



TENANT HANDBOOK



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Customer Care

You first!



Dear Tenants,

This handbook is made available to give you the highest possible level of service. It contains useful information about us, the services we provide and your rights and responsibilities. In addition, it will answer most of your questions regarding your rented space and common areas and contains some useful general information that will further allow you to enjoy your stay with us.

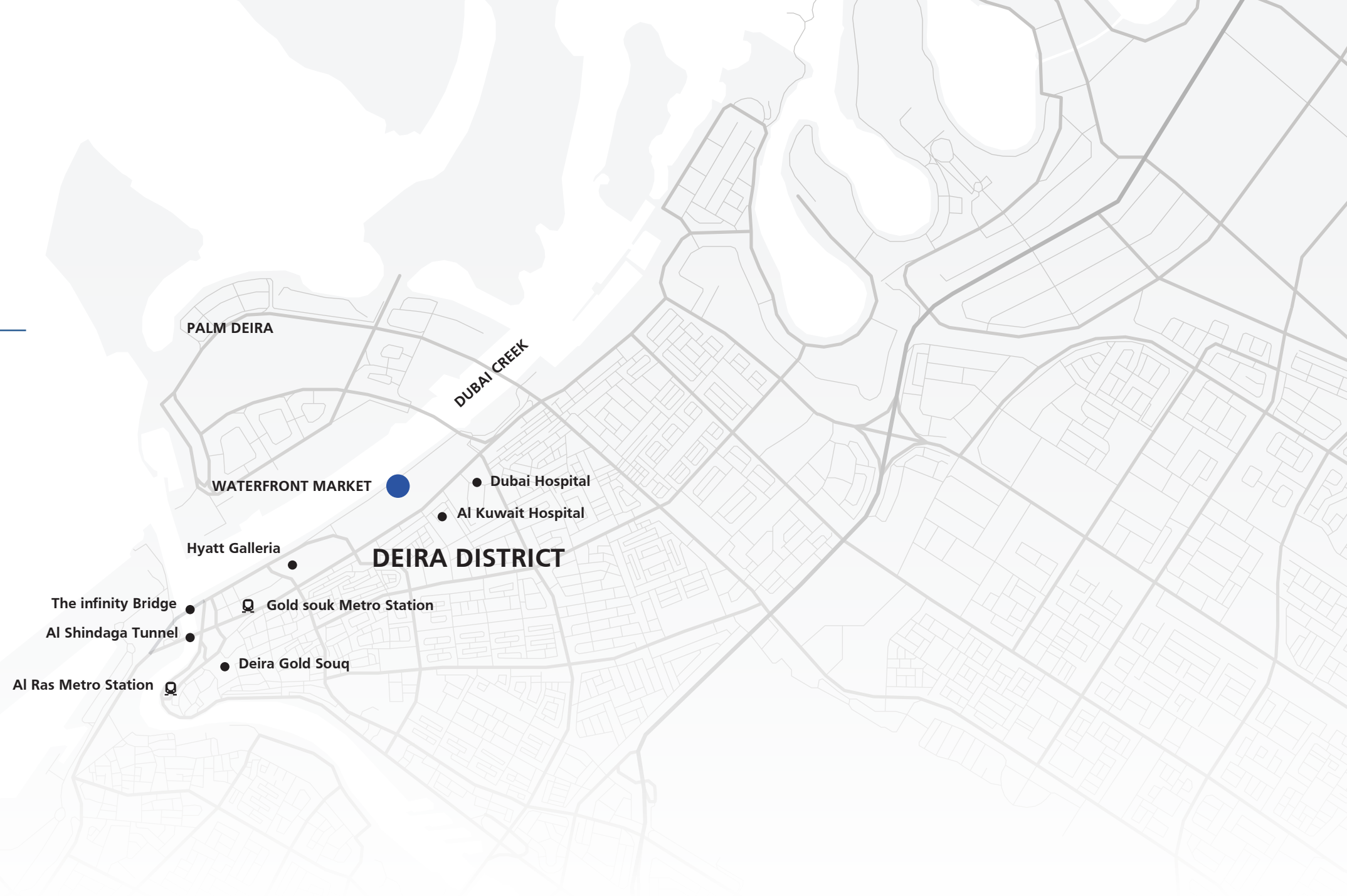
Ithra Dubai being the Landlord, we are responsible for managing your property and we work closely with our partners to make sure that our services are of a high standard and good value for money. We have included as much information as possible in your handbook, but if you do not find what you are looking for, please get in touch with us and we will make sure your queries are answered.

This Tenant Handbook does not substitute or amend any of the terms and conditions identified in the Lease Agreement but is designed to complement it. The handbook may be updated from time to time and will be circulated to all occupants.

We look forward to building a successful relationship with you and wish you happy and fruitful years of association with Ithra Dubai.

Sincerely,
Ithra Dubai
Community Management Team

Community



The Waterfront Market is one of Dubai's leading shopping destinations and a premier fresh food marketplace. Conveniently located in the heart of the city, new Deira Corniche, diagonally opposite to Dubai Hospital on Al Khaleej Street. The Water Front Market, represents a fusion of traditional Emirati Souq and the multicultural spirit of the city in a modern purpose-built facility.

The Waterfront Market builds on the amazing heritage and iconic status of the old Deira Fish Market, preserving the essence of Dubai's fish trade and freshness of local markets in a modern state-of-the-art facility. Deira Fish Market has been serving fresh catch and produce to consumers in the UAE since 1958 and the legacy continues with the new 120,000 square meters Waterfront Market. The Waterfront market hosts some of the leading foods & beverage outlets, fruits, vegetables, fish, seafood, meat, poultry, spices & dry goods markets, retail shops & kiosks, dry & cold stores, Lulu Hypermarket and a Marina.

It remains one of the renowned markets in the country for fresh food like fish, sea food, meat, poultry, fruits, vegetables, dry goods and dates. This shopping experience is enhanced by 770 underground parking spaces and more than 470 outdoor parking spaces along with a designated fish auction area. The Market serves more than 800,000 visitors, tourists and shoppers per month. Not only is the Waterfront Market a thriving shopping destination but also a hub for cultural activity - there's always something exciting going on here.

Contact Information

Property Management









In order to enhance customer service and accessibility the Waterfront Market has set up a dedicated Property Management and customer service centre, located on the 1st floor. The customer service centre provides support for our Tenants through information, assistance, creating a comfortable and trusted Business/Working environment.

Our function is to provide and oversee but not limited to the following services:

- Building Operation and Appearance
- Service Charge and Budgeting
- Tenant Liaison
- Fit Out / Alteration Control
- General Building Administration
- New Leases and Renewals
- Rental Collection
- Security
- Fire and Safety
- Cleaning
- Maintenance & Repair
- Utilities
- Car Park Management
- Pest control
- Garbage Disposals
- Unit handover and takeover

Customer Service

| | |
|---|-------------------------------------|
|  Enquiries | 800 MARKET (627538) |
|  Reception | 04 707 1599 |
|  Control Room | 04 707 1595 |
|  Email | Info@waterfrontmaket.ae |
|  Hours | 9am to 6pm (Monday to Friday) |
|  Location | 1st floor, The Waterfront Market |

Customer Care - Ithra Dubai

| | |
|--|----------------------------------|
|  Enquiries | 04 7071407 |
|  Email | leaseadmin@ithradubai.com |
|  Hours | 9am to 6pm (Monday to Friday) |
|  Location | Off 108, Sherina Plaza 1, DEP |

Contact Information

Call Center – Leasing



With a commitment to offer quality customer care, Ithra Dubai operates a call center to receive leasing enquiries across the portfolio. Their function is to assist potential and existing Tenants with viewing of properties, lease terms and prices, rental applications, and lease negotiations.



| | |
|---|--|
|  Tel No. | 800 ITHRA (48472) |
|  Email | leasing@ithradubai.com |
|  Hours | 9am to 6pm (7 days a week) |
|  Location | DEP Leasing Suite – Maryam Plaza  |

Contact Information

Customer Care - Maintenance



This is the Tenant’s point of contact for any maintenance related issues.



| | |
|---|--------------------|
|  Tel No. | 800 8200 |
|  Email | helpdesk@imdaad.ae |
|  Hours | 24/7 |

Contact Information

Useful Contacts



General

| | | |
|--|-------------|--|
| DEWA | 04 601 9999 | www.dewa.gov.ae |
| Etisalat Directory | 181 | www.etisalat.ae |
| Du Directory | 199 | www.du.ae |
| Dubai International Airport | 04 2245 555 | www.dubaiairports.ae |
| Flight Enquiry | 04 2144 444 | www.dubaiairports.ae/flight-status |
| DNATA | 04 3166 666 | www.dnata.com |
| General Information Services | 7000 17000 | www.etisalat.ae/en/c/mobile/information-services-ivr.jsp# |
| Smart Dubai Contact Center | 6005 60000 | www.digitaldubai.ae |
| The UAE Govt portal | 80012 | www.u.ae |

Emergency

| | | |
|-------------------------------------|-----|--|
| Dubai Civil Defense | 997 | www.dcd.gov.ae |
| Dubai Ambulance | 998 | www.ambulance.gov.ae |
| DEWA Emergency | 991 | www.dewa.gov.ae |
| Dubai Police | 999 | www.dubaipolice.gov.ae |

Hospitals - Government

| | | |
|---|-------------|--|
| Dubai Hospital | 04 271 4444 | www.dha.gov.ae |
| Al Maktoum Hospital, Deira | 04 222 1211 | www.dohms.gov.ae |
| Rashid Hospital, Bur Dubai | 04 219 2000 | www.du.ae |
| Latifa Hospital, Oud Mehta | 800 342 | www.lhpnc.com |
| Al Jalila Children's Specialty Hospital | 800 2524 | www.dubaiairports.ae/flight-status |
| Al Kuwaiti Hospital Deira | 04 2710000 | www.ehs.gov.ae |

Hospitals - Private

| | | |
|---|-------------|--|
| American Hospital, Bur Dubai | 04 377 5500 | www.ahdubai.com |
| Belhoul European Hospital, Al Diyafah | 04 345 4000 | www.belhouleuropean.com |
| Belhoul Speciality Hospital, Deira | 04 273 3333 | www.belhoulspeciality.com |
| CEDARS - Jebel Ali International Hospital | 04 440 0500 | www.asterhospital.com |
| Mediclinic City Hospital | 8001999 | www.mediclinic.ae |
| Emirates Hospital, Jumeirah | 800 444444 | www.emirateshospitals.ae |
| International Modern Hospital, Bur Dubai | 04 406 3000 | www.imh.ae |
| Medcare Hospital LLC | 800 6332273 | www.medcare.ae |
| NMC Speciality Hospital, Al Qusais | 04 212 2599 | ww.nmc.ae |
| Mediclinic Welcare Hospital, Al Gharhoud | 800 1999 | www.mediclinic.ae |
| Zulekha Hospital, Al Qusais | 600 52 4442 | www.zulekhahospitals.com |
| Aster Hospital, Al Qusais | 04 440 0500 | www.asterhospital.com |
| Thumbay Hospital Dubai | 04 2985555 | www.thumbayhospital.com |
| Saudi German Hospital | 8002211 | www.sghdubai.ae |
| Al Zahra Hospital | 04 378 6666 | www.azhd.ae |
| CEDARS | 04 440 0500 | www.asterhospital.com |
| Medeor 24/7 Hospital | 800 55 | www.medeor.ae |
| Canadian Specialist Hospital | 04 707 2222 | www.csh.ae |
| International Modern Hospital | 04 406 3000 | www.imh.ae |
| Kings College Hospital | 04 247 7777 | www.kingscollegehospitaldubai.com |
| NMC Royal Hospital | 04 8108800 | www.nmc.ae |
| Prime Hospital | 04 7070999 | www.primehealth.ae |
| Dr. Sulaiman Al Habib Hospital | 04 4297777 | www.hmg.com |

General Sections



Including but not limited to maintaining the highest of community standards and providing high end service to our Tenants.

General Sections



Fruits and Vegetables Market

The Fruits and Vegetables Market at the Waterfront houses over 150 Tenants in one market space who display and sell locally sourced produce or imported varieties of the exotic kind. Exemplary standards of cooling and ventilation at the Waterfront Market help our Tenants to keep the fruits and vegetables fresh – preventing depletion of nutrients and avoiding wastage

Open 24 hours a day, seven days per week.



Fish & Seafood Market

The Fish and Seafood Market at the Waterfront houses over 500 Tenants in one market space who display and sell over 350 seasonal varieties of Fish & Seafood from the region and internationally. The section contains live, fresh and dried fish products. A dedicated cutting and cleaning area are integrated into this market to allow customers to have their Fish and Seafood cleaned and prepared the way they want it.

Open 24 hours per day, seven days per week.



Meat & Poultry Market

The Waterfront Market features one of the biggest meats and poultry sections in the UAE with more than 75 counters. This section offers the widest selection of fresh lamb, beef, chicken and other meat items in a variety of cuts. The meat and poultry sections are airy and well ventilated and house special ionising bars which keep the odours away. The sections are also flushed regularly with fresh water to maintain high standards of cleanliness.

Open 24 hours per day, seven days per week.

General Sections



Dry Goods & Spices Section

The dry goods section at Waterfront Market offers a wide variety of dry fruits and nuts. The section features more than 60 retailers offering attractive deals on locally sourced and imported dry fruits and nuts including pine nuts, cashew nuts, almonds, walnuts and pistachios among others.

Open 24 hours a day, seven days per week.



Cafes & Restaurants

The Waterfront Market is home to some of the most popular restaurants and cafes in the UAE. We are committed in promoting our Tenants, enriching the shopping experience to their customers even further. So, in a first of its kind, our Tenants can offer their customers to buy fresh fish, seafood from the market and have it cooked right in front of them at one of the many live cooking stations within the market and that's what we call fresh food.



Hypermarket

Lulu Hypermarket provides you a wholesome shopping experience under one roof. With a range of household goods, imported food products, frozen goods, bakery items and delicatessens available at unbeatable prices, the hypermarket fully complements our dedicated fresh food materials

General Sections



Retail Shops & Kiosks

The Waterfront market has a wide range of retail shops & Kiosks serving their customers with fashion, cosmetics, bags, ornaments, eyewear and other consumables.



Offices

The Waterfront Market has number of offices for rent on the 1st floor for any business entities. Please contact property management team on 04 707 1599 if our Tenants wish to have an office in our premises.



Dry & Cold Stores

The Waterfront Market has number of Dry & Cold stores for rent, which can help all vendors in the Market to store their materials inside the premises.

General Sections



Mosque

The Waterfront Market is facilitated with 3 mosques. One for Ladies, 2nd one Gents and 3rd one for Market Staff.



Plant Nursery

The Waterfront Market also has a live plant nursery in its premises.



The Harbour

The Waterfront Market also have a wide Marina which can accommodate a good count of boats 24/7. Tenants can use this facility after contacting the control room 04 707 1595.

General Services



Including but not limited to maintaining the highest of community standards and providing high end service to our Tenants.

General Services



Facility Management

The Landlord shall maintain all common areas of the property, defined as the areas outside of your leased premises for common usage by all Tenants and market visitors alike. This typically includes entrances, lobbies, elevators, escalators, garbage rooms, parking areas, courtyards, walkways, corridors, loading bays, harbour and other facilities.



Preventive Maintenance

Appointed Facility Management Contractors will carry out Preventive Maintenance of Air Conditioning units, Fire safety, Mechanical, Electrical and Plumbing equipment on regular intervals. Contractors representatives will contact the Tenants for appointments, Tenants are required to provide access upon such requests to ensure that the Landlords assets are maintained.



Reactive Maintenance

Tenants can register reactive maintenance issues through the maintenance customer care.



Tel No. 800 8200

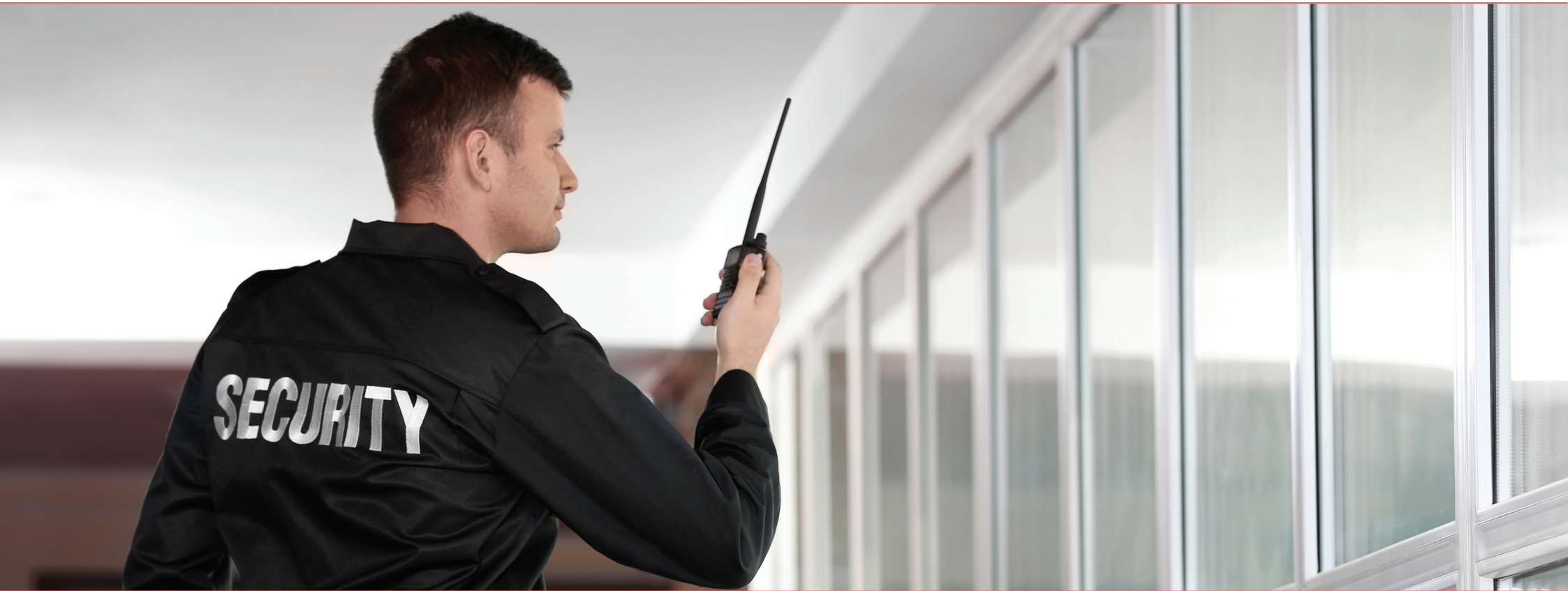


Email helpdesk@imdaad.ae

Misuse or damage to the property will have to be paid by the Tenant. Any damage or maintenance to the fit outs carried out by the Tenant will not be covered by the Landlord.

External contractors are not permitted in the building without prior written approval from the Landlord.

General Services



Waste Management

Tenant shall keep the Premises clean and free of rubbish, waste, packaging, storage containers, and dispose of any other items which do not form part of the display for sale in the Tenant’s business. The Tenant shall not allow the accumulation of rubbish in the Premises and must dispose of all rubbish generated from the Premises at least once every day at the end of the Tenant’s applicable operating Hours in receptacles approved and provided by the Landlord at designated areas throughout Waterfront Market.

If Tenant has a grease trap or any form of air extraction equipment (including without limitation hoods and/or exhausts in relation to food and beverage preparation areas), the Tenant is responsible for cleaning it and removing any residue from the grease trap or air extraction equipment periodically and as required by the Landlord.

In the event that these items are not adhered to and there are reports of breaches in rules surrounding health, safety and maintenance of these assets irrespective of who they belong to, the Landlord may provide notice to rectify the issue to a required standard and in the event that there is a failure to do so, the Landlord may carry out the required remedial maintenance or cleaning works and charge the Tenant for doing so.



Security

Where applicable, Security Guards are provided and stationed in the entrance, lobbies, corridors, parking’s and other common areas.

Please contact the control room **04 707 1595** for any emergencies.

General Rules & Guidelines



We all want to live in a harmonious environment, to enjoy our home, have our privacy respected and be part of a responsible community.

General Rules & Guidelines



Security Awareness

- The Tenants and Employees must remain security conscious at all times.
- Any unusual or suspicious activity or unattended packages should be reported to the Security Desk or Ithra Dubai.



Common Areas

Common areas are those areas that are outside the leased premises and are for the common usage of all Tenants and Customers.

- Do not vandalise or misuse any property belonging to the Landlord
- Do not throw garbage or litter out in the open. Use the waste containers and recycling centers where provided
- Do not smoke in the common areas of the Market
- Do not store any items in the common areas of the Market
- Tenant is prohibited from trading or displaying any signage or merchandise beyond the boundary of the Premises, except as authorised in writing by the Landlord in its sole discretion



Leased Space

The Tenant will protect and safe keep the leased area and any property contained therein. The Tenant should keep clean the leased area including their doors/shutters, display wall, external glass, counters and kiosks.

The Tenant has no right to use or occupy the premises for any purpose other than the provided operation, nor to assign or transfer under any circumstances this lease or any part of it to any person or organization.

General Rules & Guidelines



Car Parking

The Waterfront Market has more than 1000 parking's, which can be used by its Tenants and their customers.

The Tenant must comply with such rules, regulations and restrictions as the Landlord may from time to time impose in relation to car parking in the Waterfront Market. The Tenant agrees to abide by such rules, regulations and restrictions and use its best efforts to cause any Tenant Authorised Persons to do the same.

The following rules and regulations shall apply at all times and are deemed accepted upon signing the Lease Agreement:

- Park only in the allocated zone(s)
- Vehicles shall be parked within the marked lines
- Vehicles shall not block entrances, emergency exits or the exit of other drivers from the parking area
- Parking users responsible for proper insurance coverage being maintained for the vehicles.
- Use of the parking facilities is at your own risk and you accept full responsibility for any damage or theft from their vehicle.

- The Landlord reserves the right to charge fees for car parking in the Waterfront Market at such rate or rates as may from time to time be fixed by the Landlord or the Landlord 's agents in respect of such parking facilities.

The permitted use of the parking space is for one vehicle only, the following uses are prohibited:

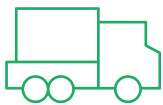
- Storing goods, materials and equipment of any kind
- Operating a business or undertaking any activities or services
- Advertising goods or services or displaying notices or signs
- Making any alterations or additions to the parking space
- Tenant shall not drive or park any vehicles in or around the Waterfront Market in a manner that creates a nuisance or is considered unsafe by the Landlord, in its sole discretion.

The following actions are a breach of the regulations:

- Misuse of parking area
- Parking of authorised vehicles in spaces not allocated to the vehicle
- Prohibited use of parking spaces
- Physical and/or verbal abuse of the security guards or watchmen

A breach of any regulations may result in a penalty, vehicle removal or termination of car parking rights.

General Rules & Guidelines



Deliveries, Loading and Off-loading bays

The Waterfront Market is also facilitated with more than 200 Loading and Off-Loading parking bays for its Tenants and their suppliers.

The Tenant shall only use designated loading and offloading areas for the delivery, removal or general movement of goods, equipment, and refuse as indicated by the Landlord. The Tenant shall ensure such vehicles are not stopped or parked for any longer than necessary to load or unload and in any event not for more than twenty (20) minutes.

The Tenant shall be allowed access to the Premises to deliver equipment or merchandise and setup the Tenant’s business for daily trading during the period commencing one (1) hour prior to the applicable Operating Hours and during the period expiring one (1) hour after the applicable Operating Hours only, unless otherwise directed by the Landlord in its absolute discretion.



Obstructions

Tenants will not be permitted to obstruct or allow the obstruction of any services, conduits, drain outlets, pavements, entrances, exits, corridors, passages, roads, stairways, elevators, hoists, fire or escape doors, sprinkler systems either within or outside the leased or common areas including the front door entrances of the leased units.

Occupants will not obstruct any light, skylight windows or other means of lighting of the common areas.



Pest Control

As part of the overall management of property a full and comprehensive Pest Control cover will be provided for the common areas periodically by the Landlord.

Tenants are responsible to carry out pest control in leased premises periodically to ensure the premises are pest free. In the event of any identification of pest infestation of any kind in any leased premises, the Landlord will notify the offending Tenant of the actions needed to be carried out. In the event of a continued failure, the Landlord reserves the right to carry out pest control with the Tenanted space and will charge the Tenant for such treatments to remedy the concerns identified. This would be as a last resort to ensure the highest level of health and safety for other Tenants and members of the public visiting the Waterfront Market.

General Rules & Guidelines



Insurance

The Tenant shall at its own cost, obtain and maintain insurance of all of its own effects for loss, damage or theft, and for the avoidance of doubt, the Landlord shall not be responsible for any loss or damage suffered by the Tenant to its own effects at the Premises. The Tenant shall procure such insurance policy for its business purposes as determined by the Landlord and using such insurers specified by the Landlord from time to time, including, without limitation:

- Property All Risks insurance for the Tenant's contents including the replacement of stock;
- Business interruption for a minimum period of twelve (12) months;
- Public Liability insurance with a minimum limit of five million dirhams (5,000,000 AED) per occurrence;
- Product Liability insurance (for F&B Tenants only) with a minimum limit of five million dirhams (5,000,000 AED) per occurrence;
- Workers Compensation insurance with a minimum limit of three million, six hundred and seventy-five thousand dirhams (3,675,000 AED) per occurrence; and
- Contractors All Risk insurance (in relation to any works carried out at the Premises) with a minimum limit of five million dirhams (5,000,000 AED) per occurrence.
- The Tenant shall provide copies of certificates of insurance to the Landlord on or before the Handover Date, on each renewal thereafter, and within five (5) days of a request to do so from the Landlord.



ITHRA Dubai & Waterfront Market Logo

The logos of ITHRA Dubai or The Waterfront Market must not be reproduced on any document or in any way whatsoever, unless it is approved and authorised by the Landlord.

The Tenant will not do nor omit to do anything that may adversely affect the Intellectual Property Rights of the Landlord (being intellectual property rights owned by or licensed to the Landlord or its affiliates, including all trademarks, copyrights, patents, design rights, database rights, goodwill, trade secrets, know-how and all similar proprietary rights as may exist anywhere in the world) and the Tenant shall not use the Waterfront Market name, brand or logo or any other Intellectual Property Rights in any manner whatsoever, without the prior written consent of the Landlord, which may be granted or withheld in the Landlord's absolute discretion.

General Rules & Guidelines



Signage

The Tenant shall only display interior and exterior signage which is uniform in size and materials and in all other respects and signage shall be in a form and location approved by the Landlord in writing. The Tenant acknowledges that the Landlord may require the Tenant to procure signage from their preferred supplier. The Tenant must not alter, amend or change any signage without written consent from the Landlord.



Smoking

Smoking is not permitted inside common areas of the buildings. However, Tenants are permitted to smoke in designated areas outside the buildings



Key Policy

The Property Management Office will only issue keys to the Tenant or his authorised representative – keys will not be issued to any third party. The Tenant remains solely responsible for the access to leased premises.

- Any loss of key must be reported to the Property Management Office along with an explanatory statement. Should it be deemed a security risk, the locks will need to be changed at the expense of the Tenant.
- In cases where Tenants have misplaced or forgotten their keys, Tenants would have to call in the key contractors that have an approval from Dubai Police. The key contractors shall grant access only to the lease holder of the premises. The service of opening the leased unit has to be paid directly to the vendor by the Tenant.

General Rules & Guidelines



Disturbance

Do not disturb your neighboring Tenants with loud noise or any other activities. This includes but not limited to high luminous lighting, noise from television, stereo, musical instruments or activities such as hammering, bouncing, jumping or smoking.



Fitout Works, Modifications Alterations and Improvements

Any fit out works should be undertaken in conjunction with the policies and procedures outlined by the Landlord.

The Tenant shall not carry out any alterations, additions, extensions, redecorations, whether structural or non-structural, whether to the exterior or interior of the Premises (collectively referred to as “Alterations”) without the Landlord ’s prior written approval, which shall be at its absolute discretion.

Tenant should submit a request to the Landlord along with the proposed fitout/modification drawings. Subject to approval a fitout/modification ‘No Objection Certificate’ (NOC) and Work permit should be obtained from the Property Management and copy should be submitted to the security desk before commencing such work.

The approval process typically takes 1-2 weeks depending on the type of request.

General Rules & Guidelines



Alcohol & Shisha

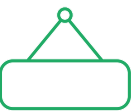
The Tenant acknowledges that the sale, use and/or consumption of alcoholic beverages and/or use of smoking devices (including shisha pipes) on the Premises shall be prohibited unless it has received the express written consent of the Landlord (in its absolute discretion) and all necessary consents and/or licenses from the relevant authorities.

The Tenant shall comply with all laws in the Emirate of Dubai and the requirements of the Landlord concerning the sale, use and or consumption of alcoholic beverages and/or use of smoking devices, and the terms of any consent or license required from the relevant authorities, including any restrictions on hours of service / use, provision of food, and areas in which alcohol can be served and consumed and areas where smoking devices can be used.

The Tenant acknowledges that any consent or license to serve alcohol or use smoking devices may be withdrawn or amended by the relevant authorities at any time and the Landlord accepts no liability and gives no warranty to the Tenant in this regard.

The Tenant shall provide copies of all such documentation as is requested in writing by the Landlord, with respect to the Tenant's compliance with all the laws in the Emirate of Dubai concerning alcoholic beverages and smoking devices, and shall allow examination of original documentation by the Landlord on the provision of one (1) day's written notice by the Landlord.

The Tenant acknowledges and agrees that the Common Areas shall not be licensed for the sale and/or consumption of alcohol or use of any smoking devices under any circumstances.



Directory Board Application

The Main Directory will be controlled by the Landlord who will update this information on the central system. Occupants must notify the Landlord in writing of the official name of the company. It shall be the responsibility of the Tenant to update the Property management office of any changes to their names.

General Rules & Guidelines



Mooring Specific Rules

All vessels moored in the Waterfront Market Harbour (the “Marina”) are moored at the Tenant’s own risk and the Landlord shall not be liable for any death, injury, theft, loss or damage (save as expressly provided under the laws of the Emirate of Dubai) arising from any person’s use of the Marina.

The Tenant shall ensure that the vessel is registered and licensed with all appropriate authorities in Dubai and all persons in charge of the vessel hold valid Captain’s licenses. The Tenant shall ensure that it maintains at all times adequate all-risks insurance for the vessel and third-party liability insurance covering any injury or liability caused to any persons, for such amounts and using such insurers as specified by the Landlord from time to time and the Tenant shall provide copies of certificates of insurance to the Landlord within five (5) days of a request to do so.

The Landlord shall not be under any general duty to provide safety, weather, or security watch or forecasts for the benefit of any person or vessel and the Tenant must make its own assessment of sailing and/or weather conditions, and any liability or responsibility for these on the part of the Landlord is expressly excluded.

The Tenant shall ensure its vessel is moored in a seamanlike manner with adequate ropes and fenders to withstand all foreseeable weather and tidal conditions and the proximity of other vessels, and shall have separate and readily adjustable ropes for each function (e.g. head and stern ropes, springs, breast ropes);

Tenant to ensure that all customs and/or other permits and entry approvals are obtained in respect of the vessel and/or any goods contained on the vessel and all Mooring rules set out on the contract is followed without fail.

Utilities



Including cooling, gas, water and electricity where applicable. All utilities unless provided to your leased premises are subject to individual, direct subscription with the provider. We will deal with the rest.

Utilities



Dewa

Tenants are required to activate their Water and Electricity account with DEWA and submit a copy of the deposit slip prior to receiving the keys for the leased premises. Upon signing the lease and issuance of Ejari the Tenant will get an SMS/email to their registered phone number/email with a link from DEWA to activate their account. In case of no SMS/email, Tenants can approach DEWA.



DEWA Customer Care: 04 601 9999



Email: customercare@dewa.gov.ae



Website: www.dewa.gov.aewww.dewa.gov.ae

DEWA requires a standard security deposit to be placed with them, which will be refunded by them when you vacate the premises.

Note: Tenants are required to provide the management with a final bill and clearance letter within 2 days of vacating the unit.



Chiller

The Waterfront market has its own cooling plant for chilled water services and the charges will be billed to each Tenant on a monthly basis, unless it is otherwise stated in the contract.

Emergency Procedures & Safety Measures



An emergency incident refers to an accident, fire or other situation that endangers or is capable of endangering human life. Emergency and first aid procedures are co-ordinated by the Security team.

Occupants who have enquiries or concerns about the emergency situations should discuss them with the Security desk.

If for the any reason the Civil Defence Services are required you should call:

| | |
|--------------|-----|
| POLICE | 999 |
| AMBULANCE | 998 |
| FIRE BRIGADE | 997 |
| DEWA | 991 |

Emergency Procedures & Safety Measures

Fire



In case of fire, the fire alarm panel will activate the pressurization fans in the staircases which will supply fresh air and build up the pressure to a pre-setting value to prevent smoke from entering the stairs, and assure safe exit to people.

Any Tenants with Special Needs must be registered with the Security desk as in the event of a fire or power loss, the elevator system will automatically be grounded. Tenants must advise the Security if any users of the building have movement disabilities and notify any change in status.

In the event of a fire or any other emergency, and if evacuation is required or ordered, please follow the guidelines set below:

- Break the nearest fire alarm break glass unit and push the button to activate the alarm
- Inform the Security Desk
- Inform all persons in the immediate area of danger
- Proceed to the nearest emergency exit
- Do not use the elevators
- Keep to the right in hallways and stairways and use the handrails
- Do not run when evacuating
- Move quickly and quietly so that emergency instructions are audible
- Once outside, move away from the building, proceed to the designated evacuation assembly area, and wait there until further instruction
- Conduct a headcount to account for all co-workers and your visitors who were present when the building was evacuated
- Report immediately the name, last known location and contact number (if available) of any missing person to the onsite security or civil defense personnel
- Remain in the evacuation assembly area until released by authorised personnel, and do not re-enter the building until advised to do so
- Maintain access for emergency vehicles
- Do not reach or remove your motor vehicle.
- Emergency evacuation plans will be displayed on each floor. Please familiarise yourself with these plans so you can follow any official directions to evacuate the building.

The Tenant must maintain the fire integrity of the building by:

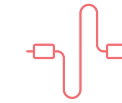
- Keeping the emergency escape routes clear;
- Keeping the fire doors closed; and
- Ensuring that no modifications are made to heat or smoke detectors, call points, Sprinklers, public address speakers.
- Tenants are requested to advise the building security personnel, or the management call center, if they observe any obstruction to any designated emergency exit route.

Emergency Procedures & Safety Measures

Fire Prevention



Here are a few general rules to help reduce the risk of a fire



Wires & Appliances

- Never overload a socket. The use of 2 or more adaptors or extensions per socket is a potential fire hazard
- Do not use appliances that have a worn or frayed power cord
- Do not exceed the wattage restrictions on appliances and lamps
- Check periodically for loose wall holders, wires or lighting fixtures. Sparking means that you have waited too long
- Allow air space around the tv, radio, stereo sets and powerful lamps to prevent overheating
- Smoking is strictly prohibited inside the leased area

Emergency Procedures & Safety Measures

Evacuation Plan & Procedure



Emergency evacuation plans will be displayed on each floor. Please familiarise yourself with these plans so you can follow any official directions to evacuate the building.

Compulsory Fire Briefings/Drills will be held periodically for all Building Occupants. Tenant involvements are expected.



Evacuation Plan

Emergency evacuation plans will be displayed on each floor. Please familiarise yourself with these plans so you can follow any official directions to evacuate the building.

Compulsory Fire Briefings/Drills will be held periodically Tenant’s involvements are expected.



Evacuation Procedures

- Evacuation of the Development may be necessary for a number of reasons.
- In the event of an evacuation, ensure that stores, offices, toilets, and rest rooms are clear of people.
- Assist visitors and staff to the nearest emergency exit.
- Leave the premises using all emergency exits. At no time endanger personal safety. Do not run. Do not use elevators/escalators.

Each commercial/retail Tenants must appoint 1-2 Fire Marshals to assist their staff with these procedures, plan and manage any shutdowns that may be necessary within the leased area and conduct a head count once evacuation is complete.

Emergency Procedures & Safety Measures

Lift Entrapment Procedures



In the event of being trapped in a lift:



Stay calm, do not attempt to open the doors or get out of the lift.



Press the Emergency Button which will sound an alarm alerting security and Dubai Civil Défense.



Security team will attend the scene immediately.

Customer Care



Helps our Tenants with complaints and questions that you may have, we are here to assist you with any information about our properties and services.

Customer Care



How do I make maintenance and other requests?

To request maintenance or other services call IDAMA 800 LINK (5465). To assist the customer service representative in logging your requests efficiently and accurately please have the following information ready:

Your name

Your building name/number

Your apartment/villa number

Your mobile number

The customer service representative will give you a reference number. You will receive a confirmation of your request and the reference number via SMS as well. Use this to monitor and follow up on your request. Note: Maintenance charges may apply for some requests.

Can I make modifications to my leased premises?

To maintain the structure of Ithra Dubai properties, no major modifications are to be made to leased premises. However, if you wish to make minor changes then permission must be sought. A 'No Objection Certificate' (NOC) must be obtained from Ithra Dubai for any modification works prior to their commencement.

What is the process of renewing my lease?

When you wish to renew your lease, you can contact us on **04 707 1 407** or email us to leaseadmin@ithradubai.com

What is the process of terminating my lease?

If you wish to terminate your lease, you can contact us to submit a notice of termination on **04 707 1 407** or email leaseadmin@ithradubai.com

Property Management will review tenants request and communicate back with any requirements from the Tenant. As per terms and conditions of the contract penalties will be applicable incase of pre-termination.

Prior to moving out your furniture tenant should obtain a NOC from the property management. The keys/access cards/remote controls for the property should be handed over on move out date.

DEWA, Empower and Central Gas - final bills and clearance letters should be submitted within 2 days of vacating the unit.

Do I have to inform you if I change my contact information?

Yes, please update your contact information immediately. Send your new contact information to leaseadmin@ithradubai.com or call us on **04 707 1 407**

ithradubai.com

Scan for
Office
location



For further information please contact us
04 707 1 407 | leaseadmin@ithradubai.com