during the fitting out of shops and Useful Ancillary information

Section C



Retail Design Guidelines

Manual containing vital information on shop design requirements, aesthetics and general styling guide. Tenants' appointed Retail and/or F&B designers who are in-charge of shop design will find this section useful.

Section D



Supplementary Guide for Exclusive Design Areas

Additional design guide for tenancy areas with special design considerations and requirements beyond the standard shop design criteria.

Liaison and contacts

Suntec City has a dedicated management team, Retail Tenancy Team, to assist you throughout the process of shop design and fitting out works.

The Team details and PIC Quick contact list is in Section B and is updated from time to time.

Retail Marketing & Leasing Department

The Retail Marketing (RM) & Leasing Department manages the leasing process and negotiates the commercial terms for the leased premises.

Upon firming up of the leasing terms and agreement, Tenancy Design will proceed to brief the design and fit out process with the tenant. Before commencement of fitting out, all tenants need to provide their signed lease documentation, public liability insurance and any other required documents which have been made aware of throughout negotiations.

Contact:

apm-marketingretail@apmasia.com.sg

Tenancy Care

Tenancy Care comprises of:

- Tenancy Operations (TO)
- Tenancy Design (TD)
- Integrated Facilities Management (IFM)

Tenancy Operations, together with Tenancy Design, will liaise with tenants on most of the matters to deliver the shop with technical support from Integrated Facilities Management.

Tenancy Care will be the point of contact to assist retail tenants and their appointed contractor on all co-ordination works for base building works and modifications, if required, during the process of shop fit out. Tenancy Care will in general, ensure that compliance of tenancy renovations with regulatory requirements are met, monitor fit out works, process permit to work, coordinating provision of required services and confirming adherence to trade requirements.

Contact:

apm-mallops@apmasia.com.sg

Tenancy Design

Tenancy Design is Suntec City's representative in all matters with regards to reviewing of shop fit design submissions and appraising them for approval.

Tenancy Design shall brief and provide feedback to tenancy designs and ensure that all submitted tenancy design intent aligns with the Retail Tenancy Guide.

Assigned respective coordinator(s) from Tenancy Design (TD) and/or Tenancy Operations (TO) will liaise and correspond with Tenants separately.

For all queries, emails may be directed to the group email for dissemination to the personnel in-charge:

apm-retaildesignmanagement@apmasia.com.sg

Prior to approval of commencement of fitting out works, Tenants will at their own cost and expense, be responsible for seeking and obtaining all approvals/clearances from the local Authorities in respect of their Fitting-out Works, and include all necessary endorsement / vetting by Architects, Professional Engineer's and Licensed Workers for Electrical, Plumbing & Sanitary and Gas, etc., where applicable.

Prior to the making of such applications, approval is required from the Landlord and include:

1. Single line diagram w licensed electrical worker endorsement
2. Lighting plan
3. Power plan
4. Reflected ceiling plan
5. ACMV plan
6. Kitchen exhaust plan (if applicable)
7. Plumbing & Sanitary plan and schematic diagram with licensed plumber endorsement (if applicable)
8. Gas plan with licensed gas services worker endorsement (if applicable)
9. Fire protection plan with PE endorsement
10. Shop layout plan for FSSD submission

11. Change of Use to URA, if applicable
12. Occupancy Load declaration to FSSD, if applicable

Tenants are required to submit the following plans and drawings to Tenancy Design (TD) for approval at least 4 weeks prior to commencement of work on site:

1. Interior Design/ Architectural Drawing Set
2. M&E Drawing Set
3. Structural (if required) Drawing Set

All drawings to be A2/A3 in hardcopy or high resolution PDF to be submitted to:



APM Property Management Pte Ltd
Tenancy Design
Email: apm-retaildesignmanagement@apmasia.com.sg

Office address:
1 Raffles Boulevard, Level 2 Crescent 1
Suntec City, Singapore 039593
Tel: 65 6909 2888

Mailing address:
3 Temasek Boulevard, #B1-65A
Suntec City Mall, Singapore 038983

All tenants are required to submit to Tenancy Care, documents for commencement of fitting-out work by online application with uploading of required completed documents onto the Online PTW Portal and with salient documents submitted to:



APM Property Management Pte Ltd
Office & Mailing Address: on left
APM Reception Tel: 65 6909 2888 to be redirected to **Tenancy Care**

Information re: required submissions can be found in this document and samples can be found in Section B and include the following:



Fitting Out Deposit
As per prevailing rates in the guidelines payable to MCST Plan no. 2197, via online payment through PTW portal, or via cheque submitted to office. Please refer to Pg 6.



Insurance Cover Notes
As per prevailing insured amounts required stated for Contractor All Risk with Public Liability Coverage



Letters of Indemnity
All required signed and endorsed Letters of Indemnity based on the sample formats provided in Appendices under Section B.



Permit to Work (Online), Workers Name Lists, Risk Assessment, etc.
To apply and upload all forms and information required as provided in Section B.
Online PTW Portal: <https://ptw.apm.sg> | Email: workpermit@apmasia.com.sg
Assistance re: PTW application (office hours only) Tel: 69092690



Temporary Supply Application & Payment
As per prevailing rates in the guidelines and form in Section B with cheque to be made payable to the respective party. Please refer to Pg 10 for details.

Submission of Fitting Out / Reinstatement Documents

Fitting Out / Reinstatement Deposit

Tenants and/or their contractors are to submit Fitting out deposit (exclusive of GST and free of interest) at least 3 working days before commencement of fit out works. This is refundable upon completion of fit out and inspection of completed works. Refundable amount is subjected to full compliance of house rules.

Fitting out deposit form in Section B is to be submitted together with the fitting out deposit payable to **MCST Plan no. 2197**.

Fitting out deposit amount (S\$) shall be based on the area of demised premises leased to the Tenant:

-  **\$3000.00**
Area less than or equal to 1500 sq ft
-  **\$6000.00**
Area of 1501 to 3000 sq ft
-  **\$10,000.00**
Area of 3001 to 10,000 sq ft
-  **\$20,000.00**
Area above 10,000 sq ft

Before any extension of the Permit to Work, MCST may request for the above deposit to be topped up should there is excessive administrative charges deducted for non-compliance of guidelines and/ or damages caused over the period of Fit Out / Reinstatement works.

Insurance Cover Note

Tenants/Contractors are to take up the following insurance policies and submit documents at least 3 working days before commencing works:

- a. **Contractor All Risk with Public Liability Insurance** policy cover note with all stipulated joint parties reflected
- b. **Work Injury Compensation Insurance** policy cover note from each sub-contractor

Contractor All Risk with Public Liability Insurance

Coverage to be at insured amounts for limit of indemnity for any one claim at the specified rates.

All Joint insured parties to include the following for the Leases under the respective Strata Landlord:

Leases under Suntec REIT

1. Occupant
2. Contractor
3. HSBC Institutional Trust Services (Singapore) Limited as Trustee of Suntec REIT
4. ARA Trust Management (Suntec) Limited
5. MCST Plan No. 2197
6. APM Property Management Pte Ltd

Leases under Harmony Convention Holding Pte Ltd

1. Occupant
2. Contractor
3. **Harmony Convention Holding Pte Ltd**
4. MCST Plan No. 2197
5. APM Property Management Pte Ltd

Public Liability Coverage Insured Amount

Insured amounts (S\$) for limit of indemnity for any one claim:

 **\$3 Million**
Renovation Costs above S\$300,000.00 (Retail & all F&B Units)

 **\$2 Million**
Renovation Costs between S\$100,000.00 to S\$300,000.00 (Retail Units only)

 **\$1 Million**
Renovation Costs below S\$100,000.00 (Retail Units only)

Work Injury Compensation Insurance

Tenant's main-contractor is to ensure that each of its sub-contractors has bought necessary insurance to cover their own employees. Main contractor to compile & submit the cover note on behalf of their sub-contractors. For additional details, refer to MOM website:

<https://www.mom.gov.sg/workplace-safety-and-health/work-injury-compensation/work-injury-compensation-insurance>

Submission of Fitting Out / Reinstatement Documents

Letters of Indemnity & Undertaking

Tenants to prepare and submit at least 3 working days before commencing works the following letters of indemnity with tenant company letterhead and duly endorsed & signed by Tenant:

1. For Fit out / Reinstatement Renovation Works
2. Tapping of Temporary Power and/or Water supply
3. Plumbing & Sanitary Works, if applicable
4. Tenant or Tenant's QP to undertake and ensure renovation works comply to authority's regulations and that they will carry out submissions to all required authority
5. Waterproofing (for All Service Retail with Wet Areas and F&B Tenants)
6. Others, to be advised by TO/TD/IFM, where applicable

Tenants are required to furnish these letters of indemnity regardless of the take over condition agreed with Retail Marketing. Refer to Section B for the letters of indemnity template and sample.

QP's undertaking for Fit Out Works

Before commencing Fit Out Works, Tenants and Contractors are to appoint their own Qualified Person (QP) such as Architect and M&E / Civil Engineer, for scope of work including and not limited to the following:

1. To vet Tenant's interior architectural & M&E design proposal
2. To ensure the Fit Out Works comply to prevailing authority requirements and regulations
3. To check and certify the loading of Tenant's Fit Out is within stipulated ST loading and that the integrity of base structural design is not compromised by any proposed slab opening / coring etc.
4. To carry out the necessary submissions to all relevant authorities
5. To check and ensure that all temporary fire protection and safety measures during fit out are in order & upon completion of fit out that all permanent measures are built according to the approved drawing.

Tenant's contractor is to ensure their QP's alternative fire protection and safety solution

are implemented during their works on site, where applicable.

For more details, please refer to:

<https://www.corenet.gov.sg/einfo/Uploads/Circulars/CSCDF100119.pdf>

Permit to Work via Online PTW Portal

All Permit to Work (PTW) applications are to be submitted through the PTW online portal at least 3 working days before commencement of Fit out / Renovation / Reinstatement works in the Retail mall.

Tenants and Contractors applying PTW's on tenants' behalf are to create their own login account by registering at: <https://ptw.apm.sg>

Refer to Section B for form templates to be uploaded into portal. More information, such as FAQ & Step by Step Guide, is available on the portal.

For additional assistance, please contact:

PTW Supervisor Main Email:
workpermit@apmasia.com.sg

Tel: 65 69092690 (office hours only)

The following procedure applies:

1. After login, to select > Retail Mall > Tenanted Area > enter your Retail Mall Unit no. under Details of Work
2. To upload relevant documents onto portal e.g. Risk Assessment, Worker name list, Indemnity Forms, Insurance cover, Work at Heights (WAH), Hot Work permit (HWP), Deposit Receipt & Violation of House rules forms etc.
3. Applications which are incomplete or requiring amendment will be queried or rejected.
4. A copy of the approved work permit must be displayed in a clear plastic pocket on the front of hoarding (beside the hoarding door) before commencing site work.
5. Workers are to exchange work pass daily before commencing fit out works on site.
6. Should Tenants/contractors required to work beyond the period stated on the approved PTW, they are responsible for apply for a new work permit at least 3 working days prior to expiry of the current approved PTW. The extension is to be accompanied by relevant revised insurance etc., where applicable

Submission of Fitting Out / Reinstatement Documents

Separate PTW's with all relevant documents are to be submitted for following works:

1. Hot Work Permit (maximum 3 days period only), refer to details under [Permit for Hot Works](#)
2. Sprinkler & Hose Reel related works
3. PA, Smoke Detector, BMS related works
4. ABF Microduct related works
5. All work by tenants in common area outside of tenancy premises
6. Skip Bin parking in carpark. Charges applies if parking longer than the stipulated daily period, refer to section on [Construction Debris / Waste Material Disposal](#)

Worker Name List

Worker name list must be submitted together with PTW application and should include name and last 4 characters of work permit no./ identification no.

Additional worker names may be added onto an approved PTW. Refer to online FAQ.

Working Hours

All works carried out in the mall shall not cause any nuisance or disturbance to operating tenants and shoppers.

At all times, tenants and contractors are expected to adhere to house rules for stipulated working hours, Tenancy Care's advice and instruction of our duty officer(s).

All working hours are to be stated in PTW application and are subject to review.

All work generally are to be carried out at night after mall operation hours between 11pm to 7am:

- a) All work at common area and tenanted area
- b) All hoarding and hoarding visual installation
- c) All noisy, dusty & smelly works
- d) Bulk material delivery

The above list is not exhaustive.

For job sites at certain locations, near operating tenants with extended trading hours, some adjustments in the working hours are to be made accordingly, for example:

- a) Contractors working near Cineplex should start noisy works only after the last movie screening time
- b) Contractors working near Tenants operating late should start noisy / dusty / smelly work only after their operating hours
- c) Contractors working near Tenants operating early should stop noisy / dusty / smelly work before their operating hours
- d) Works in car park and along driveways must complete by 6am

The above list is not exhaustive and subject to Tenancy Care's advice.

Day time works will be approved only on PTW application and on case to case basis. Day time works are usually limited to urgent / minor works, which are carried out within tenanted area & hoarded up units and only permissible for works which are not noisy, not dusty and not smelly.

Contractors caught working without approved PTW for daytime works will be dealt with as per the advice of violation of house rules.



WARNING: UNLESS APPROVAL IS GIVEN, NO WORK is to be carried out during the restricted hours i.e. mall operation hours of 7am to 11pm.

Submission of Fitting Out / Reinstatement Documents

WSH & Fire Risk Assessment

Tenants and Contractors are required by legislation to ensure appropriate reasonably practicable safety measures are in place to eliminate and minimise hazards for safety of workers carrying out work activities on site.

In addition, Tenants and Contractors are to include Fire Risk assessment and ensure Fire Safety when carrying work on site. Refer to Section under Fire Safety during Fit Out / Renovation Works and/or consult their QP to provide appropriate temporary fire safety measures, where applicable, especially when mall's designated fire escape route is affected and relocation of base fire fighting system are involved, such as Hose reel etc.

WSH and Fire Risk assessment with **5 x 5 risk matrix** must be submitted together with the application of work permit. The template may be downloaded directly from:

<https://www.wshc.sg/files/wshc/upload/cms/file/RiskAssessmentForm.doc>

More information re: MOM WSH legislation, codes of practices and Singapore Standards:

<https://www.mom.gov.sg/legislation/workplace-safety-and-health>

<https://www.mom.gov.sg/legislation/workplace-safety-and-health#approved-codes-of-practices>

<https://www.mom.gov.sg/workplace-safety-and-health/safety-and-health-management-systems/risk-management>

More details re: Fire Risk, refer to National Fire and Civil Emergency Preparedness Council's Fire Risk Assessment Guide:

http://www.nfec.org.sg/publication_fire_risk.html

For Risk assessment sample template, refer to resources link on MOM website:

<https://www.mom.gov.sg/workplace-safety-and-health/safety-and-health-management-systems/risk-management>

Permit for Work at Heights (WAH)

Permit to Work at Heights is required for carrying out any work above 3m height, as stipulated by WSH (Scaffolds) Regulations &

WSH (Work at Heights) Regulations, refer:

<https://www.mom.gov.sg/legislation/workplace-safety-and-health>

Tenants and Contractors are to take appropriate reasonably practicable safety measures to ensure safety of workers on site, e.g. PPE, harness, certified training to use scissors lift etc. For temporary structure (such as scaffolding) above stipulated height, PE approval must be included and Tenant's Safety officer must be present during the set up.

Refer to Section B for the Permit Forms for Work at Heights. These are to be submitted together with relevant WAH RA and the main work permit application.

Permit for Hot Works (HW)

Hot Work Permit application is necessary for cutting, welding, bracing etc. and must be submitted **daily at least 3 working days before commencing any hot works** with the main work permit application.

Tenants and Contractors are to take appropriate safety measures listed under

Specific Instructions to ensure due care during hot works to eliminate and minimise injury or damage to persons or property.

Refer to Section B for Permit Form for Hot Work. This is to be submitted together with:

1. Risk assessment for the Hot works
2. Welders Certificate
3. Method of statement
4. Name list of the Fire watch

Measures to be taken on site, include:

1. Work area to be cordoned off with safety hoarding, barricade, tape and temporary signage, where applicable
2. Fire extinguishers
3. Shield / Fire blanket esp. where welding near areas accessible by public

All Hot works are to be carried out after mall operational hours only and/or as advised by our mall's Fire Safety Manager.

Refer to National Fire and Civil Emergency Preparedness Council's advice and Fire Risk Assessment Guide at

http://www.nfec.org.sg/publication_fire_risk.html

Submission of Fitting Out / Reinstatement Documents

Temporary Power and/or Water Supply

Tenant/contractor who requires the use of temporary power and/or water supply must submit an application to Tenancy Care at least 3 working days before turn on:

- a. Application for temporary water supply
- b. Request of temporary electricity supply (Tenant LEW to complete and endorse SLD & form)

Refer to Section B for the above two forms and current rate of charges.

Payment cheque to be made payable to respective parties according to below table:

Leases under <u>Suntec REIT</u>	Leases under <u>Harmony Convention Holding</u>
Pay to: <u>MCST Plan no. 2197</u>	Pay to: <u>Harmony Convention Holding Pte Ltd</u>

Temporary electricity are charged according to area of tenant's premises and temporary water supply charge is at a flat rate per month.

All temporary supply payment must be made together with application and are non-refundable.

All non F&B tenants are to use only the designated water points, advised by IFM.

For any extension of temporary supply, application to be submitted with cheque payment at least 3 working days prior to expiry of application.

When no extension of temporary power is received, IFM shall proceed to turn off the temporary electricity & water supply upon expiry of the last approved application.



WARNING: ILLEGAL tapping from Hose reels or non-designated toilets or water points, an **ADMINISTRATIVE CHARGE** of **SS\$1,000** will be imposed on top of any damages caused to mall and other Tenants' properties.



WARNING: Any temporary electrical supply works found to be tapped **ILLEGALLY**, and / or Contractor found carrying out dangerous electrical work e.g. with cable grounded to earth, with faulty Tenant's circuit and/or equipment that resulting in tripping of the Landlord's Electrical Board and some or all tenants supplied by this same board, an **ADMINISTRATIVE CHARGE** of **SS\$1,000** will be imposed on top of any damages caused to mall and other Tenants' properties.



M&E Fitting Out Specifications & Criteria

Plumbing & Sanitary Works

- | | | | |
|---|---|---|--|
| <ol style="list-style-type: none"> 1. Letter of indemnity/ undertaking to be submitted by occupier. 2. Tenant shall apply for a PUB sub-meter account. 3. Plumbing and sanitary drawings endorsed by PUB's licensed plumber is to be submitted. 4. All cold water pipes must be of approved material with proper joints only. 5. Tenant shall engage Licensed Plumber(s) to carry out plumbing and sanitary works in accordance to the relevant Statutory Requirements, Acts, Guidelines and Code Of Practice regulated by the Public Utilities Board (PUB) and National Environment Agency (NEA). 6. For additional information on PUB's Code of Practice on Sewerage and Sanitary Works, please refer to https://www.pub.gov.sg/usedwater/for ms 7. All sanitary and kitchen waste discharge pipes must be of epoxy coated hubless | <p>cast iron pipe.</p> <ol style="list-style-type: none"> 8. All concealed floor waste pipes shall be pressure tested to ensure no leakage. 9. Pipes receiving cold water discharge (e.g. from ice machine, etc.) shall be insulated within Tenant's premises and Tenant shall insulate at their own cost 2 to 2.5m length of pipe(s) immediately connected to these floor trap(s). Insulation length shall be extended accordingly when the insulation done is found not sufficient to prevent condensation and cause nuisance. 10. All sanitary and kitchen waste pipes must be properly labelled. 11. All floor traps(KWP) are to be installed and accompanied with a removable strainer basket, to be installed below the secondary discharge pipes. Tenant shall check all strainer basket(s) regularly and clear it to prevent built-up of debris. 12. Tenant shall ensure no obstruction of access to the sanitary system (e.g. floor traps, etc.). Access covers shall be kept free from obstruction to facilitate inspection with room to enable cleaning and clearing of chokage. | <ol style="list-style-type: none"> 13. Tenant shall install air-tight seal plug and provide an unperforated stainless steel cover to all floor traps which are not in use. 14. Tenant is responsible for maintaining the floor trap(s) within their premises and the connecting waste discharge pipe(s) till sub-main stack free of chokage. 15. Tenant shall engage MCST's appointed Sanitary Works term contractor(s) to carry out regular maintenance at their own cost, with a copy of service report submitted to TC / IFM for record. Tenants shall maintain records e.g. invoices and activity log with dates and nature of maintenance works done during their servicing carried out for the sanitary system. Should Tenant fail to do so, Landlord shall then engage MCST's appointed Sanitary Works term contractor(s) to carry out the maintenance and back charge the cost to the tenant. 16. Tenant is to adopt source control practices to reduce the discharge of fats, oil and grease; food waste; and other solids into the sanitary system, including grease traps. Source control practices include: <ol style="list-style-type: none"> a. Keeping floor traps closed at all | <ol style="list-style-type: none"> times and provide strainer cups, b. Disposing food waste from the food preparation area into a rubbish bin, c. Disposing leftover food from soiled utensils and plates into a rubbish bin, d. Using a catch basket to capture food waste that are washed into sink, e. Pouring used oil into a separate container and not into the sanitary system <ol style="list-style-type: none"> 17. For food establishments, Tenant shall adopt a regular cleaning and desilting programme including visual inspection and maintenance of the sanitary pipes, drip trays, drain-out pipes at least once every six(6) months. Tenant must carry out more frequent maintenance for those sanitary pipes which are found to be prone to choke. |
|---|---|---|--|

M&E Fitting Out Specifications & Criteria

Electrical Works

1. Tenant &/or Tenant's LEW is to submit:
 - a. single-line drawings and loads table for IFM's/ Building LEW's review prior to commencement of works.
 - b. the necessary documents and electrical SLDs to our Building's LEW (Refer to Section re: NSC) who will vet, prepare and endorse CS3 form, which will be returned to Tenant/ Tenant's LEW.
 - c. completed account opening & meter installation (if needed) request forms to IFM's office together with CS3 electrical single line drawings, GIRO form and electricity deposit cheque for completion of CS-3 form and account opening.
2. An approved Tuas Power kWh meter shall be installed at:
 - a. The Landlord's meter board for Tenants whose MCCB rating is 100 A, 3-phase or less.
 - b. The Tenant's premises for Tenants whose MCCB ratings are more than 100 A, 3-phase.
 - c. Or at location advised by IFM

3. Tenant's Fit Out Contractors to label all outgoing circuits at Landlord's main switchboard / meter-board, from which the supply is tapped, with engraved tags (black lettering over white background), with the following descriptions:
 - a. Unit no. and shop/restaurant/office name above the meter board's viewing panel.
 - b. Unit no. onto teakwood where the approved private Power kWh meter is to be installed.
 - c. The electrical approved load.
4. Tenant's Fit Out Contractors to label all outgoing circuits at their respective isolator / MSB / DBs c/w attached labels are to be provided with the wording "Electrical Supply from MSB-PD-B1-101" (example) on front of Tenant's isolator and MSB panels



Incoming supply source code



*Engraved tag size to be approx. 10cm by 2cm

Earth link relay setting

Sample Meter board Engraved Tag

5. When upgrading of electrical load is required, Tenant to apply request for review and approval:
 - a. To indicate the new upgrade load required by the Tenant.
 - b. To submit two(2) copies of proposed single line diagram c/w equipment specification lists.
 - c. To submit to the landlord:
 - i. The total connected load and maximum demand load;
 - ii. Equipment specification list;
 - iii. Main single line diagram accompanied with LEW's endorsement;
 - iv. Tenant respective DB's;
 - v. Main consumer's switchboard;
 - vi. Air-con DB on the single line drawing. [The proposed load is subject to approval by Building's LEW/IFM].
 - d. To ensure the type/setting of main protection devices at the consumer's main switchboard (earth fault / overcurrent) is appropriately discriminated with reference to the upstream landlord's power supply tap-off point. All protection settings

shall be subjected to the approval by the landlord's LEW.

- e. All electrical circuitry must be clearly indicated on the Single Line Diagram (SLD) at the DB (distribution board) in the Tenant's premise in order to detect any electrical trips instantly. Electrical single line diagram must be placed inside the DB panel.
6. Installation of new main cable:
 - a. Installation of new outgoing cables from the landlord's electrical riser to the isolator (Tenant to install above their unit's service chamber), and to main switchboard (Tenant provide). All new cables to be laid in new trunking/cable ladder and to be labelled at 5-meter intervals with the shop name /unit no., and also at locations where there is a change in cable route direction. The cable route shall be verified on site with IFM prior to starting work. The cables shall be of XLPE insulated material.



M&E Fitting Out Specifications & Criteria

- b. Tenant to bear the cost for the upgrading electrical installation work.
 - c. For safety measure and to prevent hindering of the mall/car park operation, all cables installation work shall be from 2300hrs to 0600hrs the next day.
 - d. Any wall openings for laying of cables must be identified and obtain prior approval from the landlord before starting work. If needed, Tenant must also engage structural engineer to endorse the work prior to commencement of work. All penetrations must be made good with fire rated material and touched up with the existing wall colour paint.
 - e. Tenant requires notifying TO/IFM at least 2 weeks in advance of any shutdown date for its upgrading works. This is for the TO/IFM to have enough time to notify the affected Tenants who are sharing the same electrical meter board / main switch board. All upgrading works shall be planned properly such that minimum shutdown time is required.
- 7. Tenant to make provision an access opening c/w cover (600mm X 600mm) below the electrical isolator which was installed in the service chamber, at the front of the shop/unit.
 - 8. A “Certificate of Compliance” to be endorsed by their LEW, and to submit to Landlord.
 - 9. Tenant’s LEW is to endorse and submit all test reports on the electrical installation works and switchboard / distribution boards to TO/IFM .
 - 10. To notify MCST’s appointed Energy Retailer at least 3 days in advance of kWh meter installation/turn-on date. The kWh meter shall be turned on prior to the commencement of operation by the shop/office or at the expiry of the fitting-out period. Otherwise, a temporary check meter must be installed and all consumption of electricity will be chargeable. Otherwise, during these operation (business) period, Tenant have to pay for the utility consumption (refer to Section B for more details) to MCST, until kWh meter installed.
- 11. Upon the completion of the fit out works, the power supply **WILL NOT BE TURNED ON by IFM** if the Tenant has not installed a power meter or completed the account opening procedure with Landlord’s appointed Energy Retailer.
 - 12. When Tenant has acquired three-phase power supply from the landlord, they are to ensure that all loads are balanced on all the three phases. When the operation of the premises is stabilized, the loads shall be re-distributed if found unbalanced and to prevent nuisance tripping.
 - 13. Three (3) set of ‘as-built’ drawings (single line, lighting and power layout) in paper prints and soft copy to be submitted to TO/IFM (single-line, lighting and power layout) to be attached on the Tenant’s main board, for easy to trace/troubleshoot the faulty circuit promptly.
 - 14. All cables shall be installed in GI conduit, trunking or tray.
- 15. All floor embedded cable installation shall be concealed in GI conduit, no PVC conduit are permitted.
 - 16. Neon signs shall be of low voltage 230V-supply type (subject to approval by Landlord).
 - 17. Tenant to sign/endorse the Letter of Undertaking and Indemnity, with their company heading printed on the top of the letter, and return to IFM before the commencement of the electrical installation.
 - 18. By tapping of Landlord’s supply, Tenant is accountable to maintain the base provision of main cables, main isolator and main circuit breakers.
 - 19. Tenant shall maintain all Landlord’s EXIT lights located within the premises, which shall be reinstated to the original landlord power source when vacating premises upon lease expiry, where applicable.



M&E Fitting Out Specifications & Criteria

20. Tenant is to seek approval in writing from TO/TD for permission to install and/or convert common area light fittings for their use. Tenant's proposal is subject to review and approval by TO/TD on a case to case basis only.
21. When Tenant converts landlord's lighting installed either within lease area or at common area for their use, the affected lighting circuits are to be diverted and connected to Tenant's power source, to be controlled and maintained by Tenant. Should Tenant replace landlord's light fitting with their own, landlord's light fitting shall be retained for future reinstatement. Tenant is required to reinstate the landlord's light fittings and properties into its original position and condition during reinstatement works.
22. Subject to Landlord's approval, any decorations put up by the Tenant, along the common corridor must be allow access for M&E servicing purposes. Fire rated roller shutters, smoke curtains, smoke detectors and PA systems / speakers installed in the Tenant premises will be maintained by Tenant.
23. All independent sound system speakers and/or all PA speakers which are being utilized to play piped music, must be installed with an over-riding interlocking relay. This relay is to ensure that the music does not cause any conflict or mask the PA announcements during any fire emergencies.
24. Applying for temporary supply of electricity:
 - a. Maximum load for temporary supply is 230V 60A single phase.
 - b. Tapping of temporary supply is chargeable for fit out works.
 - c. During fitting-out work, Tenant is required to fill up the "Applying for Temporary Supply of Electricity" form which is to be endorsed by their LEW, before any tapping commences. They need to install necessary protective devices (such as ELCB & MCB) to prevent nuisance tripping during fitting-out works. They are required to bypass the kWh meter terminals by connecting with GI connectors.
 - d. Tapping of temporary electrical supply is also chargeable when the Tenant starts their operation / business without installing an approved Power kWh meter.

Refer to Temporary Supply Application form for more details on the charges.

Electrical Installation Licensing (Above 45KVA) and Subsequent Annual Licence Renewal

Suntec City Mall is a contestable consumer with EMA and is under one EMA electrical installation licence. According to EMA regulation, all sub-metered accounts shall obtain an electrical installation licence from building LEW.

Building LEW will approach Tenant for licence renewal before Tenant's licence expires.

Refer licence fee table in Section B.

M&E Fitting Out Specifications Criteria

Air condition Base Provision

The base provision for cooling load depends on the intended usage of premises, typically as follows:

- Retail - approx. 130W/sqm
- F&B - approx. 250W/sqm

Tenants upgrading cooling capacity for their premises and/or installing additional air condition equipment at their own cost are to submit request with cooling load calculation for review and approval by TO/IFM. This is subject to MCST's charges for additional chilled water usage for all new equipment and licence fee for all approved new equipment installed in common area.

Air Condition Equipment Operation Hours

Operation of chilled water air condition is controlled via Tenant's own electrical supply and by central controlled BMS. Typical mall air condition BMS operation hours is between 10am to 10pm daily.

Tenants requesting to amend and/or extend chilled water air condition operation hours for their premises are to submit request for review and approval by TO/IFM. All such extension(s) is subject to MCST's charges

Equipment FCU Model	Make	Type	Model	Cooling Capacity		Air Flow (CMH)	Ext. Static Pressure (Pa)	Motor (kW)	Power Supply (V/Ph/Hz)
				Total (kW)	Sensible (kW)				
FCU 06	York	Ducted	DCP 06-6R	5.61	4.30	1020	150	0.32	220/1/50
FCU 08	York	Ducted	DCP 08-4R	7.41	5.45	1360	150	0.32	220/1/50
FCU 10	York	Ducted	DCP 10-3R	8.50	6.24	1700	150	0.32	220/1/50
FCU 12	York	Ducted	DCP 12-4R	10.76	8.00	2040	150	0.63	220/1/50
FCU 14	York	Ducted	DCP 14-4R	12.89	9.46	2380	150	0.63	220/1/50
FCU 24	York	Ducted	DB 20-6R	30.10	19.27	4280	150	1.10	400/3/50

Above: Typical Chilled Water FCU Equipment Specification

for additional chilled water usage.

DX/ VRV air condition system is directly controlled by Tenant and equipment operation hours is determined by Tenant.

Air condition Equipment Specification

Typical chilled water FCU equipment model specification is listed in the table above.

For all AHU, PAU, DX-FCU and/or other FCU models, Tenant to contact TO/IFM to request

for equipment specification detail, if required.

All power supply to FCU/ AHU/ PAU serving Tenant's premises must be installed by Tenant and tapped from Tenant's DB. These shall be ready before Tenant arrange for turning on of air condition supply to their premises.

Openings to Natural Ventilated Areas

Where Tenant plans to have direct opening(s) to natural ventilated outdoor area, Tenant is

required to comply to BCA air condition control requirements:

1. Where DX-FCU's have been provided for the tenancy premises, Tenant is required to provide self-closing doors
2. Where chilled water FCU's have been provided for the tenancy premises, Tenant is required to provide an air lock, i.e. a vestibule with 2 sets of self-closing doors
3. EM lock with break glass door controller may be provided for fire escape exit doors for emergency use only



M&E Fitting Out Specifications Criteria

Air-Conditioning and Mechanical Ventilation Works

1. AHU/FCU power supply must be installed by Tenant and supply tapped from Tenant's DB. AHU/FCU units must be clearly indicated at the DB (distribution board/panel) in the Tenant's premise in order to detect any air-con trip instantly. Electrical single line diagram for air-con units must be placed inside the DB panel.
2. Tenant/ Tenant's contractor must inform IFM and shall be present for the joint inspection both during power connection to the fan control panel and during turning on of air condition. Tenant/Tenant's contractor is responsible to check and ensure things are in order before calling for inspection.
3. BMS interface are provided to all AHU/FCU installed by Landlord.
4. All thermostats and its cables are wired up by Landlord. Tenant to ensure all thermostats are not hidden/covered in order to give an accurate temperature sensing/reading.
5. Tenant/Tenant's contractors are to turn off all air-conditioning equipment during fitting out or renovation and are not to turn on the power for AHU/FCU. In addition, there is need to block/seal off the AHU/FCU during the Fit Out Period. This is to prevent dust particle generated to be trapped inside the air-conditioning equipment/unit.
6. Tenant/Tenant's contractor is to ensure that all fresh air ducts to premises FCU's / AHU's/ PAU's are temporarily blanked off during fitting out or renovation.
7. The Tenant has to undertake all responsibility for carrying out any additional installation to the existing air-conditioning system.
8. Any additional new air-conditioning equipment installed by Tenant shall be provided with secondary drain pan at Tenant's cost.
9. The Tenant is responsible to test and ensure the smooth discharge of water inside the pipeline of the condensate drainage system prior to operations or handing back of premises after reinstatement.
10. The consumption of chilled water or auxiliary cooling water is chargeable to Tenant for this new equipment. Tenant is also to install at his own cost, new BMS interface and/or chilled water flow meter to the additional FCU/ AHU, to be reviewed and approved by IFM.
10. Access panel provisions on plaster/false ceiling must be of size 600 x 600 mm for maintenance and servicing trimmed with aluminium framing for all AHUs/FCUs/Fans. Tenant is not to block any access way in order to facilitate servicing of AHUs/FCUs/Fans above. All access panels should be easily accessible at all time for maintenance purpose.
11. Access panel must be provided for direct access to ceiling mounted cat ladder, filter, fan control panel, main chilled water supply and return valves, chilled water actuating valve and all parts of the air-conditioning equipment/unit located inside the Tenant's premises. Landlord will not be responsible for any ceiling damage caused by Maintenance staff due to accessibility.
13. Where accessibility for maintenance is limited or obstructed, Tenant has to install cat ladder/ platform at his own cost, especially when the void space between the false ceiling and the FCU/AHU is more than 1 meter height apart.
14. All existing duct works and diffusers that are taken over by the new Tenant in 'as is where is' condition will be the responsibility of the new Tenant. Tenant/Tenant's contractor is advised to check the ducts and carry out any rectification work and documentation at Tenant own cost before carrying out ceiling works.
15. Once there is any renovation to the tenancy premises, accessibility to the air-conditioning equipment must be reviewed and additional provision to facilitate maintenance must be installed where required.
16. Upon completion of Fit Out works, Tenant is carry out a fresh air-condition balancing exercise with report duly certified by Tenant's M&E QP, before submitting a copy to IFM.



M&E Fitting Out Specifications & Criteria

Air Condition Return for Specialist Trades

Tenants operating specialist trades such as pet shops, hair and nail i.e. manicure / pedicure services, etc. are to provide ducted air return for their premises as well as provide air cleaner / filter, where necessary.

Tenant shall seek advice from their M&E QP and refer to Code of practice for air-conditioning and mechanical ventilation in buildings for more details.

Air Cleaner Requirement for F&B and/ or Food Kiosk Tenants

All F&B or Food kiosk Tenants who are carrying out cooking activities shall ensure that their cooking steam and/or fumes is properly directed through an air cleaner so that all discharge air is clean and odourless. Kitchen exhaust air treatment system shall be properly designed and selected to ensure the quality of discharged air to environment is comply with all the local authorities' and Singapore Code of Practices requirements.

All F&B or Food Kiosk Tenants with KED provisions shall supply and install, operate

and maintain their own kitchen exhaust system including exhaust hood, air cleaners, filtration system, supply and exhaust fans, section of KED connection from Tenant's premise to main KED or exhaust grille, etc. as necessary at their own expense. The maintenance frequency shall be at least once a year as per SCDF requirement.

Tenants without KED provisions and conducting minimal cooking activities that do not produce oily fumes shall supply, install, operate and maintain their own hood, with an electrostatic air cleaner ventilation system for their kitchen at their own expense. UV-C type air cleaner is not suitable for such operations. Refer to following section of [Standard Guidelines to Kitchen Ventilation System and Treatment System](#) for more details.

Typical Landlord's provision for F&B Tenancy premises with KED provisions

Generally, F&B premises with KED provisions in our mall have been provided with tap off outlet/ inlet points connected to separate and individual Kitchen Exhaust & Kitchen Fresh Air Supply ducts which are directly serving only the respective premises.

Only KED & KFS ductwork outlet / inlet are provided by Landlord. Tenant shall install and maintain at their own cost and expense their own internal ductwork, smoke and odour treatment equipment, fans, silencers, etc. Refer to following section of [Standard Guidelines to Kitchen Ventilation System and Treatment System](#) for more details.

F&B Tenancy premises with KED provisions & with shared Landlord's Common Kitchen Ventilation System

There are exceptions where F&B tenancy premises whose Kitchen Exhaust & Kitchen Fresh Air supply provisions are connected to Landlord's Common Kitchen Ventilation system, which includes the following:

1. KED & KFASD tap off points for Tenants, with VCD and motorised damper which shall be kept in open position at all times
2. These ducts terminate with common Landlord's Kitchen Exhaust & Kitchen Fresh Air Supply Fans respectively
3. Junction box for Tenant's connection to interlock Tenant's gas system with Landlord's main KEF. This is to ensure Tenant's gas supply will shut off when common main KEF is not running.
4. Junction box for Tenant's connection to

interlock Tenant's fire suppression system with Landlord's main KEF.

Tenants may request more information from TO and verify all details and provisions at site. Premises with shared Common Kitchen Ventilation System are listed below & this list might be updated from time to time:

S/N	Unit No.(s)	Location
1 to 7	B1-K3, B1-K4, B1-K6 B1-K7, B1-K8 B1-K9, B1-K10	West
8	B1-K5/K11	West
9	B1-121	West
10,11	B1-121A, B1-121B	West
12	B1-121B	West
13	B1-122	West
14	B1-122A	West
15	B1-123/124	West
16	B1-126	West
17	B1-127	West
18	01-649/650	East
19	01-651/652	East

M&E Fitting Out Specifications & Criteria

Tenants with shared Common Kitchen Ventilation System are advised to engage their M&E QP to review their operational requirements and to safe guard the continuity of essential kitchen operations by installing at their own cost and expense necessary booster exhaust & fresh air fan(s) of suitable size(s) within their premises:

1. Tenant shall install and maintain at their own cost and expense their own internal ductwork, smoke and odour treatment equipment, fans, silencers, etc.
2. Booster fan(s) are only required to overcome the static pressure from the tenant's hood (including air cleaner) to the incoming duct provided by Landlord.
3. Interlocking must be installed to ensure that both Tenant's booster fan(s) and Landlord's main KEF will stop operations in the event of emergency.
4. The booster fan size specification shall not exceed the Landlord's MV provisions for the tenancy premises and shall not exceed common fan specification.
5. Centrifugal box fans are recommended as these are generally quieter. Axial fans are best avoided as such motor are in the air stream, which might affect airflow.
6. Tenant shall conduct air balancing of

their Kitchen Exhaust system and submit to IFM / TO report with PE endorsement:

- a) to confirm that Tenant's booster fan(s) installed on site has not exceeded the allocated exhaust provision for their premises.
- b) to ensure that Tenant's kitchen exhaust system performance is optimal for their premises.

Refer to following section of [Standard Guidelines to Kitchen Ventilation System and Treatment System](#) for more details.

[Standard Guidelines to Kitchen Ventilation System and Treatment System](#)

1. All submissions for the kitchen ventilation system to be submitted by Qualified Person and in compliance to all codes of practices and relevant authorities' requirements. All exhaust fans are to be accompanied with specific attenuators on acoustic aspects of fan during operation mode (Base M&E consultant to advice)
2. Variable speed drives and backdraft

dampers are to be installed in all the duct work with Magnetic gauges to indicate operating pressure of the fans.

3. Kitchen hoods are to be installed with grease filter and smoke and odour treatment system of Electrostatic & UV air cleaner type.
4. Short-circuit of the exhaust to the fresh air supply / air conditioning shall be avoided based on SS 553; no exhaust and supply/ return air shall be less than 5 meters apart.
5. The following engineering practices to be adopted for Kitchen ventilation system:
 - a. For greasy operations, ducts shall be in stainless steel or galvanised iron of at least 1.2mm thick and with minimum 1 hour fire rating according to code of practice and fire code, to be advised by M&E QP;
 - b. Velocity flow rate of duct to be not more than 10.3 m/s;
 - c. Ducting construction to be based on SMACNA standards;
 - d. Fans selection to be based on SS 553,

however the static pressures are to be carefully selected to ensure that a backflow does not affect the other tenants in the common exhaust duct system, and to ensure effective exhaust through the discharge point);

- e. Kitchen exhaust system shall comply with the maximum fan power of 0.17W/CMH ($\leq 4kW$) or 0.47 W/CMH ($>4kW$);
- f. Kitchen exhaust system shall be at all times negative pressure so that smell and cooking fumes are not transferred to the air conditioning system and surrounding tenant units/common area.
- g. While maintaining the negative pressure in the kitchen, kitchen MV system shall be designed in such a way that outdoor fresh air makeup to be sized at least 85% of exhaust air volume. This is to prevent excessive indoor cooled air being exhausted out by the kitchen exhaust air system and contribute to the waste in energy.



M&E Fitting Out Specifications & Criteria

- h. A kitchen hood fire suppression system is to be installed and shall interlock with the exhaust fan system and gas supply emergency shut-off valve system, according to Code of Practice and Fire Code.
- i. An approved gas leak detector system shall be provided in areas using gas, connected to localized alert alarm, emergency shut-off valve, kitchen exhaust system and fire suppression system, according to Code of Practice and Fire Code, where applicable.
6. The installation and design of the kitchen ventilation system shall be such that it does not draw air conditioning load out, preferably to be an isolated system, with fresh air supplied into the exhaust system.
7. Spot cooling is recommended for the kitchen area.
8. Adjustable timers are to be installed for the fan operation to save energy and to ensure that the fans are run to cool down the kitchen area and remove smell and fumes for at least 30 minutes before and after kitchen operation.
9. The system shall be designed to achieve the indoor air quality as stipulated in the recommended Guidelines for Indoor Air Quality.
10. Tenant shall engage appropriate contractor/ specialist to carry out monthly maintenance at their cost to kitchen mechanical ventilation system, kitchen hood fire suppression system, gas distribution and detection system and etc. which includes but not limited to MV fans, filters, control panels, distribution board, nozzles, fusible links, actuators, gas detectors, solenoid valve, MV fans/gas/fire suppression system interlocking function to ensure proper functioning of the respective system and clean and odourless kitchen discharge air. The kitchen hood, exhaust air duct (from kitchen hood to external louvre) and the external louvre shall be clean minimum once a year or to maintain duct cleanliness with average thickness of surface grease < 50 micron meter (0.0508mm) as per NFPA 96 guide. Kitchen hood and filter for kitchen with heavy cooking activity to be cleaned more regularly as per the interval recommended by manufacturer. A copy of monthly service report to be submitted to TO/IFM for record.
11. Kitchen hood and filter shall be cleaned on regular monthly basis or duration recommended by manufacturer for kitchen with heavy cooking activity.
12. Tenant shall keep records, e.g. invoices, log/activity sheets of the regular maintenance works carried out for their own kitchen exhaust system including exhaust hood, air cleaners, filtration system, supply and exhaust fans, section of KED connection from Tenant's premise to main KED or exhaust grill, etc. These records should state the dates and nature of maintenance works done.
13. Should Tenant fail to engage appropriate contractor to carry out the service and maintenance, the Landlord shall then engage appropriate contractor to carry out the maintenance and back charge the cost to the Tenant.
14. Tenant must review & rectify their installation upon feedback of any complaint arising regarding smoke and odour from their operations.
15. For Tenants using UV-C treatment system, the tubes of the UV-C lamps to be wiped cleaned with proper cleaning agent soap and water at least once every week and the tubes shall be replaced after 8,000 operating hours.
16. The UV-C filtration is highly sophisticated system and under no circumstances access to the tubes be allowed unless the power supply to the UV-C control panel has been turn-off as looking into the lighted lamps may damaged the eyes.
17. The activated carbon bank filters removes and retains gaseous contaminants within its microscopic porous structure. The pollutants are absorbed by the carbon grains which increase in weight as they absorb. This process continues until the capacity of the carbon is saturated. At this point or before (every 6 months), the carbon must be replaced or reactivate.

Smoke Control

1. All submission for smoke control system by Qualified Person must be in compliance with relevant authority's requirement.
2. All Landlord's smoke control system including smoke curtains, ductwork, fans, dampers, panels, etc. within the tenant space should not be demolished or altered. 600 mm x 600 mm access panels shall be provided to the fans, dampers, panels, etc. for access and maintenance where false ceiling is installed by tenant,
3. For tenants with unit area \geq 1300 sq. m and/or with smoke control system in their premises, at least 25% free area perforated ceiling shall be provided where false ceiling is proposed as part of tenant's shop fit.
4. The operation of all installed smoke curtains and smoke detectors shall not be obstructed, especially by tenant's furniture or internal partition(s). A clearance height of 2100 mm AFFL shall be maintained for the operation of smoke curtains.
5. Perforated shop closure with free area at least 25% of shop front, &/or as advised by QP, shall required for the smoke control make-up fresh air intake.
6. If the tenant chooses not to implement perforated shop closure, 2 hour fire rated fresh air transfer duct shall be installed and extended to low level with air grilles by the tenant at his own cost. The details and route of this duct shall be submitted to IFM and authority for approval. The fresh air make-up duct MUST not be removed/ concealed by partition walls or display cabinets in order not to fail the smoke extraction system. Any damage to the fire rated duct shall be rectified by the tenant according to code requirements.
7. Where motorized perforated shutter (for Levels B1, L2 & L3 only) is used instead of manual type, switch to manual mode shall be provided in case of power failure.
8. The integrity of the smoke zone boundary shall be maintained at all times. Finishes for smoke zone boundary include the following options, to be advised by

Tenant's QP:

- a. Smoke curtain, dropping to 2100mm height AFFL and come with gypsum barrier above to soffit of slab
 - b. Gypsum partition to soffit of slab
 - c. Laminated fixed glass panels and with gypsum barrier above to soffit of slab
 - d. All openings and/ doors to be not more than 2100 mm height AFFL and come with gypsum barrier above to soffit of ceiling slab
9. All perforated shop closure and smoke zone boundary treatment as part of shop front are subject to review & approval by TD on overall aesthetic evaluation.

Refer to Section D: EDA for Smoke Control Guideline for Fresh Air Make Up

Smoke Curtain and Fire Shutter NSC

The smoke curtain and fire shutter system in the mall are maintained by MCST's appointed contractors.

Tenants requiring to carry out any addition &/alteration of such work are advised to engage our NSC for the work and to integrate the fire signal into our mall's system.

The NSC details are as follows:



Smoke Curtain IDAS Technology Pte Ltd

Mr. Aedan Phua
Tel: 65-6745 3933
Mobile: 65-9008 8039
Email: aedan.phua@idastech.com.sg



Fire Shutter K. A. Fabric Shutters Pte Ltd

Mr. Gary Lim
Tel: 65- 67471747
Mobile: 65- 8189 7873
Email: [garylim@ka.com.sg](mailto:garyl原因@ka.com.sg)

M&E Fitting Out Specifications & Criteria

Air Blown Fibre (ABF) Microduct Infrastructure

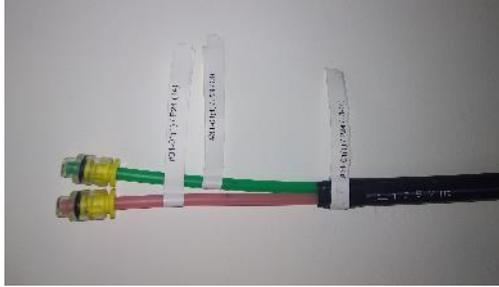
Air Blown Fibre (ABF) Microduct infrastructure is the property of Suntec MCST (2197) which has been provided for all Tenants at the entrance of unit premises above false ceiling.

Generally, each unit no. is provided with 1 pair of coiled 5m length ABF microducts with End Cap connector for future fibre connection.

Photo below shows ABF Microduct coiled.



Photo below shows typical labelling for 1 pair



1. Tenants are responsible for their use of the ABF Microduct infrastructure, their connection and shall reinstate when vacating premises upon expiry of lease.
2. Tenant may engage their preferred Internet Service Provider (ISP) and submit to IFM / MCST details for review and approval before carrying out the fibre installation work between MDF Room, Telecom Riser and Tenant's Unit, namely the following:
 - a. Layout plan and
 - b. Proposed ABF Microduct servicing port
 - c. PTW with Application Form (Refer to Section B)

3. Tenants may move or extend the ABF Microducts to designated fibre termination point location, however, must not damage or cut the original microducts.
4. When vacating premises upon lease expiry, Tenants are required to reinstate the ABF Microduct to original location as well as to engage their respective Telco Service Provider to remove the fibre installed by tenant.
5. Tenants are to compensate MCST the cost of reinstatement should there be any damage to the Air Blown Fibre (ABF) Microduct infrastructure and End Cap connector and/or in the event of failure to remove their fibre from ABF Microduct before returning premises.
6. Tenant's Contractors are to engage MCST's nominated contractor to carry out Reinstatement to (ABF) Microduct infrastructure.

The NSC details are as follows:



Starhub Ltd

Mr. Derrick LIAM Kar Aik

Mobile: 65 - 8233 2066

Email: derrick.ka.liam@starhub.com

Mr. Teo Hsien Wen Jaryl

Mobile: 65 - 9100 7571

Email: jaryl.hw.teo@starhub.com

Mr. Royston TAN Eve Peng

Mobile: 65 - 9188 9900

Email: royston.ep.tan@starhub.com

Nominated Sub Contractors (NSC)

All Tenants and their contractors shall employ at their own cost and expense the following NSC for related works, as stipulated by MCST /TO/IFM. These include:

1. Installation of Electrical Meter and Power Turn-On of Demised Premises, and annual EMA licence
2. Modification of BMS, Public Address Speakers, installation of override control module, smoke detectors and relocation of Fire Alarm bell & call point
3. Installation of 2nd Layer Fire Sprinkler and modification to existing sprinklers, installation of new hose reel and relocation of existing hose reel
5. Addition &/alteration of Smoke Curtain & Fire Shutter work (see NSC under Smoke Control)
6. Additional &/ modification to Air Blown Fibre (ABF) Microduct infrastructure (see NSC under ABF Microduct)

Electricity

Tenant is to apply to respective parties for account opening and metering to the premises. Refer to more details under [Electrical Works and utility account opening under Preparations for Opening of Business](#).

Meters are to be installed in Tenant's name by Building's LEW and Tenants are to make all payment accordingly.

Tenants are to engage Building's LEW to vet their electrical SLD, turn on of electrical supply and for EMA licence, where applicable. Tenants are to ensure that this part of work is completed before operating in the premises.

The Building's LEW details are as follows:

 **DRPL Corporation Pte Ltd**

Mr. Ang Koh Seng
Tel: 65-6273 3860
Fax: 65-6278 4010

Ms. Sabrina Chee
Mobile: 65-9835 5119
Email: sabrina.chee@drpl.com.sg

Public Address Speakers

If Tenant installs music system in the premises, Tenant shall install control module to switch from music to message when fire alarm is activated.

Tenant's Contractors are to engage MCST's nominated contractor to carry out alterations (if any) to the following:

- a) Public Address Speakers
- b) Installation of music override control module
- c) BMS
- d) Alarm bell and call point
- e) Smoke detectors

The NSC details are as follows:

 **Honeywell Pte Ltd**

Mr. Lim Yew Sheng
Mobile: 65-9766 5980
Email: yewsheng.lim@honeywell.com

Mr. Charles Rajaratnam
Mobile: 65-9661 8308
Email: charles.rajaratnam@honeywell.com

Fire Protection / Sprinkler System

Tenant's Contractors are to engage MCST's nominated contractor to carry out

- a) Modification include all addition and alterations (if any) to the Sprinkler system
- b) installation of 2nd layer sprinkler system
- c) Add new / relocation of existing Hose reel

Sprinkler drainage fee at S\$107.00 (inclusive of 7% GST) is payable each time to **MCST Plan no. 2197**. All costs to be borne by the Tenant.

The NSC details are as follows:

 **Chubb Singapore Pte Ltd**

Mr. Gary Ho Soo Twang
Account Manager
Mobile: 65-9693 1827
Email: gary.ho@chubb.com.sg

Mr Jason Teo
Operation Manager
Mobile: 65-9862 1404
Email: jason.teo@chubb.com.sg

Introduction to Green Building Guide

Suntec City Mall is a Greenmark Gold certified building and is committed to do our part in conserving and maintaining sustainable environments. The Green Building Guide strives to communicate, educate and encourage all our stakeholders and business partners - both Tenants and the public, to work together and achieve our environmental goals.

Energy Conservation Guide

When selecting equipment for daily operation, Tenants are encouraged to look at energy efficiency by weighing on long term energy savings instead of short term capital investments. The following are some fundamental principles to look at:

Select right capacity for appliances and equipment for daily operational needs. e.g. correct size of freezer/ fridges to avoid wastage of energy due to over sizing.

Consider purchasing energy-efficient equipment and make sure energy management features are activated. All

equipment recommended to be NEA 4 tick energy efficiency labelled or approved equivalent. Specialist equipment (with no label) is required to follow industry best practice guides in terms of energy efficiency

Equipment Plug Load - Average for retail is <22W/m2 and F&B is <60W/m2.

Kitchen exhausts must include an active grease capture separation system, air cleaner and UV light.

All back of house, storage areas and fitting rooms is recommended to be motion or switched controlled with all lights programmed to be switched off after hours.

Where applicable, do not block any heat dissipater. Insufficient ventilation reduces the efficiency of heat dissipation for appliances and equipment, resulting in higher energy consumption.

Where applicable, do not place any heating appliances near to room air-conditioning thermostat because the thermostat will sense heat from these appliances, which gives 'false' signal to air-conditioning system

resulting in over cooling in space.

Air conditioning controls to maintain thermal comfort and good indoor air quality shall be designed for. Temperature to follow SS 554: 2009 (Indoor operative temperature between 24C +/- 1 degree Celsius. Relative humidity < 65%).

Select energy-efficient light bulbs or lighting systems for lighting needs, especially LED based bulb replacements and light sources.

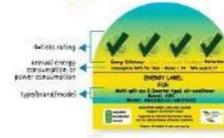
Lighting Power Budget

Tenants are recommended to achieve total lighting power budget of 22w/m2 or less for Retail units and 15w/m2 or less for F&B units.

Tenants are also encouraged to achieve a lower lighting power budget or higher Greenmark standard, whichever is more stringent.

Use of incandescent and halogen lights are prohibited.

more ticks, more energy efficient...

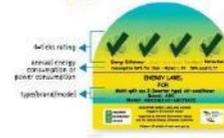


Use of Energy efficient lamp (LED light sources) and high frequency/ electronics ballast is encouraged to achieve good luminance with visual comfort, based on Singapore Standard SS531 / Part 1: 2006 (Lighting for Work Place) achieving minimum lux level requirements.

Advantage of Efficient Lighting Design & Management:

1. Reduce lighting energy bill
2. Reduce heat load
3. Potential savings in lamp maintenance and replacement cost with correct selection of lamp types
4. Indirectly reduce green house gas and carbon emission
5. More comfortable shopping and working experience with proper design to avoid unnecessary glare

more ticks, more energy efficient...



Suggestions:

1. Avoid 'over design' of lighting level
2. Select high efficiency lamps. i.e. higher lumens output per input wattage (lm/watt)
3. Use LED for most lighting sources.
4. Use electronic ballast instead of magnetic ballast

sunlight) to lower heat load and air-con consumption.

Pre-used visual merchandising props in good condition may be refurbished to create new display and avoid materials wastage.

Design submission in soft copy to reduce paper wastage.

Environmentally friendly finishes and materials in design and operation e.g. biodegradable & recycled materials or packaging.

Water Conservation Guide

General water conservation guidelines:

Applicable for Tenants with private pantries/washing basins, use at least "3 ticks" type water fittings under the Water Efficiency Labelling Scheme endorsed by Singapore's PUB.

During Design & Construction

Design flexible layouts, displays and fixtures for multiple and recycle usage.

Incorporate landscape as part of overall design (especially in conditions exposed to

Furnishings, furniture, and carpets to be SGLS or SGBC labelled or approved equivalent 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 use rapidly renewable materials.

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 landfill.

Fitting-Out Materials

Use materials with good percentage of recycled content listed in Singapore Green Building Council (SGBP) for reference. For more green information, visit websites:

<https://www.sgbc.sg/sgbc-certifications>

<https://sgbc.online/certification-directory/products/>

Green products have a lesser impact on the environment and help to improve quality of indoor environment. It contains recycled content which helps to reduce the impact on the environment by reducing the amount of raw materials extracted.

Reduce use of adhesives with mechanical fixings where possible.

General product are listed following.

Drywall (Gypsum) SGLS / SGBC labeled or equivalent

The products do not contain toxic/harmful substances. It helps to improve indoor air quality with its good emission standards that met PSB testing standards.

Autoclaved Concrete Blocks

It does not contain toxic substances which might be harmful to humans when come into contact or contaminate the environment when disposed.

Composite Timber

The products ensure a good recycled content which helps to protect the environment by reducing the demand for timber. The raw materials are obtained from sustainable sources and approved forestry. It also has low formaldehyde emissions rates.

Low-VOC paints / varnishes / sealants / adhesives

It ensures the low emission of volatile organic compounds (VOCs) from the paint which can be harmful to human bodies with prolong exposure when inhaled.

Tenancy Hoarding & Hoarding Graphics Guide

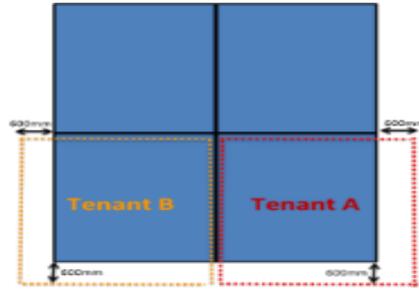
Hoarding

Tenants are to erect full height (subject to site condition), structurally stable gypsum board hoarding with painted base colour Nippon Matex Cloud BS00A01. See typical hoarding specification section drawing and refer to SCDF Guideline:

<https://www.corenet.gov.sg/media/1849891/circular-managing-fire-safety-for-use-of-hoardings-and-safety-nets.pdf>

Hoarding may extend 600mm from the lease boundary, complete with proper door to open inwards, door frame, door closer and number padlock at shop front. Allowance to be made for site specific amenities e.g. supply air grilles, smoke curtains, sprinklers, CCTV, etc. Access to fire fighting amenities and fire escape pathway shall not be obstructed at all times.

Kiosk tenants are required to erect **1600mm height** gypsum board hoarding, (subject to site condition), with white canvas to be put up vertically when working after mall operation hours and as a horizontal canvas dust cover during mall operation hours. Where 2 or more kiosk tenants share an island cluster, the hoarding shall also be erected along the adjoining subdividing lease line.



Above: Typical hoarding plan for multiple kiosks on same island

Generally where there is external glass façade, tenants may install suitable vinyl sticker with artwork to obscure view of premises under renovation, to be removed upon business operations. No renovation will be permitted to proceed should there be no hoarding and /or hoarding visual installed.

The hoarding sticker / structure shall be maintained in a good & proper state of repair and condition by Tenant and/or Tenant's Contractor at all times and shall be treated at regular intervals to the satisfaction of the Landlord. In the event if the hoarding structure and graphic is not maintained according to the above requirements, Landlord reserves the right to request Tenant to re-install a new hoarding structure or rectify the default(s), and all costs incurred will be borne by the Tenant.

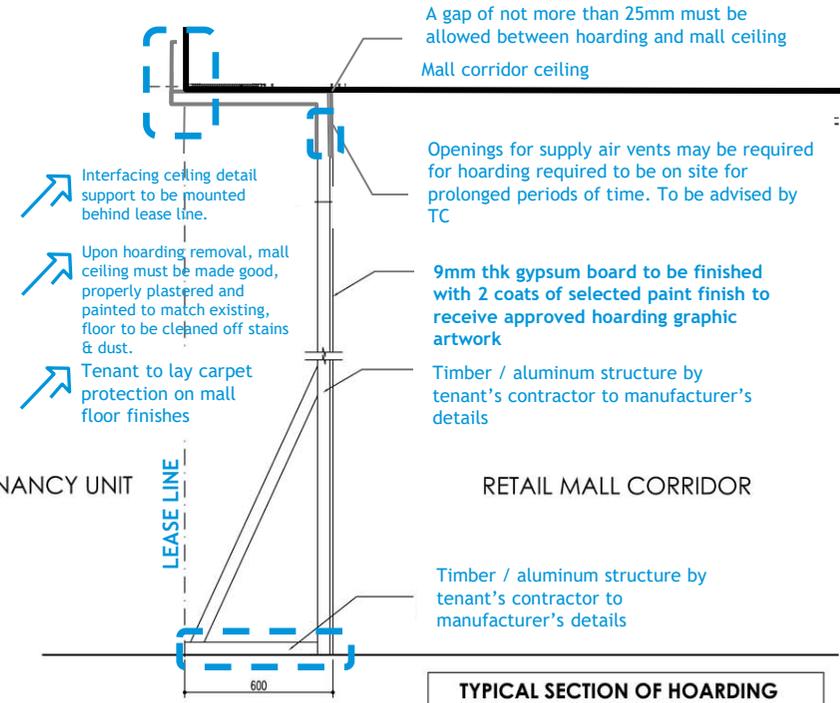
The hoarding sticker / structure can only be removed upon completion of Fit out works.

All installation and removal of hoardings can only be carried out after Building operation hours. Other instructions, such as taller hoarding height and/or gypsum ceiling cover, safety barricades, temporary signage, use of other suitable material e.g. calcium silicate board for areas partially exposed to wet weather and metal hoarding for outdoor areas with PE endorsement, etc. may be required at specific locations on case to case basis, to be approved by TO/TD.

Hoarding Graphics Criteria

Tenants are to install full height graphic visual sticker on the hoarding. They should adhere to the following criteria:

1. Full hoarding graphics (top to bottom),



Above: Typical Tenant's hoarding specifications section drawing

2. covering the entire hoarding panel, including the left and right side panels
3. Avoid dark background graphics/pictures
4. Branding/lifestyle presentations are strongly encouraged. Hard sell content is not allowed.
5. Indicate shop opening date/period

Artwork design are subject to approval by TD and may be directed to the group email for approval to the personnel in-charge: apm-retaildesignmanagement@apmasia.com.sg



House Rules

All tenants and their contractors shall at all times observe and comply with house rules of the **Management Corporation Strata Title 2197 (MCST 2197)** at their own cost.

All tenants and their contractors shall observe and comply with all prevailing codes of practice, safety laws and regulations at their own cost.

Tenants' contractors shall liaise with the TO / IFM on issues such as access to site, unloading & delivery of materials and disposal of debris etc. Contractors are to abide by all advice and instructions from TO and our duty officers.

Violation of House Rules

Violations of house rules and/or given instructions will result in administrative charge deductions from the Fitting Out / Reinstatement Deposit. Workers and/or companies who consistently flout Fitting out / Reinstatement house rules may be blacklisted and refused further access into site.

Refer to Administrative charges for Violation of Fitting Out Regulations form in Section B.

Some examples are listed below:

1. Commencement of work without a valid Work Permit
2. Failure to submit or display Work permit
3. Failure to exchange valid workers' passes from Security Pass Office before working
4. Failure to provide protection for safety purpose &/or to avoid unsightliness
5. Worker(s) found smoking in/outside fitting out unit
6. Cigarette butts found within fitting out unit
7. Noisy and dusty works carried out during restricted hours
8. Works generating foul smell carried out during restricted hours
9. Poor housekeeping and / or illegal dumping of debris/waste materials. (Refer to Housekeeping)
10. Damage caused to common property
11. Use of Passengers' Lift to transport goods and construction materials
12. Obstruction to common passageways especially fire escape routes
13. False activation of fire alarm system
14. Failure to comply to WSH / Fire Safety regulations and/or duty officer's instructions

House Keeping & Pest Control

Tenants & Contractors are to practice good housekeeping and exercise good pest management to the satisfaction of Landlord during their site works.

They are required to carry out cleaning to all common areas affected by their Fit Out Work and of their own work site, implementing measures including the following:

1. Proper dust control measures such as carpets, white canvas sheets are to be in place to ensure the common areas are kept clean.
2. Maintain a damp mop at all times on site to clean up dust and dirty foot prints when necessary.
3. Carry out periodic cleaning to all affected common areas which includes corridors, ceiling, storerooms lobbies, walkways, toilets etc. to the satisfaction of Landlord.
4. Hoarding door is to be closed when dusty works are in progress. Protect all voids below the ceiling with canvas or plastic sheet.
5. Pre-filters to be installed at FCU's / AHU's and Fresh Air vents to prevent dust trapping.
6. Keep all building materials and

equipment away from public areas. No building materials or renovation debris are to obstruct the corridors and passage ways. These areas form part of the escape route in the event of building emergencies.

Where required, Tenant must engage a qualified pest control company to carry out weekly inspection and treatment against rodent, cockroaches, mosquitoes, flies, ants and other insects during the works, to protect not only the unit(s) but also its surrounding areas and submit the inspection report to the TO/IFM. The type and timing of the treatment shall be coordinated with the TO/IFM. **Fumigation is strictly prohibited in the Building.** The Tenant shall be responsible for any Stop Work Order issued by NEA as a result of any pest breeding ground found within the unit.

Where possible, the fit out design shall also eliminate any pest harborage site and entry point into the premises.

Should the Tenant and/or Tenant's Contractors not comply with the above, Landlord reserves the right to engage its service provider to carry out such works and charge the cost with administrative fee (to be determined by the TO/IFM) to the Tenant or charge the cost against Tenant Fit Out deposit.



Fitting Out / Reinstatement House Rules

Below are indicative rates of housekeeping and administrative charge, to be determined by IFM's discretion based on severity and urgency of incident:

- a. Clearing general waste due to illegal dumping by Tenant / Contractor - \$200 one-time charge per occasion
- b. Clearing furniture due to illegal dumping by Tenant / Contractor - \$500 one-time charge per occasion
- c. General cleaning due to failure by Tenant / Contractor to maintain cleanliness at affected common areas - varies from \$200 to \$500 depending on size of affected area

Usage of Toilets during Renovation

Tenants and contractors are to exercise reasonable care when using all toilet and washing facilities without damaging the washing closet, water tap, basin, floor traps etc.

There should be strictly no washing up or bathing in common toilets. All mess and spills must be cleaned up before mall operating hours on the next day.

TO/IFM reserves the right to withdraw permission to use facility. Any Contractor or workmen found urinating and / or defecating in any area other than the designated toilet will be barred from the site.

Pollution Control

Tenants' Fit Out / Reinstatement works shall be undertaken in such a way that a satisfactory indoor environment is maintained. It is the Tenant and/or Tenant's Contractor responsibility to take all necessary measures to minimize excessive noise, dust, dirt and odour emitting from the premises.

The Tenant and/or Tenant's Contractors are required to ensure that the activities and processes should be scheduled such that they have the lowest possible emissions. In the event where the activities and processes which pollute the air is inevitable, Contractors should as far as possible, encapsulate the area, provided with local extraction, carried out in areas with direct exhaust to the exterior, or limited to after building operating hours when few people are exposed. For instance, all work such as spray painting, gluing of carpet or varnishing and those that create noise, smoke and dust nuisance must be avoided and to be done only outside normal working hours.

All ventilation ducts, grilles, ACMV equipment and wall openings must be properly sealed. Interior paints, varnishes, sealants and adhesives are to be low volatile organic compounds (VOC) using natural and water-based products where possible.

Usage of Materials and Machinery

The Tenant and Tenant's Contractors must ensure that the building materials, tools, equipment, machinery and merchandise are kept within the premises with the necessary precautions to prevent pilferage.

The Tenant and Tenant's contractor must inform Landlord in advance of any heavy electrical equipment or machines that are to be brought to the site. If approved, the assembly of machinery shall be completed before they are brought to site.

Use of combustible materials for internal partitions, ceiling, and finishes are not permitted unless approved by relevant Authorities. Building materials that contain toxic substances which could pose a hazard to health when used in the building must be avoided.

The Tenant shall obtain prior written approval from the Tenancy Care should there be storage of any combustible or dangerous building materials such as combustible paints, gas cylinders etc. These items shall be kept in designated locations with all the necessary precautionary measures taken. Any Statutory Licenses required for the storage of such items shall be obtained by the Tenant.

Placement of building materials and/or heavy machinery on the Base Building structure shall only be allowed with the endorsement of the Base Building Structural Engineer and approval of the Landlord.

Landlord reserves the right to remove and dispose all items placed in the common area, especially those obstructing the corridors and fire escape routes and charge the expenses against the Tenant's Fit Out deposit. Under such circumstances, Landlord will not be responsible for any loss or damage to the items removed.

Construction Debris / Waste Material Disposal

The Tenant shall ensure that their appointed Contractor(s) do not dispose debris and surplus materials at the common areas including inside the Bin Centre and dumping waste into floor traps, sinks, toilets, gullies and drains is strictly prohibited. The Tenant is to maintain the cleanliness of their premises and common area at all times.

Unless otherwise stated, the Tenant shall instruct their Contractor(s) to remove all construction debris from site daily. Skip tanks / Open Top Container (OTC) are not permitted to be parked overnight in the car park. All debris shall be stored at units and arranged to cart away from unit to car park and/or loading & unloading bay only when transportation vehicles have arrived.

Should the Tenant not comply with the above, the Landlord reserves the right to engage its debris removal services provider to carry out such works and charge the cost and administrative fee (to be determined by TO/IFM), to the Tenant or charge the cost against Tenant Fit Out deposit. Under such circumstances, Landlord shall not be held

responsible for any losses or damages of material, tools and equipment, and merchandise etc. while carrying out such removal works.

Delivery Routes

Contractors are to use only designated routes & service lifts for transportation of materials and merchandise. All contractors are to use only designated service lifts and the Tenant / Tenant's Contractors must ensure that the load does not exceed the permissible load capability of the lifts. **No delivery or material handling is allowed via the escalators and passengers lifts.**

Trolleys or other equipment used for the delivery and handling of materials, from point of unloading through to the point of entry to the unit, must be fitted with rubber castors. Canvas and 5mm thick plywood is to be used to protect the common area flooring and walls (with minimum 1.2 meter height or higher as required by Tenancy Care).

Refer to Appendices for Delivery routes.

Tenants with specific delivery request may liaise with **TO/IFM** for review and approval of alternative delivery routes.

Damages to Landlord's Properties

The Tenant's contractors are responsible for the satisfactory completion of Fit Out / Reinstatement works in his premises and shall be responsible for any damage, action, claims or liabilities arising from the execution of the works. In the event that damage is not rectified accordingly and within the period specified by the Landlord, Landlord reserves the right to take all necessary remedial actions at its discretion and charge all costs and expenses incurred against the Fit Out / Reinstatement Deposit.

The Tenant /Tenant's Contractor(s) is also responsible for Landlord's properties in the common areas of the storey they are working on. In the event, should Landlord's properties on that storey are damaged and the Tenant's contractor working on that storey have not made good the damage and within the period specified by the Landlord, Landlord reserves the right to take all necessary remedial action and charge all

costs and expenses incurred against the Fit Out / Reinstatement Deposit. If more than one contractor is involved, the costs and expenses will be shared between and among the contractors.

The Tenant shall keep Landlord fully indemnified from and against any claims, liabilities, damages and additional expense incurred arising from the Fit Out / Reinstatement works.



Fitting Out / Reinstatement House Rules

Water Proofing for All Service Retail with Wet Areas and F&B Tenants

Tenants shall indemnify Landlord, MCST and/or neighbour against any damage for water seepage arising from their premises and waterproof all wet areas within their premises at their own cost. Extent of area shall depend on Tenant's layout and site conditions, to be advised by TO/TD/IFM. Waterproofing shall have upturn height of at least 300mm with 1200mm at sink areas and 1800mm at shower areas.

Tenants and Contractors are to conduct waterproofing test(s) and furnish TO/IFM with photos BEFORE and AFTER the test (minimum 24 HRS observation) so as to observe if there is any drop in water level. A tile (vertically upright) shall be placed indicating shop name & unit no. with a marking of water level at the start of the ponding test. Only when there is no drop in water level after 24 hours, the Contractor may then proceed to continue with the floor screeding and piping works.

Tenants and Contractors are to keep and submit records of the waterproofing material specification, method of installation and Warranty before refund of fit-out deposit.

Touch up Work Specifications & Material Supplier Contact

The following are specifications and supplier contacts should Tenant's contractor require to complete / make good the works.

 **ICI Dulux Super Maxilite 50YR83/003 matt**
Emulsion Paint for Common False Ceiling

 **Nippon Silver Metallic CS 2968M**
Enamel Paint for metal Pelmet above Level One shop front

 **SKK PU Enamel Colour White**
Enamel Paint for certain Common area walls

 **PU Enamel ICI Barley White GL16208**
Enamel Paint for certain walls of Lift Lobby and back of house

 **SKK Decolux Enamel Colour 10B15**
Enamel Paint for Common Area doors in mall

 **SKK Decolux Enamel Colour DE8047**
Enamel Paint (Admiralty Grey) for L1 Atrium metal structure in mall

 **MCST's Painting Term Contractor**
For above paints, you may contact
Everpaint Enterprise Pte Ltd Tel: 6487 2966
Sundar M: 9783 6971
Sandy sandy@everpaint.com.sg

 **B1, L1, L2, L3 Interior Common Floor Tile**
Builder Shop Pte Ltd
Tel: 65 6841 6636 / 65 6545 5225
Email: info@buildersshop.com.sg

 **L1 Interior Common Floor Tile**
QMG Stone Pte Ltd Tel: 6385 5930
Contact: John Tay M: 9639 9819
Email: john.tay@qmgstone.com

Stiles Hub Pte Ltd Tel: 6841 8885
Contact: Cherlene

 **B1, L2, L3 Common Floor Tile**
M&G Contracts (S) Pte Ltd Tel: 6368 5568
Contact: Eddie M: 9099 1483 / Alfred Siow
Email: alfredsiow@leefon.com.sg

Surface Stone Pte Ltd Tel: 6281 7800
Contact: Eliza, M: 9488 8826
Email: Eliza@surfacestone.com.sg

 **L1 Exterior Floor Finish**
TOP Pave Pte Ltd Tel: 6555 4555
Contact: Surya M: 9320 0422

 **Column Marble Cladding**
Sunray Woodcraft Construction Pte Ltd
Tel: 6566 2311



3M Dichroic Blaze DF-PA
Iridescent film at B1 FOW façade glass fins
Jestac Pte Ltd Tel: 6288 8290
Contact: Jesslyn M: 8111 4378



Fitting Out / Reinstatement House Rules

Security Pass Office for Daily Changing of Contractor Passes

Contractors are to commence work at site only with approved work permit. Workers are to exchange valid passes **daily** before starting work on site for the day by presenting a screenshot or copy of the approved work permit, to register and exchange temporary pass at the following locations:

A. East Wing Basement 2 Loading Bay

(Car park G entrance): All tenants (Retail & Office Towers)

B. West Wing level 2 Loading Bay :

West Wing Retail tenants

Refer to maps in Section B appendices for these locations.

All working hours are to be stated in PTW and subject to review. Pass exchange will only proceed as per name list accompanying approved PTW according to the approved working hours. Please refer to more details re: [Working Hours under PTW application](#).

Work Safety Health Compliance

Tenant and contractor are to take appropriate reasonably practicable measures,

to observe safety work procedures as per requirement under MOM's Workplace Health & Safety Act. Due care must be taken so as not to cause damage or injury to persons or property.

These procedures include Tool box, meeting PPE , WSH, WAH, HW and Fire Safety, applying for factory licence where applicable, etc.

The presence of a Competent Supervisor is necessary to supervise critical works like hacking of flooring and wall, and hot work to avoid damage or injury to persons or properties.

Please refer to the following MOM's Legislation and approved Codes of practices:

<https://www.mom.gov.sg/legislation/workplace-safety-and-health>

<https://www.mom.gov.sg/legislation/workplace-safety-and-health#approved-codes-of-practices>

<https://www.mom.gov.sg/workplace-safety-and-health/safety-and-health-management-systems/risk-management>

The Code of Practice on WSH Risk Management may also be found under Resources at <https://www.wshc.sg>

Workers and/or companies who flagrantly flout their own safety RA and WSH regulations may attract administrative charge deductions from their Fitting Out Deposit, be blacklisted and refused future access into site.

Fire Safety Compliance during Fit Out / Renovation Works

Both Tenants and Contractors must play their part to ensure fire safety measures are implemented at their job site at all times. Due care must be taken to prevent risk of fire so as not to cause damage or injury to persons or property. These includes:

1. No smoking within job site and shopping mall
2. Good housekeeping of job site to provide clear fire escape route within premises
3. Standby appropriate fire fighting equipment e.g. fire extinguisher and any additional equipment especially during more risky work such as hot works
4. Provide fire watch during hot works
5. No obstruction to fire escape and base fire fighting facilities, e.g. sprinklers, FAP, Hose reel, Alarm call bell, strobe light, etc.
6. Any work affecting sprinkler coverage and base facilities to be undertaken by their QP and to proceed upon QP's advice

7. To ensure that temporary fire protection and safety measures are in place during fitting out. To ensure that QP's alternative fire protection and safety solution are implemented during any Fit Out or renovation works, where applicable.

For more details, refer to National Fire and Civil Emergency Preparedness Council's advice and Fire Risk Assessment Guide at http://www.nfec.org.sg/publication_fire_risk.html

Workers and/or companies who flagrantly flout their own fire safety RA measures and SCDF regulations may have administrative charge imposed by deductions from their Fitting Out / Reinstatement Deposit, be blacklisted and refused future access into site.



Preparations for Opening of Business

Pre-Operation Checklist & Inspection

Tenants are responsible for management of their project timeline and to ensure they are operationally ready in all aspects before they commence trading. The Pre-Operation inspection is a milestone for Tenancy Care and Tenants to assess the completeness of Tenants' Fit Out renovation and their readiness for business operation.

Before business commencement, Tenants are to organise and furnish a copy of the following documents to respective persons-in-charge on the Pre-operation Checklist:

1. Authority approvals & operation licences
2. Open all relevant utility accounts
3. Submit POS form
4. Install unit no. and operation hour signs at shop front
5. Request & Collect letterbox keys, if required
6. Submit form and collect Tenant Security Pass for operational access to bin centre
7. Submit Operational Insurance
8. Submit Pest Control Policy and Monthly Service Reports
9. Submit Sanitary &/ Exhaust Systems Service Schedule

The above list is not exhaustive and may

include other documents relevant to tenant's specific trade, and/or as required in their respective Tenancy agreement. The Pre-Operation Checklist is attached in Section B for reference.

Tenants are to arrange the Pre-Operation inspection with TO/TD at least 3 to 7 days before removing hoarding and start trading.

If any part of the fitting out is observed not to be ready, Tenancy Care &/ MCST reserves the right to turn down tenant's request to commence business trading until compliance &/or rectification is completed.

Operational Licence

Tenants are responsible for application of and obtaining licences from the necessary respective governing agencies before shop opening e.g. Food Shop Licence, Liquor Licence; Public Entertainment Licence, Halal certification, Massage Licence, etc., where applicable.

Before commencing operations, Tenants are to furnish a copy of these licence to TO / TD :

apm-retaildesignmanagement@apmasia.com.sg

Clearance of Authority Approvals and Fire Safety Certificate (FSC) / Minor Additions & Alterations (MAA)

Tenants are responsible to consult and engage their own respective Qualified Persons to carry out all necessary submission to the relevant governing Authority Agencies and obtain all necessary clearances prior to trading. These Authorities may include and not limited to the following: URA, BCA BP / ST / CPBU, SFA, LTA, SCDF FSSD, etc. wherever applicable.

In particular, Tenants are to obtain FSC or MAA from FSSD, whichever is applicable, before business commencement. **Do note that trading for business without any FSC or MAA in place is a serious offense under the Fire Safety Act.**

Refer to your QP &/ SCDF for details:

<https://www.scdf.gov.sg/home/fire-safety/plans-and-consultations/minor-addition-alteration-works>

Prior to commencement of business and operations, Tenants are to furnish a copy of all authority approval and FSC or MAA to TO / TD :

apm-retaildesignmanagement@apmasia.com.sg

Dismantling of Hoarding

Hoardings are to be removed only after the pre-operation inspection, and only upon completion of fitting out works and setting up of merchandise and displays.

Removal of hoarding is strictly to be carried out at night after mall operating hours. Contractors are responsible to remove the hoarding stains on our common area floor tiles and ceiling after dismantling the hoarding. Such touch up works are to be carried out immediately after removal of hoarding.

Tenant Signage for Unit No. & Operation Hours at Shop front

Tenant shall install designated unit no. at right / left hand side of their shop front. The typical font recommended is Gotham Book at 30mm height, to be in contrasting colour for legibility.

Tenant shall adhere to typical mall operation hours between 10am to 10pm daily or according to their respective Tenancy agreement. Tenant shall display signage indicating their operation hours at their shop front as information to shoppers.

Preparations for Opening of Business

Summary of Water & Electricity Utility Service providers in Suntec City

For Suntec REIT Tenants

Water Supply	Electricity Supply
Apply for water utilities account directly from SP Services . Water Meter supplied and billing by SP Services	Apply for MCST account through IFM. Pay to MCST Plan no. 2197 by GIRO on monthly basis. Tuas Power is the billing agent assisting MCST to handle billing issues

For Harmony Tenants

Water Supply	Electricity Supply
Apply for private water meter account under Harmony through IFM. Pay to Harmony Convention Holding Pte Ltd on monthly basis	Apply for Tuas Power Account . Pay to Tuas Power directly by GIRO on monthly basis

Utility Accounts Application of Gas Services

All Tenants are to apply for an account with City Gas. Letter of account opening for gas meter will be issued by our Leasing Team.

IFM will issue the no objection for installation where required when installation drawing with LGW endorsement is received.

Application of Water Services

Tenants are to apply for an account with Singapore Power Services (SP) or Harmony. Letter of account opening will be issued by our Leasing Team, while IFM will issue the no objection for meter installation where required.

Application should be accompanied by

1. Drawing of installation cold water supply endorsed by Licensed Plumber
2. Drawing of installation of plumbing & sanitary system endorsed by licensed Plumber

Application of Electricity Services

Suntec City Mall is a contestable consumer

with EMA and Tuas Power Supply Pte Ltd is the current appointed electricity retailer:

Tuas Power Supply Pte Ltd

Tel: 6838 5565 Fax: 6895 5595

Email: cuscare@tuaspower.com.sg

Tenants are to apply through IFM for MCST or Tuas Power account opening and metering to the premises according to the respective Landlord's arrangement, see table on left.

Letter of account of opening electricity will be issued by our Leasing Team.

Opening of Permanent Electricity Account Procedure

1. Tenant/Tenant LEW submits the following documents to our Building's LEW (DRPL Corporation Pte Ltd) for Endorsement:
 - a. Customer Information recording form.
 - b. CS3 form completed with address of the electrical installation, name of customer and the applied load. (see attached).
 - c. Single Line Diagram (SLD) for the tenant's main switchboard all the

DBs, and load calculation list endorsed by tenant's LEW (for capacity > 45kVA) and electricity letter (s/n 6).

- d. Certificate of Compliance on Electricity endorsed by tenant's LEW.

2. Tenant/Tenant LEW submits the endorsed CS3 form, Tuas Power electricity account opening form and the following documents to IFM for endorsement:
 - a. Electricity account application letter (from Lease Admin)
 - b. Request for Electricity Supply by Tenant (See Form 1)
 - c. Request for New Meter Installation (See Form 2) with endorsed CS3 and electrical SLD
 - d. Photo record of installed external CT (if require 3 phase CT meter)
 - e. Cheque payment for the electricity security deposit (See Table 1).
 - f. Original copy Electricity bill GIRO form (see attached).
 - g. Original endorsed CS3 form and electrical SLD to landlord for endorsement.

Preparations for Opening of Business

3. Once Tuas Power has received the above documents, they will schedule a date / time with your LEW for meter installation
4. Upon confirmation of item 3, Tenant's LEW may then contact our Building's LEW to arrange for permanent power turn on

Refer to relevant forms + process flow chart + fee schedule in Section B for more details

Application for Use of Air Blown Fibre (ABF) Microduct Provision

Tenant and/or their appointed Telco contractor have to submit the following documents to MCST / IFM for ABF Microduct usage, through uploading onto the PTW portal:

1. Customer Information recording form
2. ABF infrastructure Application form
3. Layout plan and proposed ABF Microduct servicing port number stated in Tenant Unit / Telecom Riser / MDF Room.

Letter box Facility

Tenant may contact TO / IFM to request use of letter box facility, if required. Tenants can collect the keys from MCST's office once they are ready.

The letter boxes are located in MCST's various mail rooms and assigned according to zone and unit no.

Upon lease expiry, letter box keys are to be duly returned in working condition. Tenant is to provide one to one replacement of any missing letter box keys at tenant's own cost.

Tenant's Bin Centre Access RT Card

Bin Centre Access RT Card(s) are issued to Retail Tenants' operational staff to access B2 Bin Centre for disposal of refuse from daily business operations.

Construction waste & debris from fitting out or reinstatement works are not to be disposed here. Refer to Fitting out House rules and Housekeeping.

Tenant may nominate their operational staff PIC by filling up an online form, the link to this form will be shared by TO close to Pre-Operation Inspection. IFM will follow up with Tenant's assigned PIC accordingly for Tenants to complete the application via Operating Tenant's Portal and collection of the cards from MCST's office.

Charges are applicable for each replacement pass in the event of any loss / damage. Upon lease expiry, passes are to be duly returned to MCST before refund of deposit(s).

Tenants may contact TO if there are any queries re: above.

Operational Insurance

Operating Tenants are to have in place suitable operational insurance covering items such as public liability, shop front glass damage, etc. as per their TA requirements.

Tenants may refer to their representative from Retail Marketing / Lease administration for clarification and more details.

Point of Sale (POS) Interface

Tenants are to contact our POS System Provider DCS Synthesis for their POS system connection.

The ePOS Interface Option form would have been issued to the Tenant during confirmation of leasing agreement. A copy is included in Section B for reference.

There is no POS or data point provided within tenancy premises. Tenant shall provide their own internet connection to upload their Gross Turnover (GTO) report. Tenant may start applying for their POS system connection prior to their operation of their business.

For any further enquiries on POS interface system, Tenants may contact Leasing's vendor &/ Retail Marketing / Lease Admin:

 **DCS Synthesis**
POS Support
Contact: 65 6652 0073

 **APM Lease Administration**
Email: apm-LARetail@apmasia.com.sg

Preparations for Opening of Business

Pest Control Policy and Monthly Service Reports, where applicable

Tenants operating businesses such as F&B, Food Retail, childcare, etc. are to engage Suntec City's nominated Pest Control vendor (which may change from time to time), at the Tenants' own costs and expense, and put in place suitable Pest Control Policy and maintenance contract for their operations.

Tenants may contact Tenancy Operations, if they have any queries and also note the following contacts:

 **To report pest sighting or current pest-related issues, contact:**
Suntec City 24 Hours Hotline
Tel: 65 6266 1501
Email: pestcontrol@apmasia.com.sg

 **To submit pest control service reports, send to:**
Pest Control Monthly Report
Email:
project_suntec@anticimex.com.sg

Pest Control Nominated Vendor

For enquiries re: pest control services, please contact Suntec City's nominated Pest Control vendor for more details:

 **Anticimex Pest Management Pte Ltd**
Mr Philip Tan
General Manager (Sales - Post-construction)
Tel: 65 6862 3828
Mobile 65 9637 9897
Email: philip.tan@anticimex.com.sg

Sanitary (KWP) &/ Exhaust Systems Service Schedule & Reports, where applicable

Tenants operating F&B outlets and Food Kiosks, and/or who have such installations within their premises are to engage their own vendor and provide their Schedule and regular Service reports to TO/ IFM for the following:

- Sanitary (KWP) Service Report - to include all pipeline serving tenant's unit
- Exhaust Systems Service Report - to include all exhaust hood & ductwork serving tenant's unit

Reports are to be submitted to:

 **Tenancy Operations**
Email: apm-mallops@apmasia.com.sg

 **Integrated Facilities Management**
mcst-engineering@apmasia.com.sg

Upon lease expiry, Tenants are to service / clean both Sanitary (KWP) & Exhaust and submit the respective last maintenance reports.

Sanitary Waste pipe Maintenance Nominated Vendor

For any further enquiries, please contact TO/ the following vendor:

 **AJ Jetting Pte Ltd**
Mr Velu
Tel: 65 6562 6161
Mobile 9634 2694
Email: info@ajjetting.com.sg
<https://www.ajjetting.com.sg>



General Reinstatement Procedure

Reinstatement Procedure

Tenants shall reinstate their premises to the stipulated handover condition as confirmed with their Retail Marketing representative. Tenant may contact Tenancy Care to arrange for briefing and clarifications, if required.

Tenants are responsible for management of their project timeline to ensure the premises is in satisfactory condition, ready to be returned to Landlord **on or before the Lease expiry date.**

All the Fitting Out submissions and house rules shall apply to Reinstatement works, whether tenant is carrying out partial or full reinstatement works. In addition, Tenant shall arrange the following:

1. Confirm in advance the last trading day
2. Furnish hoarding plan for reference
3. Appoint reinstatement contractor(s) and arrange necessary Submission of Fitting Out Documents including Fit Out deposit for Reinstatement works, Indemnity letters, Insurance cover, RA, Worker name list etc. apply for PTW at <https://ptw.apm.sg>
4. Terminate all utility accounts, e.g. electrical, water, gas & Telco - note: Electrical Termination form in Section B
5. To ensure all floor traps handed over are free of chokage. To service and submit service report, where applicable, install vacuum plug to cover the floor traps before handover.
6. To service Kitchen Exhaust system, i.e. KEF,

FAF, EAC, Hood & ducting and submit service report, where applicable. To cover bare openings with gypsum board before handover.

7. To provide test report from NSC that smoke detectors, PA speakers, hose reel & fire alarm system are in good state and working condition.
8. To provide pest control service report, if applicable.
9. To provide all relevant necessary authority approvals, where applicable

Reinstatement to Bare condition

Typical scope of works for full reinstatement is summarized below. As the list is not exhaustive, Tenants are to abide with advice given by TO/IFM during briefing and / or pre-takeover inspection:

1. Erect hoarding as per guideline
2. Remove, dismantle & dispose all tenant's loose and built-in fixtures
3. Strip bare all floor finishing and remove all stains / glue marks
4. Hack to one bare concrete level, removing all floor screed, waterproofing water & waste pipes / electrical conduits
5. Provide cement stumps to hold in place stainless steel floor inlay, if required
6. Make good and replace all damaged common tile finishes, if required
7. Remove all tenant's shop front finishes,

enclosure, internal partitions and wall finishes, box up's, wallpaper, if any.

8. Make good Landlord's finishing at shop front, demising fins, common ceiling, columns & inter-tenancy walls / façade glass,
9. Make good any damaged vermiculite coating with 2 hour fire rating as per PE's advice c/w PE endorsement
10. Make good door finish, lockset and ironmongery, where applicable
11. Paint all walls with 2 coats of approved white emulsion paint
12. Remove tenant's plaster false ceiling, all hangers & brackets and reinstate to landlord's original ceiling, include reinstating all tenant painted bare ceiling to white colour
13. Remove all 2nd layer sprinklers installed and any 1st layer modified by tenant
14. Remove all ACMV ducting & diffusers, MV fans installed by tenant to tap off point at FCU/ KED/ FAD, reinstate NRD, if any. Cover up &/ install temporary filter to the return air intake opening of FCU, where applicable.
15. Remove all other tenant's M&E installations including light fitting/ electrical conduits, CCTV, music speakers etc.
16. Reinstatement and make good all services to the original finish with labeling esp. if they were painted over
17. Reinstatement electrical isolator & Tel BT to 1400mm height AFL, and all M&E services according to Landlord's base provisions & plans

18. Reinstatement ABF Microduct coiled 5m to original location (entrance of unit above false ceiling)
19. General cleaning before handing over - Clear and dispose all rubbish off site. Clean premises, façade glass (if any) and all affected common areas, etc.

Last Trading Day

Tenants are to ensure the following:

1. Ensure all PTW for moving out and reinstatement works has been approved
2. Start packing up only after 9/10pm. Moving out stock and loose fixtures only after mall operation hours
3. Install hoarding only after mall operation hours, generally after 11pm or as advised by MO / Security according to unit location
4. Clear out Tenant's letterbox, to replace lockset if the keys are missing
5. Keep and return Tenant Security Bin Centre access RT card

Pre-Takeover Inspection

Tenants are to arrange with TO /IFM a Pre-takeover inspection **at least 3 to 7 days** to assess readiness of premises and remaining works before the agreed takeover date.



Refund of Fitting Out / Reinstatement Deposit

Refund of Fitting Out Deposit Procedures and Terms & Conditions

Upon completion of the fit-out works and commencement of business, tenants &/ contractors are required to submit all as-built drawings/ documents together with the fitting out deposit refund checklist form to the Refund Admin Assistant from Tenancy Care.

A joint inspection with TO/TD/IFM will be arranged by the Refund Admin Assistant after receipt of the full set of drawings and documents.

The Refund Admin Assistant will confirm in writing that the collation of final as built documents & drawings is completed before the refund will be processed.

The refund of fitting out deposit, less any administrative charges imposed during the Fitting out period, will be processed only upon tenant fulfilling the following:

1. completion of all drawing amendment and /or
2. rectification work on site, if any.

Note: Refund process is recommended to be completed within 2 months from business commencement. MCST reserves the right to

forfeit the fit-out deposit should the document & drawing collation and full refund process is not completed by Tenant.

Fitting Out Deposit Refund Checklist

Refund check list form (Refer to Section B) is to be duly completed and submitted by Tenant/ Contractor together with the as-built drawings & other required documents.

As-Built Drawing and Refund Documents Requirements & Inspection

All hard copy as-built drawings must be printed in colour on the scale of 1:50. Tenant shall provide/ install the necessary endorsements, engraved tags, etc.

Upon receiving the full set in hardcopy and a set in softcopy, the Refund Admin Assistant will arrange with Tenants for a joint inspection date with our TO/IFM.

After this initial inspection, Tenant shall amend drawings with discrepancy, rectify all defects &/or complete any outstanding items highlighted by our TO/IFM, if any. A second inspection may be arranged, if required.

Submission of Fit Out Deposit Refund Documents and As-Built drawings

Tenants are required to send the full set of coloured hard copy drawings (scale of 1:50) and documents and attention to Tenancy Care at the address appended below:



APM Property Management Pte Ltd

Office address:

1 Raffles Boulevard, Level 2 Crescent
1, Suntec City,
Singapore 039593
Tel: 65 6909 2888

Mailing address:

3 Temasek Boulevard, #B1-65A
Suntec City Mall,
Singapore 038983

Tenancy Operations

Email: apm-mallops@apmasia.com.sg

Retail Refund Admin Assistant

Email: fitoutrefund@apmasia.com.sg

Should assistance be required, Tenants may schedule an appointment with the Refund Admin Assistant at least 3 working days in advance. Unscheduled walk-ins will not be entertained.

Refund of Reinstatement Deposit Procedures and Terms & Conditions

The refund of Reinstatement deposit, less any administrative charges imposed during the Reinstatement period, will be processed upon Tenant's fulfilling the following:

1. Successful takeover of premises by Landlord
2. Completion, amendment and rectification of all outstanding items by tenant, if any
3. Finance's confirmation that no other monies are owed by Tenant to Landlord/ MCST.

Refund Payment Status

Tenants are to provide details to facilitate payment via e-banking for refund payment to be arranged by MCST Finance.

After the refund has been processed, Tenants may check with the Refund Admin Assistant on the updated status.