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Dear Valued Business Partner

Welcome to the International Media Production Zone. We are delighted to have you on board as a member of our community, and we look forward to a very successful partnership with you.

As part of your welcome, we are pleased to extend to you our vast portfolio of services, benefits and programmes that is designed to make your experience at the International Media Production Zone more fruitful and rewarding.

Please find enclosed our 'Portfolio of Services' which specifies these advantages in detail, and also includes key contacts and other pertinent information.

I trust this document will assist you greatly in making the most of your partnership with us. Should you find anything missing or need more clarification, please feel free to contact our Partner Relations Department.

Contact: Ann Kimani on Tel: +971 4 391 4603 or email ann.kimani@impz.ae

Once again, a very warm welcome to the International Media Production Zone community, and I also take this opportunity to wish you every success in your new venture.

Assuring you of our continuous support and commitment.

Best regards

Hamad Huraiz

Executive Director

International Media Production Zone

for and on behalf of the iMPZ Team

II. SERVICES PROVIDED BY REGISTRATION & LICENSING

All services provided by RLD are subject to the applicable laws and regulations in the Free Zone issued by the Dubai Technology and Media Free Zone Authority as amended from time to time. These laws and regulations are made available on IMPZ website <http://www.impz.ae/corporate/rules-and-regulations.html>

1. Incorporation Services

Incorporation is essential for clients in order to secure status as a legal entity, obtain credit and raise capital. A Company incorporated in TECOM will be registered as one of the following:

- **A Free Zone Limited Liability Company (FZ-LLC) can be owned by:**
 1. A Natural Person (Individual)
 2. A Corporate Person (Company)
 3. A Natural and Corporate Person together (Individual & Company together)
- **Branch of a Company could be a Branch of a UAE of Foreign Company**

Certain legal documents are to be submitted to the Segment Manager for processing and approving the proposed Activity. Complete list of the documents required can be found on the IMPZ website under Registration page <http://www.impz.ae/>.

Once the Authority approves the Business Plan and allocates an appropriate location for clients, the documents are forwarded to the Registration & Licensing Department for initiating the Incorporation and Licensing. Once a Company is incorporated or registered in Dubai Technology and Media Free Zone, the License section will issue the relevant License pertaining to the approved Activity:

- In case of an **FZ-LLC**:

After submission of the required documents, the Incorporation Certificate, MOA, AOA and the Trade License will be issued to the client.
- In case of a **Branch Company**:

After submission of the required documents, the Authority will provide the Trade License.

2. Registration and Licensing services

The Licensing Section provides FZ-LLCs and Branches of UAE Companies/Establishments or Branches of Foreign Companies with a license to operate in the Free Zone. Trade Licenses are provided for a period of one year and renewable on an annual basis. If the services and activities of the applying company are approved by the authority, the licensee will be granted a license to operate in the free zone. A diversified list of activities can be found on IMPZ website <http://www.impz.ae/corporate/rules-and-regulations.html>.

3. License Renewal and License Amendment

The Licensing Section provides prompting services on license renewals and processes all the required steps to renew Licenses for the companies on an annual basis. If the licensee wishes to change or amend any particulars on the license a request to R & L business counter needs to be submitted. Fees apply. Amendments to the license will be applied once the required documents have been submitted.

Amendments:

- Manager Name change
- Director Name Change
- Activity Change
- Change of Company Name – Branch and FZ LLC
- Adding New Segment
- Adding New Publication Title

4. Share and Share Affairs

Free Zone Limited Liability Companies issue "Shares" to its Shareholders on Incorporation. Shareholders on Incorporation are usually referred to as "Subscribers" and under the MOA and AOA of a FZ-LLC (effectively the constitution of the FZ-LLC) those named subscribers agree to take a certain amount of Shares. Those Shares are then known as "issued" Shares. It is not mandatory to be a resident of the UAE to be a Shareholder only of an FZ-LLC.

During the operation of the Company in the Zone, the Company can change its Share structure to any of the options below:

1. Increase the Share Capital by issuing new Shares to existing Shareholders
2. Increase the Share Capital by issuing new Shares to new Shareholders
3. Transfer of Shares within the existing Shareholders
4. Transfer of Shares to new Shareholder
5. Decrease of Share Capital

For any of the above an initial approval needs to be obtained from the Authority. After submission of the required documents, fees are applicable and must be paid to the Authority.

5. Conversion from Branch of a Company to a Free Zone Limited Liability Co. (FZ-LLC):

While operating as a Branch of a Company, any Business Partner is allowed to convert their legal status from a Branch to an FZ-LLC. However, the new FZ-LLC will initially be owned by the same parent Company.

To convert from Branch of Company to FZ-LLC, initial approval from the Authority is required after which the client is required to submit the conversion documents according to the nature of the Shareholder. After receiving the required documents from the client, the Authority will issue the following to the client:

- Certificate of Incorporation
- Notarize the MOA & AOA
- Issue the new License to reflect the new legal structure of the Company.

6. License Cancellation and Company De-Registration

Trade Licenses are issued to companies to be operational at ALL times in the Zone. As and when a Company becomes non-operational, the Licensing Section cancels the Trade License of the Company. In case of an FZ-LLC, the Company will undergo a process of "De-Registration " as well after the cancellation of License. The process of De-Registration starts when a letter from the Company has been received, signed by the Authorized Signatory, requesting the cancellation of the License.

The Authority requires certain legal documents and clearance as per check list to complete the De-Registration formalities. Upon cancellation of the license the Authority will publish relevant cancellation details in the local media.

7. Key definitions and Interpretations

Notarization

Means a photocopy or other image of original corporate documents of the Company Attested by a Notary public in that jurisdiction that they are true and proper copies.

Legalization

Means the Foreign Ministry (or equivalent) of the country in which the Company is based stamping the documents to acknowledge the authenticity of the Notary Public's own stamp.

Authentication

Refers to the next process whereby the UAE Embassy in that country (or the nearest UAE Embassy to that country) then stamps the documents again to certify the authenticity of the Foreign Ministry's stamps.

Notarization service in TECOM

This service is limited to documents relating to R & L purposes and procedures and is subject to the full discretion of the Registration & Licensing Department. To avoid any doubt, this service does not include notarization of Original Power of Attorneys (POA), any documents or Resolutions containing any specific powers, third party agreements and any other documents. Fee for this service is applicable as per the Tariff.

Definition of Key positions

Shareholder

Individual or corporate person who owns Shares in a Company is called a Shareholder. A Shareholder is authorized to sign the Lease and other documents only if he is authorized by other Shareholder (s).

Director

An individual appointed by the Shareholder(s) through a Shareholders' Resolution. The Director(s) run the business of the Company. They report to the Shareholders. A Director may be a Shareholder but is not required to be a Shareholder. A Director may sign the Lease and other documents if he is authorized by the other Directors. All the Directors signing collectively may sign the Lease without further authorization.

Company Secretary

The Company Secretary acts on behalf of the Board of Directors regarding internal Company affairs. A Company Secretary is optional and is not a requirement. He is appointed by a Board Resolution signed by the Director(s). The Company Secretary may also hold one or more of the following positions:
Shareholder / Director / Manager / Legal Representative

Legal Representative

The Legal Representative may be an individual or a law firm representing a Shareholder through a Original Power of Attorney. The Original Power of Attorney shall terminate once the Company is incorporated unless otherwise indicated in that Original Power of Attorney.

Manager

The Manager represents the Company and the Director(s) in the day to day operations on behalf of the Company and to the TECOM Authority. He is appointed through the Resolution signed by the Director(s) (for a Branch) or by the initial Shareholders (on the Incorporation of a FZ-LLC). The Manager is an employee of the Company. His name appears on the Trade License.

Authorized Signatory for Government Affairs

The Manager may nominate up to two individuals (not including himself) to sign any document pertaining to Government Affairs, particularly Visas. The nominated individuals have no Authority to conduct any other transactions than the Government related administrative affairs.

8. Miscellaneous

Incumbency Letter

This Certificate will indicate the current status of the Shareholder, Director, Manager in charge, Activity of the Company, etc. The Certificate will not be issued unless all outstanding payments have been settled.

Merge (Amalgamation)

Two or more companies which are incorporated in the zone, may, subject to the consent of the authority given in its absolute discretion and pursuant to the provisions of these Regulations

amalgamate and continue as one company and, if a license to carry on a trade or business activity in the zone has been granted to one or more of these companies, the Regulations governing such license shall continue in effect for the surviving company, subject to the authority's consent.

Letterheads requirement

It is mandatory for each FZ-LLC to have a letterhead wherein the legal framework of the Company is clearly and specifically mentioned as "Free Zone Limited Liability Company" along with the P.O. Box number and telephone number. Also the following text should be printed in every letterhead in English and Arabic:

تأسست كشركة منطقة حرة ذات مسؤولية محدودة وفقا لقانون الشركات الخاصة في منطقة دبي الحرة للتكنولوجيا والإعلام 2003 والصادر بموجب قانون رقم (1) لسنة 2000 لإمارة دبي (وتعديلاته).

Incorporated as a Free Zone Company with Limited Liability pursuant to the Dubai Technology and Media Free Zone Private Companies Regulations 2003 issued under Law No. 1 of 2000 of the Emirate of Dubai (as amended).

Registration of Trade Mark

According to Article No. 6 of the Trade Mark Law, the following people are eligible to register Trade Marks:

- ❖ UAE Nationals and corporate bodies who practice commercial, industrial, professional and service activities in the UA.E.
- ❖ Foreigners who practice commercial, industrial, professional and service activities in any country or countries that provide similar management (?) to the UAE.
- ❖ General corporate bodies.

Any of the above mentioned is entitled to submit an Application to the Ministry of Economy and Commerce, in the Commercial Control Section as stated in Article No. 3 of the Law's Executive Regulations.

Registration and Licensing Fees (Tariff)

		Fee (AED)	Knowledge (AED)	Total (AED)
1	Registration Affairs (FZ- LLC)			
	• Change of Share Capital (Increase/ Decrease)	1,500.00	10.00	1,510.00
	• Share Transfer - Per Instrument	1,500.00	10.00	1,510.00
	• Certificate of Good Standing / Incumbency Letter	1,000.00	10.00	1,010.00
	• Memorandum and Articles of Association –Amendment	400.00	10.00	410.00
	• Issuance of Bank Letter	100.00	10.00	110.00

	• Company Information search	250.00	10.00	260.00
	• Amalgamation of Companies	3,500.00	10.00	3,510.00
	• Issuing other Certificates and Letters	As Agreed	10.00	As Agreed + 10.00
2.	Registration Fee (FZ-LLC and Branch)	3,500.00	10.00	3,510.00
3.	License Cancellation Fee (FZ-LLC and Branch)	1,500.00	10.00	1,510.00
4.	License Amendments Fee (FZ-LLC and Branch)			
	• Company name (Including Incorporation Amendment)	1,500.00	10.00	1,510.00
	• Manager Name	500.00	10.00	510.00
	• Address/Location	500.00	10.00	510.00
	• Activity Amendment (Within the Segment up to 5 activity)	500.00	10.00	510.00
	• Annual fee per Publication (to be listed on license)	5,000.00	10.00	5,010.00
	• Additional Segment	As per Activity	10.00	As per Activity + 10.00
5.	New License Fees			
	• Normal License (Up to 5 activity within the segment)	15,000.00	10.00	15,010.00
	• Publishing	20,000.00	10.00	20,010.00
	• Printing	15,000.00	10.00	15,010.00

* Note that the above mentioned Tariff rates are subject to change without prior notice.

Contact details for Registration & Licensing:

- ❖ Enquiries in person and submission of transactions: Please contact **Registration and Licensing Business Counter** staff located at the Ground Floor in Customer Operations Building (DUBAI MEDIA CITY 14).
- ❖ Website: <http://www.dmc-communityguide.com/dmc/registration incorporation and licencing/services/>
- ❖ Online Enquiries: r&lenquiry@tecom.ae
- ❖ Fax Numbers: 04 – 3688992
- ❖ Telephone Enquiries: 04 – 3915005

III. GOVERNMENT SERVICES

The Government Services Operations (GSO) section provides an interface between Business Partners and the various departments and ministries of the Dubai. It improves and streamlines the process by which you can do business in the Emirates. It is a “one-stop-shop” for a variety of services, including immigration, traffic and postal services.

1. List of Services

- ❖ Visit Visa
 - New Visit Visa
 - Visit Visa Extension
 - Visit Visa Overstay Fine
- ❖ Employment Residence and Release Transfer Packages
 - Employment Package
 - Employment Residence Permit Renewal
 - Transfer from Government to Government
 - Transfer of Dependent to Government
- ❖ Internal Transfer
- ❖ Visa Cancellation
- ❖ Family Packages
 - Dependant Entry Permit
 - Dependant Renewal
 - Dependant Child Entry Permit
 - Dependant Child Renewal
- ❖ House Maid Packages
 - House Maid Entry Permit
 - House Maid Residence Permit Renewal
- ❖ Absconder Services
 - Absconder Service
 - Removal of Absconder
- ❖ Additional Immigration Services
 - Visa issue while in U.A.E
 - Change of visa status at Immigration
 - Immigration Court
 - Entry Permit Renewal
 - Re-Entry Permit(Re-Entry certificate to Dubai-if absent for 6 months or more)

- Airport Attendance
- Amendment Request(Residence Permit change-from old to new passport with ID, Amendments to Residence Permit-Job Title Change
- ❖ ID Cards / Non Sponsored Access Card
- ❖ Sponsor Letters
- ❖ Post Box Application

GOS Contact details

- ❖ Website: http://www.dmc-communityguide.com/dmc/government_services/GSO_services/
- ❖ Enquiries in person and submission of transactions: Please contact **GOS Business Counter** staff located at the Ground Floor in Customer Operations Building (DUBAI MEDIA CITY 14).
- ❖ Online services: <http://www.dubaiholding.com/GSO>
- ❖ Online enquiries: gsoenquiry@tecom.ae
- ❖ Telephone enquiries: **04- 04-391 1111**

2. Application for Post Box Services

To attain the P O Box, the following documents need to be submitted to the Business Counter in Dubai Media City Building 14;

- A request letter
- 2 Trade License copies
- General Post Office (GPO) Application form dully filled (Forms are available in DUBAI MEDIA CITY Bldg 14)
- Authorization card copy (authorized signatory)
- Fees: Please see the tariff below

Upon submission of the above mentioned documents and the payment, the Business counter will issue a receipt. 3-5 working days after submission of the request your company representative will be able to collect the P O Box number, location and the key from the delivery counter in DUBAI MEDIA CITY building 14.

Tariff in AED

1	P O Box set up charge (January – April) New	Dhs. 450
2	P O Box set up charge (May – August) New	Dhs. 400
3	P O Box set up charge (September - December) New	Dhs. 350
4	Renewal	Dhs. 450
5	Renewal late fine	Dhs. 100
6	Name change for P O Box	Dhs. 200
7	Lock change	Dhs. 250
8	Emirates Post Representative card	Dhs. 150

* Note that the above mentioned Tariff rates are subject to change without prior notice.

3. Customs

General Information

Companies are permitted to import / export commodities in and out of the Free Zone subject to the Activity clause specified in their Trade License only. A Company Customs Code is mandatory for Free Zone Licensees in order to process the necessary custom bills. This is granted to companies who hold valid License issued by TECOM holding physical locations within the Dubai Technology Media Free Zone.

Types of the Customs Bills – There is no transaction conducted by Customs without a pre-defined Customs Bill. All Customs transactions are conducted with different forms of Bills which are:

- Free Zone Bill of entry
- Ex-FZ Import Bill
- Ex-FZ Export Bill
- Ex-FZ Import for Re-Export Bill
- Ex-FZ Internal Transfer
- Ex-FZ Temporary Admission
- Local purchased goods destined to Free Zone
- Imports to GCC countries from Free Zones
- Termination

Customs Contact details

Any new Company who has had a License issued by the Dubai Technology and Media Free Zone Authority and who wishes to import goods may register with Dubai Customs in the TECOM Customs Centre. For any queries or concerns, the clients may contact:

- ❖ Website: www.dubaicustoms.ae
- ❖ Enquiries in person and submission of transactions: Please contact **Customs Business Counter** staff located at the Ground Floor in Customer Operations Building (DUBAI MEDIA CITY 14).
- ❖ Online enquiries: Saeedt@dxbcustoms.gov.ae
- ❖ Telephone enquiries: **04- 3693764**

Note

To view all the relevant forms pertaining to the above, please visit our website www.impz.ae

IV. TELECOMMUNICATIONS

Telecommunication & IT Services

The Emirates Integrated Telecommunication (**DU**) will be the service provider for telecommunication services in IMPZ. The services include;

- Internet & access services – whether your business needs are domestic or international, du IP access services offer data connectivity, hosting & content solutions
- Messaging – MMS & SMS gives you the ability to reach your customers wherever they might be.
- Content services – Du business managed TV is the ideal solution for the tourism & hospitality industry.
- Mobile services – Depending on your business, du offers flexible mobile plans with features such as structured billing
- Voice services – du’s business voice solutions let you take advantage of inbound & outbound services to fulfill your communication needs
- Managed services – du’s managed services are aimed at helping you enhance the business value of your IT investment through improved operational efficiency & service levels
- Directory assistance – You can use the directory service by dialing 199
- Du Business mobile tariff guide – This is where you find pricing information of mobile products & services
- Supplementary services – du has put in place tools you can use to manage your calls efficiently e.g. caller Id, call waiting/ hold etc
- The application forms and the terms and conditions can be found on our website www.impz.ae under the Business Partners Guide section.

Documents required to apply for DU services are:

- Application form signed by sponsor or authorized signatory (The application form should be filled, signed by the authorized signatory) and stamped.
- Copy of sponsor or authorized signatory’s passport of khulasalat for UAE Nationals
- Proof of premises ownership or tenancy contract
- Copy of current trade license

NOTE

To have a glimpse of the application form, please visit www.du.ae . Under self care, click on the 3rd option (DU Business Managed IT and application services)

You however can not download these forms and will need to visit their sales department in DMC bldg 14 on the ground floor.

Contact Details:

- ❖ Website: www.du.ae
- ❖ Enquiries in person and submission of transactions: Please contact **DU** staff located at the Ground Floor DUBAI MEDIA CITY, building14.
- ❖ Online enquiries: care.business@du.ae
- ❖ Telephone enquiries: **04- 369 9988**

IMPZ will have district cooling which will be provided by EMPOWER.

Please note that the following are the requirements in order to proceed with district cooling service agreement to serve the Business Partners of IMPZ.

- Non disclosure agreements signed by all parties involved in the project at the initial stage. Therefore, EMPOWER will need to get your full details in order to prepare the agreements for your signature before they can proceed with approvals & contracts.
- Confirmation of acceptance of Empower's rates & charges by letter from the developer addressed to Empower. This is to be provided based on offer letter which will be sent along with Non Disclosure Agreement.
- Building plot affection plan copy.
- Land sales agreements copy.
- Passport copy of the owner or the authorized signatory of the project.
- Valid power of attorney of authorized signatory in case of company.
- Valid trade license copy in case the development is owned by company.
- Hard & Soft copy drawings of :
 - I. Cross section & elevation of Energy Transfer Station (ETS) room.
 - II. Energy Transfer Station (ETS) room – Floor plan
 - III. Architecture drawing of building layout.
 - IV. Confirmation of the demand load & delivery dates

Contact Details:

- ❖ Website: www.empower.ae
- ❖ Online enquiries: info@empower.ae or marketing@empower.ae
- ❖ Telephone enquiries: **04- 375 5342 to Mr. Tariq Al Najjar**
- ❖ Help Desk: **04- 375 5555**

Empower's technical requirements for Energy Transfer Station (ETS) room are:

- SI units to be used while corresponding with EMPOWER.
- The Term Primary Side to be red as Plant side, and Secondary side to be red as Customer side.
- To allow for Min 900mm clear space on the back side of the Plate Heat Exchanger (PHE).
- The room Ceiling (soffit) to be designed to allow for the Supports of the piping headers operating loads in the structural design and the same for the ETS room Floor.
- The minimum clear space above the PHE top side to be not less than 600mm.

- The Energy meter will require 16 x of pipe diameter as straight pipe with no fitting.
- Customer side Chilled water circuit shall be variable flow system.
- Down Stream Customer side piping design is the Scope of the Customer Engineering team.
- The Number of Customer side pumps is the scope of the customer engineering team.
- Drain gully / Traps to be provided in suitable locations of the ETS Room.
- The primary supply and return temperatures are 4.5 and 13.5 °C.
- The Customer side out/In temperatures shall be 5.5 and 14.5 °C,
- The Chilled water flow Values for the Plant side is solely Empower design scope.
- All the above given items to be addressed clearly and at early stage of project design to allow Empower carry out the necessary design and procurement activities.
- Only one ETS room for the given Building project is to be designed for, and Empower will provide only one building Chilled water piping at entry point.
- Paddle flanges for chilled water pipes and for cable duct to be installed as per the details issued by Empower.
- Location of pipe penetration to be coordinated with Empower.
- Control and Instrumentation for the Customer side network is the scope of the customer engineering team.
- Customer side contractor to allow in the secondary tapings for thermometer wells and pressure transducers.
- Empower needs to monitor the status of building pumps vfd, hence provisions must be kept in the pump panel to facilitate this connection.
- Allow provision of 13&15 Amps socket outlets (water proof) in suitable locations in the ETS room.
- Provide minimum one no. 3 phase, 32A, 5 pin industrial weather proof type socket switch isolator.
- Energy Transfer Station should contains complete suitable control system including the following items as minimum :
 - Temperature monitoring and control sensors with adequate transmitters to provide the proper required telecommunication and controlling facilities with the main control station & related links with other stations through the communication wires.
 - Suitable differential pressures sensors, temperature sensors & Flow meters in the proper locations as per the drawings with its related links & to be connected with the main control system for full monitoring and control facilities .

- Industrial grade PLC/SCADA controller with open protocol facilities easy to be integrated with any other Control system of the future communications.
- Power Supply suitable source to be provided for electrical power supply to 3 phase DB for 63 A MCCB incomer and outgoing 4 nos. 20 A MCB 3 phase with 3 nos. of 15A & 3 nos. of 10 A MCB single phase with 6 nos. ELCBs as per DEWA regulations in the ETS room or close to ETS room.
- MOVs to be provided on the customer connection terminal side.
- Chilled water circuit on the customer side to be monitored and controlled by suitable VFD pump with controlling facilities and related sensors connected with the last or farthest point in order to achieve the pre-defined parameters in terms of Temperature and flow, with differential pressure as per stated in the contract agreement.
- The Customer to consider Building clear space, Height and door access to ETS room and easy clear way to handle and position the PHE at the time of delivery as each PHE will be delivered in single package vertically handled.
- ETS room shall be as near as practically possible to the building entry point of the main CHW pipes in the same floor or in the first basement floor.
- Please provide clear and referenced updated basement floor (ETS Room floor) drawing to Empower to enable close coordination of services.
- Detailed ETS room layout will be issued to the client showing the dimensions and clearances.
- The PHE's will be installed on concrete plinths 300 mm high.
- The chemical flushing/ cleaning method statement of the secondary side of PHE shall be submitted to EMPOWER as well as the final report upon completion of this task.
- Drain gully / Trap for the ETS Room floor is required.
- ETS room shall be adjacent to or as near as practically required to the building Chilled Water piping entry location in the first basement floor.
- Customer Engineers to furnish and provide to Empower, clear referenced updated ETS Room with the Ground floor related levels and associated sections showing the basement floor clear height with the Building Coordinates and Affection Plan.
- Provide clear dimensional referenced drawings for the Plant Chilled water entry point to the Buildings.
- The Minimum Clearance between the Pipe top and slab Bottom side inside the Building shall be Minimum of 1000mm at the penetration location unless other wise requested by Empower Engineers.
- The attached drawings will clarify in general the minimum requirements but should not be limited to.

VI. IDAMA – Asset Management Solutions

What is IDAMA?

Idama is a full service facilities management company providing integrated end – to –end facilities management solutions.

Idama is the holding of 3 entities i.e.

- Idama Consultancy Services
- Idama Facilities Services
- Idama Property Services

Idama provides facilities management services to businesses and developers based on an integrated management model that results in IDAMA being the single point of contact to the Business Partner. Their services include:

Facility Engineering Services

- Engineering maintenance services
- Specialist system maintenance
- Fit out services

Facility support services

- Security services
- Cleaning services
- Landscaping services
- Waste management services
- Water features maintenance services
- Pest control

Value added services

Help desk services

Health safety & environment services

Environment management services

For more information or assistance, you may visit their website

Their offices which are located in the **Knowledge Village block 8** on the ground floor or you can call them on **04 390 2000** or email on customercare@idama.ae

VII. ZONING

ZONING AUTHORITY

The Dubai Technology and Media Free Zone Development Regulations (DR) are meant to serve as instructions, mandatory requirements and guidelines for developers of parcels in any of the TECOM entities.

The requirements and regulations of the Development Regulations shall apply to any and all projects or developments located within the area known as Planned Unit Development of TECOM.

TECOM is a planned Unit Development. TECOM Zoning Authority – Development Control has an inherent interest in controlling the type and quality of development in TECOM. In order to facilitate this end, the Zoning Authority (ZA) & Development Control (DC) has the authority to approve or disapprove all applications for development within TECOM.

ZA-DC has the authority to require compliance with the Development Regulations (DR) by all TECOM leaseholders and to make amendments and interpret requirements of the Development Regulations to TECOM leaseholders & developers.

The purpose of the Development Regulations shall be to promote the health, safety, morals and general welfare of the public, to regulate the use of land, water & structures within the boundaries of TECOM and to provide guidance for the implementation of the master plan

Please refer to our website <http://www.impz.ae> on the corporate tab under rules & regulations to obtain more information on the following and to download the relevant forms;

- Zoning Authority Procedure
- ZA Process Flow Diagram
- Example of a Request
- Site Plan Request Form (Affection Plan)
- NOC- Internal (General Services) Request Form
- Soil Investigation Request Form
- Land Demarcation Request Form
- Preliminary Design Approval Request Form
- Request for Zoning Exception
- NOC- External (Fiber Optic) Request Form
- Mobilization Permit Request Form
- No Objection Certificate-Dewatering Route Request Form
- Piling/ Shoring/ Excavation Permit Request Form
 - Detailed Shoring & Piling Approval Request Form
- Site Allocation Request Form
 - Final Design Approval Request Form
 - Design Revision Approval Request Form
- Consultant/ Contractor Replacement Form
 - Building Permit Request Form
 - Structural Inspection Request Form
- Building Completion Certificate Request Form

Examples of attachments

- Key Plan, Detailed Plan & Site Plan
- Bank Guarantee
- Detail sheet
- Specimen letter of undertaking

The purpose of this guideline is to explain thoroughly the procedure of the Zoning Authority. This guideline is directed to the owner, consultant and the contractor. The guideline explains the role of the owner, consultant and the contractor in the procedure set by the Zoning Authority. It mentions the location of fee payments for different requests. There is also a simplified flow diagram of the whole procedure of the Zoning Authority. There is a description of all the

different types of requests along with its attachments, follow up date, the party whom may apply the request and the location of submittal.

Office timings for the Zoning Authority:

- Sunday – Thursday
- Submittals 7:30am- 12:30pm
- Collections 7:30am- 4:30pm (Confirming SMS would be sent)
- Structural Inspection Requests 7:30am- 9:00am

Location of submitting the requests-----→KV Block 8

Location of Fees Payment-----→ DUBAI MEDIA CITY # 14 (Cops New Building, Ground floor)

Location of handing over bank guarantee-----→ DIC # 4

The Development Control Department can be reached on the following numbers;

Help desk – 04 391 1112

Customer Service - 04 390 0500

VII. PUBLISHING

1. Guidelines

Permitted activities

1. Publishers are required to comply at all times with the Dubai Technology and Media Free Zone Licensing Regulations 2003 in addition to the Dubai Technology and Media Free Zone Broadcasting and Publication Standards Tribunal Regulations and their associated Codes of Guidance on offensive language, fairness, privacy, violence and sexual behavior and nudity.
2. A Publisher is required to submit TWO (2) copies of each issue of its approved publication titles to the Partner Relations Department of DUBAI MEDIA CITY or IMPZ (depending on where the Publisher is based) within seven (7) days of distribution to the market. The company must sign a log sheet to confirm the publication’s delivery.
3. A Publisher may, after approval of the Authority, add the names of one or more Titles to its license for an annual fee of United Arab Emirates Dirhams Five Thousand (AED 5,000.00) per Title. Any changes made in any of the titles of a Publisher, must be resubmitted to the Partner Relations Department to obtain approval.
4. Where a Publisher wishes to distribute its publications in the United Arab Emirates, all requirements imposed by the United Arab Emirates law must be complied with. For distribution of any publication within the TECOM Zone, a Publisher is required to obtain a relevant permit from the Authority.
5. Distribution of publications in the United Arab Emirates may only be carried out through an authorized distributor of publications in the relevant Emirate.

6. For franchised Titles, in addition to the other required legal documents, the Publisher must also supply a copy of the franchise agreement or other contract giving the Publisher the right to publish the franchised Title. A letter from the franchisor that the franchise agreement is still in force must be submitted upon each renewal of the Publisher's trade license.
7. Supplements, newsletters and the like deriving from a Title are considered publications in their own right and must otherwise comply with the requirements of the Licensing Regulations and these Guidelines.
8. All Supplements must bear the name of the Title that appears on the Publisher's license. The Supplement must be issued by the Publisher only and not by any other party. The Supplement should relate to the content or line of business of the Title. Copies of Supplements may only be distributed together with the Title.
9. All Publishing companies must hold a valid License at all times therefore all companies have to ensure renewal of their licenses prior to the expiry date.

Non-permissible activities

1. Breach of the Codes of Guidance on offensive language, fairness, privacy, violence and sexual behavior and nudity.
2. A Publisher may not transfer a Title to another Publisher. A name change of a publication is not allowed. Any change in the name to a publication will be considered a new title application and the previous name must be deleted and the new name included as a new title. Where a Publisher wishes to register a Title previously held by another Publisher, a consent from both Publishers must be submitted to the Authority confirming this.
3. No pro-rating of the Title fee set out in Clause 5 above will be made and any addition of a new Title to an existing license, irrespective of the period of the license remaining, will be charged in full. A further full Title fee will be payable on renewal of the license.
4. New titles may not to be printed until they are added to a Publisher's license.
5. Only Titles listed on a Publisher's license may be published and distributed. Breach of this requirement may lead to revocation, cancellation or suspension of a Publisher's license under the terms of Regulation 10 of the Licensing Regulations 2003.
6. The holding of a Publisher's license in the TECOM Zone does not entitle the Publisher to distribute publications in the United Arab Emirates. Publishers that distribute publications in the United Arab Emirates must provide to DUBAI MEDIA CITY or IMPZ, on the request of DUBAI MEDIA CITY or IMPZ, evidence of the appointment of a licensed distributor in the United Arab Emirates.

2. Violations and Penalties

No	Type of Violation	Financial Penalty in AED	Admin / Other Penalty
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1	Failing to submit copies of each issue of the Publisher's approved publication titles.	5,0000 each time	Suspension or cancellation of the title on the Publisher's Licence.
2	Changes made in any of the previously approved titles of a Publisher, without obtaining necessary approvals from the authority.	100,000	Suspension or cancellation of the title on the Publisher's Licence or the license itself, depending on the extent of the violation.
3	Titles printed before being added to a Publisher's license.	100,000	Suspension or cancellation of the Publisher's Licence depending on the extent of the violation.
4	Distribution of publications in the United Arab Emirates not through an authorized distributor of publications or by the Publisher themselves.	10,000	Suspension or cancellation of the Publisher's Licence.
5	Not providing an evidence of the appointment of a licensed distributor in the United Arab Emirates.	5,000	Suspension of the Publisher's Licence.
6	Delay in renewing the publishing license	5,000 per week	
7	Breach of the Codes of Guidance on offensive language, fairness, privacy, violence and sexual behavior and nudity.	100,000	Suspension or cancellation of the Publisher's Licence depending on the extent of the violation.

IX. IMPZ DIRECTORY

Should you wish to meet any member of the IMPZ management team, for an appointment the Partner Relations Department will be glad to coordinate on your behalf and facilitate a meeting at the earliest convenience.

Please contact Ann Kimani of IMPZ to schedule a meeting on 04 391 4603 or you may contact any staff member directly of the numbers mentioned below.

Employee's name	Extension number	Email address
Executive Director		
Hamad Al-Huraiz	971 (0) 4 390 0545	Hamad.huraiz@impz.ae
Mariam Al Muhery	971 (0) 4 361 3506	Mariam.almuhery@impz.ae
Sales & Business Development		
Sindbad Al Mahaire	971 (0) 4 391 4576	Sindbad.almahaire@impz.ae
Mojdeh Mansouri	971 (0) 4 391 4579	Mojdeh.mansouri@impz.ae
Anuradha Bakshi	971 (0) 4 360 2322	Anuradha.bakshi@impz.ae
George Vargis	971 (0) 4 361 3501	
Yehia Mokhalati	971 (0) 4 360 2341	Yehia.mokhalati@impz.ae
Partner Relations		
Ann Kimani	971 (0) 4 391 4603	Ann.kimani@impz.ae
Alia Al Mansoori	971 (0) 4 369 2489	Alia.almansoori@impz.ae
Mai Kamali	971 (0) 4 361 3505	Mai.kamali@impz.ae

Operations Department		
Ali Dawood	971 (0) 4 391 4601	Ali.dawood@impz.ae
Omeir Bin Malek	971 (0) 4 391 4602	Omeir.binmalek@impz.ae
Administration Department		
Khaiyam Ismail	971 (0) 4 391 5006	Khaiyam.ismail@impz.ae
Diana Rangelova	971 (0) 4 391 4518	Diana.rangelova@impz.ae
Mohammed Gibranuddin	971 (0) 4 391 5267	Momed.gibranuddin@impz.ae
Marketing Department		
Rajnish Narayanan	971 (0) 4 391 0273	Rajnish.narayanan@tecom.ae