



TECOM INVESTMENTS

Fit-out Services Manual

Fit Out Services Division
TECOM ASSET MANAGEMENT

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Section - 01

GENERAL INFORMATION

1.1 Introduction

Fit-out Services Division under the **TECOM Asset Management** is the in-house division facilitating Zoning Authority approval and monitoring of all the fit-out and retrofit activities of the Business Partners at their premises in buildings under the different ownership and management of TECOM and other entities.

In order for the occupation of the premises to be successful, your interior design and fit-out needs to meet your specific business requirements, service the needs of your staff/visitors and comply with health & safety regulations. The fit-out of the premises also needs to complement the landlord's design strategy and the statutory regulations by Zoning Authority Development Control (ZADC).

TECOM Fit-out Division has developed this Manual to guide you through the Fit-out implementation process, rules, regulations and other requirements. This manual should be read in conjunction with the [Fit-out Guidelines](#) by ZADC, which will precede the particular requirements in this manual in case of any dispute in terms of the statutory requirements.

1.2 Purpose of the Manual

This Manual aims to assist the Business Partners and their vendors to understand our fit-out process, rules, regulations etc. This Manual is intended for:

- All new Business Partners of TECOM and its entities.
- Existing Business Partners undertaking minor upgrades or retrofits.
- All Interior Design Consultants, Fit-out Contractors & Fit-out Subcontractors who design and execute the fit-out works for TECOM Business Partners.
- Business Partners shifting their premises.
- Business Partners in buildings owned by landlords other than TECOM.

1.3 Scope of Fit-out Services

This Manual contains general information, steps and guidelines which have been established by TECOM Fit-out Division to assist you in the fit-out of your premises and to notify you of the basic landlord's design specifications for the premises. The Business Partner shall be responsible for ensuring that their design team and fit-out contractors have a copy of this Manual and that they comply with the requirements detailed within.

The provisions contained in this Manual form part of the agreement for lease between the landlord and the Business Partner, unless otherwise agreed in writing. If any event or any matter herein conflicting with any provision(s) of the agreements for lease, the agreement for lease will take precedent.

This Manual shall apply to all residential, industrial, institutional, commercial or retail premises within the jurisdiction of TECOM Investments and Zoning Authority for all new fit-out works, fit-out additions, fit-out modifications etc. which includes but not limited to the following:

- Architectural/Partitioning works
- Structural addition/modification works
- Interior finishes such as flooring, ceiling, painting etc.
- Mechanical, Electrical and Plumbing (MEP) works
- Telecommunication and Data modifications

1.4 Fit-out Services Categories

The fit-out/retrofit needs of the premises fall into the following three categories for which the Business Partner need to approach the Fit-out Services Division:

1.4.1 General Fit-out Works

All the new and modifications to existing fit-outs at the premises, which require extensive modifications and additions to the existing building services installations fall under this category. The proposed works associated with fit-out may require approval from relevant authorities according to the scope of work, but work permit approval from Zoning Authority is mandatory.

1.4.2 Minor Fit-out Works

The fit-out works at any premises which do not have any impact on the existing building structure, but minor modifications to the existing building services without affecting the main distribution system in any manner, where Zoning Authority and other regulatory authority approvals are not essential. The minor modifications to MEP building services which are part of minor fit-out works are as described below:

1. Low height gypsum/glass partitions, fixed furnitures, floor/wall finishes etc. only which do not have any kind of building services modification requirements.
2. Relocation/addition of light fittings and small power outlets without disturbing the existing power distribution within the premises from the distribution board.
3. Relocation/addition (3nos. or less) of fire alarm devices such as smoke/heat detectors within the capacity of the existing fire alarm control panel.
4. Relocation/addition (3nos. or less) of sprinkler heads with total quantity within the premises not exceeding the capacity of existing main line serving the premises.
5. Relocation/addition of air conditioning grills/diffusers without any modifications to the existing rigid ducting installations inside the premises.

1.4.3 Minor Works

The Minor Works are the works to be done by any party to facilitate various operational requirements but does not fall under either of the above categories. These works do not require review and approval by TECOM Fit-out Division Consultants or Zoning Authority. The Field Inspectors should be contacted for permits to work (PTW) by the contractor for such works which will be approved by him subject to concept approval from the Campus Manager of the respective entity.

1.5 Parties Involved in the Process

For all kinds of fit-out or modification works at the premises to be carried out smoothly and effectively, the following parties who are involved in the fit-out process shall work together:

Business Partner (BP)

You are responsible for making sure all requirements under your lease terms are met. This Manual will guide you to achieve these requirements in relation to your Fit-out. You are also responsible for the selection of appropriately qualified and insured Designers/Contractors.

Fit-out Agents/Consultants/Contractors (FAC)

Interior Designers appointed by the Business Partner will act as their Fit-out Representative who produces concept design, detailed design drawings, design submission etc. The Fit-out contractor and Subcontractors appointed by the Business Partner or their representative executes the approved fit-out design proposals in close coordination with TECOM Fit-out Division.

TECOM Fit-out Services Division (FOS)

The Fit-out Services Division is involved in overseeing the fit-out process requirements of the Business Partner starting from facilitating the approval of drawings, site inspection of fit-out works and assisting to receive the Fit to Occupy and Completion certificates from TECOM Zoning Authority (ZADC).

Facilities Management Operator (FMO)

Appointed by the building owner to oversee general administrative activities during execution of the fit-out works and to provide all necessary coordination for connection and disconnection of existing building facilities such as power, fire alarm, water supply, drainage, sprinkler system etc. for the Fit-out contractor as and when required.

Private Building Landlords (PMS/PMLA)

For the buildings not owned by TECOM, the landlord of such premises is responsible to guide and advise their leasing agents and tenants to follow our process for any fit-out/retrofit modifications at their leased premises in order to ensure compliance with regulations and ultimate protection to their assets.

Zoning Authority - Development Control (ZADC)

The approval authority for Dubai Technology and Media Free Zone (DTMFZ) area developments who review, monitor and issue Fit-out completion certificate for the General fit-out works within its jurisdiction to ensure compliance with the regulations and local/international standards.

Section - 02

FIT-OUT PROCESS

2.1 Pre-Qualification of Fit-out Contractors

Business Partner needs to appoint a competent Fit-out Contractor prequalified through TECOM Fit-out Services Division for carrying out the fit-out works in accordance with relevant authority regulations, industry standards and best practices. In order to prequalify as a Fit-out Agent or Contractor to carry out design and execution of architectural, partitioning, structural, electrical, mechanical, plumbing and associated building services as part of the fit-out of any premises under various entities of TECOM Investments, the following minimum requirements should be fulfilled:

- The **Fit-out Agent/Contractor’s Pre-qualification Application** form duly filled and signed along with all relevant documents to be submitted by the Fit-out Contractors for approval.
- The company must have adequate experience in fit-out works and a qualified Safety Officer shall be made available in order to qualify for carrying out fit-out works of area more than 15000 sq. ft.
- The company must appoint a technically competent Fit-out Representative to deal with TECOM Fit-out Services division for handling design submission and follow up activities successfully.

2.1.1 Delisting / Disqualification

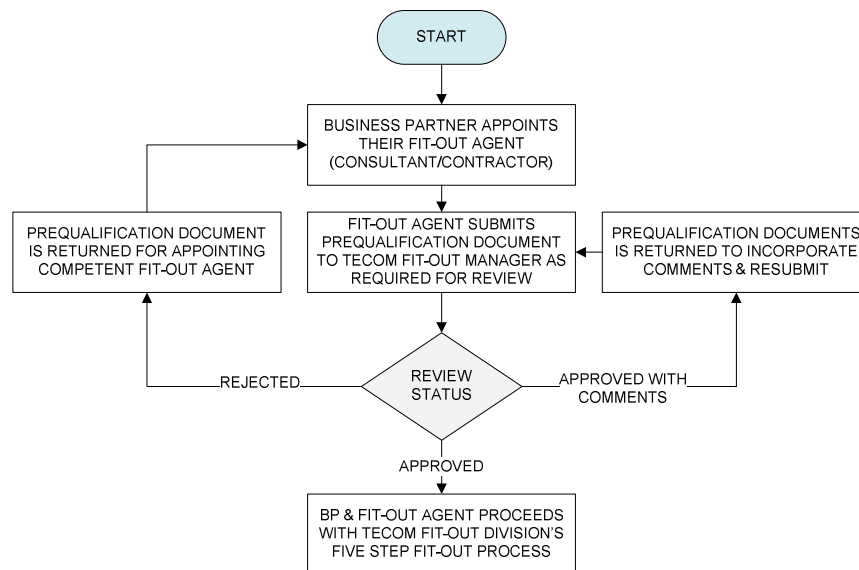
The conduct and performance of the prequalified Fit-out Contractor and their Subcontractors will be evaluated from time to time by the Consultants and Field Inspectors of TECOM Fit-out Division. In order to safeguard our premises and ensure best practice during fit-out activities, any contractor violating the rules and regulations will be blacklisted from the List of Prequalified Contractors.

The frequency of the following factors will be observed closely which may result in delisting of the contractor after analysing the consequences and impact:

- Violation of TECOM Fit-out Rules and Regulations
- Non compliance with Zoning Authority Fit-out Guidelines
- Failure in meeting TECOM time frame for collection/resubmission of documents
- Violation of Health, Safety and Environment (HSE) Rules
- Safety Incidents and accidents at site
- Disturbance to the Business Partners and Customers due to Fit-out works
- Lack of proper site supervision at the Fit-out premises

The delisted / disqualified contractors need to go through the prequalification process again, but now with proof of remedial measures taken to avoid violations.

2.1.2 Prequalification Process Flowchart



2.2 Fit-out Process: The 5 Steps

The Business Partners required to follow the below 5 steps of our Fit-out Process, after the **Premises Handover** procedure by TECOM Fit-out Services Division, for a smooth transformation and safe occupation of their leased premises.

1

Preliminary Planning

- Obtain the '**Fit-out Pack**' containing the Fit-out Manual, As-built drawings, regulatory authority guidelines and the Premises Information form etc. from TECOM R&L/Leasing or Fit-out Services Division.
- Arrange for an initial meeting with the TECOM Fit-out Division's Counter Executive in order to familiarize the fit-out process and procedures.
- Appoint your Fit-out Agent/Contractor for the design and execution of the fit-out works and follow the Prequalification Procedure.

2

Design Submission & Approval

- Request the Fit-out Agent to submit the final proposal as per the **Fit-out Work Permit Request** with relevant documents.
- Submit the signed **General Terms and Conditions** forms for Business Partner and Fit-out Agent/Contractor.
- Follow up with your Fit-out Agent for approval status of the design submission through TECOM Fit-out Services division.
- Collect the fit-out approval and set of approved drawings.

3

Pre Fit-out Activities

- Fit-out Contractor to co-ordinate with the Field Inspector and Security to complete the relevant formalities at site such as:
 1. Permits to Work (PTWs) and contractor access passes.
 2. Snagging of the premises and handover of the keys.
 3. Temporary protection for all live equipment and devices.
- A copy of the approved drawings to be handed over to the Filed Inspector and a copy to be kept at the premises.

4

Fit-out Works Execution

- Mobilize the fit-out team and start the works in accordance with approved drawings.
- Appoint a full time Supervisor at the premises during the fit-out works to attend routine inspections by the Field Inspector.
- Follow TECOM Fit-out Division Rules & Regulations while executing the works and arrange first fix inspection by Zoning through TECOM FOS.

5

Work Completion & Occupancy

- Upon completion, submit **Fit-out Completion Inspection Request** and arrange final completion inspections by TECOM Fit-out Services Division and Zoning Authority for snagging the completed fit-out works.
- Follow up with the Fit-out Agent and Contractors to attend the snags and arrange re-inspection of the premises, if required.
- Occupy the premises after obtaining **Fit-out Completion Certificate** from TECOM/Zoning Authority.

The above briefed 5 steps of the Fit-out Process, followed by the **Defects Liability Management**, are illustrated in detail in the respective sections below.

2.2.1 Preliminary Planning

The first and foremost step is to obtain your copy of the necessary guidelines and as-built drawings for designing the fit-out for your premises. These will be provided on a Compact Disc as part of the **Fit-out Pack** which has to be collected from TECOM Fit-out Services Division by producing a copy of the lease agreement of your premises. The **Fit-out Pack** contains the following:

- [Zoning Authority - Fit-out Guidelines](#)
- TECOM Fit-out Manual (this document)
- TECOM Fit-out Forms
- [Dubai Municipality \(DM\) Regulations](#)
- [DEWA Regulations](#)
- [DCD Guidelines](#)
- [SEED Guidelines](#)
- Premises Information
- Standard Drawing Title & Drawing No. Template
- Architectural/Structural As-built Drawings
- MEP Building Services As-built Drawings

The **Premises Information** contains specific information in relation to the premises where the fit-out works will be undertaken. The Business Partner and their Fit-out Agent must understand the details of their premises within the form in advance for a smooth and effective fit-out works management.

All modifications done by the Business Partner shall be reinstated / removed at the end of the tenancy period. If the Business Partner fails to do so, the reinstatement will be carried out by TECOM and the costs of the same shall be recovered from the Business Partner.

To assist you to achieve your fit-out objectives, it is recommended that you appoint an experienced Interior Designer / Consultant and Contractor as your Fit-out Agent who will assist you in the design, submission and approval stages as well as in project supervision and in order to achieve successful completion in accordance with TECOM and Zoning Authority requirements and regulations.

Business Partners MUST insure against loss from personal injury, fire and flooding etc. during the construction period as well as after business commencement. Business Partners are reminded that such incidents may emanate from premises outside their leased areas. TECOM Fit-out Services Division shall be fully indemnified against all claims and/or damages whatsoever arises.

2.2.2 Design Submission & Approval

The Fit-out design submissions by the Business Partner are subject to the approval of TECOM Fit-out Services Division and Zoning Authority. The Business Partner and Fit-out Contractor are fully responsible for ensuring the compliance of the design and installation works with relevant codes and regulations given in **Section 4: Fit-out Technical Information** within this Manual and in accordance with Zoning Authority's [Fit-out Guidelines](#).

The **Fit-out Work Permit** does not relieve the Business Partner or the Fit-out agents from their obligations related to the Civil and MEP design of the fit-out project. The design submission and approval process for both General and Minor Fit-out works are illustrated in below sections.

Fit-out Work Permit Request (General Fit-out Works)

The following documents and drawings to be submitted to the Fit-out Division for review and Zoning Authority final approval along with Fit-out Permit Request and relevant forms for General Fit-out Works:

General Documents:

- *Appointment Letter for Fit-out Agent and Contractor by Business Partner (BP)*
- *Acceptance Letter by Fit-out Agent / Consultant / Contractor to BP*
- *General Terms & Conditions for Business Partner (BP)*
- *General Terms & Conditions for Fit-out Agent/Contractor*
- *Copy of valid Trade License and Lease Agreement of BP issued by TECOM*
- *Copy of valid Professional Trade License of all Fit-out vendors of the BP*
- *NOCs from relevant Regulatory Authorities such as DM, DEWA, DCD, DU etc.*
- *NOCs from relevant Regulatory Authorities for specialized projects (Laboratory, Clinic, Restaurant etc.)*
- *Environment Authority approval for industrial kitchens, if applicable*
- *Outline Program of Fit-out works*
- *Copies of Fees and Security Deposit Receipts (as per Fee Matrix)*

Drawings:

All the relevant drawings and layouts applicable for the fit-out project from the below list shall be submitted in A1 size hard copy (3 sets) and DWG format soft copy for review and update.

- *Temporary Hoarding Layout, if applicable*
- *Existing As-Built Drawings*
- *Existing DEWA approved Load Schedules & Single Line Diagrams*
- *Plans, Sections & Internal Views*
- *Layouts indicating Corridor Width, Height etc., if any*
- *Fire & Life Safety Schemes, if any*
- *Proposed Architectural Layouts*
- *Proposed Structural Layout, if applicable*
- *Coordinated Reflected Ceiling Plan with Final MEP Fixtures*
- *Proposed Coordinated MEP Services Layouts*
- *HVAC Layout*
- *Drainage Layout*
- *Water Supply Layout*
- *Mechanical Equipment Schedule*
- *Power Layout indicating Meter Location*
- *Power Distribution Layout*
- *Lighting Distribution Layouts*
- *Load Schedules*
- *Single Line Schematic Diagrams*
- *Fire Detection & Protection Layouts (Certified by System Integrators)*
- *LPG Distribution Layout, if applicable*
- *Drainage Layout indicating Grease Interceptor for Kitchen/Restaurant, if any*

Fit-out Work Permit Request (Minor Fit-out Works)

The following documents and drawings to be submitted to the Fit-out Division for review and Zoning Authority final approval along with Fit-out Permit Request and relevant forms for Minor Fit-out Works:

- *Appointment Letter for Fit-out Contractor by Business Partner (BP)*
- *Undertaking Letter from Fit-out Contractor in original Letterhead*
- *Copy of valid Trade License and Lease Agreement of BP issued by TECOM*
- *Copy of valid Professional Trade License of all Fit-out vendors of the BP*
- *Copy of Fee Receipt (as per Fee Matrix)*
- *Outline program of works*
- *Proposed Architectural Lay-out of the Minor Fit-out works*
- *Furniture & Flooring Layout coordinating Floor Box Locations & Workstations*
- *Existing & Proposed Reflected Ceiling Plans indicating MEP Fixtures & Partitions*

Fit-out Fees & Security Deposit

The Business Partner has to pay the required fees to TECOM Fit-out Services Division who will control the fit-out works, update drawings, manage associated documentation and undertake regular safety and compliance inspections. The fees are calculated upon both the type of fit-out works and the area impacted, which is detailed in the **Fee Matrix in Annexure I**.

TECOM have a duty to protect both the Business Partner and the Landlord of the premises during the execution of fit-out works. To enforce the fit-out rules and to recover any cost of damage to common property, a security deposit must be paid by the Fit-out Agent or Contractor. The amount of the security deposit is detailed in the **Fee Matrix**.

The security deposit can be reclaimed by the contractor upon successful completion of the defects liability period of 90 calendar days after the **Fit-out Completion** is approved and all the reported snags have been rectified and then the **Final Completion Certificate** will be issued.

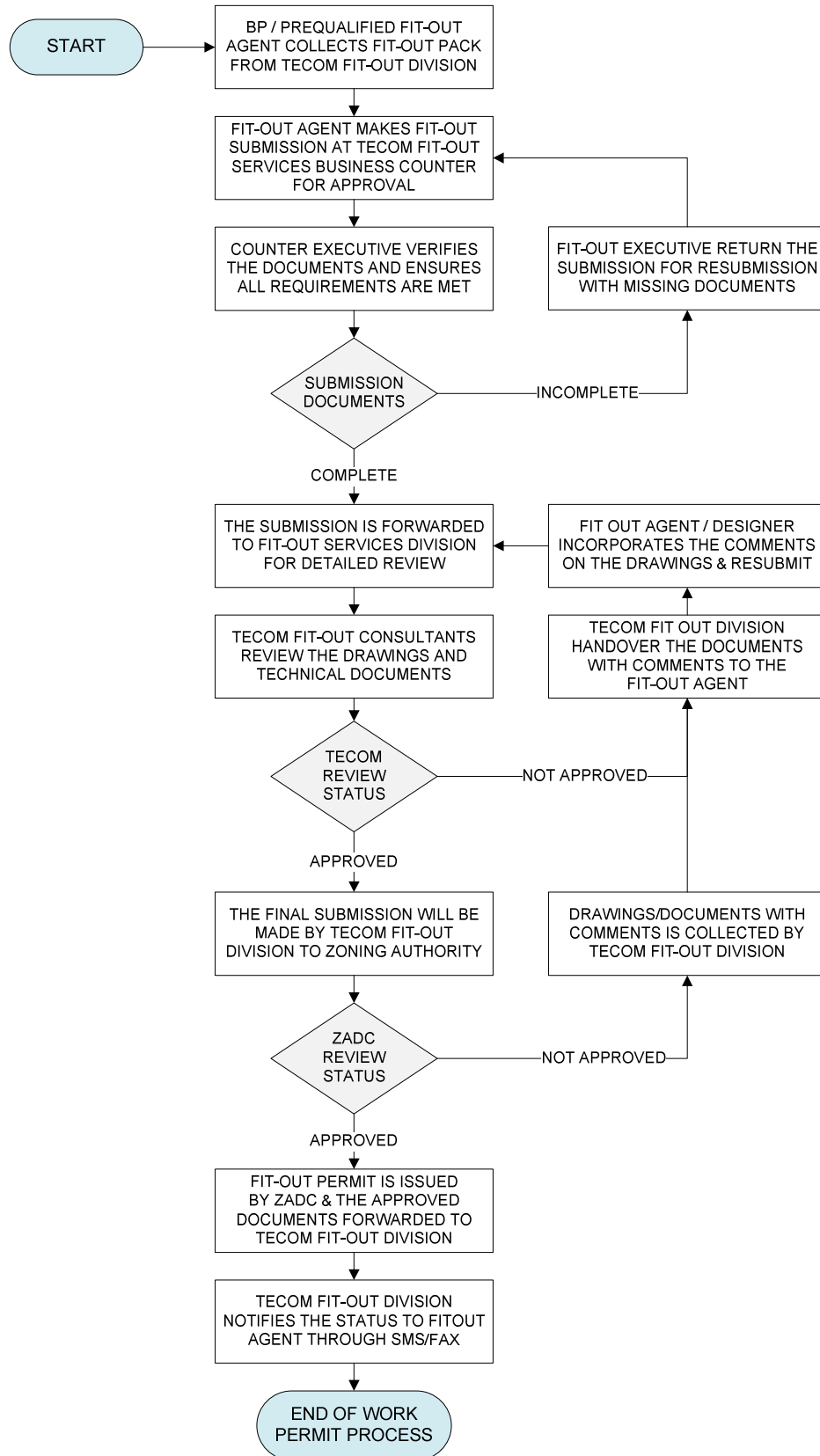
Note: All security cheques furnished by the Fit-out contractor shall be in the mode of undated cheques from any bank in the UAE.

Limiting Conditions

Please note the following conditions for the fit-out design review and approval provided by TECOM Fit-out Services Division in order to streamline the process.

1. Final approval is given for **design intend only**. It shall be the Business Partner's responsibility to ensure that the leased premise is designed and constructed in accordance with relevant codes and current industry standards and the specific business requirements and all relevant local authority approvals are obtained accordingly.
2. TECOM Fit-out Services Division will not be responsible of any extension to the rent-free period (if applicable), in the event that the premises is not handed over to the Business Partner within the grace period granted to him by the lease department, due to delay in design submission, resubmission, execution and handover of the works by their Fit-out Agent or Contractor.
3. Kitchen layout drawings for Restaurant & Beverage outlets must be approved by Dubai Municipality Food & Hygiene Department and Dubai Civil Defence Authority prior to submitting to TECOM Fit-out Services Division for the design review and approval.

General Fit-out Work Permit Process Flowchart



2.2.3 Pre Fit-out Activities

The Fit-out Contractor can mobilize and commence their works after the design approvals provided they have the necessary permit and passes in possession. Necessary precautionary measures to prevent accidental activation of any live systems existing at the premises should be taken prior to commencement of any works.

Work Permit & Passes

Once the final designs have been approved, Fit-out Filed Inspectors will issue **Permit to Work (PTW) and Access Passes** shall be collected from the Security in order to mobilize and commence the fit-out works at the premises by the Contractor.

Premises Access

All fit-out operatives are required to carry a valid access pass in order to be able to enter the premises for security reasons. It is the Business Partner's sole responsibility to ensure that the fit-out contractor and any associated sub-contractors fully understand the TECOM Fit-out Services Division Rules & Regulations and sign the Terms & Conditions prior to the commencement of any work on site.

Precautionary Measures

Fit-out Contractors are required to protect all existing equipment and fire alarm and other devices temporarily using suitable covers before starting any works at the premises to avoid activation due to construction dust and will be physically verified by TECOM Fit-out Services Division. Any accidental activation of fire or other alarms is considered a serious offence as it results in the evacuation of the entire building.

2.2.4 Fit-out Works Execution

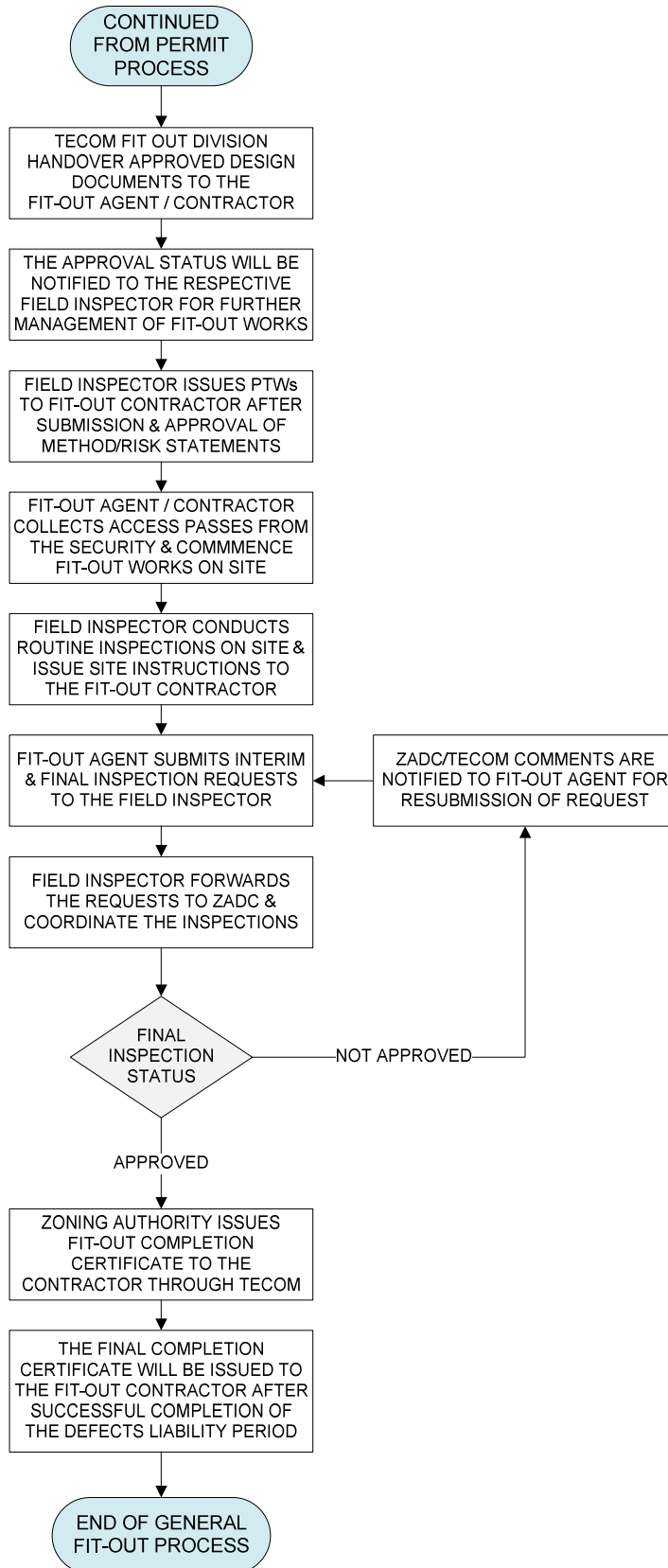
The fit-out works shall be carried out in accordance with the final approved drawings and conditions. Ensure that you, your fit-out contractor and any associated sub-contractors fully understand the Fit-out Rules & Regulations and adhere to them at all times. The below items illustrate the basic requirements to be followed by the Business Partner and their Fit-out Representative during the fit-out execution:

- Any deviation from the approved drawings and conditions not expressly approved by TECOM shall be considered a defect and you must rectify it at your cost. A full set of the approved drawings & permits **MUST** be displayed within Business Partners' premises at all times during the fit-out period for reference.
- Our Filed Inspector will conduct routine site visits to the premises and issue instructions / comments on the activities where appropriate and inform the Contractor's Site Supervisor and BP of any irregularities which could cause major delays or safety concerns.
- Upon completion of first fix MEP works for General Fit-out works, the Fit-out contractor should request for first fix inspection by ZADC before closing the false ceiling through **Fit-out Completion Inspection Request**. The contractor is responsible to provide necessary access above ceiling void and under floor.
- In order to enable the building facilities to be effectively coordinated and controlled, Business Partners are required to use the Facility Operator or its approved contractors for alternations to some critical common systems.

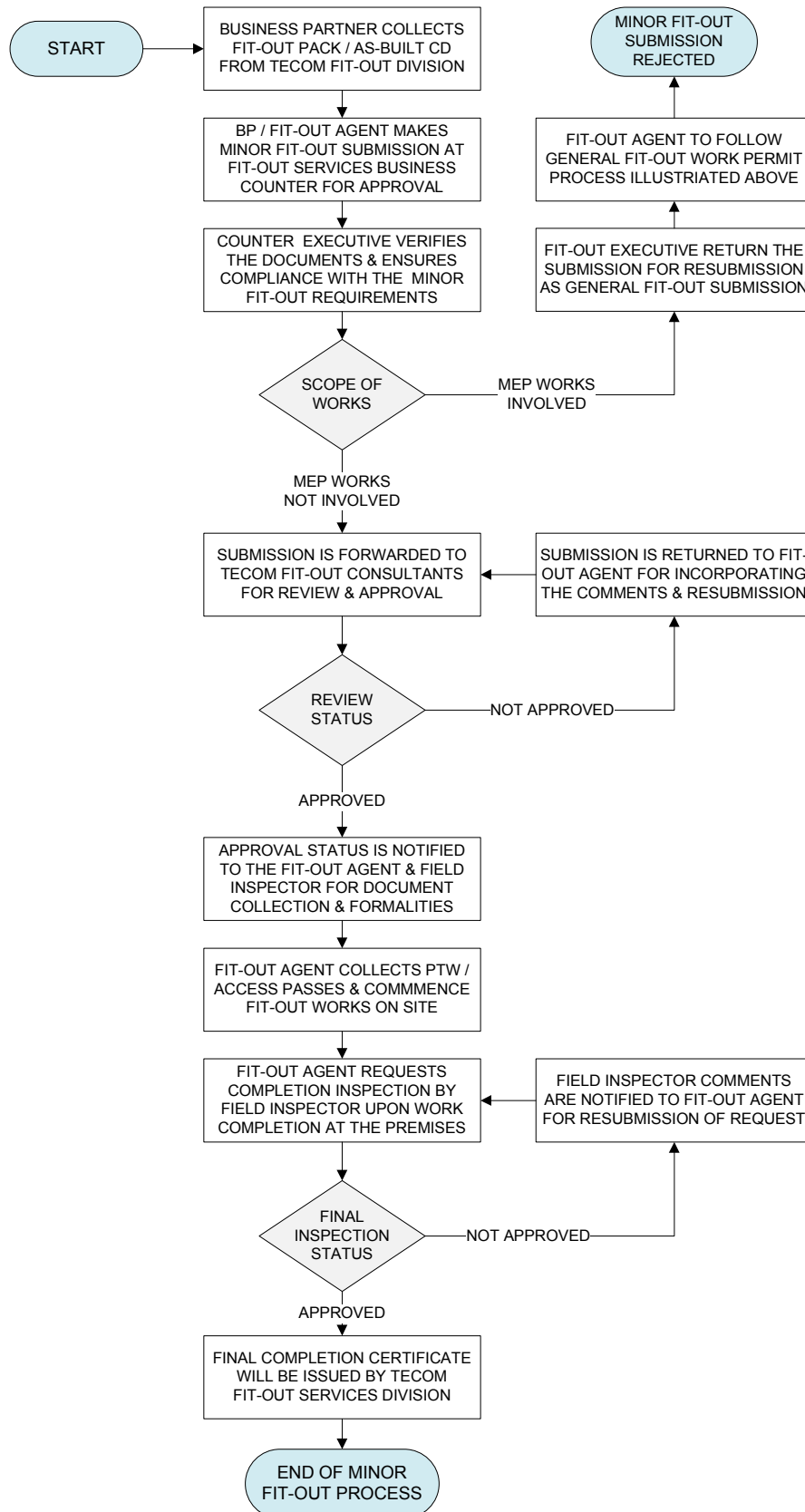
Testing & Commissioning

Testing, adjusting and balancing (TAB) of all the MEP services especially HVAC installation, Fire fighting and Fire alarm installation for major Fit-out must be carried out by a third party Testing, Adjusting and Balancing contractor which has to be witnessed by TECOM Field Inspectors. All commissioning and Balancing Reports should be submitted to TECOM at the time **Fit-out Completion Inspection Request** for final inspection. For minor fit-out works, the testing and balancing could be carried out by the Fit-out contractor in coordination with the Filed Inspector and FM operator.

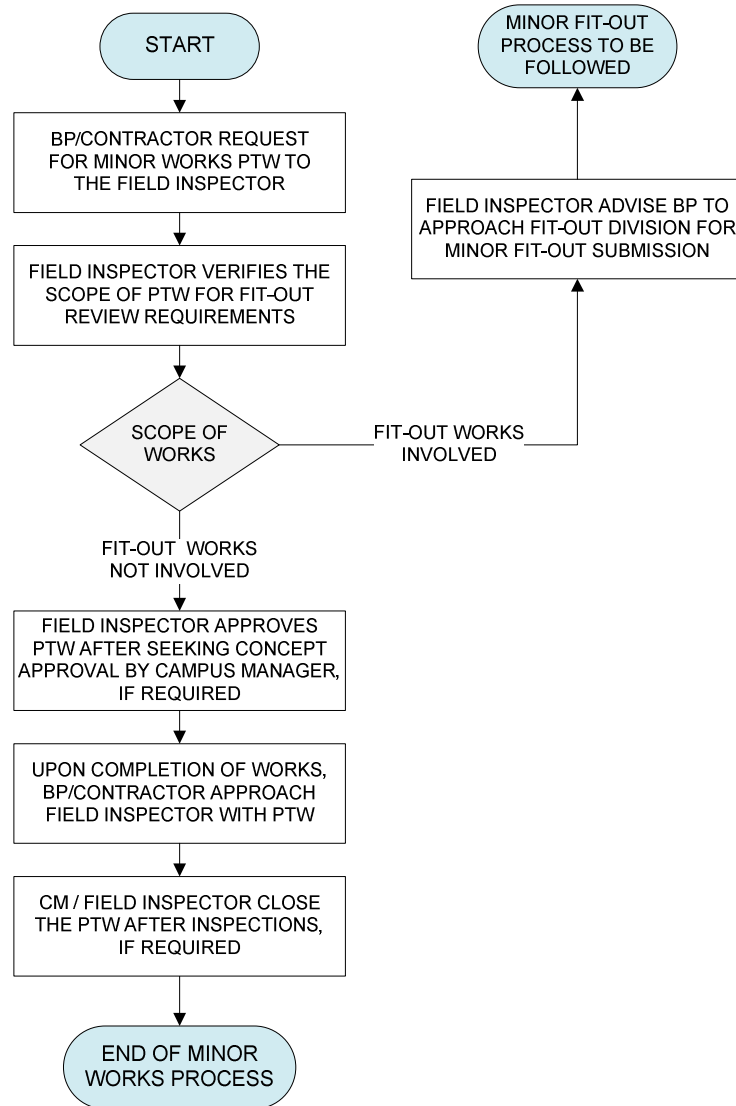
General Fit-out Field Inspection & Completion Process Flowchart



Minor Fit-out Work Permit & Field Inspection/Completion Process Flowchart



Minor Works Process Flowchart



2.2.5 Work Completion & Occupancy

Upon completion of the fit-out works, Fit-out contractor should notify TECOM Fit-out Division by submitting **Fit-out Completion Inspection Request** along with BP's acceptance letter for completion and commissioning reports (TAB) for MEP services and then a joint inspection will be conducted on a mutually agreed date and time by the Fit-out Field Inspector with ZADC, BP and Fit-out Agent/Contractor.

Based on final inspection, TECOM Zoning Authority (ZADC) will issue **Fit-out Completion Certificate** upon rectification of the snags successfully. The snag list issued after the inspection is expected to be actioned within 2 weeks to enable the re-inspection, if required and informed when the snag list has been rectified. It is to be noted that applications for utilities such as electricity, telephone and water to relevant Utility companies/Government departments are the responsibility of the Business Partner and should be obtained well in advance.

Upon satisfactory completion of all works, or in case of any amendment from the approved drawings, you are required to provide TECOM Fit-out Services with one complete set of as-built drawings in soft copy (AutoCAD release 2000 or newer version). The as-built drawings of the premises will be stored in the database and updated in the base building layouts by TECOM FOS and made available for future use by the stakeholders. Business Partner cannot move in or occupy the premises without the **Fit-out Completion Certificate** issued by ZADC/TECOM.

2.3 Defects Liability Management

The occupation of the premises by the Business Partner on successful completion of fit-out works is subject to the defects liability period of **90 calendar days** applicable to the Fit-out Agent, Fit-out Contractor and Subcontractors. The security deposit by the fit-out agent will be returned after the successful completion of this period and **Final Completion Certificate** will be issued.

During the defects liability period, the fit-out vendors are liable to attend and rectify any sort of operational or indoor environment issues noticed by TECOM Fit-out Services Division and reported by the Business Partner, landlord or the facility operator, caused due to any of the system modifications and/or fit-out activities at the premises.

2.4 Handover of Leased Premises

The newly leased premises will be properly handed over to the Business Partner by TECOM Fit-out Services Division. The Fit-out Field Inspectors will conduct a joined inspection with BP and FM Operator and the snags will be recorded using **Leased Premises Handover Checklist**.

The keys and/or access cards of the premises will be handed over to the BP after rectification of the snags to the entire satisfaction of the BP, who then follows the below 5 steps of our Fit-out Process.

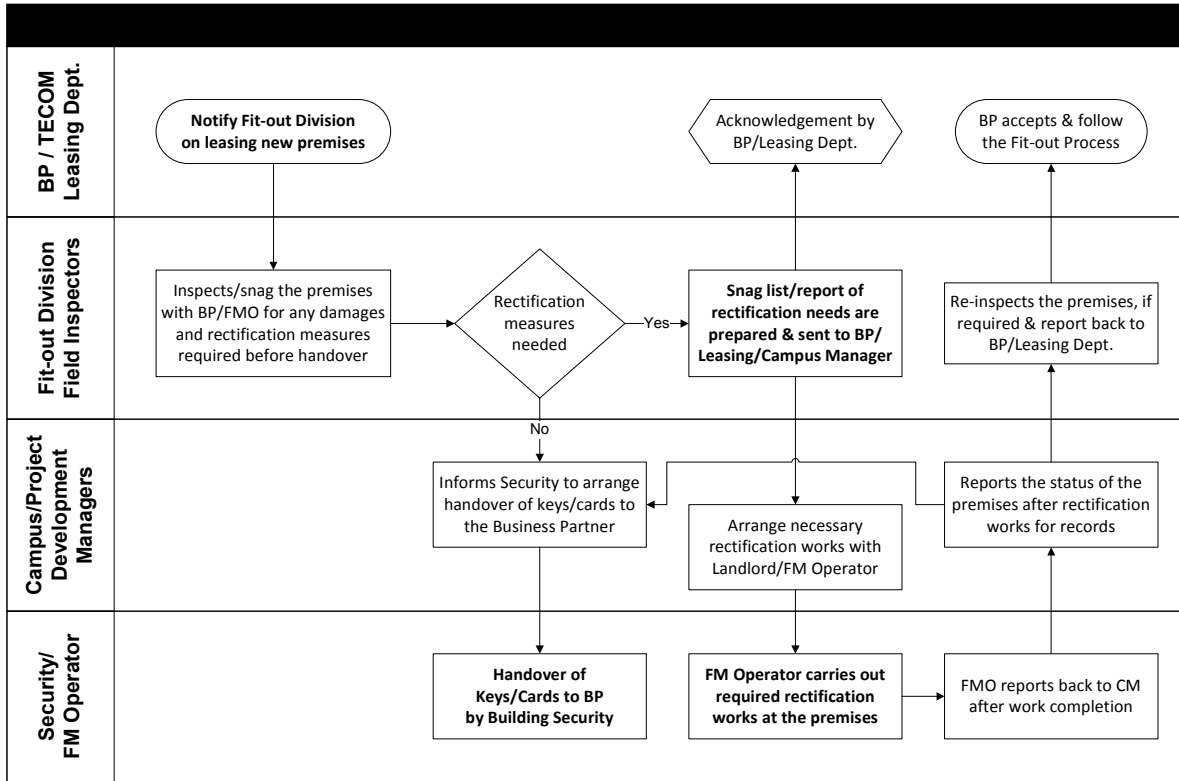
2.5 Takeover of Vacated Premises

The Business Partners should notify TECOM Fit-out Services Division in advance in the event of vacating or relocating the occupied premises due to their business requirements. The Business Partner is fully responsible for reinstating their premises to its original condition as handed over after leasing.

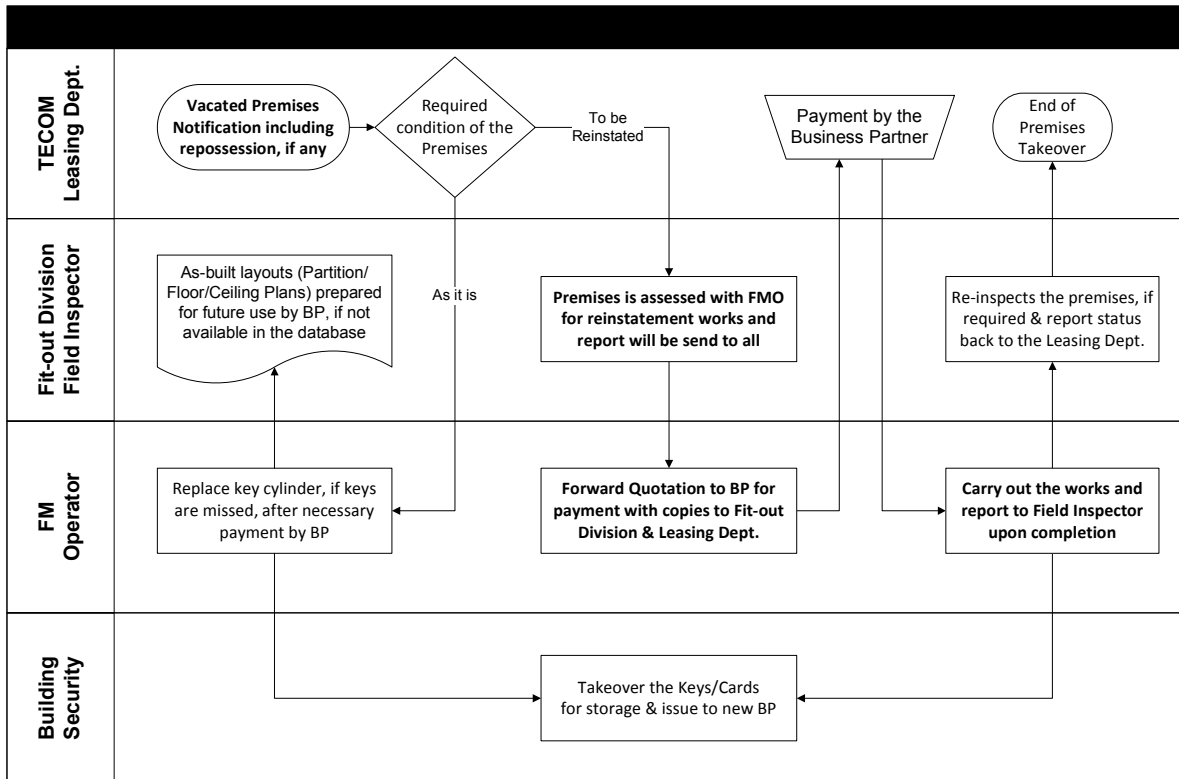
Upon notification from BP, Fit-out Field Inspector will conduct an inspection to assess the condition of the premises using **Premises Takeover Report**. The condition of the fabric / building services and the list of activities to bring the premises back to its original state fully or partially as required by the landlord will be recorded and forwarded to the Manager - FOS for review and approval.

The assessment report will be forwarded to the BP for review/approval and payment of the cost involved to carry out the necessary fit-out, demolition and construction works as part of reinstatement of the premises to its original state by TECOM Fit-out Services Division.

New Building Premises Handover Process flowchart



Existing Premises Takeover Process flowchart



Section - 03

FIT-OUT RULES & REGULATIONS

This section of the Manual outlines the general rules and regulations of fit-out works in term of health and safety of the premises and the occupants set by TECOM Fit-out Division illustrating various aspects to be followed by the Business Partner and their fit-out agents during the work execution at the premises to avoid health, safety and environment issues.

Business Partner’s Fit-out Agent/Contractors are required to follow the regulations set by the Zoning Authority for Health, Safety & Environment (HSE) aspects of the fit-out works illustrated in Section 5 of their [Fit-out Guidelines](#).

3.1 Working Hours

Fit-out work is to be timed according to the occupancy of the building and to comply with specific clauses within the tenancy lease documents. If fit-out activities do not generate noise and/or disturb others, then permission may be obtained from Field Inspector to work during normal business hours.

All other work activities, including deliveries and removals should be undertaken after working hours and on holidays. Normal working hours for the site is detailed on the **Premises Information**.

3.2 Contractors’ Conduct

The Fit-out contractor and subcontractors must follow and ensure its operatives abide by the following code of conduct during the fit-out works at the premises are in progress:

- Site operatives shall utilize only the site latrine/ablution facilities provided. Any person found abusing the premises would be removed from site immediately.
- Smoking on site is strictly prohibited and adequate ‘No Smoking’ signs should be posted in visible areas on site.
- Cooking on site is strictly prohibited.
- There will be no sleeping allowed at the premises.

3.3 Breach of Rules

If the Fit-out Agent / Contractor contravenes any rules or regulations contained within this Fit-out Manual including health and safety, activation or modification of fire alarm systems, floor boxes relocation (power & data) and fire fighting shutoff leading to draining of pipes not duly approved, TECOM reserves the right to penalize and suspend fit-out works any time.

This is also applicable in cases where the Fit-out Agent or Contractors blatantly ignore TECOM instructions or fail to adhere to acceptable working practices.

Where the breach of rules impacts the safety or privacy of the premises by others then TECOM, at their discretion, may insist that their representative is engaged on a full time basis to oversee the contractor’s activities. The cost of this resource/s will be borne by the Consultant/Contractor.

Should this action prove necessary, notice will be given to the Business Partner in writing and no claims of any nature arising from the action will be entertained by TECOM.

3.4 Protection Measures

During the fit-out process, the Business Partner and/or his representatives are required to protect the floors and walls leading from the service elevator lobby to the Business Partner’s entrance(s) that are used during the fit-out.

Curtain walls (where applicable) should be protected during fit-out period to minimize the risk of damage to the glass, its coating, and to the sills and mullions. Any temporary or permanent fasteners will not be permitted. The Business Partner is responsible for any damage caused to the fixtures finishes in the common areas that arise because of the fit-out works.

3.5 Emissions from Work Area

In order to avoid nuisance to other occupants, the door of the fit-out premises MUST be kept closed at all times while the work is in progress. All glass partitions and doors separating Business Partner premises from public spaces must be neatly covered on the Business Partner's side with a white opaque material such as paper or wall covering.

Dust and odours created by the works must be contained within the Business Partner's premises. Noisy works wet operations shall be controlled as per TECOM and Dubai Municipality Health and Safety standards.

3.6 Temporary Hoarding Specification

Business Partner's contractor cannot completely block access routes while work is being done on the front of the office, in consideration of the safety of other building occupants, staff and general public. Adequate entry and exit routes shall be maintained at all times. Business Partner shall erect a temporary hoarding, after formal approval from TECOM Fit-out Division, as a protection measure and to maintain adequate entry and exit to the building and its facilities.

The premises shall be enclosed within the hoardings constructed from 19 mm plywood sheets 1200*2400 on 50*50 softwood frames bolted together. The hoarding shall contain a single entrance lockable from inside and outside and shall be kept secured at all times. A spare set of keys must be given to the Field Supervisor for emergency access to the Business Partner's premises.

The hoarding shall be erected on the premise line as shown on the lease outline drawings and shall not be removed, extended or dismantled without previous permission from Field Supervisor. Hoarding may be moved into the common area (to a limited extent only) to permit the execution of the Business Partner's signage and office front works, only after formal permission from TECOM Fit-out Division.

During the construction period, all Business Partners will be required to provide and maintain clear signage (A2 size) on the hoarding to indicate the Fit-out Permits provided by zoning Authority and the Permit to Work (PTW) issued by Field Inspector.

3.7 Vehicle Access, Material Delivery & Debris Removal

Under no circumstances will the contractor vehicles be allowed access to or have parking facilities on the parking lots designated to use only by the Business Partners and/or visitors at the premises during operational office hours.

All materials and debris are to be transported to and from the Business Partner's premises using the designated loading bays, service lifts and service passageways. Passenger lifts are NOT to be used during fit-out period unless specifically provided by TECOM. Only rubber-wheeled carts and trolleys are allowed to be used to deliver goods and materials within the building.

All material deliveries to the site will be deposited at a single drop off point as indicated by TECOM. The items are to be taken immediately to the Business Partner contractor's premises. Prior arrangement must be made for the delivery of heavy equipment (e.g. safes) via service lifts due to load capacity considerations. At least two working days advance notification for arrangement of such deliveries is required; please contact the Field Inspector during office hours. Business Partners shall provide the size and weight of the heavy equipment when making such a request. In cases where the lift contractor presence is required, charges will be borne by the Business Partner.

If the fit-out contractor is planning to remove large volume materials/goods from the site, he should complete the **Exit Permit** Form and submit it to Field Inspector for approval at least 3 hours prior to departure time. This form must be endorsed by the Business Partner and validated by the Field Inspector and will facilitate security clearance.

3.8 Storage & Handling of Materials

All items of plant, tools and materials brought on to the site are the Business Partner contractor's sole responsibility and must be stored within the lease line of the area being fitted out at all times. There is no storage area available on site outside the working area and the Business Partner's contractor shall bring materials to site on day to day basis.

All loose materials including sand, cement, screed, plaster etc. must be delivered to the site "bagged". Storage and mixing of materials must occur within the Business Partner's premise, except by prior arrangement with TECOM. All floors must be protected to prevent the possible seeping of materials into other areas outside the unit premise.

3.9 Waste Disposal

No accumulation of waste will be tolerated inside and outside of the demised premises. A skip shall be provided by the contractor and to be placed at TECOM approved location for waste disposal. It must be regularly emptied so that there is no overflow of waste materials.

Large volume debris removal will be at contractor's expense. Any abuse of the debris removal volume by the Business Partner and his designated contractor will result in additional costs being assessed by TECOM. The waste disposal shall be in accordance with

3.10 Wet Area Works

Where contractors carry out work involving wet trades, a suitable waterproof membrane must be laid to ensure that moisture does not penetrate to other work areas. Proposed materials and method statement must be submitted to TECOM for approval.

In case the Business Partner wishes to construct a wet area (toilet and/or pantry) within his office or retail area, the following requirements have to be adhered to and shall form a part of the design submission to the Zoning Authority through TECOM Fit-out Division:

- Walls shall be constructed from 100mm thick hollow block or moisture resistant gypsum/calcium silicate board only
- Waterproofing must be done if required.
- Waterproofing works shall be carried out by a specialized TECOM approved contractor and a 2-year minimum guarantee shall be submitted against workmanship and material.
- No penetration allowed through roof slabs.

3.11 General Works

To avoid any fit-out debris/dust entering the air-conditioning equipment and adversely affecting its efficiency, air-conditioning system shall not be turned on while fit-out work is in progress and all inlet/outlet louvers must be properly sealed. The Premises are expected to be kept clean, organized with materials neatly stacked and safe at all times during fit-out.

Slabs, columns, walls and beams must not be drilled, cored, cut, chipped or chased under any circumstances. Anchors into slabs & beams such as required for relocated sprinklers, ductwork, suspended ceiling, etc. will be permitted but such anchors must be fully described in the drawings and specifications.

It is prohibited in any circumstances to join electrical wires or cables directly without using proper joint ferrules, PVC connectors or cable joints.

3.12 Temporary Fire Protection

Proper and adequate fire fighting equipment (e.g. portable fire extinguishers, fire blankets and sand buckets etc.) must be made available on site by the Business Partner. Extinguishers **MUST** be in good condition and in working order. A minimum of one (1) CO2 hand-held extinguisher (min. capacity 4.5kg or 10lb) shall be provided for every 1,000 sq. ft. of leased area.

Where there is smoke or dust arising from construction or debris removal, Contractors shall apply by using the **PTW Request for Isolation of Services** form to the Field Inspector to isolate smoke detectors located on that floor to prevent false fire alarms during such works.

Sprinkler and fire alarm shutdown/isolation works can only be done by the TECOM approved contractor at Business Partner expense after approval has been granted by the Field Inspector. A Fire Watch should be maintained throughout the period of sprinklers and/of fire alarm isolation. Fire watch shall either be provided by a security guard at Business Partner expense or, at the discretion of TECOM, by the Contractor, if they can demonstrate sufficient procedures have been established.

3.13 Temporary Electrical & Water Supply

TECOM Field Inspector will designate power points where the contractor obtains electrical supply for its temporary distribution board subject to availability of spare at the premises The contractor will be solely responsible for the provision of all tools and cabling for the works and these must be fully compatible with a 230V, 50 Hz single phase electrical supply which may be provided.

The normal provision is 50 VA/m² and is judged to be more than adequate for fit-out works. Business Partners should co-ordinate with the Field Inspector and the FM Operator to wire their equipment from designated electricity supply board and be responsible for earthing wires, over current and earth leakage protection and whenever additional 3-phase power is required.

Any specialist power requirements by the Business Partner's contractor must be brought to the attention of the Field Inspector prior to the commencement of work. The Field Inspector reserves the right to withdraw power supply unconditionally in the event of evident misuse of energy (e.g. unauthorized connection, extra load added without prior information and approval).

TECOM shall not be liable in any manner whatsoever, for any consequences arising out of the Business Partner's use of electrical energy. The Business Partner shall be fully responsible for the safe operation and security of his installations and the safety of personnel.

TECOM will designate wet points where the Business Partner's contractor can obtain water for the works, if required. The contractor will be solely responsible for the collection, transportation and use of the water in a safe, clean and professional manner.

The contractor will be responsible for the cost of connecting to the supply valve with the Landlord's water meter designated by the Field Inspector for all supply lines from thereon. The cost of water consumed is assessed at a nominal monthly rate. The Business Partner's contractor will also be responsible for coordination for the connection to the BMS (where available.) Business Partners without direct access to the wet columns, or those choosing not to install permanent wet pantry or sink/shower facilities, must contact TECOM Fit-out Services Division.

Important Note: Under no circumstances are the hose reels or other parts of the fire prevention system to be used as a source of water. For Business Partners that will not be installing wet pantries or internal plumbing works, the Business Partner must contact TECOM Fit-out Division for access to other sources of water within their floor, if required.

Section - 04

TECHNICAL INFORMATION

This section of the Manual outlines the particular information in terms of Architectural, Structural and MEP aspects by TECOM Fit-out Division illustrating various aspects to be followed by the Business Partner and their fit-out agents during the work execution at the premises.

Business Partner's Fit-out Agent/Contractors are required to follow strictly the regulations set by the Zoning Authority for Civil, Mechanical, Electrical and Plumbing (MEP) aspects of the fit-out works illustrated in Sections 3 & 4 of their [Fit-out Guidelines](#).

4.1 Architectural & Structural Works

The designer/contractor should consider and comply with the following key architectural and structural elements in their interior design and during the fit-out works at site.

4.1.1 Architectural

- Dubai Municipality (DM) regulations for internal spaces and Food & Hygiene must be followed during interior fit-out design and installations.
- TECOM Zoning Authority (ZADC) requirements for internal spaces, clear floor heights, lighting & ventilation openings, food outlets etc. as per their fit-out guidelines must be complied.
- All internal partitions terminated to the glass curtain walls shall be aligned to the aluminium mullions as far as possible in order to protect external aesthetic view.

4.1.2 Structural

The Fit-out Agent/Contractor shall provide structural drawing layouts and specifications for any changes in the existing building structures with relevant NOC/approval from the main consultant of the building as per the following requirements by TECOM Zoning Authority (ZADC) as per their fit-out guidelines:

- No drilling, chipping, chiselling or coring in the structural members such as slabs, columns, core walls, shear walls and beams etc.
- No extra loads to be added to the existing structure other than the approved ones during the original approval of the building.
- All materials to have a fire rating as prescribed by the codes and standards.
- The gross weight of the partitions, furnitures, fixtures, landscaping, water fountains and any new features not to exceed the loads assumed during the original approval of the building.
- No demolition of the structural members is permitted.
- All fit-out works to have sufficient allowance for movement of structural members.
- No pre fit-out works such as hammering, cutting, assembling etc. to be carried out inside the building during execution, which may impair the structural safety and stability of the building.
- Changes of wall cladding, floor finishes, thickness of screed, raised floors is all to be clearly mentioned in the drawings to check the conformance of load with originally approved ones.
- Creation of new opening or closing of existing openings to be clearly mentioned and highlighted in the fit-out drawing submittals.
- Partition loads not to exceed 1kN/m² for office use and for other usage of buildings it has to confirm with the originally approved ones.
- Any new planted or floating columns to be shown clearly and the structural adequacy of the supporting members to be checked and all the supporting calculations to be submitted along with the necessary drawings stamped and signed by the main consultant of the building.
- Any structural connection of fit-out works with the building's existing structural members to be highlighted on the drawings and subject to NOC/approval of main consultant only.
- Any modification or change of usage of building or part of building to be clearly highlighted and mentioned in the drawings.
- Addition of unplanned mezzanine floors is not at all to be done.
- Any drilling beyond the depth of 25mm is to be clearly mentioned and highlighted.
- In case of post tension slabs, sufficient precaution is to be taken and well coordinated with the structural consultants of the building while drilling holes or coring for fit out works.
- A written NOC/approval is to be submitted from the main consultant or the post tension consultant, whenever deemed necessary.

4.2 Mechanical, Electrical & Plumbing (MEP) Works

4.2.1 HVAC System

All the HVAC installations works should comply with relevant ASHRAE standards. The indoor environmental condition including the noise level in each zone should meet the functional requirement of the space. Contractor should consider the following procedures when designing/modifying existing HVAC installation.

- Contractor to substantiate with calculation the chilled air distribution for each zone.
- Modification to controls, BMS, VAVs, Thermostat etc, should be coordinated with the facility maintenance team.
- Chilled water system should not be tapped to introduce additional cooling equipment.
- Additional cooling (if required in critical areas) shall be provided with DX units considering the availability of electrical power.
- Adequate VCDs shall be provided in the duct work to facilitate air balancing.
- All the materials and controls used are shall be matching with the existing ones.
- System design brief and method of statement shall be submitted wherever applicable.
- All the duct works should comply with DW142 standards and flexible ducts should not exceed 1.5m in length.
- Chilled water pipes should be re flushed if drained for modification.
- Proper access panels shall be provided for all the equipments, valves and controls located above false ceiling.
- Location of condensing units of additional A/C equipment and the refrigerant pipe routes shall be coordinated with existing services and building elevation.
- Additional toilets, pantries etc shall be ventilated with a standalone fan if the Premises are not provided with an exhaust fan.

4.2.2 Fire Protection Works

All the Fire Protection installations should comply with relevant NFPA code of application and to be approved by Dubai Civil Defence Department. Contractor should consider the following procedures when designing/modifying existing Fire Fighting Installations.

- All the Rooms / Spaces except IT rooms should be covered with Sprinkler system if the building is provided with Sprinkler System.
- Computer server rooms and critical equipment rooms shall be provided with Dry Automatic Fire Extinguisher System. (FM 200 or equivalent).
- If the building is not provided with Sprinkler System then adequate numbers of hand held Fire Extinguisher should be provided at easily accessible locations.
- Each room shall be provided with adequate numbers of smoke detectors and connected to the building fire alarm system as per Civil Defence regulations.
- Kitchen extract hood shall be provided with wet chemical suppression system.

4.2.3 Electrical Works

The design and execution of electrical installations must be in accordance with DEWA regulations, in general. The fit-out electrical contractor should comply with relevant standards during the design and installation of electrical services. The key points to be followed during the electrical services design are as given below:

- Component and parts of the installation such as Cables, Apparatus, Equipment and Accessories shall comply with the relevant BS standards.
- Switches and sockets shall generally be fixed in accordance with the mounting heights and the measurement recommended in relevant standards.
- Recommended lighting intensity shall be as per CIBSE Standards
- All the electrical symbols used shall be as per BS standards.

4.2.4 Plumbing & Drainage Works

All the installation should comply with relevant industry standards and practices. The following shall be considered when designing/modifying existing Plumbing & Drainage works.

- Coring on floor slab for drain pipe is prohibited if the lower floor is meant for leasing. TECOM approval shall be obtained to core the slab in permissible area.
- Alternatively drain pump with pipe works connecting to existing drain pipe at higher level should be proposed where coring is prohibited.
- All the wet area should be water proofed and tested.
- Condensate drain from additional AC units (if any) should be routed with proper slope and connected to existing system.
- Proper access panels shall be provided for all the equipment and valves located above false ceiling.

4.2.5 Kitchen Installations

It is recommended that all kitchen/restaurants design drawings & layout drawings be approved by Dubai Municipality Food & Hygiene Department, prior to submitting to TECOM. Contractor should consider the following in their design.

- Wet chemical fire suppression system for the kitchen hood if gas fired kitchen equipment is used.
- LPG system with gas leak detection, auto shut down during a gas leak and emergency stop etc should be installed by Civil Defence approved contractor.
- Proper kitchen Extract and make up air system shall be provided with necessary duct works, cleaning access etc. Extract and make up air flow rate to be substantiated with design calculations.

Section 05

ANNEXURES

5.1 ANNEXURE I
FIT-OUT FEE MATRIX

	Description of Works	Area (sq. ft.)	Fees (AED)
A	Minor Fit-out/Retrofit Works		
	Design Submission/Approval	≤ 1000	1,500/-
	Ditto	> 1000	3,000/-
	External Building Signage (If technical approval from Fit-out Services is required)	-	3,000/-
	Antenna with freestanding foundation (For antennas above 1.8 meter dia. only)	-	3,000/-
B	General Fit-out Works		
	Design Submission for Zoning approval	≤ 1000	3,000/-
	Ditto	> 1000	3.00 per sq. ft.
	Additional Fee for 2nd resubmission review by TECOM Fit-out Division	-	0.25 per sq. ft.
	Design Resubmission for Zoning approval	-	Free
	Copy of approved drawings set (A3 size)		75/-
C	Security Deposit & Access Passes		
	Security Deposit by Fit-out Contractor (All cheques should be undated)		25,000/-
	Security Access Passes		50/-

Terms & Conditions:

- Payments to be made at the time of Fit-out design submission at the business counter by Cheque/Cash/Credit Card modes. The cheques shall be made payable to **TECOM Investments**.
- For existing premises, the final fees applicable will be calculated based on the area impacted by the Fit-out. This will be solely at the discretion of the Manager of TECOM Fit-out Services Division.
- For all approvals for retrofit works such as external signage, roof top antenna etc., the relevant fees from regulatory authorities are applicable additional to the fees stated above.
- The Fit-out Contractor have an option of paying a fixed amount for a long term towards the security deposit, which will be applicable upto a maximum of five (5) fit-out jobs during that period. The sixth submission onwards during the period will be treated individually as normal.
- If Zoning Authority comments are found not incorporated in the resubmission, it will be rejected by TECOM Fit-out Services Division leading to 2nd resubmission and the additional fees stated above apply.
- The applicable fees by Zoning Authority for fines for rejection of any resubmission & level 3 inspections apply.

5.2 ANNEXURE II

LIST OF FORMS

The various forms used for the Fit-out Process are attached separately on the **Fit-out Pack** issued to the Business Partner during preliminary planning stage of the process. The forms used by all parties involved in the fit-out management process are listed below:

Fit-out Permit & Inspection Forms:

- TECOM-F-FOS-01 Fit-out Agent/Contractor's Prequalification Application
- TECOM-F-FOS-02 General Terms & Conditions for Business Partners
- TECOM-F-FOS-03 General Terms & Conditions for Fit-out Agent/Contractor
- TECOM-F-FOS-04 Fit-out Permit Request (Minor Fit-out Works)
- TECOM-F-FOS-05 Fit-out Completion Inspection Request (Minor Fit-out Works)
- ZA-DC-F-38 Fit-out Permit Request (General Works)
- ZA-DC-F-39 Fit-out Completion Inspection Request (General Works)

Fit-out & General PTWs:

- TECOM-F-FOS-06 Permit to Work (PTW for all Fit-out Works)
- TECOM-F-FOS-07 Method Statement for PTW (to be attached with all PTW requests)
- EHS PTWs for the following activities at the premises also form part of our process:
 1. *Confined Space Entry*
 2. *Hot Work*
 3. *Spray Painting*
 4. *Lifting*
 5. *Working at Height*
 6. *Isolation of Services*

General Forms:

- TECOM-F-FOS-08 Field Inspection Report (for Field Inspector's use only)
- TECOM-F-FOS-09 Site Instruction (issued to Fit-out Contractor)
- TECOM-F-FOS-10 Final Completion Certificate (after defects liability period)
- TECOM-F-FOS-11 Leased Premises Handover Checklist (for handover leased premises to BP)
- TECOM-F-FOS-12 Premises Takeover Report (in the event of vacating the premises)

5.3 ANNEXURE III**CONTACT DETAILS**

The contact details of TECOM Fit-out Services Division for all your fit-out/retrofit needs are as given below:

TECOM ASSET MANAGEMENT OFFICE

Telephone : +971 4 433 8153
Fax : +971 4 438 9516
E-mail : Firos.Babu@tecom.ae
Web : www.tecom.ae

BUSINESS COUNTER EXECUTIVE

Telephone : +971 4 433 8155
Fax : +971 4 438 9516
E-mail : diaa.jarrar@tecom.ae

MANAGER - FIT OUT SERVICES

Telephone : +971 4 433 8144
Fax : +971 4 438 9516
E-mail : reghu.mettamel@tecom.ae

FIT-OUT FIELD INSPECTORS**Zone 1 (DIC/DMC/DKV)**

Contact No. : +971 55 9760880
Fax : +971 4 438 9516
E-mail : suresh.murugesan@tecom.ae

Zone 2 (DIAC/DOZ)

Contact No. : +971 50 7743192
Fax : +971 4 438 9516
E-mail : roshan.dsilva@tecom.ae

Zone 3 (DSC/IMPZ)

Contact No. : +971 50 5141393
Fax : +971 4 438 9516
E-mail : joy.madhavan@tecom.ae