

# DESIGN AND FIT-OUT GUIDE

## RETAIL TENANCY





# HOW DOES THIS GUIDE WORK?

## PURPOSE OF THIS GUIDE

This Retail Tenancy Guide (RTG) 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.

This Guide consists of **2 main parts** to help you through:

- What you have to do
- What you need to know

The Appendices provide contact details, forms and guidance on how to complete your submissions.

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.

## YOUR RESPONSIBILITY

The Tenant is responsible for finding out what they and their team need to do to comply with Government regulations and building Codes as well as to obtain all required completion and approvals, including fire safety certification from the relevant Building Authorities for the fitting-out works in the tenancy premises.

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.

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## STATUS OF THESE GUIDES

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## WHAT YOU HAVE TO DO:

### FIT-OUT GUIDELINES

This section set out good practices, house rules and technical information for carrying out work in the Retail mall. Specific requirements are identified and highlighted by Retail Operations and/or Engineering team(s).

**01** describes Preparations required & Mall's House rules for tenant to carry out a fit-out from Concept to Trade as well as handing back your unit.

**01A** describes Technical criteria and guidance such as M&E information & Specifications, Base building information, etc.

**01B** describes Sustainability Guide.

## SUPPORTING INFORMATION:

### APPENDICES

The Appendices provide contact information for our team that will help you to make the process smooth and all the forms required for our submissions with guidance.

Some information is provided re: submissions to Authorities, however you are responsible for checking it against latest Government guidance.

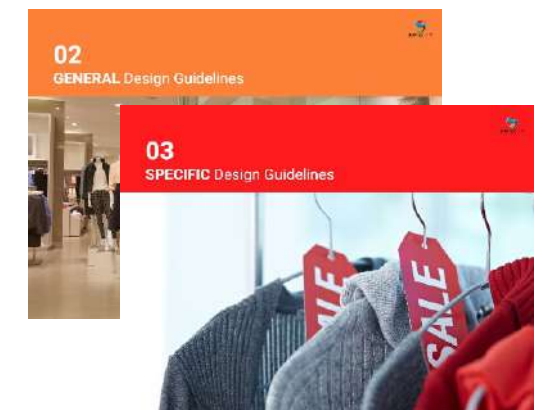
## WHAT YOU NEED TO KNOW:

### RETAIL DESIGN GUIDELINES

These section consists of documents which set out Design rules and guidance for planning of retail tenancy units. Special requirements are identified and highlighted by Tenancy Design team.

**02** describes what applies typically to all units.

**03** describes special requirements for specific Retail/F&B typology and/or clusters.



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<b>03</b>	<b>Specific Design Guidelines</b>  Specific design guidelines will be issued where applicable to unit typology.	



# 01

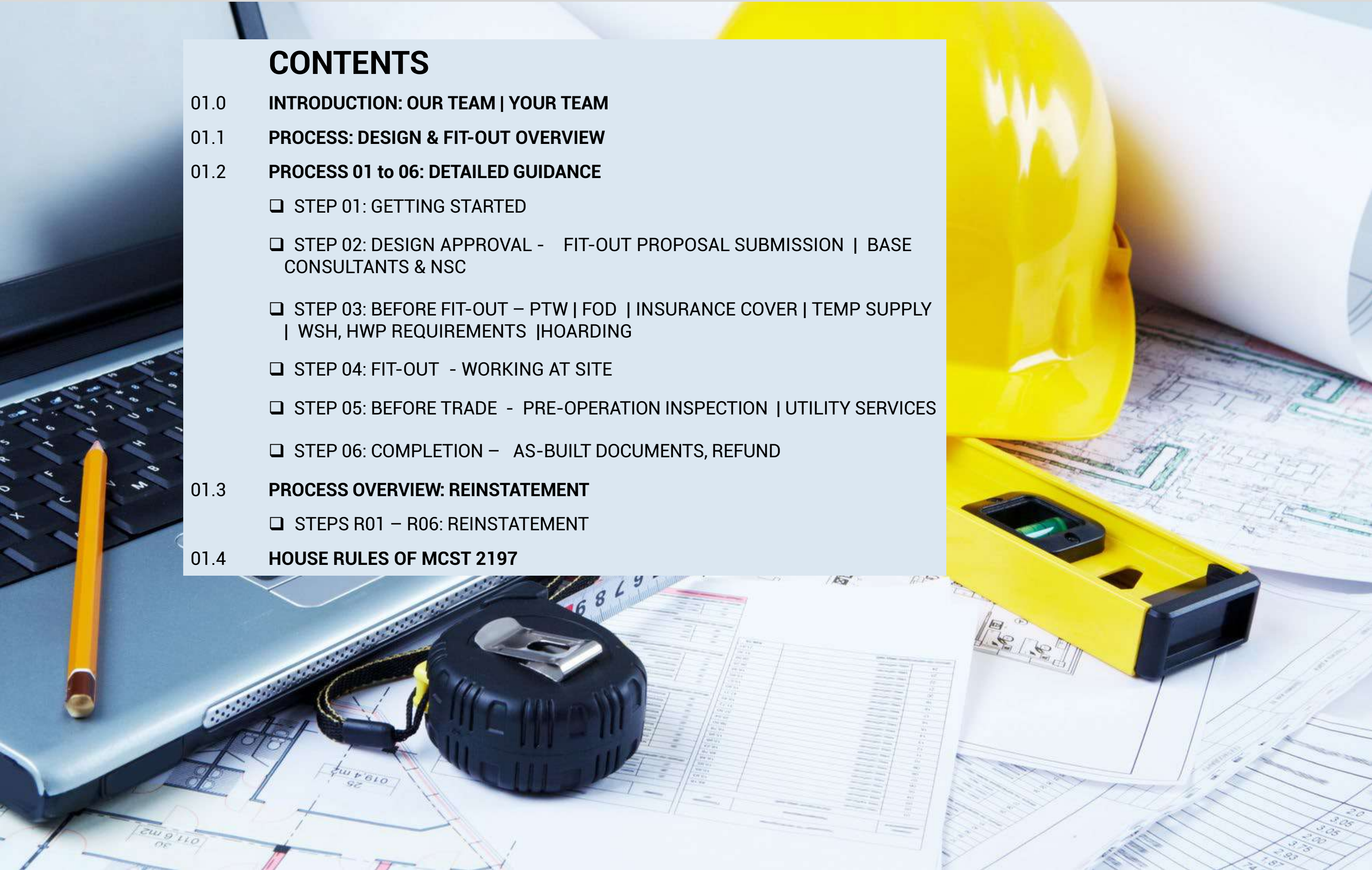
## FIT-OUT GUIDELINES





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## YOUR TEAM

### TENANT

**You** are responsible to appoint a personnel-in-charge, representative on your behalf and for ensuring **Your Team** especially your **Designer** and **Fit-Out Contractor** has the required experience:

- ☐ You should choose to work with and appoint a **Designer** who has previous experience of at least 3 other similar projects and best suited for the project to liaise with **TD**.
- ☐ Appoint suitable **Fit-Out Contractor & Specialists** to deliver the scope of works with expected quality finishing and provide timely co-ordination with **RO** to complete the site works within stipulated Fit-Out period.
- ☐ Appoint **QP(s)** to help you check and ensure applicable regulatory requirements have been considered;
- ☐ Ensure that your appointed team must familiarise themselves with our Design and Fit-Out Guidelines, to ensure an efficient and trouble-free process
- ☐ Confirm your own adherence to trade requirements, apply for and get ready relevant business licences and permits before trading.

### YOUR DESIGNER

Their scope of work including and not be limited to:

- ☐ Design, plan and detail your unit for the best brand expression outcome for your business with sufficient information for your contractor to build;
- ☐ Liaise with **Our Team RO/ TD** on design and technical requirements of your unit;
- ☐ Advise you on other specialists required, manage and coordinate input from them;
- ☐ Assist you with graphics, signage and material selection, etc.

### YOUR QP (ARCHITECT, M&E/ STRUCTURAL/ CIVIL ENGINEER, ETC.)

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

- ☐ Vet Tenant's interior architectural & M&E design proposal;
- ☐ Ensure the Fit-Out Works comply to prevailing authority requirements and regulation;
- ☐ Check and certify that Tenant's Fit-Out is within stipulated ST loading and the integrity of base structural design is not compromised by any placement of heavy equipment, proposed slab opening / coring, etc.;
- ☐ Carry out the necessary submissions to all relevant authorities;
- ☐ 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.

### YOUR FIT-OUT CONTRACTOR, LICENSED TRADESMEN

The **Fit-Out Contractor** must be competent and available for the works. **Your Contractor** must ensure **Your QP's** alternative fire protection and safety solution are implemented during their works on site, where applicable. They must adhere to the house rules and ensure their site works will not become a nuisance nor compromised safety of their workers, building and mall operations.

### TENANT'S ACTION

**Our Team** is here to help **You & Your Team** to achieve success in your Fit-Out / Reinstatement of your Retail premises. In the interest of all, **Our Team** should be treated with respect and consideration. Please brief **Your Team** that hostility and abusive behaviour towards **Our Team** should be avoided as **Our Team** is obliged to implement the stipulated standards and rules as set out in these documents.

## OUR TEAM

### SUNTEC CITY MALL

**ESR Real Estate Services Management Pte Ltd** is both the property manager of Suntec City Mall and the managing agent of MCST Plan No. 2197. **Our Team**, made up of representatives and co-ordinators from the related departments, will assist **Your Team** in the Fit-Out process of your premises, so that your business may commence trading successfully at your premises.

### RETAIL MARKETING TEAM (RM)

Retail Marketing and Lease Administration Department manages the leasing process and negotiates the commercial terms for the leased premises.

Upon firming up the terms and conditions, **Tenancy Design (TD)** and/or **Retail Operations (RO)** will take over to assist you on Design & Fit-Out respectively. Assigned coordinators will liaise and correspond with Tenants directly.

### TENANCY DESIGN (TD)

**Tenancy Design (TD)** is Suntec City Mall's representative in all matters with regards to review of fit-out Design submissions for approval. **TD** shall brief tenants, provide feedback regarding design and will check that the design intent of all submitted and built on site is aligned with the [Retail Design Guidelines](#).

For all retail tenancy design queries, emails may be directed to the group email for dissemination to the team/ personnel in-charge: [ESR-TenancyDesign@esr-res.com](mailto:ESR-TenancyDesign@esr-res.com)

### RETAIL OPERATIONS (RO)

**Retail Operations (RO)** will be Suntec City Mall's representative in all matters with regards to review of [Fit-Out and Technical submissions](#). They are the point of contact to assist retail tenants and their appointed Team on all co-ordination for base building works and modifications during the process of shop fit out.

**RO** will ensure tenants' renovations and fit-out work comply with approved drawings and Technical Guides, Building, M&E and Sustainability information, process permits to work; monitor fit-out works on site; coordinate provision of required services and assess the readiness of your fit out progress for business commence through joint inspection(s) with your team.

For all retail technical &/ operations queries, emails may be directed to the group email for dissemination to the team / personnel in-charge: [retailoperations@esr-res.com](mailto:retailoperations@esr-res.com)

Online PTW Portal: <https://ptw.esr-res.com/>

### BASE CONSULTANTS & NOMINATED SUBCONTRACTORS

These are consultants and sub-contractors who are appointed to oversee and maintain base building services systems of Suntec City. You are to review the conditions for mandatory appointment and work with the respective consultant(s) and/or contractor(s).

## 01 GETTING STARTED

**You** accept Lease offer and **RM** introduces you to **TD & RO**.

**RM** issues consent letters for your utility account(s) & licence applications.

**TD** arranges Design briefing and provides you with:

- Design Guidelines
- Base drawings

**RO** arranges Fit-Out briefing and provides you with

- Fit-Out Guide
- Technical Guide

**You** clarify all aspects of your Fit-out scope, including:

- Trading name
- Retail / F&B product & service concept
- General Merchandise Plan,
- Store design concept and operations flow, etc.

**You** appoint suitably qualified representatives, designer(s), QP and other specialists as required for proposed scope of works.

**Your Team** prepares the design proposal for submission.

Refer to following pages for further guidance.

## 02 DESIGN APPROVAL

**Your Team Representative & Designer** revises and completes Fit-Out proposal and makes submission(s) in good time so that **TD & RO** may provide feedback for **Your Team** to follow up with Authorities submissions.

**You** are to ensure the full design proposal is submitted to facilitate the review process.

**Your Representative** submits

- Retail Design for **TD's** review
- M&E and Structural Design, etc. for **RO's** review
- If required as follow to feedback given, further revision and additional clarifications for review and approval.
- Appoints nominated base consultants

This review process is repeated till **TD / RO** confirms that both your Design and M&E proposal are approved.

Refer to following pages for further guidance.

## 03 BEFORE FIT-OUT

**Your Team Representative & Contractor** mobilizes before taking site possession to make preparation & submit necessary documentations to **RO** for the renovation works to begin in good time.

**Your Representative** takes action :

- Familiarises themselves with and Accepts building house rules governing Fit-Out works
- Conducts site survey
- Submits hoarding plan & visual artwork
- Prepares Permit to Work (PTW) documents and applies for PTW through the online portal.
- Pays Fit-Out deposit
- Submits renovation fit-out schedule
- Applies and pays for use of temporary supply
- Appoints NSC for respective works
- Submits authority approvals /clearances and licence(s), etc.

**RO** reviews online PTW application. Any incomplete application will be queried before PTW is approved for Fit Out period.

Refer to following pages for further guidance.

## 04 FIT-OUT

**Your Team Representative** takes site possession.

**Your Contractor & Fit-Out Team** works towards completion of Fit-Out works within stipulated Fit-Out period.

**Your Representative** arranges a Joint inspection with **RO from Our Team** for handover administration.

Upon successful site takeover, **Your Fit-out Team** starts work on site with PTW approval, ensuring adequate Fire Safety provisions and Safety implementations for duration of fit our period.

**RO** follows up on handover issues, if any, to complete outstanding works, within agreed timeline.

**Your Team** contacts **RO from Our Team** whenever Fit-Out support assistance is required.

Refer to following pages for further guidance & [Appendices](#) for NSC contact details.

## 05 BEFORE TRADE

**Your Contractor & Fit-Out Team** is about to complete fit out works on site.

And **Your Store Operations Team** is preparing for stocking and store opening.

**Your Representative** arranges a joint Pre-Operation Inspection (POI) with **RO** at least 3 days before anticipated opening day.

The site will be checked during POI to assess readiness:

- Store is fitted-out according to approved design.
- All authority approvals and trade license documentations are obtained and submitted.
- Utilities and services, e.g. electrical, water & gas supplies, ACMV systems, etc. are turned on, tested and in working order.
- Signage timer is set to stipulated duration.
- Safety implementations are in order

**Your Team** ensures store is ready prior to hoarding removal:

- Thorough cleaning done before stocking
- Visual merchandising

Refer to following pages for further guidance.

## 06 COMPLETION

**You** have begun business operations in your newly fitted out unit.

**You** submit the as-built documentation according to refund checklist.

**Your Team** completes all site defects &/outstanding items identified during POI within agreed time.

**RO** reviews as-built submission, for **Your Team's** clarification and advise outstanding items, if any, to ensure completeness of as-built documentation set.

**You & RO** carry out a joint inspection to check against submission.

**You** rectify all outstanding items on site, if any, amend discrepancies and update the drawings / documents and re-submit documentation set.

Upon successful completion & **RO** confirms acceptance of the as-built documentation set.

**RO** will inform stakeholders to trigger refund of fit out deposit by Finance.

Refer to following pages for further guidance.

The **DESIGN & FIT-OUT MILESTONES** chart on the right hand side shows the **DESIGN & FIT-OUT OVERVIEW** process stages against an indicative timeline for a typical Fit-Out of Retail Tenancy unit.

This timeline chart is meant to be a reference to guide **Your Team** to plan your own project programme timeline for your specific Fit-Out.

The Fit-Out period is determined according to the Lease agreement and therefore **You** are advised to take note of milestones to gauge **Your Team's** progress.

The responsibilities of **Our Team** and **Your Team** at each respective milestone are summarised here for quick reference.

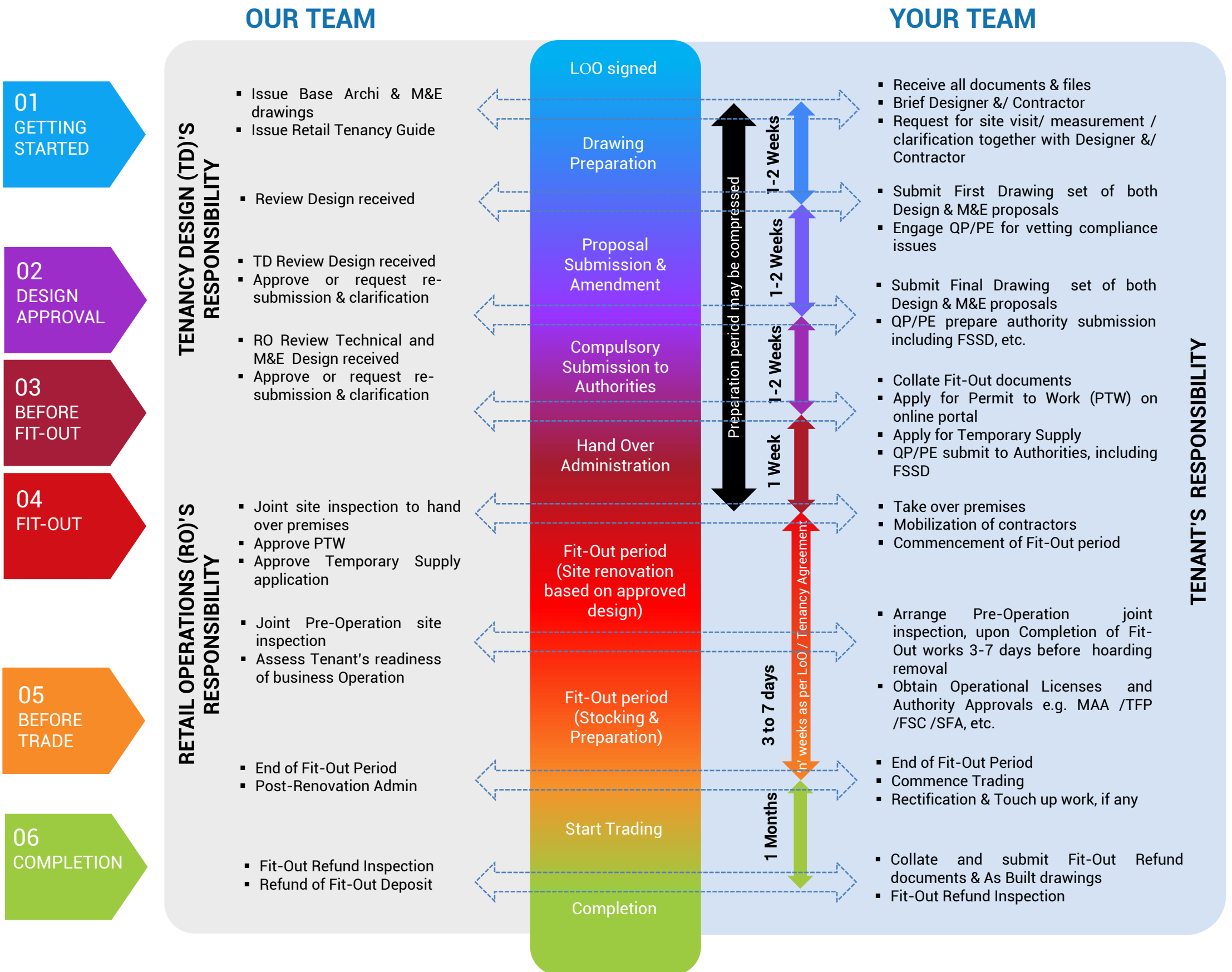
The flow of the Review & Approval process depends greatly on the co-operation from **Your Team** to ensure timeliness of your submission in relation to the agreed Fit-Out period as well as completeness of information and drawings to enable review to be conducted.

Before approvals are issued for the Fit-Out Design & Technical proposal, re-submissions will be required for incomplete items and/or inadequate information / details, where necessary.

It is the responsibility of **Your Team, i.e. Tenant, Your Designer, Contractor or any of the Tenant's other representatives** to ensure that the works carried out are built according to approved design and in accordance with all relevant codes and other applicable industry standards and statutory requirements.

**You** shall be responsible to engage their own respective QP(s)/PE(s) to make the correct necessary relevant applications and documentations to submit for all required authority approvals prior to commencing business on site or before opening.

Refer to [Appendices](#) to do your own planning



**DESIGN & FIT-OUT MILESTONES CHART**



# 01

## GETTING STARTED

Once all leasing documentation is executed, you shall start planning your project timeline to deliver all necessary submissions and complete the shop fit-out works within the agreed fit-out period.

Design process begins.

Start shortlisting Designers, Professional Consultants and Fit-Out Contractors, Specialists etc. to form Your Fit-Out team and ensure availability and competence.

Once you appoint **Your Design and Fit-Out Team**, TD/ RO will brief you and your designer on Design, Technical, M&E and Fit-Out requirements.

This **Design and Fit-Out Guide for Retail Tenancy** serve as a stipulation of Landlord's requirements and set up a framework for Tenant to adopt in keeping their brand expression. All designs are ultimately subjected to the Landlord's review and final approval.

### Key documents referred in Design briefing:

- ☐ Design Guidelines,
- ☐ Specific Design Guidelines, where applicable, &
- ☐ Design Proposal Drawing Submission Checklist

### Key documents referred in Fit-Out briefing:

- ☐ Programme with key milestone dates
- ☐ Handover Conditions & Landlord's Provisions
- ☐ Tenant's premises base information: Unit plans, sections and site specific information, and etc.
- ☐ Fit-Out Guidelines /House rules
- ☐ Technical Guidelines: Building information and M&E Guidelines,
- ☐ Technical & M&E Design Proposal Drawing Submission Checklist
- ☐ Fit-Out Documentation Submission Checklist

This would be the best time for **You** to arrange site visit for **Your Designer** and **Your Team** to conduct their site survey, confirm key dimensions, provisions, existing conditions and any other information required to develop the design.

## GETTING STARTED:

### FOR TENANTS' ACTION

#### FOR INFORMATION & SUBMISSIONS

Tenant to provide information about your Fit-Out , store concept:

- ☐ General Merchandise Plan (GMP) with approved Trading name,
- ☐ Your Retail / Service business, F&B concept
- ☐ Interior design concept
- ☐ Your Store Operation flow, etc.

- ☐ RM's GMP form
- ☐ Deck in your format

#### FIT-OUT PROGRAMME & KEY MILESTONES

Tenant's PIC to create Master Programme Schedule for own reference.

- ☐ [Appendix 01C-2](#) Programme Template

#### YOUR DESIGNER

Your appointed Designer to

- ☐ Familiarize themselves with Design Guidelines, and
- ☐ Prepares Fit-Out, Interior / Architectural design proposal

- o Design Guidelines
- o Design Proposal
- o Drawing Checklist
- o [Appendix 01C-3](#)

#### YOUR M&E CONSULTANT / CONTRACTOR

Your Team to familiarize themselves with

- ☐ Handover Condition & Base Provisions
- ☐ Technical Guidelines: Building information & M&E Guidelines
- ☐ prepares Technical design proposal
- ☐ prepares M&E design proposal

- ☐ LOO
- ☐ Technical Drawing Checklist
- ☐ M&E Drawing Checklist
- [Appendix 01C-4](#)

#### VETTING & SUBMISSION CONSULTANT(S)

- ☐ Tenant to appoint **Your own QP(s)** to review Your Fit-Out proposal and carry out necessary authority submission(s) to URA, BCA, SCDF, NEA, & etc.
- ☐ **You** appoint Our respective **Base Consultant(s)** should the **Conditions for Mandatory Appointment** applies to your Fit-Out.

- ☐ Refer to your QP's advice
- ☐ Contact list [Appendix 01C-6](#)

#### FIT-OUT CONTRACTOR

Tenant's Contractor to familiarize themselves with

- ☐ Fit-Out Guidelines & House rules
- ☐ Appoint **NSC for certain trades**

- ☐ Contact list [Appendix 01C-6](#)

Your Team to arrange Site Visit & Survey

- ☐ To verify all dimensions & provisions, site conditions.
- ☐ To survey site access for delivery needs & site works.

- ☐ Contact RO for appointment



### 02 DESIGN APPROVAL (1 of 2)

To allow sufficient time for review and approval of your Fit-Out proposal, **Your Team** shall submit Your Fit-Out Proposal to **Our Team** in good time, and where possible, at least 4 weeks prior to commencement of work on site according to the programme.

Designs that deviate from the Design & Fit-Out Guide criteria shall be subjected to Landlord's review and approval and may require more time to evaluate.

#### SUBMISSION CRITERIA: CONCEPT APPROVAL

Design drawings submissions are mandatory and if deemed unsatisfactory, the Tenant / Tenant's designer will need to re-submit to Our Team for approval.

Tenant could structure their submission in 2 stages:

- ☐ Preliminary submission for Concept - Tenants could submit a first round of drawings for approval of general shop design concept.
- ☐ Final submission.

All drawing and documentation approval are granted under 'DESIGN INTENT ONLY' and does not automatically confirm compliance with any statutory requirements.

It is the Tenant's, designer's and contractor's responsibility to ensure that works are built in accordance to all relevant codes, applicable industry standards and statutory requirements.

#### SUBMISSION FORMAT & HOW TO SUBMIT

**Your Team** need to submit complete packages with information comprehensive enough for **TD & RO** to understand Your Fit-Out proposal. Incomplete submissions from **Your Team** will lead to delay in review and approval. Refer to summary in [Fit-out Proposal Submission Checklist](#).

All lease lines that have interfacing with the common areas such as ceiling, flooring, inter-tenancy walls and adjacent shop units must be clearly indicated on drawings. Drawings submitted must include dimensions and annotations. All dimensions and site provisions are to be verified on site by **Your Team**.

All drawings should be fully coloured in A3 sized drawn to either one of the following scales: 1:2 | 1:5 | 1:10 | 1:20 | 1:25 | 1:50 | 1:75 | 1:100 | 1:150 | 1:200. We accept e-submission of all drawings in soft copy high resolution PDF & CAD, which are to be submitted to respective person-in-charged:

#### DESIGN PROPOSAL SUBMISSION

- ☐ Submit via Group Email: [ESR-TenancyDesign@esr-res.com](mailto:ESR-TenancyDesign@esr-res.com)
- ☐ **Tenancy Design (TD)** to review & approve:
  - ☐ Interior Design/ Architectural Drawing Set – annotated & with dimensions
  - ☐ Artist Impression - All drawings must be clear and in full colour with reasonable accuracy and realism for visualization purposes of the shop front and interior.
  - ☐ Signage Details - full specifications, impression and artwork of all signage, graphics and display used in the shop design
  - ☐ Finishes, Fittings & Furniture Schedule consisting of Full specifications, model and image of finishes, fittings and furniture used in the shop design
  - ☐ Sample board of proposed Materials - A physical sample board with actual materials labelled and compiled on a durable back board to be submitted to the office reception. Sample board will be returned to tenants after review.

#### TECHNICAL & M&E PROPOSAL SUBMISSION

- ☐ Submit via Group Email: [retailoperations@esr-res.com](mailto:retailoperations@esr-res.com)
- ☐ **Retail Operations (RO)** to review & approve:
  - ☐ M&E Drawing Set
  - ☐ Technical Drawing Set e.g. Structural drawing set
  - ☐ Authority Submission drawing set for RO's preparation of consent letter, if required.

#### NOTES ON AUTHORITY SUBMISSION

Tenants must ensure that their works do not interfere with existing base services or affect base fire safety provisions, fire egress, etc.

You must ensure that Your Design, Technical and M&E Fit-Out proposal

- ☐ have been vetted by **Your QP(s)** for compliance and
- ☐ these are in compliance to the prevailing authority requirements.
- ☐ Prior to making applications to Authorities, consent and approval is required from the Landlord.
- ☐ **You and Your contractor** shall obtain all necessary Approvals or endorsements before commencing work on site.

#### WARNING

- ☐ **No Fit-Out works are allowed on or off site until approval has been given. The Landlord will not be responsible for any abortive or variation work incurred as a result of rejecting any unapproved items.**
- ☐ It is the responsibility of the Tenant to find out what statutory approvals and licences are necessary for your business & operations concept and to obtain them in good time to start trading.
- ☐ Certain Submissions MUST be submitted by the **Base Consultant(s)** and site work for certain trades MUST be carried out by **Nominated Sub-Contractor(s)** - no alternative contractor shall be permitted to carry out that scope of work.

#### FIT-OUT PROPOSAL SUBMISSION CHECKLIST:

##### FOR TENANTS' ACTION

(List is not exhaustive)

FOR INFORMATION & SUBMISSIONS	REFER / FORM
<b>DESIGN SUBMISSION</b> to include Interior / Architectural set: <ul style="list-style-type: none"> <li><input type="checkbox"/> Design Concept &amp; Store references</li> <li><input type="checkbox"/> Preliminary Drawing Set</li> <li><input type="checkbox"/> Rendering &amp; Perspectives</li> <li><input type="checkbox"/> Full Design &amp; Detail Drawing Set</li> <li><input type="checkbox"/> Sample board of proposed Material</li> <li><input type="checkbox"/> Catalogs of furniture and light fittings, etc.</li> </ul>	<input type="checkbox"/> Submit to <b>TD</b>  <input type="checkbox"/> Design Drawing Detail Checklist in <a href="#">Appendix 01C-3</a>
<b>M&amp;E SUBMISSION</b> (to be accompanied with PE or respective Licenced Worker's endorsement), to include: <ul style="list-style-type: none"> <li><input type="checkbox"/> Electrical services (listed below)</li> <li><input type="checkbox"/> Air Conditioning, Mechanical Ventilation</li> <li><input type="checkbox"/> Heat / Cooling Load &amp; calculation</li> <li><input type="checkbox"/> Auxiliary Air Condition, FCU specification</li> <li><input type="checkbox"/> Plumbing &amp; Sanitary, Gas Services</li> <li><input type="checkbox"/> Fire Protection (Sprinkler, Hose Reel &amp; Fire Suppression)</li> <li><input type="checkbox"/> Fire Alarm System, PA, Heat Detectors</li> <li><input type="checkbox"/> Smoke Control</li> <li><input type="checkbox"/> Routing of cables and piping, etc.</li> </ul>	<input type="checkbox"/> Submit to <b>RO</b>  <input type="checkbox"/> Your QP's advice <input type="checkbox"/> M&E Drawing Detail Checklist in <a href="#">Appendix 01C-4</a>
<b>ELECTRICAL SUBMISSION</b> To be accompanied with PE and/or LEW endorsement <ul style="list-style-type: none"> <li><input type="checkbox"/> Electrical loading &amp; calculation</li> <li><input type="checkbox"/> Lighting Power Budget</li> <li><input type="checkbox"/> Lighting &amp; Power Layout,</li> <li><input type="checkbox"/> Routing of cables and conduit layout</li> <li><input type="checkbox"/> SLD, etc.</li> </ul>	<input type="checkbox"/> Submit to <b>RO and Building LEW</b>
<b>TECHNICAL SUBMISSION</b> to include <b>FIRE SAFETY / WSH matters / STRUCTURAL matters:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Material Test reports</li> <li><input type="checkbox"/> Details &amp; Method of Statement for installation</li> <li><input type="checkbox"/> Tenant's PE's declaration that Tenant's installation does not affect the structural integrity of the base building.</li> <li><input type="checkbox"/> Proposed slab opening / coring details</li> <li><input type="checkbox"/> Proposed Heavy equipment / raised floor</li> <li><input type="checkbox"/> Loading Calculation &amp; PE endorsement, etc.</li> </ul>	<input type="checkbox"/> Submit to <b>RO and Structural Base Consultant</b> <input type="checkbox"/> <a href="#">Appendix 01C-4</a>
<b>AUTHORITY SUBMISSION(S)</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Tenant's QP to advise submission(s) required based on Fit-Out work scope, e.g. URA, BCA BP / ST / Signage, NEA, SCDF, etc.</li> <li><input type="checkbox"/> Tenant to provide your QP details and project title, copy of submission drawing set</li> </ul>	<input type="checkbox"/> Submit to Authorities <input type="checkbox"/> Your QP's advice



### 02 DESIGN APPROVAL (2 of 2)

#### NOMINATED BASE CONSULTANTS & NOMINATED SUBCONTRACTORS

You are required to appoint, at **Your** own cost and expense, **Nominated Base Consultants** for vetting and to make the mandatory submissions required, where conditions apply to Tenant's Fit-Out.

You are also to engage the respective **Nominated Subcontractors (NSC)** to carry out the related site works of respective services as stipulated by **Our Team**.

Please refer for details of Conditions / Work scope for Mandatory Appointment

- ☐ [Nominated Base Consultants](#)
- ☐ [Nominated Sub-Contractors for MEP Systems](#)
- ☐ [Nominated Sub-Contractors for Others](#)

Refer to [Appendix 01C-6](#) for contact details of the current appointed as Base Consultants and NSC.

NOMINATED BASE CONSULTANTS: FOR TENANTS' ACTION <i>(Refer to Contact details in Appendix 01C-6)</i>		
NOMINATED BASE CONSULTANT	CONDITIONS FOR MANDATORY APPOINTMENT	TENANT'S ACTION
<b>Building LEW</b>	<p>All Tenants must engage our Building LEW for following scope:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review and approve Tenant's proposed electrical drawings and installation.</li> <li><input type="checkbox"/> Review and approve all power upgrading request.</li> <li><input type="checkbox"/> Approval of Tenant's Form CS/3.</li> <li><input type="checkbox"/> Attendance to Installation of Electrical Meter, Power Turn-On of Demised Premises, and</li> <li><input type="checkbox"/> Annual EMA license agreement.</li> </ul> <p>Note: Tenants may continue to engage their own LEW for their own SLD drawing endorsement, load computation and endorsement of Certificate of Compliance Form.</p>	Mandatory
<b>Smoke Control QP</b>	Submissions for modifications to the existing smoke control system at the Retail Mall.	Mandatory where applicable
<b>Architectural QP</b>	<p>Submission of Tenant's works affecting the approved base building, including and not limited to the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Change of Use</li> <li><input type="checkbox"/> Gross Floor Area or</li> <li><input type="checkbox"/> Building loading capacity (e.g. toilet, carpark, occupant load)</li> <li><input type="checkbox"/> Etc., to be advised.</li> </ul>	Mandatory where applicable
<b>Structural Engineer</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> All Tenant's works that may affect the structural integrity of the building.</li> <li><input type="checkbox"/> Installation that is likely to exceed the floor loading capacity. Example: <ul style="list-style-type: none"> <li><input type="checkbox"/> Filing Compactor,</li> <li><input type="checkbox"/> large scale aquarium,</li> <li><input type="checkbox"/> strong rooms,</li> <li><input type="checkbox"/> heavy machinery etc.</li> </ul> </li> <li><input type="checkbox"/> Demolition and installation of structural components. Example: <ul style="list-style-type: none"> <li><input type="checkbox"/> Interconnecting staircases,</li> <li><input type="checkbox"/> Opening &amp; Coring of floor slab</li> <li><input type="checkbox"/> Removal/Addition of structural elements etc.</li> </ul> </li> <li><input type="checkbox"/> All structural works submission to authorities for approval.</li> </ul>	Mandatory where applicable

NOMINATED SUB-CONTRACTOR FOR BASE MEP SYSTEMS: FOR TENANTS' ACTION <i>(Refer to Contact details in Appendix 01C-6)</i>		
NOMINATED SUB-CONTRACTOR	WORKS SCOPE FOR MANDATORY APPOINTMENT	TENANT'S ACTION
<b>Fire Protection System</b>	<p>Modification works to</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Fire Sprinkler system</li> <li><input type="checkbox"/> Installation of new hose reel and relocation of existing hose reel</li> </ul>	Mandatory
<b>Fire Alarm System</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Installation of music override control module &amp; Testing</li> <li><input type="checkbox"/> Addition &amp;/alteration works to <ul style="list-style-type: none"> <li><input type="checkbox"/> Public Address (PA) Speakers,</li> <li><input type="checkbox"/> BMS link connection</li> <li><input type="checkbox"/> Smoke detectors,</li> <li><input type="checkbox"/> Fire signal link connection</li> <li><input type="checkbox"/> Fire Alarm bell &amp; call point.</li> </ul> </li> </ul>	Mandatory
<b>Smoke Curtain Contractor</b>	Addition &/alteration of Smoke Curtain works	Mandatory where applicable
<b>Fire Shutter Contractor</b>	Addition &/alteration of Fire Shutter works	Mandatory where applicable
<b>ABF Contractor</b>	Addition &/alteration / Reinstatement to Air Blown Fibre (ABF) Microduct infrastructure	Mandatory where applicable

NOMINATED SUB-CONTRACTOR FOR OTHERS FOR TENANTS' ACTION <i>(Refer to Contact details in Appendix 01C-6)</i>		
NOMINATED SERVICE VENDOR	WORKS SCOPE FOR MANDATORY APPOINTMENT	TENANT'S ACTION
<b>POS Interface</b>	Tenants must engage Retail Marketing's appointed POS System Provider for their POS system connection. See 01.2.PS05	Mandatory
<b>Pest Control</b>	Details to contact nominated Pest Control vendor for more details	Mandatory where applicable
<b>Sanitary Waste pipe Maintenance Vendor</b>	Details to contact nominated Pest Control vendor for more details	Mandatory where applicable



## 03 BEFORE FIT-OUT (1 of 4)

At this stage, **Your Team** must make preparations to commence site works.

It is the responsibility of Tenant and Tenant's team to take care and comply with all Statutory regulations & requirements governing all aspects of Fit-Out scope of works and when carrying out the works.

### WHEN TO APPLY FOR PERMIT TO WORK (PTW)

**Your Team** must make arrangement to apply for PTW **at least 7 working days before** commencement of Fit-Out / Renovation / Reinstatement works in the Retail mall.

### FIT-OUT DEPOSIT

Tenants and/or their contractors must submit Fit-Out deposit, (exclusive of GST and free of interest) **at least 7 working days before commencement of fit out works.**

Complete & submit Fit-Out deposit (FOD) form together with FOD made payable to: **MCST Plan no. 2197.**

FOD amount (S\$) shall be based on the area of demised premises leased to the Tenant as per below Table.

#### FIT-OUT DEPOSIT (FOD) FOR RETAIL TENANCY

S\$ 3,000.00	Area less than or equal to 1,500 sq ft
S\$ 6,000.00	Area of 1,501 to 3,000 sq ft
S\$ 10,000.00	Area of 3,001 to 10,000 sq ft
S\$ 20,000.00	Area above 10,000 sq ft

FOD is refundable upon completion of Fit-Out / Reinstatement works and joint inspection of completed works. Refundable amount is subjected to full compliance of house rules.

Before any extension of PTW is approved, **RO** 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 prior to the extension request.

### HOW TO APPLY PERMIT TO WORK (PTW) ONLINE

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

More information is available on the portal. Please contact **RO** for additional assistance:

- ☐ **FAQ:** <https://ptw.esr-res.com/page/faq>
- ☐ **Step by Step Guide:** <https://ptw.esr-res.com/page/ptw-process>

#### The following typical procedure applies:

- ☐ After login, select **> Retail Mall > Tenanted Area > Details of Work**
- ☐ **enter your Retail Mall Unit no.** to indicate the location of work, work scope, period & working hours.
- ☐ Upload relevant documents onto portal, Refer to **Fit-out Documents Checklist & Appendices 01C** for form templates. e.g. Risk Assessment, Worker name list, Letters of Indemnity / Forms, Insurance cover, Work at Heights (WAH), Hot Work permit (HWP), Fit-Out Deposit Receipt & Acceptance of House rules forms etc.

Applications which are incomplete or requiring amendment will be queried or rejected.

### WORKERS NAME LIST

Workers' name list must be submitted together with PTW application and should include name and last 4 characters of work permit no./ identification no. in accordance with PDPA regulations.

#### NOTE:

- ☐ Refer to online FAQ for guidance on how to upload name list via excel template.
- ☐ Only Workers included in the submitted list are permitted to exchange work pass at the Pass Exchange Counter.
- ☐ Work passes must be exchanged daily before commencing any work on site and returned before Worker leaves the mall for the day.
- ☐ Additional worker names may be added onto an approved PTW.

### PTW VALIDITY

Approved PTW is only valid for the work scope, period and working hours as declared in the PTW application.

Some Fit-Out works require more than one PTW application. Refer to this guide, and **RO's** advice.

### PTW EXTENSION

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 5 working days prior to expiry of the current approved PTW.**

PTW extension is to be accompanied by relevant documents & submissions e.g. FOD top up, revised insurance to cover the extended period, where applicable, etc. .

### FIT-OUT DOCUMENTS CHECKLIST:

#### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

To be uploaded into online PTW Portal: <https://ptw.esr-res.com>

FIT-OUT DOCUMENTS SUBMISSION	FORMS
Confirm against your lease agreement, the Landlord of your leased premises: <ul style="list-style-type: none"> <li><input type="checkbox"/> Suntec REIT</li> <li><input type="checkbox"/> Harmony Convention Holding</li> </ul>	Details needed for preparation of documents & insurance
Fit-Out Deposit (FOD) made payable to <b>MCST Plan no. 2197.</b>	Via payment gateway in PTW Portal / PayNow/ Bank transfer
<input type="checkbox"/> Fit-Out Deposit Receipt form <input type="checkbox"/> Violation of House Rules	<a href="#">Appendix 01C</a>
<b>Letters of Indemnity</b> Note: Tenants are required to furnish these letters of indemnity regardless of the take over condition agreed with Retail Marketing. <ul style="list-style-type: none"> <li><input type="checkbox"/> Fit out / Reinstatement Renovation Works</li> <li><input type="checkbox"/> Tapping of Temporary Power and/or Water supply</li> <li><input type="checkbox"/> Plumbing &amp; Sanitary Works, if applicable</li> <li><input type="checkbox"/> Tenant or Tenant' s QP undertaking for compliance authority's regulations</li> <li><input type="checkbox"/> Waterproofing works if applicable</li> <li><input type="checkbox"/> Others, to be advised by <b>RO</b>, where applicable.</li> </ul>	<a href="#">Appendix 01C (To select applicable)</a>
Insurance Cover Notes	<a href="#">Tenant's insurance</a>
Workers Name List (PDPA format)	<a href="#">Refer to PTW portal template</a>
Risk Assessment (5x5 Risk Matrix) / Fire Risk Assessment with endorsement & company stamp	<a href="#">MOM's template</a>
Fall Prevention plan or Work at Heights	<a href="#">Appendix 01C</a>
Temporary Electrical & Water Supply Application	<a href="#">Appendix 01C</a>
Project Work Schedule	<a href="#">Tenant's format</a>
Additional Separate documentation for specific works <ul style="list-style-type: none"> <li><input type="checkbox"/> Hot work Permit</li> <li><input type="checkbox"/> Others</li> </ul>	<a href="#">Appendix 01C RO's advice</a>



## 03 BEFORE FIT-OUT (2 of 4)

### INSURANCE COVER

Tenants/Contractors are to take up the following insurance policies for their works and submit documents via portal **at least 3 working days before commencing site works**:

- ☐ **A. Work Injury Compensation Insurance**
  - ☐ Policy cover note from each Sub-contractor will suffice.
  - ☐ 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(s) on behalf of their sub-contractors.
- ☐ **B. Contractor's All Risk with Public Liability Insurance**
  - ☐ Policy Cover to include **all joint insured parties**, according to the Leases under respective Strata Landlord as set out in table: **Insured Parties**
  - ☐ **Public Liability Coverage Insured Amount** (S\$) for limit of indemnity for any one claim as set out in table: **Public Liability Coverage**

Before any extension of PTW is approved, **RO** may request for insurance coverage period to be extended prior to the extension request.

### TEMPORARY POWER AND/OR WATER SUPPLY

Tenant/Contractor who requires the use of temporary power and/or water supply must submit an application to **RO** **at least 5 working days** before service is required.

Temporary electricity are charged according to duration needed and area of tenant's premises whereas temporary water supply charge is at a flat rate per month. Refer to **Appendix 01C**.

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 for Fit-Out, to advised by **RO**.

### EXTENSION OF TEMPORARY SUPPLY

For any extension of temporary supply, application to be submitted with payment **at least 5 working days prior to expiry of application**.

When no extension of temporary supplies is received, upon expiry of the last approved application, the temporary supplies shall be turned off without additional notice.

### INSURANCE COVER:

#### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

#### INSURED PARTIES:

##### Leases under Suntec REIT:

- Occupant
- Contractor
- HSBC Institutional Trust Services (Singapore) Limited as Trustee of Suntec REIT
- ESR Trust Management (Suntec) Limited
- ESR Real Estate Services Management Pte Ltd
- MCST Plan No. 2197

Confirm against your lease

##### Leases under Harmony Convention Holding Pte Ltd:

- Occupant
- Contractor
- Harmony Convention Holding Pte Ltd
- ESR Real Estate Services Management Pte Ltd
- MCST Plan No. 2197

Confirm against your lease

### PUBLIC LIABILITY COVERAGE:

Renovation Type And Cost	Limit Of Indemnity For Any One Claim
For Retail and all F&B units with Renovation costs above S\$300,000	S\$ 3 Million
For Retail units only with Renovation costs between S\$100,000 and S\$300,000	S\$ 2 Million
For Retail only units with Renovation Costs below S\$100,000	S\$ 1 Million

### Useful links

More information on highlighted Topic

#### Work Injury Compensation Insurance

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

### TEMPORARY POWER / WATER SUPPLY:

#### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

All new or extension application must be submitted to **RO** **at least 3 working days before service is required**.

SUBMISSIONS FOR TEMPORARY SUPPLY	FORMS
<b>Leases under <u>Suntec REIT</u>:</b> <input type="checkbox"/> Apply & Pay to <b>MCST Plan no. 2197</b> .	Confirm against your lease
<b>Leases under <u>Harmony Convention Holding Pte Ltd</u>:</b> <input type="checkbox"/> Apply & Pay to <b>Harmony Convention Holding Pte Ltd</b>	Confirm against your lease
<input type="checkbox"/> Temporary Electrical & Water Supply Application form <input type="checkbox"/> Request of temporary electricity supply form <input type="checkbox"/> Undertaking by Tenant's LEW <input type="checkbox"/> Electrical temporary DB SLD with LEW endorsement	<b>Appendix 01C</b>
Temporary Supply Charges Payment (non-refundable) <input type="checkbox"/> Rates Details in Application Form	Via Pay Now / Bank Transfer
Temporary Power supply turn on appointment <input type="checkbox"/> It is compulsory for Tenant's LEW to attend	To arrange with RO

### WARNING

- ☐ When no extension of temporary supplies is received, upon expiry of the last approved application, the temporary supplies shall be turned off without additional notice.
- ☐ 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, etc. that result in tripping of the Landlord's Electrical Board and thereby some or all tenants supplied by this same board, an **ADMINISTRATIVE CHARGE** of S\$1,000 will be imposed on top of all damages, if any, caused to Mall and other Tenants' and/or their properties.
- ☐ **ILLEGAL** tapping from Hose reels or non-designated toilets or water points, an **ADMINISTRATIVE CHARGE** of S\$1,000 will be imposed on top of any damages caused to mall and other Tenants' properties.
- ☐ Tenant to provide precautions to avoid water seepage when Temporary Water Supply tap off point is within renovating unit:
  - ☐ Curb with localised waterproofing to proposed wet area
  - ☐ Container to be placed below tap

### 03 BEFORE FIT-OUT (3 of 4)

#### WSH (WORKPLACE SAFETY & HEALTH) POLICY

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.

#### RISK ASSESSMENT

- ❑ WSH and Risk assessment with 5 x 5 risk matrix, according MOM's template, must be submitted together with the application of PTW.

#### FIRE RISK ASSESSMENT

- ❑ Tenants and Contractors are to include Fire Risk assessment and ensure Fire Safety measures are implemented when carrying work on site.
- ❑ Tenants and Contractors shall consult their QP to get advice on 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.

#### Working at Height (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.
- ❑ 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 MEWPs. 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.
- ❑ You could submit your fall prevention plan or fill up the WAH form & RA, these to be included together in the main work permit application.

#### HOT WORK PERMIT (HWP)

- ❑ 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.
- ❑ Hot Work Permit Form is to be submitted **together with supporting document.**
- ❑ **Validity for HWP is maximum for 3 days period only.**

- ❑ Contractors requiring a longer Hot Works period, may submit Hot Work work schedule and contact **RO** to make arrangement.
- ❑ Tenants and Contractors are to take appropriate safety measures and ensure due care during hot works to eliminate and minimise injury or damage to persons and/or properties.
- ❑ Method of statement and precautionary measures must be approved by **RO**
- ❑ Measures to be observed during Hot Works, include but not limited to:
  - ❑ All Hot works are to be carried out after mall operational hours only and/or as advised by our mall's Fire Safety Manager.
  - ❑ Work area to be cordoned off with safety hoarding, barricade, tape and temporary signage, where applicable.
  - ❑ Fire extinguishers.
  - ❑ Shield / Fire blanket esp. where welding near areas accessible by public.
  - ❑ Hoarding so that area of work is cordoned off, where applicable.

#### WORK REQUIRING SEPARATE PTW APPLICATIONS:

##### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

To make application & upload documents in online PTW Portal:  
<https://ptw.esr-res.com>

SUBMISSIONS	FORMS
<b>Hot Works</b> , refer to details under <b>Hot Works Permit</b> <ul style="list-style-type: none"> <li>❑ Hot Work Permit Application Form</li> <li>❑ Risk Assessment for Hot works</li> <li>❑ Welder Certificate</li> <li>❑ Method of Statement</li> <li>❑ Fire Watch Name list, where applicable</li> </ul>	Appendix 01C MOM's format Your format Your format Your format
<b>NSC works: Sprinkler &amp; Hose Reel related works</b> Charges applies for drainage and water borne fee.	Appendix 01C
<b>NSC Works: PA, Smoke Detector, BMS related works</b>	Appendix 01C
<b>ABF Microduct</b> related works	Appendix 01C
<b>All Tenants' work in common area</b> / risers, etc. outside of lease premises	Refer to 01.4 Working at Site / Common Area
<b>Skip Bin parking in carpark</b> <ul style="list-style-type: none"> <li>❑ Note: Skip Bin is only permitted at designated lots and on first come first serve basis only</li> <li>❑ Charges applies if parking longer than the stipulated daily period.</li> </ul>	Refer to 01.4 Construction Debris / Waste Material Disposal

#### Useful Links

More information on highlighted Topic

WSH	MOM WSH legislation, codes of practices and Singapore Standards: <a href="https://www.mom.gov.sg/legislation/workplace-safety-and-health">https://www.mom.gov.sg/legislation/workplace-safety-and-health</a>
Risk Matrix	<a href="https://www.wshc.sg/files/wshc/upload/cms/file/RiskAssessmentForm.doc">https://www.wshc.sg/files/wshc/upload/cms/file/RiskAssessmentForm.doc</a>
Fire Risk	MOM resource: <a href="https://www.mom.gov.sg/workplace-safety-and-health/safety-and-health-management-systems/risk-management">https://www.mom.gov.sg/workplace-safety-and-health/safety-and-health-management-systems/risk-management</a> National Fire And Emergency Preparedness Council (NFEC)'s Fire Risk Assessment Guide: <a href="http://www.nfec.org.sg/publication_fire_risk.html">http://www.nfec.org.sg/publication_fire_risk.html</a>
Hot Work Fire Risk assessment	NFEC's Guide: <a href="http://www.nfec.org.sg/publication_fire_risk.html">http://www.nfec.org.sg/publication_fire_risk.html</a>



## 03 BEFORE FIT-OUT (4 of 4)

No renovation will be permitted to proceed should there be no hoarding and /or hoarding visual installed. Tenants & their Contractor must consider the site set out arrangement to hoard up area of work.

### TYPICAL HOARDING REQUIREMENTS FOR SHOP UNITS

- ☐ Generally Full height, based on site condition.
- ☐ Hoarding set out must adjust for site conditions, e.g.
  - ☐ May extend typically 600mm from the lease boundary
  - ☐ Access Door to finish flush on exterior elevation: door to open inwards, door frame, closer & number padlock
  - ☐ Interface with Ceiling and floor
  - ☐ specific amenities e.g. supply air grilles, smoke curtains, sprinklers, CCTV, etc.
- ☐ **Structurally stable** installation with PE endorsement
- ☐ **Hoarding material** (non-combustible) :
  - ☐ Indoor: gypsum / calcium silicate board
  - ☐ Outdoor: Metal, bondex or equivalent
- ☐ **Finishes:**
  - ☐ Base Paint Nippon Matex Cloud BS00A01 and
  - ☐ Hoarding Artwork vinyl sticker

### ADDITIONAL REQUIREMENTS RE: HOARDING FOR KIOSK UNITS

- ☐ 1600mm height, subject to RO's advice based on site condition
- ☐ **Shared inter-tenancy wall:** hoarding to be erected also along adjoining demise line.
- ☐ **Dust Cover:** White canvas vertically when working, laid down horizontally as covers during mall operating hours.
- ☐ Other conditions advised by RO

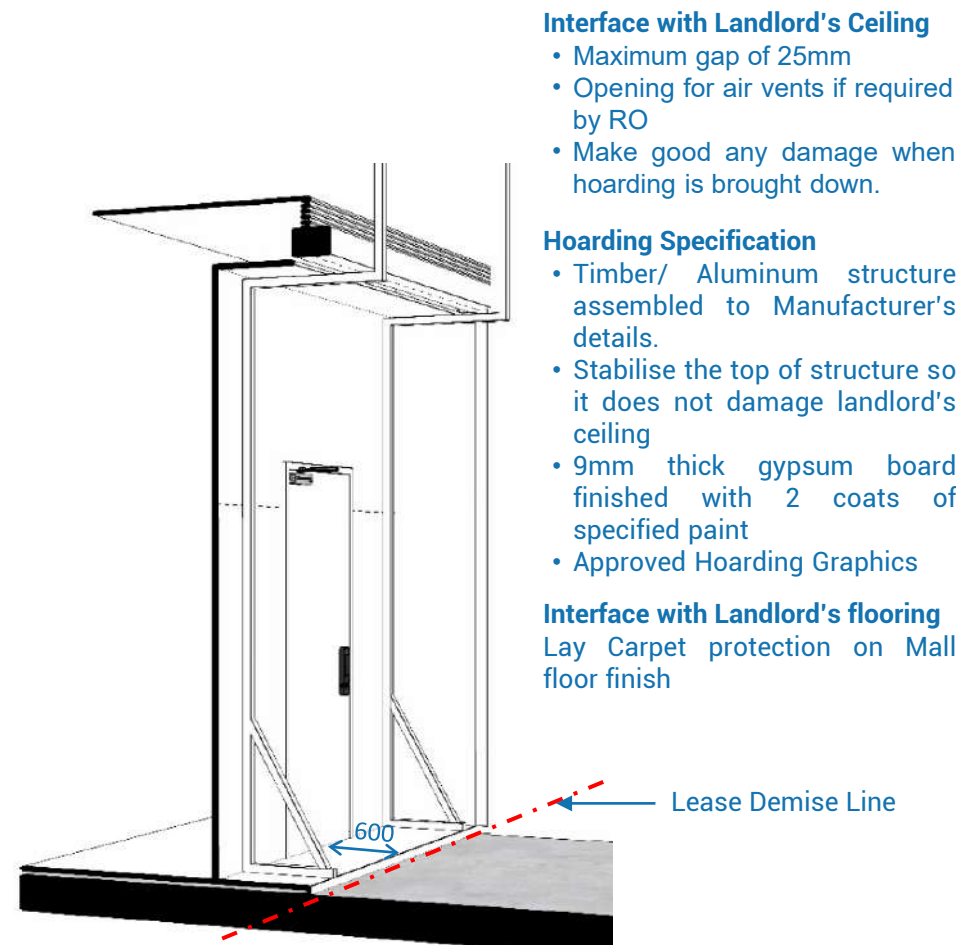
### REQUIREMENTS FOR SHOP UNITS WITH EXTERNAL FAÇADE

- ☐ Requirement for Outdoor type hoarding typically applies.
- ☐ Otherwise, for units with existing glass façade suitable outdoor use vinyl sticker may be installed onto glass panels, to be removed upon completion of Fit-Out.

### HOARDING ARTWORK

Criteria for graphic visual artwork:

- ☐ **Extent:** to cover the entire hoarding panels : Full height (top to bottom), & full width including the left and right side panels
- ☐ **Branding and lifestyle** presentations are strongly encouraged. Hard sell content is not allowed.
- ☐ **Indicate shop opening date / period**
- ☐ Avoid dark background graphics/pictures

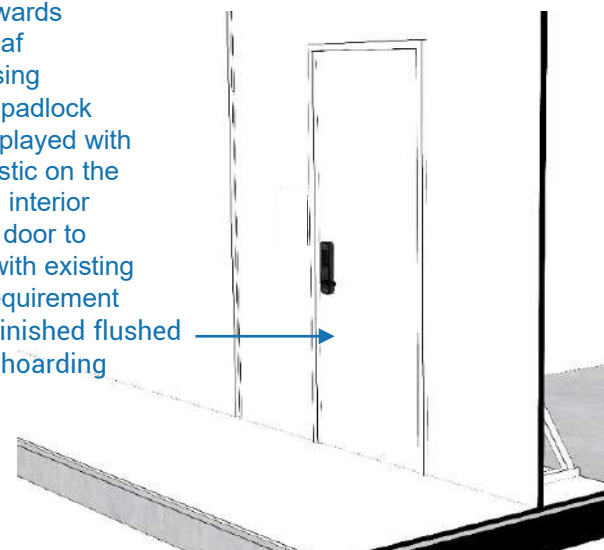


Hoarding Typical Section

### Door and door frame

- Open inwards
- Single-leaf
- Self Closing
- Number padlock
- PTW displayed with clear plastic on the hoarding interior
- Width of door to comply with existing SCDF requirement

Door to be finished flushed with rest of hoarding



Hoarding Access Door

### HOARDING CHECKLIST:

#### FOR TENANTS' ACTION

SUBMISSIONS	REFER
Hoarding layout with dimensions & annotations <ul style="list-style-type: none"> <li><input type="checkbox"/> Plan showing door(s)</li> <li><input type="checkbox"/> Elevation, showing door(s)</li> <li><input type="checkbox"/> Section, showing material &amp; installation details</li> <li><input type="checkbox"/> PE endorsement</li> </ul>	Review by RO
Hoarding Artwork to must include following details: <ul style="list-style-type: none"> <li><input type="checkbox"/> Artwork Size: Full height x full width</li> <li><input type="checkbox"/> Approved Trading name,</li> <li><input type="checkbox"/> projected date of opening and</li> <li><input type="checkbox"/> Lifestyle / branding images</li> </ul>	Review by TD

### Useful Links

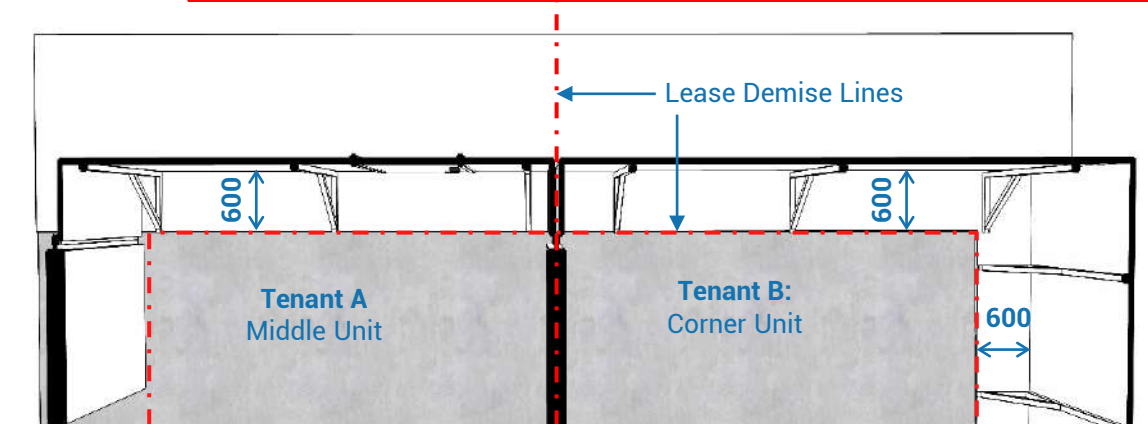
More information on highlighted Topic

SCDF hoarding Guideline:

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

### WARNING

- ☐ It is the responsibility of the Tenant / Tenant's Contractor to ensure that their hoarding is structurally stable, always maintained in a good and presentable condition.
- ☐ If the hoarding structure and artwork are not maintained as required, RO can request Tenant to re-install a new hoarding structure or artwork, rectify the fault(s), with all costs incurred to be borne by the Tenant.



Typical Hoarding Plan

## 04 FIT-OUT

At this Stage, You have taken site possession and commence your site works.

**SECURITY PASS STATION FOR DAILY CHANGING OF CONTRACTOR PASSES**  
Contractors are to commence work at site only with approved work permit and carry out works which are indicated in the application during the stipulated working hours for the scope & location.

- ❑ 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:
  - ❑ **Atrium (T1/T2) Basement 2 Loading Bay** (Car park G entrance):  
For All tenants (Retail & Office Towers)
  - ❑ **Atrium (Convention Centre) Level 2 Loading Bay**:  
For Retail tenants located at Atrium (Convention Centre)

Refer to maps in [Appendix 01C](#) for these Pass Exchange Counter locations.  
Refer to table: [Working Hours](#).

### 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.

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.
- ❑ Due care must be taken so as not to cause damage or injury to persons or properties.

### FIRE SAFETY COMPLIANCE DURING CONSTRUCTION

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:

- ❑ No smoking within job site and shopping mall.

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

### 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.
- ❑ Workers and/or Contractor/ Vendor companies who consistently and flagrantly flout their own safety RA & Fire Safety measures, WSH and SCDF regulations may face the following:
  - ❑ administrative charge imposed via deductions from their Fit-Out Deposit / Reinstatement Deposit,
  - ❑ be blacklisted and
  - ❑ Refused all future access into site.

### WORKING HOURS:

#### FOR TENANTS' ACTION

Note:

All working hours are to be stated in PTW and subject to review.  
Pass exchange will only proceed as per worker name list accompanying the approved PTW according to the approved working hours.

Type / Location of Works	Permitted Hours
General works and all noisy, dusty and smelly works.	Night works 11pm to 7 am
Only non-noisy, non-dusty and non-smelly works behind full height hoardings.	Day works 7am to 11pm
Work near operating tenants with extended hours (e.g. Cinema) or early operating hours (e.g. cafes).	Different restrictions apply, <b>RO</b> to confirm arrangements upon PTW application.
Delivery of construction materials / fittings & fixtures / bulk furniture.	Night works 11pm to 7am
Work at Common Area & Car Park Area.	Night works 11pm to 6am
Skip Bin may park at designated lots after 11pm and leave carpark before 7am.	Night works 11pm to 7am

### Useful Links to MOM legislation & Codes of Practice

More information on highlighted Topic

WSH	<a href="https://www.mom.gov.sg/legislation/workplace-safety-and-health">https://www.mom.gov.sg/legislation/workplace-safety-and-health</a>
WSH	The Code of Practice on WSH Risk Management may also be found under Resources at <a href="https://www.wshc.sg">https://www.wshc.sg</a>
Risk Management	<a href="https://www.mom.gov.sg/workplace-safety-and-health/safety-and-health-management-systems/risk-management">https://www.mom.gov.sg/workplace-safety-and-health/safety-and-health-management-systems/risk-management</a>
Fire Risk	National Fire And Emergency Preparedness Council (NFEC)'s Fire Risk Assessment Guide: <a href="http://www.nfec.org.sg/publication_fire_risk.html">http://www.nfec.org.sg/publication_fire_risk.html</a>



### 05

#### BEFORE TRADE

##### 1 of 2

Tenants are responsible for management of their project timeline and to ensure they are operationally ready in all aspects before they commence trading.

#### PRE-OPERATION INSPECTION

The Pre-Operation inspection is a milestone for **TD, RO and Your Team** to assess the completeness of your Fit Out renovation and your readiness for business operation.

Before business commencement, you are to organise and furnish a copy of the documents listed in table: [Pre-Operation checklist](#) to respective persons-in-charge.

The given list is not exhaustive and may include other documents relevant to tenant's specific trade, and/or as required in your respective tenancy lease agreement.

#### WHEN TO ARRANGE FOR PRE-OPERATION INSPECTION

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

#### 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 lease agreement. Tenant shall display signage indicating their operation hours at their shop front as information to shoppers.

#### AUTHORITY APPROVALS: FIRE SAFETY CERTIFICATE (FSC) / MINOR ADDITIONS & ALTERATIONS (MAA), ETC.

Tenants are responsible to consult and engage their own respective Qualified Persons (QP) 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 are not limited to the following:

- ☐ URA,
- ☐ BCA BP / ST / CPBU,
- ☐ NEA
- ☐ SFA,
- ☐ LTA,
- ☐ SCDF FSSD, etc.

In particular, Tenants are to obtain **FSC** or **MAA** from **SCDF**, whichever is applicable, before business commencement. Refer to your QP for advice &/ SCDF link given here for details.

#### OPERATIONAL TRADE LICENCE(S) / PERMIT(S)

Tenants are responsible for application of and obtaining licences from the necessary respective governing agencies where applicable, before shop opening e.g.

- ☐ Food Shop Licence,
- ☐ Liquor Licence;
- ☐ Public Entertainment Licence,
- ☐ Massage Licence,
- ☐ Halal certification, etc.

#### 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 Tenancy Lease agreement requirements.
- ☐ Tenants may refer to their representative from **Retail Marketing (RM)** for clarification and more details.

#### POINT OF SALE (POS) INTERFACE

- ☐ For any enquiries on POS interface system, contact directly **RM's POS vendor &/ RM**.
- ☐ 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 must contact our **POS System Provider** and start applying for their POS system connection prior to their operation of their business.
- ☐ The ePOS Interface Option form would have been issued to the Tenant during confirmation of Tenancy Lease Agreement.

#### 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.

#### WARNING

- ☐ If any part of the Fit-Out and critical items are observed not to be ready, **RO** reserves the right to turn down tenant's request to commence business trading until compliance &/or rectification is completed.
- ☐ Do note that trading for business without any FSC or MAA in place is a serious offense under the Fire Safety Act.

#### PRE-OPERATION CHECKLIST:

##### FOR TENANTS' ACTION

(Form in Appendix 01C unless noted otherwise)

Prior to commencement of business and operations, Tenants are to furnish a copy of all authority approval, especially FSC or MAA, & relevant trade licence(s) / permit(s) to **RO** : [retailoperations@ers-res.com.sg](mailto:retailoperations@ers-res.com.sg)

##### SITE READINESS

- ☐ Fit-Out on site is according to approval design & Approved authority submission
- ☐ Safety measures in place
- ☐ Install at shop front unit no.
- ☐ Install at shop front operation hour sign
- ☐ Ensure timer is installed for Signage & DCA
- ☐ All loose furniture is set up
- ☐ Ensure site is cleaned
- ☐ Ensure display, stocking up in progress
- ☐ Confirm Hoarding removal date (night works only)
- ☐ Confirm Trading date

##### AUTHORITY / LICENCE STATUS

- ☐ Submit SCDF FSC / MAA
- ☐ Submit all other applicable Authority Approvals
- ☐ Submit all Trade operation licences / permits

OPERATION READINESS	APPLY TO
Ensure relevant utility accounts are opened and services turned on: <ul style="list-style-type: none"> <li><input type="checkbox"/> Electrical</li> <li><input type="checkbox"/> Water</li> <li><input type="checkbox"/> Gas</li> <li><input type="checkbox"/> Air Condition turned on &amp;</li> <li><input type="checkbox"/> AC air-balancing report</li> <li><input type="checkbox"/> MV Testing &amp; Commissioning</li> </ul>	Refer to next page  Your action Your action
<input type="checkbox"/> Submit POS form & <input type="checkbox"/> Arrange for POS installation / system link up	Contact RM's POS vendor
<input type="checkbox"/> Request & collect letterbox keys, if required <input type="checkbox"/> Submit form and collect Tenant Security Pass for operational access to Bin Centre	Apply to RO
<input type="checkbox"/> Submit Operational Insurance <input type="checkbox"/> Submit Pest Control Services Policy & Schedule <input type="checkbox"/> Submit Sanitary &/ Exhaust Systems Service Schedule	
<input type="checkbox"/> Others, as required tba by RO	

#### Useful Links

More information on highlighted Topic

SCDF FSC/MAA	<a href="https://www.scdf.gov.sg/home/fire-safety/plans-and-consultations/minor-addition-alteration-works">https://www.scdf.gov.sg/home/fire-safety/plans-and-consultations/minor-addition-alteration-works</a>
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## 05 BEFORE TRADE 2 of 2

### LETTER BOX FACILITY

- ☐ The letter boxes are under MCST's management and are located in various mail rooms in the mall and assigned according to zone and unit no.
- ☐ Tenant may contact **RO** to request use of letter box facility, if required. Tenants can collect the keys from MCST's office once they are ready.
- ☐ Upon lease expiry, Tenant to clear letter boxes and duly returned keys 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.
- ☐ Tenant may contact **RO**, nominate their operational staff PIC by filling up an online form for this application.
- ☐ 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).

### WARNING

- ☐ Construction waste & debris from Fit-Out or Reinstatement works are not to be disposed at the B2 Bin Centre.
- ☐ Refer to Fit-Out House rules and Housekeeping.

### UTILITY ACCOUNTS & VENDORS:

#### FOR TENANTS' ACTION

(Refer to Forms / details in Appendix 01C )

Tenant to confirm against your lease before application.

#### LEASES UNDER SUNTEC REIT

#### APPLY TO

##### ELECTRICITY SUPPLY

- ☐ Open Account with MCST
- ☐ Pay to **MCST Plan no. 2197**
- ☐ Billing agent - **Flo Energy Pte Ltd**
- ☐ Payment via GIRO only

Apply to RO

##### WATER

- ☐ Open Account with **Singapore Power Services (SP)**
- ☐ Pay to **Singapore Power Services (SP)**

Apply to SP

#### LEASES UNDER HARMONY CONVENTION

#### APPLY TO

##### ELECTRICITY SUPPLY

- ☐ Open account with Flo Energy
- ☐ Pay to **Harmony Convention Holding Pte Ltd**
- ☐ Payment via GIRO only

Apply to RO

##### WATER SUPPLY

- ☐ Open Private meter account under **Harmony Convention Holding Pte Ltd**
- ☐ Pay to **Harmony Convention Holding Pte Ltd**

Apply to RO

#### FOR ALL LEASES

#### APPLY TO

##### GAS SUPPLY

- ☐ Open account with **City Gas**
- ☐ Pay to **City Gas via Singapore Power Services (SP)**

Apply to SP

#### NOMINATED SERVICE VENDOR

#### WORKS SCOPE FOR MANDATORY APPOINTMENT

#### TENANT'S ACTION

##### POS Interface

Tenants must engage our mall's POS System Provider for their POS system connection.

Mandatory

### SUBMISSIONS

#### WATER SERVICES

Application should be accompanied by:

- ☐ Letter of account opening issued by **RM**
- ☐ Drawing of installation cold water supply endorsed by Licensed Plumber
- ☐ Drawing of installation of plumbing & sanitary system endorsed by licensed Plumber
- ☐ **RO** will issue the no objection for meter installation, where required.

#### GAS SERVICES

Application should be accompanied by:

- ☐ Letter of account opening for gas meter issued by **RM**.
- ☐ Installation drawing with LGW endorsement is received.
- ☐ **RO** will issue the no objection for installation, where required

### UTILITY SERVICES SUBMISSION:

#### FOR TENANTS' ACTION

(Refer to Forms / details in Appendix 01C )

Refer to relevant forms + process flow chart + fee schedule for more details.

### SUBMISSIONS

#### AIR BLOWN FIBRE (ABF) MICRODUCT INFRASTRUCTURE USAGE

Tenant and/or their appointed Telco contractor to submit documents via PTW portal:

- ☐ Customer Information recording form
- ☐ ABF infrastructure Application form
- ☐ Proposed routing layout plan and
- ☐ Proposed ABF Microduct servicing port number stated in Tenant Unit / Telecom Riser / MDF Room

#### PERMANENT ELECTRICITY ACCOUNT OPENING PROCEDURE

##### ELECTRICITY SERVICES

- ☐ Suntec City Mall is a contestable consumer with EMA with appointed electricity retailer.
- ☐ Letter of account of opening electricity will be issued by **RM**.

##### Step 1:

Tenant/Tenant's LEW submits the following documents directly to our Building's LEW (**DRPL Corporation Pte Ltd**) for Endorsement:

- ☐ Customer Information recording form.
- ☐ CS3 form completed with address of the electrical installation, name of customer and the applied load. (see attached).
- ☐ 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).
- ☐ Certificate of Compliance on Electricity endorsed by tenant's LEW.

##### Step 2:

Tenant/Tenant's LEW submits the endorsed CS3 form, Tuas Power electricity account opening form and the following documents to **RO** for endorsement:

- ☐ Electricity account application letter issued by **RM**
- ☐ Request for Electricity Supply by Tenant (See Form 1)
- ☐ Request for New Meter Installation (See Form 2) with endorsed CS3 and electrical SLD
- ☐ Photo record of installed external CT (if require 3 phase CT meter)
- ☐ Cheque payment for the electricity security deposit (See Table 1).
- ☐ Original copy Electricity bill GIRO form (see attached).
- ☐ Original endorsed CS3 form and electrical SLD to Landlord for endorsement.

##### Step 3:

- ☐ Tenant submit above documents to RO/Flo Energy.
- ☐ Once Tuas Power has confirmed receipt, they will schedule a date / time with your LEW for meter installation

##### Step 4:

- ☐ Tenant's LEW may then contact our Building's LEW to arrange for permanent power turn on



## 06 COMPLETION

Once You commence trading, Tenant is expected to put in measures to maintain their premises in good state and submit relevant monthly Service reports.

### PEST CONTROL POLICY AND MONTHLY SERVICE REPORTS, WHERE APPLICABLE

- ☐ Tenants operating businesses such as F&B, Food Retail, childcare, etc. are to engage an experienced Pest Control vendor at the Tenants' own costs and expense, and put in place suitable Pest Control Policy and maintenance contract for their operations.
- ☐ Regular Pest Control Service reports to be submitted to RO.

### 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 RO 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

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

### REFUND OF FIT-OUT DEPOSIT

#### PROCEDURE 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 [Appendix 01C Fit-Out deposit Refund Checklist Form](#).
- ☐ Should assistance be required, Tenants may schedule an appointment with RO at least 3 working days in advance. Unscheduled walk-ins will not be entertained.

#### WHEN TO ARRANGE REFUND INSPECTION

- ☐ A joint inspection with **your team** will be arranged by RO after receipt of the full set of drawings and documents. RO will confirm in writing that the collation of final as built documents & drawings is completed before the refund will be processed.
- ☐ After this initial inspection, Tenant shall amend drawings with discrepancy, rectify all defects &/or complete any outstanding items highlighted by RO, if any. A second inspection may be arranged, if required.

### WARNING

- ☐ Refund process is recommended to be completed **within 2 months from business commencement**.
- ☐ The refund of Fit-Out deposit, less any administrative charges imposed during the Fit-out period, will be processed only upon tenant fulfilling the following:
  - ☐ completion of all drawing amendment and /or
  - ☐ rectification work on site, if any.
- ☐ MCST reserves the right to forfeit the Fit-Out deposit should the document & drawing collation and full refund process is not completed by Tenant.

### SERVICE VENDORS:

#### FOR TENANTS' ACTION

(Refer to Contact details in Appendix 01C-6)

NOMINATED SERVICE VENDOR	WORKS SCOPE FOR MANDATORY APPOINTMENT	TENANT'S ACTION
<b>Pest Control</b>	Tenants shall engage our nominated vendor, so that the pest control plan is seamlessly executed on site.	Submit service reports to RO
<b>P&amp;S / Kitchen Exhaust Maintenance Vendor</b>	Tenants may engage our nominated vendor.	Submit service reports to RO

### REFUND OF FIT-OUT DEPOSIT:

#### FOR TENANTS' ACTION

(Refer to Forms / details in Appendix 01C)

Refer to Refund checklist forms for more details.  
Tenants are required to send the full set of soft copy and CAD drawings (scale of 1:50) and documents to RO : [retailoperations@esr-res.com.sg](mailto:retailoperations@esr-res.com.sg)

#### SUBMISSIONS

##### REFUND DOCUMENTATIONS

- ☐ Refund Checklist Form
- ☐ Bank Statement Header reflects Company Name & account number

##### FIT-OUT DOCUMENTS & DRAWINGS with relevant endorsements

- ☐ Design Drawing Set
- ☐ M&E Drawing Set
- ☐ Technical Drawing Set, e.g. Structure, etc.
- ☐ Authority Approval & Approved Plans

##### M&E ITEMS & REPORTS

- ☐ AC Air balancing report
- ☐ Electrical SOTO, COC, etc.
- ☐ Sanitary &/ Exhaust Systems Service Schedule
- ☐ Engraved Tags at electrical boards

##### OTHERS

- ☐ Approved operational trading licence(s) & permit(s)
- ☐ Pest Control Policy And Monthly Service Reports, etc.



## R01 GETTING STARTED

**RM** issues letter of non-renewal, confirms with **Your Team** the lease end date and takeover condition.

**Your Team Representative** contacts **RO** for support needed.

**RO** provides you with

- Fit Out & Technical Guidelines
- Base drawings
- Arranges briefing session with you

**You** confirm your last trading date and the reinstatement scope and period according to the terms & conditions set out in the lease agreement, any variation is subject to **RM's** review and approval.

**You** appoint suitably qualified representatives, contractor(s), QP and other specialists as required for proposed scope of works.

## R02 BEFORE SITE WORKS

**Your Team Representative & contractor** mobilizes to make preparation in good time for the reinstatement works before lease end date.

**Your Representative** takes action:

- Conducts site survey
- Familiarises themselves with and accepts building house rules governing fit out works
- Submits reinstatement work schedule
- Submits hoarding plan & visual artwork
- Prepares Permit to Work (PTW) documents and applies for PTW at online portal
- Pays Reinstatement deposit
- Applies and pay for use of temporary supply, if required, during reinstatement period.
- Applies and pay applicable charges for skip bin PTW for disposal of reinstatement debris.
- Appoints NSC for respective work, where applicable.
- Submits authority approvals /clearances and etc., as required.

**RO** review PTW documents for the approved PTW for Fit Out period.

## R03 LAST TRADING DAY

After trading hours on your last trading day, **Your team** starts packing after mall operation hours.

**Your Contractor**

- Ensure all PTW for moving out and reinstatement works has been approved.
- Put up approved hoarding layout & visual artwork after mall hours of last trading day.

**Your Team** continues moving out:

- Pack up stock and belongings behind hoarding,
- Arrange moving out your stock, fixtures and furniture only after mall operation hours.
- Clear out your letterbox, to replace lockset if the keys are missing
- Retain key(s) to premises, where applicable, letter box key(s), Tenant Bin Centre Security access RT card for returning to **RO** during takeover inspection.

## R04 REINSTATE- MENT

**Your contractor** starts reinstatement on site and works towards completion of site works before lease end date.

**Your Contractor Team** starts work on site when PTW is approved

- reinstate premises to bare or stipulated takeover condition as agreed and confirmed with **RM**.
- ensure adequate fire safety provisions for duration of fit out period.

**Your Team** contacts **RO** from **Our Team** whenever reinstatement support assistance is required.

Refer [Appendix 01C](#) for NSC contact details

## R05 BEFORE TAKEOVER

**Your team** is about to complete reinstatement works on site and is preparing for return of premises.

**Your representative** arranges for a pre-takeover inspection at least 3 days before anticipated return of premises which must be no later than the lease end day.

**Your Team** returns & submits the following, where applicable,

- Key(s) to premises,
- Letterbox key(s),
- Tenant Bin Centre Security access RT card
- According to takeover & refund checklist; FT flushing, MV system servicing reports & documentations, Other Fire Alarm system reports, e.g. , Smoke detector & PA speaker, Hose reel, & etc.
- General cleaning of premises & housekeeping with all rubbish disposed.

**Your Team** completes site defects &/outstanding items identified during inspection by lease end date and terminates all utility account(s).

## R06 COMPLETION

**You** arrange for a Joint inspection for the return of premises on or before the lease end date.

Upon successful takeover of premises, and receipt of outstanding documents, if any, **RO** confirms acceptance of service reports.

**RO** will inform stakeholders to trigger refund of reinstatement deposit by Finance.



# R01 - R06

All the Fit-Out submissions and house rules shall apply to Reinstatement works, whether tenant is carrying out partial or full reinstatement works.

## REINSTATEMENT PROCEDURE

- ☐ Tenants shall reinstate their premises to the stipulated handover condition as confirmed with their Retail Marketing representative according to their Tenancy Lease Agreement.
- ☐ Tenant may contact **RO** 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.

## REINSTATEMENT TO BARE CONDITION

- ☐ Typical scope of works for full reinstatement is summarized in **table: Reinstatement Site Work**.
- ☐ As the list is not exhaustive, Tenants are to abide with advice given by **RO** during briefing and / or pre-takeover inspection.

## WHEN TO ARRANGE PRE-TAKEOVER INSPECTION

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

## WARNING

- ☐ Construction waste & debris from Fit-Out or Reinstatement works are not to be disposed at the B2 Bin Centre.
- ☐ The Refund of Reinstatement deposit, less any administrative charges imposed during the renovation period, will be processed only upon tenant fulfilling the following:
  - ☐ Successful takeover of premises by Landlord
  - ☐ Completion, amendment and rectification of all outstanding items by tenant, if any
  - ☐ Completion of drawing and/or reports, documentation, if any
  - ☐ Finance's confirmation that no other monies are owed by Tenant to Landlord/ MCST.
- ☐ MCST reserves the right to forfeit the Reinstatement deposit, should the required works are not completed and outstanding documents & drawings are not submitted by Tenant.

## REINSTATEMENT SITE WORK:

### FOR TENANTS' ACTION

(Form in Appendix 01C unless noted otherwise)

Prior to commencement of Reinstatement Works, Tenants are to confirm the scope of reinstatement works with **RO** against their Lease Agreement.

### CHECKLIST BASED ON FULL REINSTATEMENT

#### Hoarding

- ☐ Hoarding plan, elevation & Details w PE endorsement.

#### INTERIOR FINISHING, FIXTURES & FURNITURE

- ☐ Remove, dismantle & dispose all tenant's loose and built-in fixtures
- ☐ Strip bare all floor finishing and remove all stains / glue marks
- ☐ Hack to one bare concrete level, removing all floor screed, waterproofing water & waste pipes / electrical conduits
- ☐ Provide cement stumps to hold in place stainless steel floor inlay, if required
- ☐ Make good and replace all damaged common tile finishes, if required
- ☐ Remove all tenant's shop front finishes, enclosure, internal partitions and wall finishes, box up's, wallpaper, if any.
- ☐ Make good Landlord's finishing at shop front, demising fins, common ceiling, columns & inter-tenancy walls / façade glass,
- ☐ Make good door finish, lockset and ironmongery, where applicable
- ☐ Paint all walls with 2 coats of approved white emulsion paint.

#### M&E SYSTEMS

- ☐ Remove all 2nd layer sprinklers installed and any 1st layer modified by tenant
- ☐ 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.
- ☐ Remove all piping & to install vacuum plug to cover the floor traps.
- ☐ Remove all other tenant's M&E installations including light fitting/ electrical conduits, CCTV, music speakers etc.
- ☐ Reinstate and make good all services to the original finish with labeling esp. if they were painted over
- ☐ Reinstate electrical isolator & Tel BT to 1400mm height AFL, and all M&E services according to Landlord's base provisions & plans
- ☐ Remove fibre from ABF microduct between Riser and unit
- ☐ Reinstate ABF Microduct coiled 5m to original location (entrance of unit above false ceiling)

#### STRUCTURAL

- ☐ Make good any damaged vermiculite coating with 2-hour fire rating as per PE's advice c/w PE endorsement

#### GENERAL CLEANING BEFORE HANDING OVER

- ☐ Arrange for skip bin, where applicable.
- ☐ Clear and dispose all rubbish off site.
- ☐ Clean premises, façade glass (if any) and
- ☐ All affected common areas, etc.

## REFUND OF REINSTATEMENT DEPOSIT:

### FOR TENANTS' ACTION

(Refer to Forms / details in Appendix 01C)

Refer to Refund checklist forms for more details.  
Tenants are required to send the full set of soft copy and CAD drawings (scale of 1:50) and documents to **RO** : [retailoperations@esr-res.com.sg](mailto:retailoperations@esr-res.com.sg)

### SUBMISSIONS BEFORE REINSTATEMENT

#### ADMINISTRATIVE

- ☐ Confirm Hoarding installation date (night works only)
- ☐ Confirm Last Trading date
- ☐ Safety measures in place
- ☐ Reinstatement Work Programme Schedule
- ☐ Make PTW applications, as necessary

### SUBMISSIONS AFTER REINSTATEMENT

#### REFUND DOCUMENTATIONS

- ☐ Refund Checklist Form
- ☐ Bank Statement Header reflects Company Name & account number

#### DOCUMENTS & DRAWINGS with relevant endorsements

- ☐ Authority Approval & Approved Plans, where applicable

#### M&E REPORTS

- ☐ Sanitary Systems Flushing Service report
- ☐ Exhaust Systems: KEF, FAF, EAC, Hood & ducting, etc. last Service report
- ☐ Test report from NSC(s) that smoke detectors, PA speakers, hose reel & fire alarm system are in good state and working condition.

#### Terminate all utility accounts, e.g.

- ☐ Electrical, Refer: Electrical Termination form
- ☐ Water,
- ☐ Gas &
- ☐ Telco

#### OTHERS

- ☐ Last Pest Control Service Report
- ☐ Return Keys to premises, if any
- ☐ Return letterbox keys, if required
- ☐ Return Tenant Security Pass for operational access to Bin Centre

**VALID PERMITS, APPROVALS & CERTIFICATES**

- ❑ The Tenant's contractor must not commence work till all permits (including Permit to Work), approvals and endorsements have been submitted, reviewed and approved by RO.
- ❑ 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.

**WORKING HOURS**

- ❑ Generally, all work to be carried out at night after mall operating hours, between 11pm and 7am.
- ❑ Details Refer to 01.2 table: [Working Hours](#).

**WORKING AT SITE / AT COMMON AREAS**

- ❑ Work in common areas where agreed with RO shall be cordoned off with warning signs as directed by RO or its agents.
- ❑ Working hours to adhere to RO's advice.

- ❑ No obstructing of common areas, corridors and stairs
- ❑ No storing of material and equipment outside of agreed work area or hoarding as appropriate.
- ❑ MCST and/or the Landlord will not be responsible for loss of equipment, tools, material, fittings, fixtures, etc.
- ❑ No loud music is permitted.
- ❑ Appropriate PPE must be deployed during site works: helmets, hazard vests, shoes, etc. to comply with safety regulations.

**PROTECTION OF OTHER TENANTS/LANDLORD FIT-OUT AND COMMON AREAS**

The Fit-Out Contractor shall take all due care not to damage common area, Landlord's or neighboring tenants' flooring, walls, ceilings, fittings, fixtures and fit-out due to their works.

- ❑ During delivery of heavy goods, the contractor shall ensure the floors are adequately protected and all trolleys used are fitted with rubber wheels with bumpers to minimise damage.
- ❑ They shall be responsible for any damage, action, claims or liabilities arising from the execution of their works.
- ❑ MCST and/or the 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 should the remedial work not be carried out in accordance with direction from RO or its agents and charge all costs and expenses incurred against the Fit-Out / Reinstatement Deposit from responsible parties where more than one contractor is involved.

**FIRE SAFETY COMPLIANCE**

- ❑ Tenant's or Tenant's contractor must engage their own QP, who shall confirm all temporary fire protection and safety measures during fit-out are compliant to regulations.
- ❑ The appointed QP will be required to check on site regularly to ensure compliance by your contractor at every stage of the fit-out.
- ❑ For Hot Works, The tenant's contractor shall follow all safety requirements set out in their permit approval and any all statutory rules.

**SECURITY CAMERAS, SMOKE DETECTORS, HOSE REELS & FIRE ALARMS**

- ❑ The tenant's contractor shall ensure that security cameras, smoke detectors and/or fire alarms are not obstructed as far as practicable.
- ❑ The tenant or their contractor shall apply at least 24 hours before for

isolation of alarms or cameras where works are likely to generate dust, smoke or fumes that may set off alarms or affect their operation in any way.

- ❑ Access to Hose reels must not be obstructed at all times.

**DELIVERY ROUTES**

- ❑ Fit-Out Contractors are to confirm delivery routes and timing with RO and our officers before commencing any work.
- ❑ Contractors are to use only designated routes & service lifts for transportation of materials and furniture.
- ❑ The Contractor 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).
- ❑ Tenants with specific delivery request may liaise with RO for review and approval of alternative delivery routes.

**SMOKING POLICY**

- ❑ Smoking shall only be permitted in designated areas and not be permitted on the site area or any part of the mall, including escape stairwells.
- ❑ The Tenant's contractor to ensure all their workers are aware and act responsibly.

**CLEANING & HOUSEKEEPING**

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:

- ❑ Proper dust control measures such as carpets, white canvas sheets are to be in place to ensure the common areas are kept clean.
- ❑ Maintain a floor mat and damp mop at all times on site to clean up dust and dirty foot prints when necessary.
- ❑ Carry out periodic cleaning to all affected common areas which includes corridors, ceiling, storerooms lobbies, walkways, toilets etc. to the satisfaction of RO.
- ❑ Hoarding door is to be closed when dusty works are in progress. Protect all voids below the ceiling with canvas or plastic sheet.
- ❑ Pre-filters to be installed at FCU's / AHU's and Fresh Air vents to prevent dust trapping.
- ❑ Keep all building materials and equipment away from public areas. No building materials or renovation debris are to obstruct the corridors and passageways. These areas form part of the escape route in the event of building emergencies.

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

- ❑ Clearing general waste due to illegal dumping by Tenant / Contractor - \$200 one-time charge per occasion
- ❑ Clearing furniture due to illegal dumping by Tenant / Contractor - \$500 one-time charge per occasion
- ❑ 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.
- ❑ RO 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.

**HOUSE RULES:****FOR TENANTS' REFERENCE**

FOR MORE INFORMATION ON:		REFER:
1.	Permits, approvals, certs	01.2 tables & checklists
2.	Working Hours	01.2 table: <a href="#">Working Hours</a>
3.	Cleaning & Housekeeping	01.04 House Rules
4.	Protection to and Rectification of damage to common area	01.4 House Rules
5.	Breach of House rules resulting in Administrative charges	01.4 House Rules

**WARNING**

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

- ❑ MCST and/or the Landlord reserves the right to take all necessary remedial or removal actions at its discretion and charge all costs and expenses incurred against the Fit-Out / Reinstatement Deposit should the remedial work not be carried out in accordance with direction from RO or its agents and charge all costs and expenses incurred against the Fit-Out / Reinstatement Deposit from responsible parties where more than one contractor is involved.

- ❑ Under such circumstances, MCST and / or Landlord shall not be held responsible for any losses or damages of material, tools and equipment, and merchandise etc. while carrying out such remedial or removal works.



**PEST CONTROL**

- ❑ 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 RO. The type and timing of the treatment shall be coordinated with the RO.
- ❑ **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, MCST and/or the 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 RO) to the Tenant or charge the cost against Tenant's Fit-Out deposit.

**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, MCST and/or 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 RO), to the Tenant or charge the cost against Tenant Fit-Out deposit. Under such circumstances, MCST and / or 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.

**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 RO. 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) during weekdays. Contractors are to furnish RO 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 screed 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.

**DUSTY, NOISY AND SMELLY WORKS**

- ❑ All noisy, dusty and smelly works must be carried out when the mall and adjacent tenants are not operating. Where nearby operating tenants' hours are extended or start early, all such work must start after and stop before their operating hours.
- ❑ Smoke alarms must be isolated prior to commencing such work.
- ❑ 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.

**MATERIAL, HEAVY MACHINERY AND EQUIPMENT**

- ❑ 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 MCST and the Landlord via RO 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 RO 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.
- ❑ MCST and/or the 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.

**ADMINISTRATIVE CHARGES FOR VIOLATIONS OF HOUSE RULES:**

**Contractors are to abide by all advice and instructions from RO and our duty officers.**

The following table sets out typical violations and administrative charges **per occurrence** that will be imposed.

No.	Description	Admin Charge (Subject to prevailing GST)
1.	Commencement of works without valid Work Permit	\$500
2.	Failure to display Work Permit	\$500
3.	Failure to obtain valid passes for workers	\$500
4.	Failure to put up proper protection or take protective measures (E.g. Hoarding, dust screen)	\$500
5.	Worker found smoking in Premises or within restricted areas or Cigarette butts found within the Premises	\$500
6.	Poor housekeeping and pest control	\$500
7.	Placement of items or working at common areas	\$500
8.	Illegal dumping of debris and waste material	\$500 + disposal cost
9.	Damage to common property	\$500 + reinstatement cost
10.	Dusty, noisy and smelly works during restricted hours	\$1,000
11.	Obstruction to evacuation routes or fire protection system	\$1,000
12.	Disruption to building services (E.g. False fire alarm activation, power failure, water leaks among others)	\$1,000 + responder(s) & initial rectification cost
13.	Failure to comply to WSH / Fire Safety regulations and/or duty officer's instructions.	TBA based on Severity by RO

# 01A

## TECHNICAL GUIDELINES

### CONTENT

#### 01A-1 BASE BUILDING INFORMATION

TYPICAL SHOP FRONT ELEMENTS

COMMON AREA FINISHES

#### 01A-2 M&E GUIDELINES

PLUMBING & SANITARY SERVICES

ELECTRICAL SERVICES

PA SPEAKERS & FIRE ALARM SYSTEM

FIRE PROTECTION SYSTEM

ABF MICRODUCT INFRASTRUCTURE

AIR CONDITIONING SERVICES

MV SERVICES FOR F&B

SMOKE CONTROL





This section provides information on the existing building's base material, finishes and typical architectural detail.

#### TYPICAL HANDOVER CONDITIONS

Typical handover conditions of a Retail shop unit include following:

- ❑ Shop Unit interior in bare condition.
- ❑ Shop Unit demise walls with demise fins.
- ❑ Shop front with Lease line defined by stainless steel floor inlay.
- ❑ Typical Landlord's finishes are the adjacent finishes outside the lease line shop front & common area.
- ❑ External Façade, where applicable.

Handover conditions of other Unit Typologies are according to tenancy lease agreement. Tenants can reach out to RO should more details are required.

#### TYPICAL SHOP FRONT & UNIT ELEMENTS

Tenant shall provide proper termination details for a better interface with the mall's common area elements. All Landlord's air condition supply vents, fire-fighting provisions and any access panels shall not be blocked always.

Refer to Design Guidelines for design guidance.

#### ❑ Demise Walls:

- ❑ Unit boundary walls are typically non-load bearing construction, i.e.. non-combustible dry partition board or masonry wall in white emulsion paint finish.
- ❑ Strictly no alterations or fixing to the existing demising wall, inter-tenancy wall/ partition edge treatments.

#### ❑ Demising Fin:

- ❑ Typically, the demises walls come with a full height stainless steel demise fin at the shop front.
- ❑ Tenants are to finish and terminate their shop front finishes to the side of the fins, behind the lease line.
- ❑ Removal and/ or modification to the demising fin is strictly prohibited.
- ❑ Typical variations of inter-tenancy demise fin & column cladding details are shown in the following pages.

#### ❑ Floor:

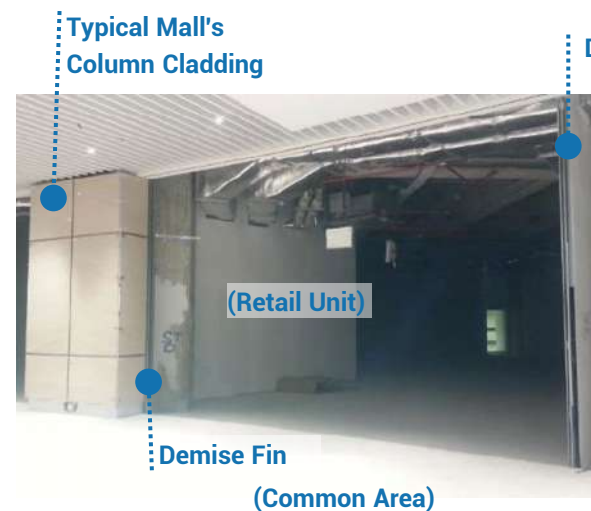
- ❑ Typical Unit handover condition is bare concrete.
- ❑ Within their unit, Tenants are to top up screed with their floor finishes finished to match mall floor level.
- ❑ Removal and/or modification to the existing stainless steel inlay is strictly prohibited.

#### ❑ Ceiling:

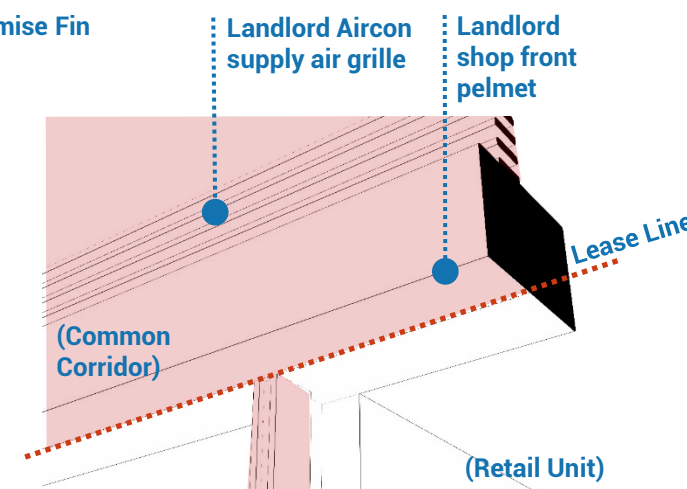
- ❑ Tenants are to finish shopfront finishes to the underside of shopfront pelmet or to be flushed with the mall ceiling level, whichever is applicable
- ❑ Removal and/or modification to the existing ceiling edge and/or pelmet is strictly prohibited.
- ❑ The following details are in the following pages:
  - ❑ Common ceiling details at Level 1.
  - ❑ Common ceiling details at Basement 1, Level 2 and Level 3.

#### ❑ External Façade:

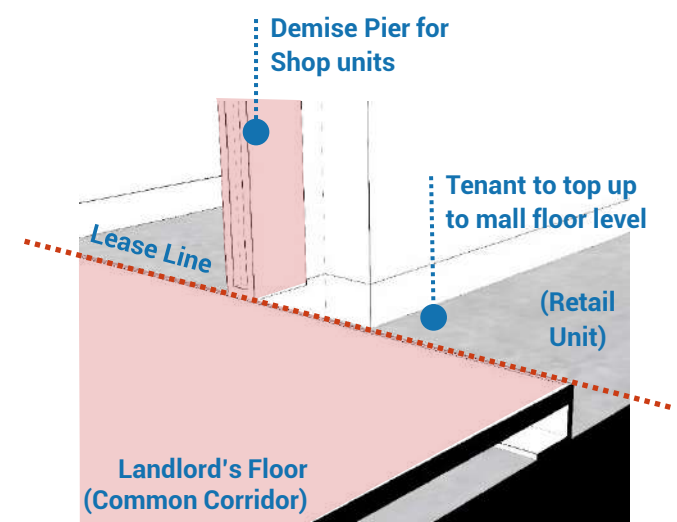
- ❑ There is no standard details for external façade. Please enquire for more information.
- ❑ Tenants are to provide ceiling upturn finishing to their interior false ceiling with a setback allowance of minimum 200mm from the box ceiling to the glass façade.
- ❑ Once the shop unit is handed over, Tenants are responsible to take care of the glass façade maintenance within their demised premises. In the event of any damages, tenant is responsible to reinstate to landlord's specification at their own cost.



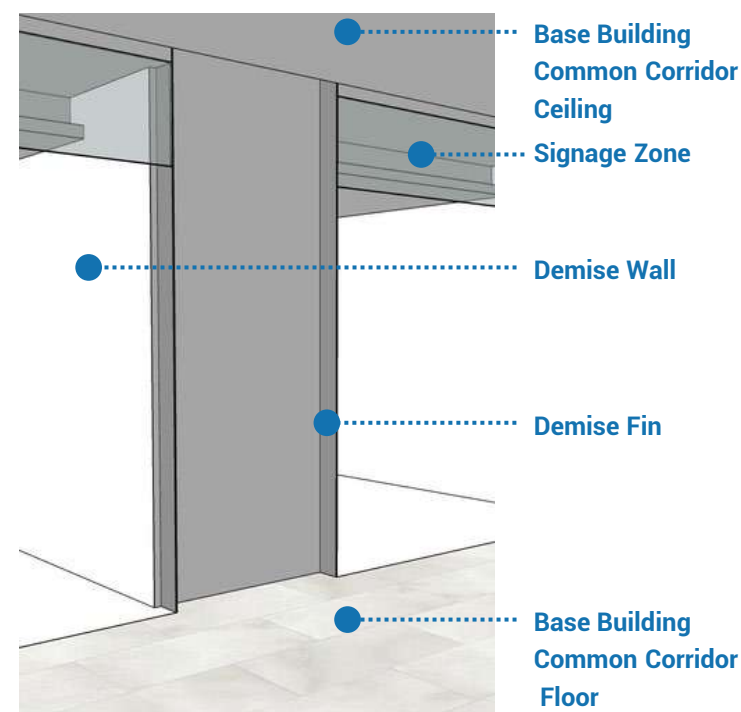
Typical Shop Unit Condition



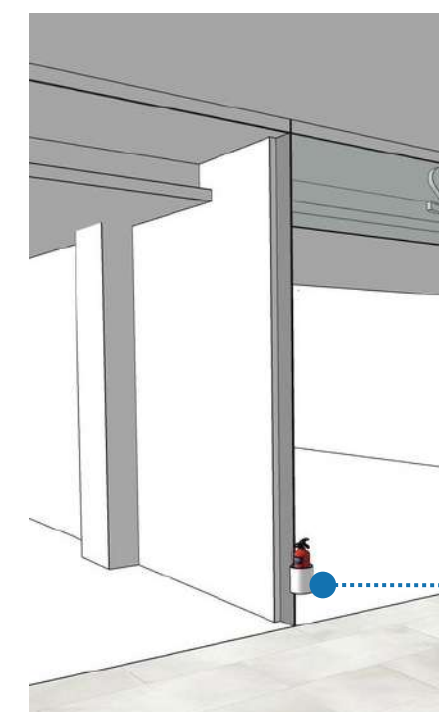
Demising Pier to Ceiling Termination Diagram



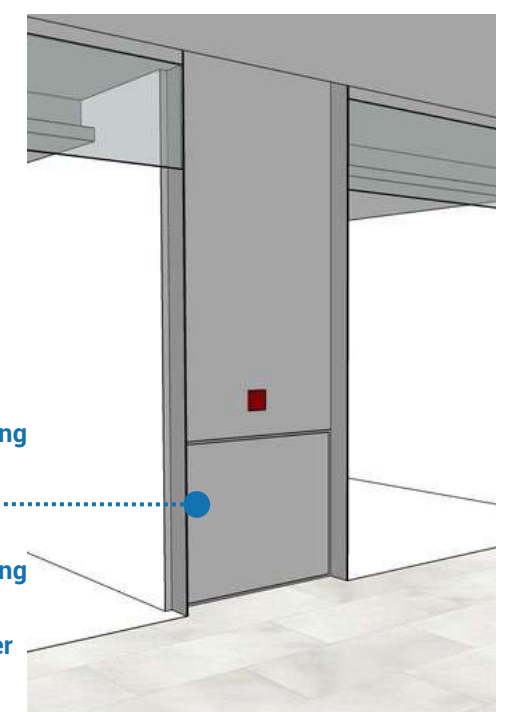
Demising Pier to Floor Termination Diagram



Demise Pier w/ Mall's Column



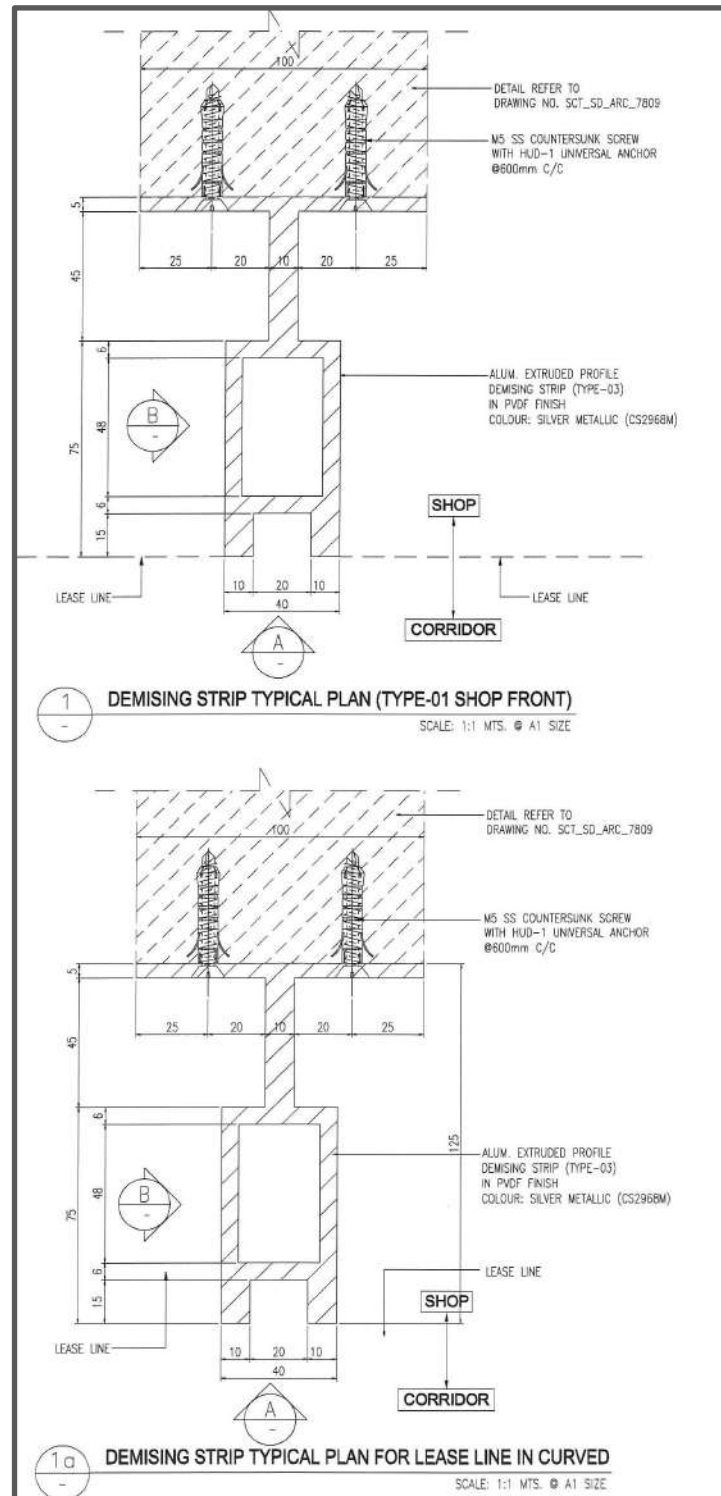
Demise Pier w/ Fire Extinguisher



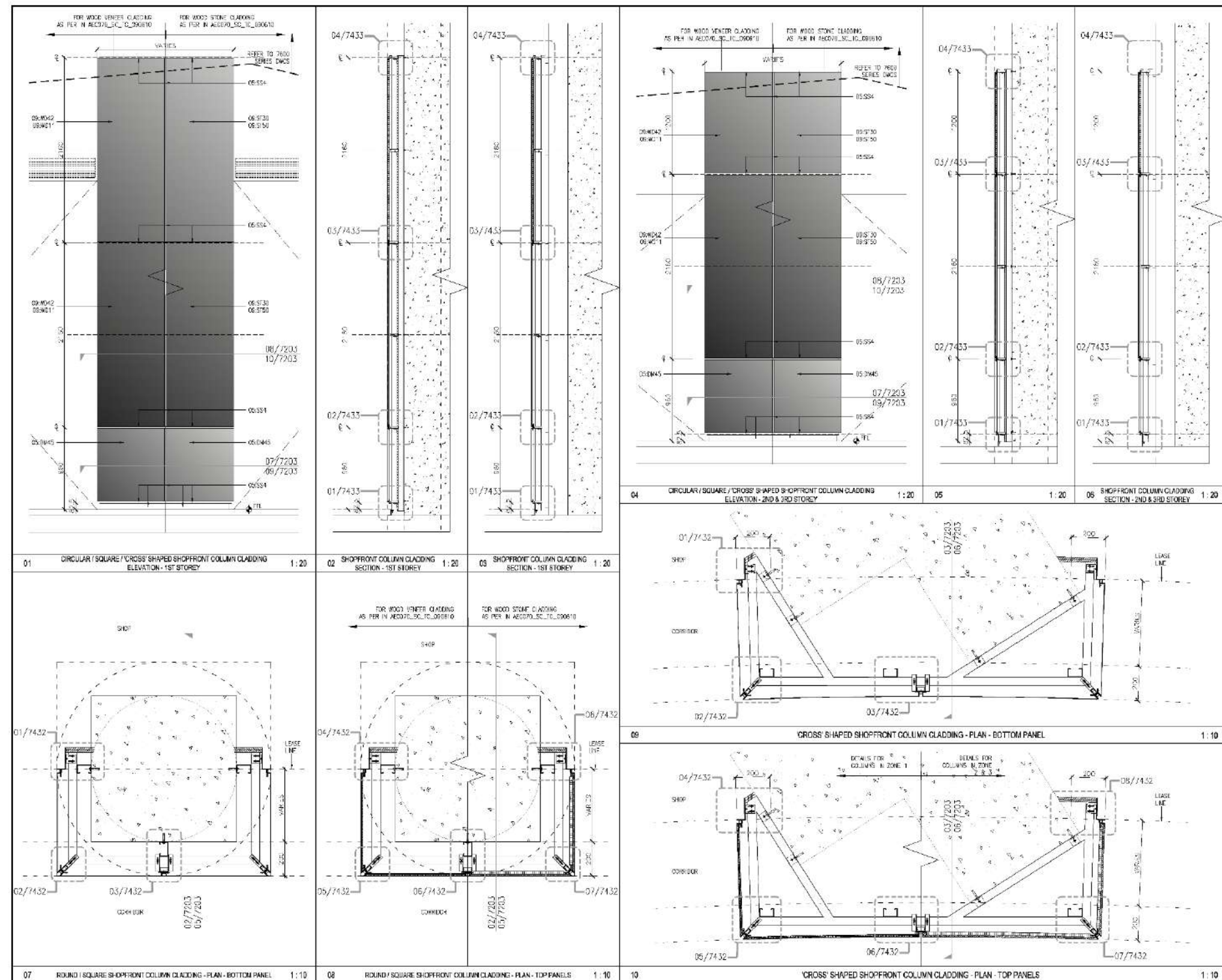
Demise Pier w/ Hose Reel

**TYPICAL COLUMN FINISHES BASED ON LOCATIONS:**

LOCATION	FINISHES
Atrium (Convention Centre)	Marble finish
Atrium (T1 & T2) & Atrium (T3 & T4)	Oak veneer finish



Typical Demise Fin Detail



Typical L1 Shop front Column Cladding Elevation Detail



# 01A-1 BASE BUILDING: TYPICAL SHOP FRONT ELEMENTS

## TYPICAL SHOPFRONT AND CEILING HEIGHTS BASED ON LOCATIONS:

### Level 1

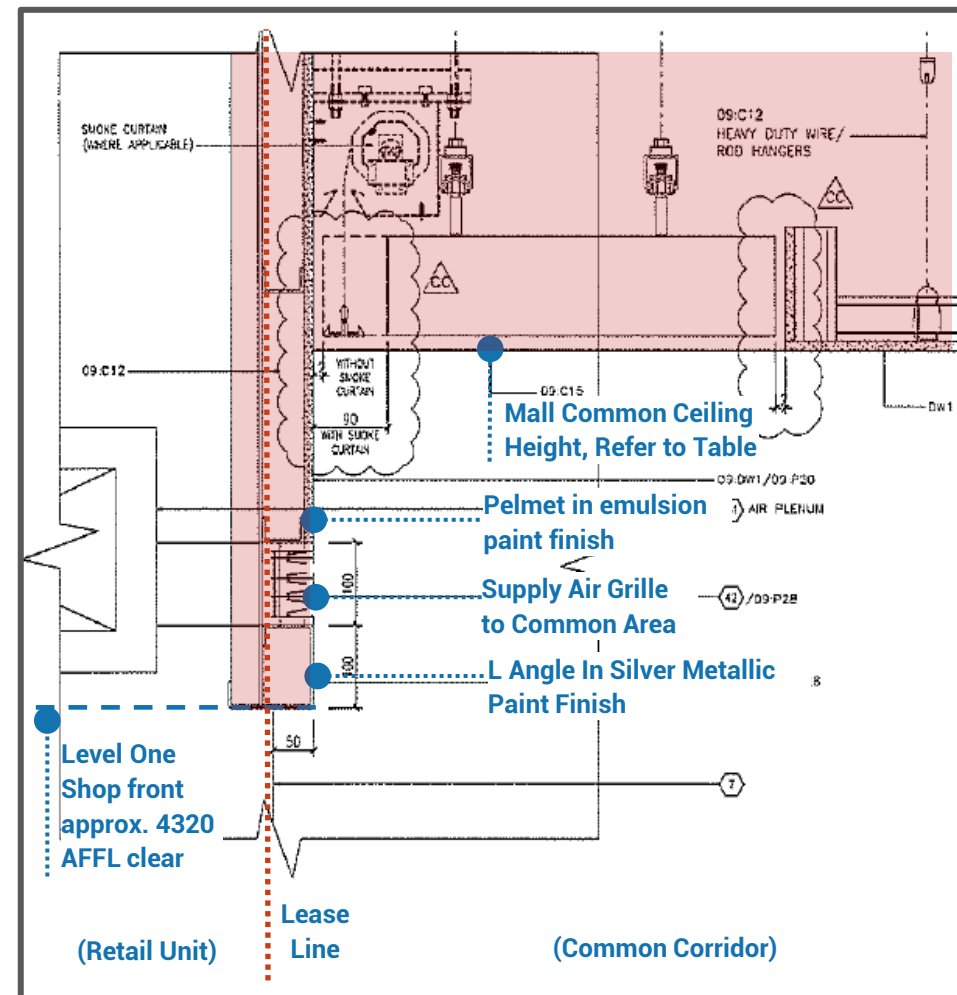
Note: Common Supply Air Grille is located at pelmet above Shop front. All dimensions & provisions to be verified at site.

SHOP FRONT	APPROX. HEIGHT AFFL
Typical Units	4320 mm
COMMON CORRIDOR CEILING HEIGHT	APPROX. HEIGHT AFFL
Atrium (Convention Centre)	4600 mm to 4800 mm
Atrium (T1 & T2)	4800 mm
Atrium (T3 & T4)	4500 mm

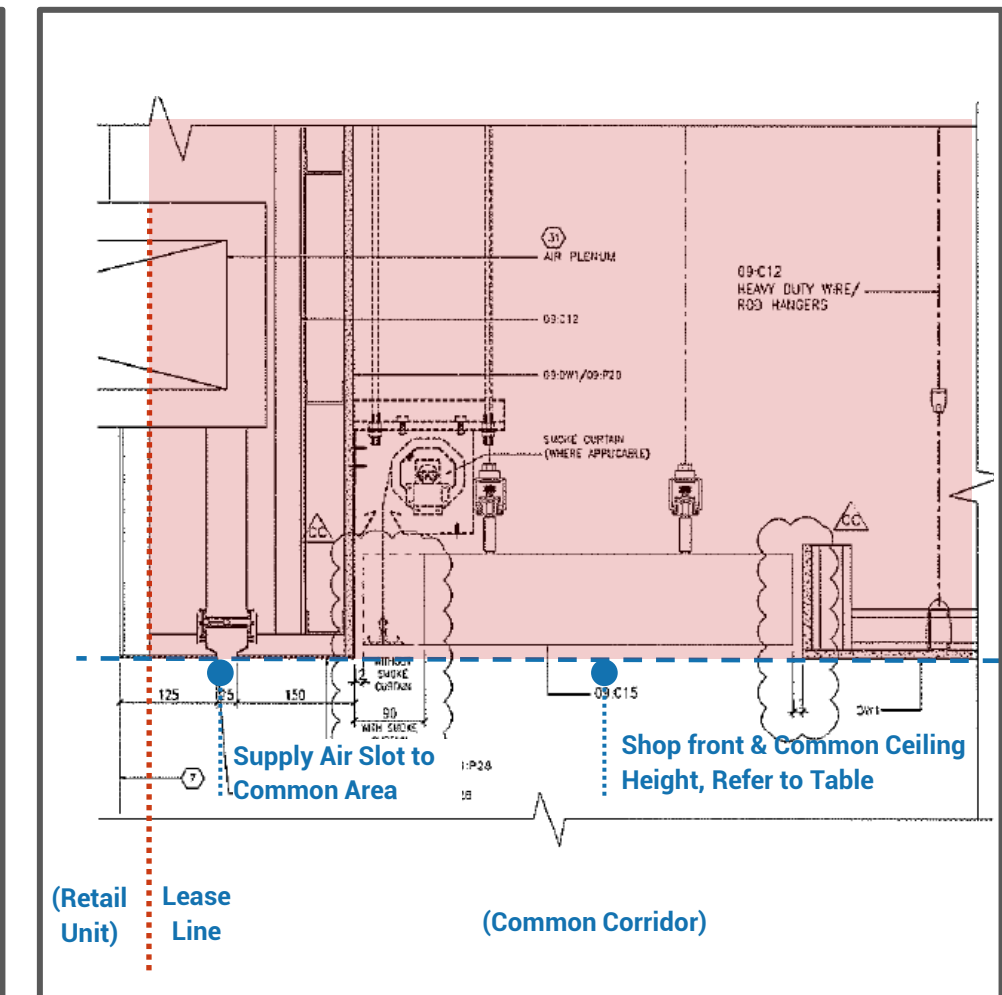
### Basement 1, Levels 2 & 3

Note: Common Supply Air Grille is typically located at Common Ceiling just in front of Shop front, except for L3 Atrium facing units. All dimensions & provisions to be verified at site.

SHOP FRONT	APPROX. HEIGHT AFFL
Atrium (Convention Centre) L2 Units	3740 mm to 3840 mm
L3 Atrium-Facing Units	2880 mm to 3360 mm
B1 Mezzanine Units	2580 mm
B1 Fountain Court Units	3760 mm
All Other Locations Typical L2 & L3 Units	2880 mm
COMMON CORRIDOR CEILING HEIGHT	APPROX. HEIGHT AFFL
Atrium (Convention Centre) L2	3740 mm to 3840 mm
Atrium (T1 & T2) and Atrium (T3 & T4) L2 & L3, except below Atrium	2880 mm
B1 Mezzanine	2580 mm
B1 Fountain Court	4060 mm



Typical Shop front - Common Corridor Ceiling Details for Level One



Typical Shop front - Common Corridor Ceiling Details for All Other Locations (except L3 Atrium facing units)



## COMMON AREA FINISHES:

The following are specifications should Tenant's contractor require to complete / make good the works.  
Please refer to supplier / vendor contacts under NSC.

### Paints

Note: These are available from MCST's Painting Term Contractor.

LOCATION	MODEL
Emulsion Paint for Common False Ceiling	ICI Dulux Super Maxilite 50YR83/003 matt
Enamel Paint for metal Pelmet above Level One shop front	Nippon Silver Metallic CS 2968M
Enamel Paint for certain Common area walls	SKK PU Enamel Colour White
Enamel Paint for certain walls of Lift Lobby and back of house	PU Enamel ICI Barley White GL16208
Enamel Paint for Common Area doors in mall	SKK Decolux Enamel Colour 10B15
Enamel Paint (Admiralty Grey) for L1 Atrium metal structure in mall	SKK Decolux Enamel Colour DE8047

### Tiles

Note: These are available from Vendors

LOCATION	MODEL
B1, L1, L2, L3 Interior Common Floor Tile	To match existing
L1 Interior Common Floor Tile	To match existing
B1, L2, L3 Common Floor Tile	To match existing
L1 Exterior Floor Finish	To match existing
Column Marble Cladding	To match existing

### Film

LOCATION	MODEL
Not Applicable	Not Applicable





1. 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).
2. All cold water pipes must be of approved material with proper joints only.
3. All sanitary and kitchen waste discharge pipes must be of epoxy coated hub less cast iron pipe.
4. All concealed floor waste pipes shall be pressure tested to ensure no leakage.
5. 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.
6. All sanitary and kitchen waste pipes must be properly labelled.
7. 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.
8. 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 chokes.
9. Tenant shall install air-tight seal plug and provide an unperforated stainless steel cover to all floor traps which are not in use.
10. 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:
  - a. Keeping floor traps closed at all 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
11. 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.
12. 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 chokes.
13. 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 RO 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.

### PLUMBING & SANITARY WORKS:

#### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

#### SUBMISSIONS

- ☐ Letter of indemnity/ undertaking by occupier.
- ☐ Plumbing and sanitary drawings endorsed by PUB's licensed plumber.
- ☐ Application for a private or PUB sub-meter account according to your Landlord's stipulation

#### FORMS

Your format

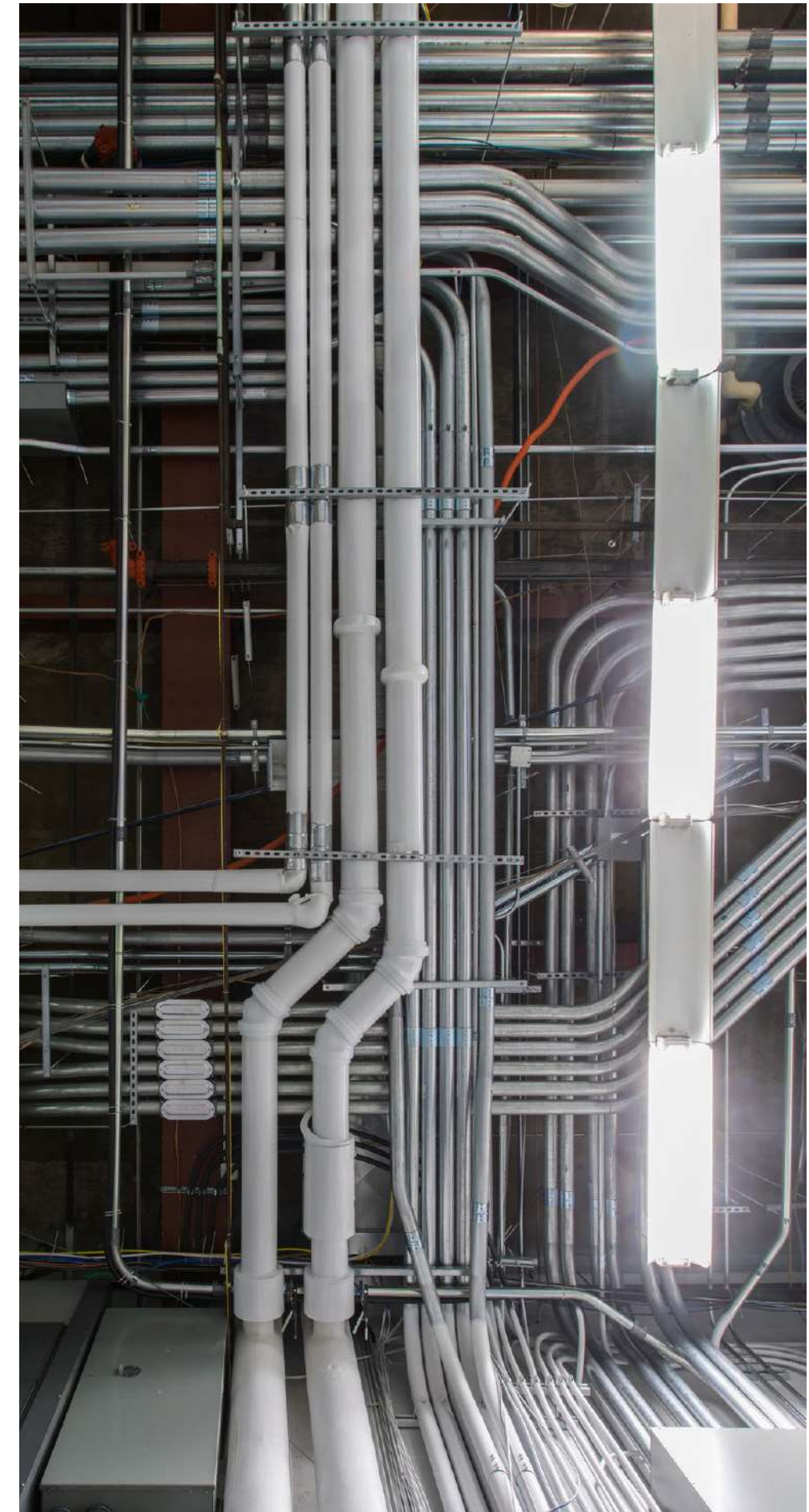
Your drawing

See section 01.2

Table: [Utility Accounts & Vendors](#)

#### Useful Links

PUB	Code of Practice on Sewerage and Sanitary Works <a href="https://www.pub.gov.sg">https://www.pub.gov.sg</a>
NEA	Code of Practice on Sewerage and Sanitary Works <a href="http://nea.gov.sg">http://nea.gov.sg</a>





**TEMPORARY ELECTRICAL SUPPLY**

- Tenant to note the following when applying for temporary supply of electricity:
  - Maximum load for temporary supply is 230V 60A single phase
  - Tapping of temporary supply is chargeable for fit out works.
  - 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.
  - Tapping of temporary electrical supply is also chargeable when the Tenant starts their operation / business without installing an approved Power kWh meter. This is available as an option only with approval of RO with installation of temporary check meter.
- Refer to Temporary Supply Application form for more details on the charges.

**ELECTRICAL WORKS – AT SWITCH BOARDS & METER BOARDS**

- By tapping of Landlord's supply, Tenant is accountable to maintain the base provision of main cables, main isolator and main circuit breakers.
- An approved Tuas Power kWh meter shall be installed at:
  - The Landlord's meter board for Tenants whose MCCB rating is 100 A, 3-phase or less.
  - The Tenant's premises for Tenants whose MCCB ratings are more than 100 A, 3-phase.
  - Or at location advised by RO
- 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:
  - Unit no. and shop/restaurant/office name above the meter board's viewing panel.
  - Unit no. onto teakwood where the approved private Power kWh meter is to be installed.
  - The electrical approved load.
- 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.

**METER INSTALLATION & TURNING ON ELECTRICAL SUPPLY**

- Tenant / tenant's Fit-Out Contractor are 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 Fit-out period.

- Upon the completion of the fit-out works, the power supply **WILL NOT BE TURNED ON by RO** if the Tenant has not installed a power meter or completed the account opening procedure with Landlord's appointed Energy Retailer.
- Otherwise, only upon approval by RO, 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 to MCST, until kWh meter installed.

**ADDITIONAL NOTES ON ELECTRICAL INSTALLATION**

- 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.
- All cables shall be installed in GI conduit, trunking or tray.
- All floor embedded cable installation shall be concealed in GI conduit, no PVC conduit are permitted.
- Neon signs shall be of low voltage 230V-supply type, installation subject to approval by Landlord.
- 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.
- Tenant is to seek approval in writing from RO for permission to install and/or convert light fittings over common area for their use. Tenant's proposal is subject to review and approval by RO on a case to case basis only.
- 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 original light fittings and properties into its original position and condition during reinstatement works.
- 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.

**SAMPLE METER BOARD ENGRAVED TAG**

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

**Incoming supply source code****Earth link relay setting****ELECTRICAL WORKS:****FOR TENANTS' ACTION***(Forms in Appendix 01C unless noted otherwise)*

The following are to be submitted to RO.  
SLD & CS-form also to be submitted to Building LEW.

SUBMISSIONS	FORMS
<b>Before Fit-Out Works</b>	
<input type="checkbox"/> Letter of Undertaking and Indemnity, with company heading printed on the top of the letter, sign/endorse by Tenant	<a href="#">Appendix 01C</a>
<input type="checkbox"/> Application form for Temporary Supply	<a href="#">Appendix 01C</a>
<input type="checkbox"/> Payment for Temporary Supply	<a href="#">Appendix 01C</a>
<b>Before Permanent Electrical Works &amp; Power Turn On</b>	
Tenant &/or Tenant's LEW is to submit: <ul style="list-style-type: none"> <li><input type="checkbox"/> Single-line drawings and loads table for RO's/ Building LEW's review prior to commencement of works.</li> <li><input type="checkbox"/> 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.</li> </ul>	Your drawings  <a href="#">Appendix 01C</a>
Tenant &/or Tenant's LEW is to submit below listed for completion of CS-3 form and account opening: <ul style="list-style-type: none"> <li><input type="checkbox"/> Completed account opening application form</li> <li><input type="checkbox"/> Meter installation (if needed) request forms</li> <li><input type="checkbox"/> CS3 electrical single line drawings,</li> <li><input type="checkbox"/> GIRO form and</li> <li><input type="checkbox"/> Electricity deposit cheque</li> </ul>	<a href="#">Appendix 01C</a>
<b>After Permanent Electrical works &amp; Turn on</b>	
<input type="checkbox"/> Certificate of Compliance endorsed by Tenant's LEW <input type="checkbox"/> Tenant's LEW is to endorse and submit all test reports on the electrical installation works and switchboard / distribution boards.	<a href="#">Appendix 01C</a> Building LEW
<input type="checkbox"/> Three (3) set of As-Built drawings (single line, lighting and power layout) in paper prints and soft copy <input type="checkbox"/> One set (single-line, lighting and power layout) to be attached on the Tenant's main board, for easy to trace/troubleshoot the faulty circuit promptly. <input type="checkbox"/> Supply & install Meter Board Tags.	Your drawings
<b>EMA Licence</b>	
Tenants, i.e.. all sub-metered accounts, shall obtain from Building LEW <input type="checkbox"/> Annual electrical installation licence	Building LEW



### UPGRADING OF ELECTRICAL LOADS

- Tenant to bear the cost for the upgrading electrical installation work.
- When upgrading of electrical load is required, Tenant to apply request for review and approval:
  - To indicate the new upgrade load required by the Tenant.
  - To submit two(2) copies of proposed single line diagram c/w equipment specification lists.
  - To submit to the landlord:
    - The total connected load and maximum demand load;
    - Equipment specification list;
    - Main single line diagram accompanied with LEW's endorsement;
    - Tenant respective DB's; Main consumer's switchboard; Air-con DB on the single line drawing. [The proposed load is subject to approval by Building's LEW/ RO].
- 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.
- 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.
- Installation of new main cable:
  - 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 RO prior to starting work. The cables shall be of XLPE insulated material.
  - For safety measure and to prevent hindering of the mall/car park operation, all cables installation work at common area shall be night works only according to stipulated working hours of that location.
  - 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.
- Tenant requires notifying RO **at least 2 weeks in advance of any shutdown date** for its upgrading works. This is for the RO to have enough time to notify and minimise impact to 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.
- 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, where applicable.

### 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 to Building LEW's annual licence fee table for charges. Refer to [Appendix 01C](#) for NSC details.

### PUBLIC ADDRESS SPEAKER & FIRE ALARM SYSTEM

- Occupiers must strictly comply with Singapore Standard SS 546. If additional speakers are required for emergency communication, the location of these speakers shall be shown in a drawing to be submitted to MCST for approval prior to installation.
- MCST's written approval is required prior to any modification work. Testing and commission of the public address system with MCST is compulsory after the Fit-Out work, and must be arranged with RO for after mall operation hours only.
- Fire alarm system: Any electrical works to tap on the fire alarm signal from the MCST's sub addressable panel shall comply with the Singapore Standard SS CP10 for the installation and servicing of electrical fire alarm systems. The cost of installation and compliance will be borne by Tenant. Tenant shall, at his own cost, engage a QP if modification works to the fire alarm system are required.
- 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 control module enables the switch from music to message when fire alarm is activated.
- This relay must be installed by MCST's appointed NSC to ensure that the music does not cause any conflict or mask the PA announcements during any fire emergencies.
- Tenant's Contractors are to engage MCST's nominated contractor to carry out alterations (if any) to the following:
  - Public Address Speakers
  - Installation of music override control module
  - BMS
  - Alarm bell and call point
  - Smoke detectors (Note: must be accessible for visual inspection & maintenance)
- Refer to [Appendix 01C-6](#) for NSC details.

### PA / FIRE ALARM SYSTEM WORKS:

#### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

The following are to be submitted to RO.

SUBMISSIONS	
Before Fit-Out Works	
Tenant &/or Tenant's Fit-Out Contractor is to submit drawings layout plan showing:	
<input type="checkbox"/> proposed addition & alteration to PA / smoke detectors <input type="checkbox"/> Proposed routing of fire signal connection / <input type="checkbox"/> Proposed music override module, <input type="checkbox"/> & etc.	
Reflect the proposed addition & alteration in the necessary authority submission and obtain authority approvals.	
To engage NSC for the works upon receiving no objection.	
After Fit-Out Works	
<input type="checkbox"/> To conduct T&C inspection together with RO after mall hours	
<input type="checkbox"/> Provide As-Built & Authority Approved drawings in soft copy with QP endorsement.	

### FIRE PROTECTION SYSTEM

Tenant / Tenant's Fit-Out Contractors are to engage MCST's nominated contractor to carry out all modification include all addition and alterations (if any) to the Sprinkler system:

- Alteration to 1<sup>st</sup> layer sprinkler system
- installation of 2<sup>nd</sup> layer sprinkler system
- Add new / relocation of existing Hose reel

Occupier may engage own QP for SCDF submission.

Refer to [Appendix 01C-6](#) for NSC details.

### FIRE PROTECTION SYSTEM WORKS:

#### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

The following are to be submitted to RO.

SUBMISSIONS	FORM
<b>Before Fit-Out Works</b>	
Tenant &/or Tenant's Fit-Out Contractor is to submit drawings layout plan with PE endorsement showing:	
<input type="checkbox"/> proposed addition & alteration to sprinkler system / fire hose reel system <input type="checkbox"/> Proposed valve control <input type="checkbox"/> & etc.	
Reflect the proposed addition & alteration in the necessary authority submission and obtain authority approvals.	
To engage NSC for the works upon receiving no objection.	
<input type="checkbox"/> Sprinkler System drainage Form via PTW Portal	
<input type="checkbox"/> Payment for drainage charges	See detail on Form
<b>After Fit-Out Works</b>	
<input type="checkbox"/> To conduct T&C inspection together with RO after mall hours	
<input type="checkbox"/> Provide As-Built & Authority Approved drawings in soft copy with QP endorsement.	

### 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 shows ABF Microduct Coiled near Shop front



Photo shows Typical Labelling for 1 Pair

- Tenants are responsible for their use of the ABF Microduct infrastructure, their connection and shall reinstate when vacating premises upon expiry of lease.
- Tenant may engage their preferred Internet Service Provider (ISP) and submit to RO details for review and approval before carrying out the fibre installation work between MDF Room, Telecom Riser and Tenant's Unit, namely the following:
  - Layout plan and
  - Proposed ABF Microduct servicing port
  - PTW with Application Form
- Tenants may move or extend the ABF Microducts to designated fibre termination point location, however, must not damage or cut the original microducts.
- 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.
- 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.

- Tenant's Contractors are to engage MCST's nominated contractor to carry out Reinstatement to (ABF) Microduct infrastructure.

### ABF MICRODUCT INFRASTRUCTURE:

#### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

#### SUBMISSIONS

##### Before installation

Tenant and/or their appointed Telco contractor to submit documents via PTW portal:

- ☐ Customer Information recording form
- ☐ ABF infrastructure Application form
- ☐ Proposed routing layout plan
- ☐ Proposed ABF Microduct servicing port number stated in Tenant Unit / Telecom Riser / MDF Room

#### FORMS



**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 at their own cost, 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 RO.

This is subject to MCST's discretion and charges for additional chilled water usage for all new equipment and licence fee for all approved new equipment installed in common area, where applicable.

**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 RO. All such extension(s) is subject to MCST's discretion and charges 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 below.

For all AHU, PAU, DX-FCU and/or other FCU models, Tenant to contact RO 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.

**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-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 RO 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 RO
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 RO.

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

Table 01A-2.06 Above: Typical Chilled Water FCU Equipment Specification

**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 ( $\leq 4\text{kW}$ ) or 0.47 W/CMH ( $> 4\text{kW}$ );
  - 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.
  - 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/RO 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.

**ACMV WORKS:**
**FOR TENANTS' ACTION**

(Forms in Appendix 01C unless noted otherwise)

Tenant / Tenant's Fit-Out contractor to submit the following to RO

SUBMISSIONS	
Before installation	
<input type="checkbox"/> AC drawings showing proposed ducting layout & air flow, endorsed by PE.	
<input type="checkbox"/> MV drawings showing proposed ducting, Air cleaner, KEF & FAF, hood, air grille layout, endorsed by PE.	
<input type="checkbox"/> Catalogues for KEF, FAF, Air Cleaner with electrostatic & UV functions	
<input type="checkbox"/> Gas leak panel diagram	
<input type="checkbox"/> Fire Suppression system drawings	
Request to install Auxiliary FCU	
<input type="checkbox"/> Heat & Cooling Load Calculation	
<input type="checkbox"/> Piping routing to CU location	
<input type="checkbox"/> Catalogues for Auxiliary FCU & CU	
After installation	
<input type="checkbox"/> ACMV As built drawings, endorsed by PE.	
<input type="checkbox"/> As built Air Balancing reports, endorsed by PE.	
<input type="checkbox"/> Label all equipment on site	
Useful Links	
Singapore Standards (SS)	SS 553 Code of Practice for Air-Conditioning and Mechanical Ventilation in Buildings.
Singapore Standards (SS)	SS 554+A1:2016:2021 Code of Practice for Indoor Air Quality for Air-Conditioned Buildings
SCDF	SCDF fire code on <b>Air-Conditioning and Mechanical Ventilation Systems</b> <input type="checkbox"/> <a href="https://www.scdf.gov.sg/firecode2023/firecode2023">https://www.scdf.gov.sg/firecode2023/firecode2023</a>



#### 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 RO and verify all details and provisions at site. Premises with shared Common Kitchen Ventilation System are listed in Table on the right hand side.

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 RO 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 section of **Standard Guidelines to Kitchen Ventilation System and Treatment System** on the previous page for more details.

#### LIST OF UNITS WITH SHARED KED:

Note: Check with RO for technical update

S/N	Unit No.(s)	Location
1 to 7	B1-K3, B1-K4, B1-K6 B1-K7, B1-K8 B1-K9, B1-K10	B1 Mezzanine
8	B1-K5/K11	B1 Mezzanine
9	B1-121	B1 Mezzanine
10, 11	B1-121A, B1-121B	B1 Mezzanine
12	B1-121B	B1 Mezzanine
13	B1-122	B1 Mezzanine
14	B1-122A	B1 Mezzanine
15	B1-123/124	B1 Mezzanine
16	B1-126	B1 Mezzanine
17	B1-127	B1 Mezzanine
18	01-649/650	Atrium (T3 & T4)
19	01-651/652	Atrium (T3 & T4)
20	02-600	Atrium (T3 & T4)
21	02-601	Atrium (T3 & T4)
22	02-601A	Atrium (T3 & T4)
23	02-605	Atrium (T3 & T4)
24	02-606 / 607	Atrium (T3 & T4)
25	02-615	Atrium (T3 & T4)
26	02-615A	Atrium (T3 & T4)
27	02-616	Atrium (T3 & T4)
28	02-616A	Atrium (T3 & T4)

## 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 tenancy 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 their 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 design.
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. Any damage to the smoke curtains due to Tenant's actions shall be rectified by the Tenant at his own cost according to code requirements.
5. Perforated shop closure with free area at least 25% of shop front, &/or as advised by QP, shall be 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, to their QP's advice may 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 RO 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 at his own cost 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 [03.2 SPECIFIC DESIGN GUIDELINES : UNIT WITH SMOKE CONTROL \(SED\)](#) for shop front design guide.

### FIRE SUTTER / FIRE CURTAIN

Fire Shutters / Fire Curtains are provided to segregate compartments as part of base compliance. During emergency, these fire shutters/ fire curtains will cover full height and full width of the affected compartment boundary opening.

When these provisions are located within Tenancy premises, Tenant must take note that operation of all installed Fire Shutters / Fire Curtains shall not be obstructed, especially by tenant's furniture, etc.

Any damage to the Fire Shutter / Fire Curtain due to Tenant's actions shall be rectified by the Tenant at his own cost according to code requirements.

### 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 relevant NSC for the work and to integrate the fire signal into our mall's system..

Submission is to be carried out by the Base Smoke Control QP.

Refer to [Appendix 01C-6](#) for NSC details.

### WARNING

- ☐ The operation of all installed Smoke Curtains and Fire Shutters / Fire Curtains shall not be obstructed, by tenant's installations or furniture.
- ☐ A clearance height of 2100 mm AFFL shall be maintained for the operation of smoke curtains.
- ☐ Any damage to the Smoke Curtains / Fire Shutters / Fire Curtains due to Tenant's actions shall be rectified by the Tenant at his own cost according to code requirements.
- ☐ Any alteration to Smoke Curtains / Fire shutters / Fire Curtains must be carried out by MCST's appointed NSC.

## SMOKE CONTROL WORKS:

### FOR TENANTS' ACTION

(Forms in Appendix 01C unless noted otherwise)

SUBMISSIONS	FORMS
<b>Before installation</b>	
Drawings showing proposed alteration & addition to the existing smoke zone layout, smoke curtain, fire shutters / fire curtains.	
To engage Smoke Control QP / Smoke Curtain NSC / Fire shutter / Fire Curtain NSC, where applicable	
To submit and obtain NOA from relevant Authorities before commencing site works.	
<b>After installation</b>	
Smoke Curtain / Fire Shutter / Fire curtain As built drawings, endorsed by PE.	
T&C reports, endorsed by PE.	
Authority Approvals & Approved drawings set.	



# 01B

## SUSTAINABILITY GUIDE



### CONTENT

01B-1 GREEN BUILDING GUIDE

01B-2 MATERIAL SPECIFICATION





### 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, including Tenants to work together and achieve our environmental goals in areas of:

- ❑ Energy conservation,
- ❑ Water conservation, and
- ❑ Waste recycling.

Together we aim to manage, operate and occupy the building and premises to promote environmental sustainability, through energy efficiency improvements, positive behavioural changes and healthy practices.

### ENERGY CONSERVATION GUIDE

#### ❑ EQUIPMENT SELECTION:

- ❑ 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.
- ❑ Provide separate sub-meter(s) for server rooms / data centres for the purpose of monitoring consumption.
- ❑ Equipment Plug Load – Average for retail is <22W/m<sup>2</sup> and F&B is <60W/m<sup>2</sup>.

#### ❑ ACMV, AIR QUALITY & CONTROL SYSTEMS:

- ❑ Air conditioning controls to maintain thermal comfort and good indoor air quality according to SS553 & SS554 standards.
- ❑ Air conditioning shall be designed for Temperature to follow **SS 554: 2009 (Indoor operative temperature between 24C +/- 1 degree Celsius. Relative humidity < 65%)**.
- ❑ Tenant to ensure that for areas that require stand-alone air-conditioning system, Tenant must first explore with Landlord on the feasibility of tapping the building's chilled water. Dedicated supplementary cooling installed are required to meet SS 553 : 2016 (Code of Practice for Air-Conditioning and Mechanical Ventilation in Buildings) or prevailing standards.
- ❑ Tenant to ensure that **enclosed areas are to be provided with dedicated thermostat controls** (e.g. meeting rooms, closed offices, conference facilities, private dining rooms, etc. ) for their stand-alone air-conditioning system **linked to occupancy sensors to switch off the system when not in use with local overrides**.

- ❑ Tenant to ensure that stand alone ventilation and air conditioning systems are to be regularly inspected, cleaned and maintained.
- ❑ Tenant to inform Landlord to switch off centralised air conditioning to their premises should air conditioning is not required during the normal central air conditioning operations 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.
- ❑ Where applicable, blinds are encouraged to reduce heat entering premises.
- ❑ **Kitchen exhausts must include an active grease capture separation system, air cleaner and UV light.**
- ❑ Where installation of ACMV equipment may generate noise, the ambient sound level must not exceed recommended levels according to SS553 standards.

#### ❑ LIGHTING:

- ❑ Select **energy-efficient light bulbs or lighting systems** for lighting needs, especially LED based bulb replacements and light sources.
- ❑ Ensure that **lighting zoning and control strategies** to be implemented. Enclosed spaces to have dedicated light switches. All lights must **be linked to occupancy sensors to switch off the lights when not in use with local overrides**.
- ❑ 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.
- ❑ Additional suggestions under lighting power budget

#### ❑ LIGHTING POWER BUDGET

- ❑ Tenants are recommended to achieve total lighting power budget of 22w/m<sup>2</sup> or less for Retail units and 15w/m<sup>2</sup> or less for F&B units.
- ❑ Tenants are encouraged to achieve a lower lighting power budget or higher Greenmark standard, whichever is more stringent.
- ❑ **Information needed for lighting power budget review:**
  - ❑ Lighting layout plans,
  - ❑ Lighting technical specifications,
  - ❑ Lighting schedules showing quantity, type of fitting & ballast, sensors and coverage area & location, etc.
- ❑ **Lighting type:**
  - ❑ 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.
  - ❑ Use of incandescent and halogen lights are prohibited.



#### ❑ Advantage of Efficient Lighting Design & Management:

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

#### ❑ Suggestions:

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

### FOR TENANTS' ACTION

#### Useful Links

Green Mark	BCA ❑ <a href="https://www1.bca.gov.sg/buildsg/sustainability/green-mark-certification-scheme">https://www1.bca.gov.sg/buildsg/sustainability/green-mark-certification-scheme</a>
Singapore Standards (SS)	Enterprise Singapore ❑ <a href="https://www.enterprisesg.gov.sg/grow-your-business/boost-capabilities/quality-and-standards/explore-standards/find-a-standard">https://www.enterprisesg.gov.sg/grow-your-business/boost-capabilities/quality-and-standards/explore-standards/find-a-standard</a>
PUB	Water Efficiency Labelling Scheme (WELS) ❑ <a href="https://www.pub.gov.sg/">https://www.pub.gov.sg/</a> ❑ <a href="https://app.pub.gov.sg/wels/Pages/ListOfProducts.aspx">https://app.pub.gov.sg/wels/Pages/ListOfProducts.aspx</a>
Green Products	Singapore Green Building Council (SGBP) ❑ <a href="https://web.sgbc.online">https://web.sgbc.online</a> ❑ <a href="https://web.sgbc.online/public/directory">https://web.sgbc.online/public/directory</a>



### WATER CONSERVATION GUIDE

Tenants are encouraged to contribute towards water conservation by doing the following:

- ❑ **Selection of fittings:** 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.
- ❑ **Day to day operations:**
  - ❑ Immediately **report any water leakages** to Centre Management Office.
  - ❑ **Report any abnormalities** such as wet cabinets, floors and wall coverings.
  - ❑ Encourage your cleaners to carry out regular **mopping of floors** instead of flushing or washing with water hose.
  - ❑ Encourage occupancies to **keep the space clean** so as to reduce the frequency of cleaning.
  - ❑ **Stop dripping taps.** Fast dripping taps can waste up to 200 litres of water a day!
  - ❑ **Avoid using excessive detergent** when washing hands

The list of brands and their respective registered suppliers can be found on PUB Website under Useful Links.

### WASTE RECYCLING GUIDE IN FIT-OUT DESIGN & CONSTRUCTION

Tenants should consider the impact on environment and end-of-life recyclability for materials specified in their project during the design, material specification & construction stages of proposed fit-out. The following practices may be adopted:

#### ❑ DESIGN & PLANNING:

- ❑ **Design flexible layouts implementing energy conservation strategies.**
  - ❑ Include vestibule as a transitional space between air-conditioned & natural ventilated spaces to avoid infiltration of warm air thereby increasing energy use.
  - ❑ Incorporate **landscape** as part of overall design (especially in conditions exposed to sunlight) to lower heat load and air-con consumption.
- ❑ **Design displays and fixtures for multiple and recycle usage.**
  - ❑ 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.**
- ❑ **Specify environmentally friendly finishes and materials, i.e.. green products, in design and during operation** e.g. biodegradable & recycled materials or packaging.
- ❑ **Specifying Furnishings, furniture, and carpets** which are certified with **at least SGBP 2 ticks or equivalent** by local certification bodies **containing recycled materials and be low VOC.**
- ❑ **Avoid specifying 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.

#### ❑ CONSTRUCTION:

- ❑ Recycle or reuse or require its contractor to recycle or reuse as much as possible any waste created in the demolition of existing Improvements or Alterations within the premises so as to minimise the amount of waste ending in landfill.
- ❑ Ensure that **interior paints, varnishes, sealants and adhesives to be low VOC** using natural and water based products where possible. These products should be certified with **at least SGBP 2 ticks** or equivalent by local certification bodies.
- ❑ Require the cleaning contractor engaged directly by tenant shall use **cleaning products** certified in accordance with **at least SGBP 2 ticks** or equivalent by local certification bodies.
- ❑ Liaise with Landlord upon completion of construction and all fitting-out of interior finishes (including fixed furniture and furnishings) for all occupied spaces to **manage the contaminants.**

### GREEN 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.

Tenants are encouraged to select materials that satisfies **sustainability criteria**:

- ❑ Use materials with good percentage of recycled content listed in **Singapore Green Building Council (SGBP)** for reference.
- ❑ Green product covers range of application in building industry sectors such as Architectural, Landscape, Civil & Structural, Mechanical, Electrical, Smart systems, Public Hygiene, etc.
- ❑ For more green information, visit SGBP website under Useful Links.

- ❑ General green products for fit-out are such as:

#### ❑ **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.





## Material Specification

Additional considerations in selection and specification of finishing materials will contribute towards a more sustainable fit-out design & construction especially in categories of Applied Finishes, Adhesives & sealants, Joinery and use of Plastics.

### Applied finishes

Applied finishes should be reduced or eliminated throughout the project wherever practicable. This methodology encourages the specification of materials that require no additional finish to maintain their integrity.

- ❑ **Paint:** Paint is typically made up of pigment, resin, solvent and additives. Some additives can render paint to be toxic to humans and the environment.
  - ❑ Conventional paint is a key source of indoor air pollution and releases VOCs that are detrimental to the ozone layer and human skin and respiratory systems.
  - ❑ Only ultra low-VOC paints (<1g/L) should be specified as broad wall paints, particularly in internal areas.
  - ❑ Some specialty paints and protective coatings require higher chemical content to ensure durability, in these cases, low-VOC options should be specified where practicable.
- ❑ **Timber finishes:** Composite & engineered wood can be considered in lieu of solid timbers. Exposed class 1 and class 2 hardwood timbers should be left untreated to naturally 'grey off'.
  - ❑ This minimises applied finishes and reduces ongoing maintenance to the timber.
  - ❑ An initial application of protective oil may be required to stabilise timber during construction, however, should not be intended as a finished treatment.
  - ❑ Designers should note that under initial exposure, the tannins in untreated timber will naturally leach onto adjacent surfaces during this process.
  - ❑ Where finishes are applied to timber (e.g. floor boards and bench tops), they should contain natural materials, be low-VOC, UV stable and not compromise the recyclability of the material at the end of its useful life.



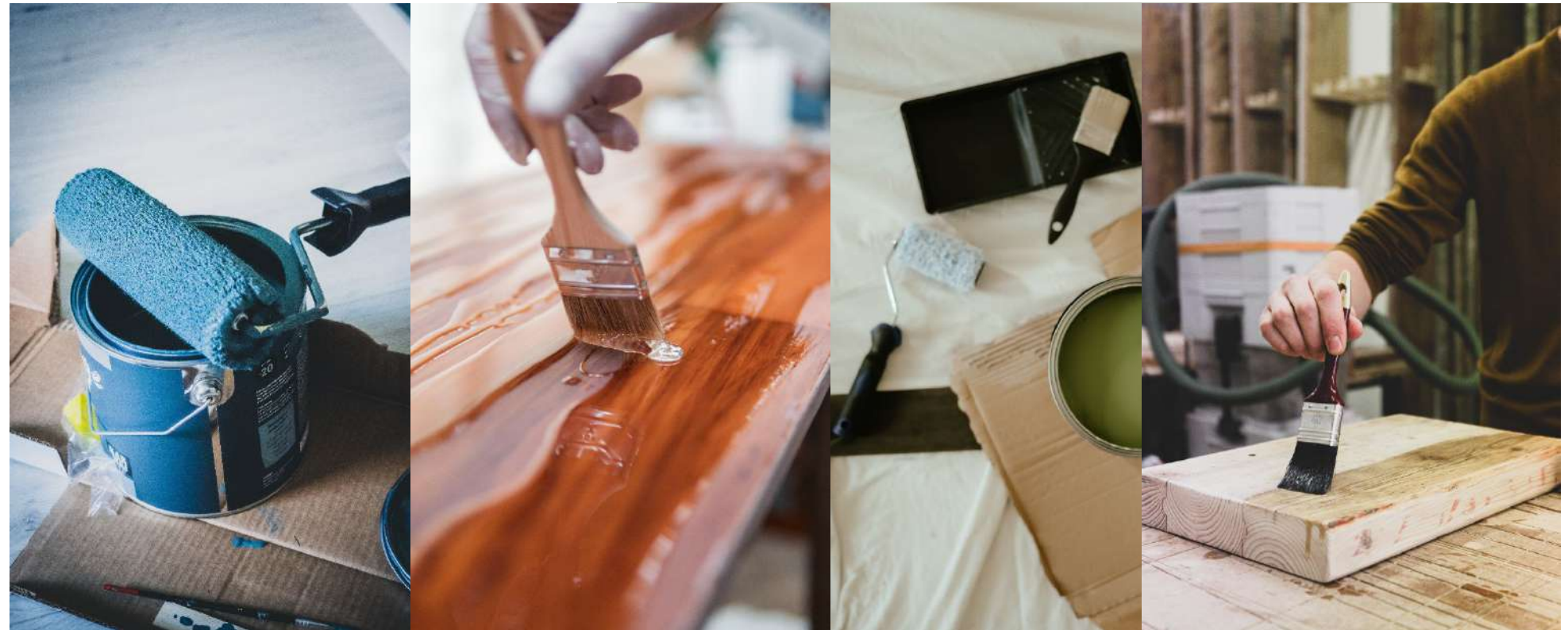
#### Benchmarks

- ✓ Low/zero VOC products where practicable.
- ✓ Eliminate unnecessary finishes.
- ✓ Choose finishes that are fit-for-purpose.
- ✗ Exposed class 1 and class 2 timbers with no additional finishing treatment.



#### Exclusions

- ✗ Avoid paint products containing harmful ingredients.



### Adhesives & sealants

Adhesives and sealants can have major impact on human health and indoor air quality.

Many conventional adhesives and sealants contain toxic ingredients such as silica, residual monomers, plasticisers and heavy metals and have significant VOC emissions.

In addition, many other ingredients require high energy use and produce harmful emissions and toxins during production.

- ❑ The use of adhesives should be minimised to increase the likelihood for building materials to be recycled at the fit-out's end of life.
- ❑ Mechanical fixing is always preferred over adhesive use.
- ❑ Designers should review the material content of specified adhesives and sealants and ensure that products containing known harmful ingredients avoided or eliminated.



#### Benchmarks

- ✓ Low/zero VOC and formaldehyde E0 or E1 Products.
- ✓ UV stable products.



#### Exclusions

- ✗ Avoid products containing harmful materials.
- ✗ Avoid Products containing carcinogenic materials or toxic heavy metals.
- ✗ Avoid use of adhesives to increase recyclability of materials at the fit-out's end of life.





### Joinery

Joinery for furniture and interior fittings & fixtures is subject to frequent usage and handling. Selections should prioritise natural, durable joinery materials that exceed trends.

- ❑ **Timber:** Solid timber bench tops and joinery are a durable and renewable material source. A sustainable alternative for timber flooring is engineered wood.
  - ❑ Designers should design timber joinery to minimise waste and maximise the recyclability of the material at the fit-out's or building's end of life.
  - ❑ See adhesives & sealants for principles on specification.
- ❑ **Plywood, MDF and particle board:** Plywood, MDF and particle board are common joinery board substrates.
  - ❑ Many joinery boards can be used in their raw form and simply be sealed with a clear, low-VOC finish where required. This eliminates the need for a decorative layer such as laminate, which cannot be repaired over time.
  - ❑ Finger pulls or handles can also be routed into the material, eliminating the need for additional joinery fittings.
- ❑ **Laminates:** Laminate is composed of layers of paper that are impregnated with resins, then compressed under pressure and heat. Laminates come in variety of decorative patterns and are applied by adhesive binding to a plywood, MDF or particle board substrate.
  - ❑ Designers should ensure that paper content is FSC-certified and that all resins are water-based where practicable.
- ❑ **Natural stone:** Though more costly than some other options, natural stone can be incorporated as a durable benchtop option.
  - ❑ Stone should only be sought from quarries with sustainable and ethical practices.
  - ❑ Designers should select stone from local quarries where available to reduce the embodied energy in importing processes.
  - ❑ Stone elements should be designed to be reclaimed at the end of the fit-out or building's life.
- ❑ **Engineered stone:** Engineered stone is made of crushed natural stone and resins. It is durable, non-porous and scratch resistant making it a well-performing benchtop material.
  - ❑ The high quartz content leads to substantial risk of silicosis and other illnesses if safe work practices are not undertaken. Due to these health risks, engineered stone with high silica (quartz) content should be avoided.
- ❑ **Stainless steel:** Though high in embodied energy, stainless steel is an extremely durable, fully recyclable material. An outer layer of chromium oxide enables corrosion resistance that improves the performance of stainless steel.
  - ❑ The chromium content poses risk only in the form of fumes produced

during welding. Designers should reduce or eliminate the need for welding and ensure that the material can be reclaimed at the end of its useful life.



#### Benchmarks

- ✓ Low/zero VOC products.
- ✓ No added formaldehyde or low / zero E0 formaldehyde products.
- ✓ Prioritise specification of timber in the following order:
  - 1) recycled timber,
  - 2) fast growing alternatives (e.g. bamboo),
  - 3) FSC certified timber,
  - 4) plantation timber.
- ✓ Prioritise products with recycled content or those that are recyclable.
- ✓ Prioritise mechanical fixings over adhesives to improve recyclability.



#### Exclusions

- ✗ New timber sourced from non-FSC, PEFC or AFS accredited forests.
- ✗ Any timber sourced from locations where responsible forestry cannot be assured.
- ✗ Stone from unsustainable sources.
- ✗ Avoid stone or engineered stones with high silica content.
- ✗ No dry cutting, grinding or polishing of engineered stone.
- ✗ No welding to chrome finished parts.



### Plastics

Plastics are used extensively in conventional construction. The production of plastics causes extreme greenhouse gas emissions and is energy intensive in manufacture.

Plastics are produced using non-renewable natural resources such as petroleum, coal and gas. They never break down and so perpetually pollute and degrade our land and waterways.

- ❑ There is an increasing availability of building materials with recycled plastic content. These products should always be specified before alternatives that use new plastics.
- ❑ As the development of bioplastic construction material improves, designers should look to these as alternatives to conventional plastics.
- ❑ Plastics should be reduced or eliminated where possible. In particular, PVC or polyvinyl chloride should be eliminated wherever possible due to its toxic content and hazardous impacts to the environment and humans during and at the products' end of life.
- ❑ Designers should avoid specifying products with harmful ingredients wherever possible.
- ❑ **Stickers:** Vinyl stickers are commonly applied onto hoarding and interior walls as a printable decorative graphic finish. Eco PVC-free vinyl stickers would be a more sustainable choice.
 

PVC-free vinyl is made from plastics and polymers that are more easily recyclable and have a smaller carbon footprint compared with PVC.

The main PVC-free materials are: PP vinyl – PP or polypropylene is a 100% recyclable thermoplastic polymer, and is available for long-lasting, heavy-duty use.



#### Benchmarks

- ✓ Reduce or eliminate use of plastic.
- ✓ Specify recycled or recyclable plastic components.
- ✓ Install plastic component which can be recycled at the fit-out's /building's end of life.
- ✓ Minimise use of PVC (use recyclable metals, UPVC or HDPE for plumbing applications and cloth or LSZH-FR cabling in electrical applications).



#### Exclusions

- ✗ No plastic-coated or PVC containing floorings or linings.
- ✗ Avoid products containing harmful materials.