

Event Policies & Procedures

VERSION - 2022

INFO

1. Purpose of Document	3
2. REFERENCES	3
3. RESPONSIBILITIES	3
4. GUIDELINES	4
Classification of Events	4
Confirmation Process	5
5. EVENT COORDINATION	5
Pre-Event Meeting	5
Event Move-In Requirements	6
Barriers or Fencing	6
Signs and Directional Signs	7
Ingress and Egress	7
Electrical Systems	7
Placing Fire Extinguishers	7
Noise	7
Catering and food safety	7
Smoking	8
6. RECORDS	8
7. ANNEXURE-1	9
Event Space Rate Card	10
Location Fees/Filming Rate Card	11

1. Purpose of Document

The purpose of this document is to provide policies and procedures to manage safe and successful events at **Central Park Towers (CPT)**. CPT is committed to enforcing these procedures on externally and internally organized events.

These procedures apply to all employees, suppliers, service providers, contractors, performing their activities and duties within CPT. This document outlines a practical approach for managing our events.

2. References

- UAE, Ministry of Labor and Social Affairs, Federal Law No 8, Year 1980 Ministerial Order No. 32 1982–.
- Dubai Municipality Code of Safety Practice.
- UAE DCD Fire and Life Safety Code of Practice.
- DIFC Rules and Regulations.
- DCCA Rules and Regulations.
- ISO 14001 ,9001 and OHSAS 18001 standards Requirements.

3. Responsibilities

Marketing Department is responsible for:

- Actively promoting events space to the public.
- Negotiating required space, fees and terms of payment.
- Issuing of Premises Rental Agreement.
- Providing NOC and assisting with permits if needed.
- Receiving payments.
- Liaising with CPT coordination team.
- Attending all pre-event meetings.
- Maintaining security deposit until approval to release cheque has been given.

Property Management Team (ARADY DEVELOPMENTS LLC) is responsible for:

- Coordination of event operations and logistics ie. move-in, set-up, event, tear-down with Event Organisers.
- Main point of contact for the Event Organizers.
- Coordinating pre-event meeting with all stakeholders prior to Event's Team coming onsite to ensure all employees and suppliers are completely briefed and understand all aspects of the event.
- Working with QHSE to ensure all safety policies are enforced from move-in to move-out.
- Ensuring relevant skill and competency requirements are provided by the Event Organizer according to their scope of work, permit to work and method statement and risk assessment.
- Inspecting event premises with QHSE and the event Organizer prior to move-in to assess and record condition of premises.
- Inspecting event premises with QHSE and event Organizer after move-out to assess and record condition of premises.
- Advising Marketing Department if security Deposit can be released or if there are costs that the Event Organizer must incur.

It is the responsibility of the Property Management Team to enforce that the Event Organizers are:

- Abiding by the terms of their Premises Rental Agreement.
- Ensuring they have sufficient number of competent staff, service providers or suppliers.
- Ensuring effective control, communication and co-ordination systems are in place within event staff and CPT team.
- Ensuring that adequate measures are in place for the safety of all persons at the event including emergency action plan.
- Ensuring contractor / service provider / supplier of equipment carry out necessary safety checks
- Ensuring method statement, risk assessment and permit to work system is provided to Property Management Team.
- Ensuring that any non-compliance issued by CPT Management is to be actioned immediately and status is to be up-to-date.

QHSE Department is responsible for:

- Ensuring that all CPT employees and service suppliers are aware and following health and safety policies throughout the event period.
- Conducting random inspection and assessment before, during and after the event.
- Overseeing site induction and verify site familiarization of event staff and ensure they are briefed appropriately on safety policies.
- Reviewing method statements and assessing risks.
- Inspecting event premises with Property Management Team and the Event Organizer prior to move-in to assess and record condition of premises.
- Inspecting event premises with Property Management Team and the event Organizer prior to move-in to assess and record condition of premises.

Fit-out Consultants (Kling Consult) are responsible for:

Assisting, assessing, evaluating any fit-out related requirements

Residential Tower Owner's Association are responsible for:

Assisting with management of event if the event is in Residential Tower or PBC

4. Guidelines



Classification of Events

CPT has classified the events into 3 categories for the purpose of assessing the minimum health, safety and operational risk management requirements under each category.

Event Category	No. of Attendees
Small	Up to 100
Medium	101 to 250
Large	251 plus

Confirmation Process

Event Organizers are to provide a detailed concept of an event. Marketing Department to assess opportunity and viability. If Marketing determines that event is a good opportunity event details will be shared with CPT Management Team. Based on team feedback, NOC will be issued. All event negotiations are reported to Senior Management in weekly update meetings.

Marketing Department receive enquiry from Event Organizer

Marketing Department to share concept to Management Team and Senior Management

Management Team to review event concept and conduct event risk assessment

If concept approved, Marketing Department to issue NOC to Event Organizer

Marketing Department to issue Premises Rental Agreement. Final execution of contract by Senior Management.

Event Organizer to follow pay schedule and terms and conditions of contract

Conducting Event Risk Analysis

Every event has attendant risks. The first step in managing those risks involves examining all areas of event to determine where losses or damage can occur. This examination is not limited to safety issues but can ensure that the event is conducted in the safest possible operational manner. There are four general areas of losses associated with events: CPT Team will conduct Risk Assessment based upon following factors: -

- People
- Property
- Income
- Liability

(For Detail, Refer Hazard Identification and Risk Assessment Procedure). Records for risk assessment is maintained by CPT Quality & HSE Department.

5. Event Coordination

Pre-Event Meeting

This meeting is to be scheduled by CPT Team a minimum 3 days in advance of the start of event move-in. The purpose of the meeting is for all employees to be familiar with the event requirements and understand the logistics. The following will be covered:

- Familiarization between Event Organizer and CPT Team.
- Review event details with all team members ie: design concept, accepted footfall etc.
- Review of technical drawings of MEP, HVAC, architectural and structural to ensure the event design is within the allowable limits.
- Event permits should be submitted for review ie. Live entertainment, serving alcohol.
- MEP and HVAC technical requirements and specifications to be submitted to ensure proposed works can be accommodated and adapted to CPT's available technical provisions.
- Placement plan with weight loads (where applicable) should be provided by the Event Organizer for review and approval
 - Move-in and move-out logistics
 - Public entry and exit from the building during event
 - Review of CPT procedures and policies
 - Contingency and emergency planning arrangements
 - Review first aid and firefighting requirements
 - Identifying contractors, their involvement and competency levels (certificates maybe required for technical personnel)
 - Internal resource requirements
 - Review signage requirements for event
 - Exchange of contacts and emergency numbers

Event Move-In Requirements

No later than 5 days prior to event move-in commencing, the following must be addressed with the Event Organizer:

- Permit to work (PTW) process to be explained to Event Organizer.
- All the necessary documents of Method Statements and Risk Assessments should accompany PTW.
- Permits to be submitted for deliveries.
- For works at height, scaffolding permit should be completed and certificates of erectors and inspectors should be provided. Scaffolding must be third party certified.
- Any other safety and operationally critical works such as hot works, electrical de-energizing works, noisy works, working at height, excavation works, and confined space should be provided with permit along with necessary certificates / documents.
- Deliveries to the venue can be made from the service lifts near the loading bay from lifts PG4 and PG5 lifts, or from B4 from OG1 and OG2 lifts. Delivery at PG4 and PG5 is recommended for large sized deliveries.
- Deliveries from B4 level can be made by contacting site security supervisor 24x7. Maximum allowable height of vehicle for delivery at B4 is 2.1m height.
- For any deliveries to The Plaza, vehicle allowable limit is 2m. Deliveries can be made on to The Plaza however driving on The Plaza is restricted in areas and should be reviewed.
- For any events on 19th Floor and above, it is strongly recommended to bring in the deliveries well in advance as OG1 is the only service lift for material and goods delivery.

Barriers or Fencing

Ensure that the requirement for barriers or fencing is evaluated. Barriers may be required to control entrances, crowd movement, protecting the public from dangerous equipment and preventing climbing on structures. Types of barriers can range from simple rope or fencing.

Signs and Directional Signs

Safety signs, way-finding and labeling of entries and exits must be legible and at a suitable height. Emergency map should be posted and easy to see that shows designated key items such as the location of first aid points, emergency exits and fire equipment. Any signage must be consistent with industry standards.

Ingress and Egress

Approaches to the building and into parking should be well sign-posted. They should be clearly labelled in terms of where they lead to and should provide a smooth flow and not cause congestion. Ensure wheelchair users and persons with mobility impairment have means of access.

Electrical Systems

The positioning of cables often causes problems where temporary supplies are used. Cables should ideally be covered to protect them from damage and prevent tripping. Inadequately protected circuits may cause electric shock and/or overloading, which can lead to lighting/sound failure or result in a fire. Ensure a qualified electrician is appointed to check the electrical system.

Placing Fire Extinguishers

An adequate number of the appropriate types of fire extinguishers and (if required) other types of fire suppression equipment should be provided in key positions, such as close to catering areas and power sources. Fire extinguishers should conform to the requirements of DCD and NFPA.

Nois

The site design, layout and management are important in minimizing the environmental impact of noise. The location of the stage, the orientation of the speakers, the type of sound system, the control of sound power levels, and the duration and timing of the entertainment can all be engineered to reduce the noise impact. The noise control unit as engineering controlling (acoustic material) can be used in order to prevent persons in the neighborhood of the event being unreasonably disturbed by noise. Maximum noise levels should comply with DM restrictions.

Catering and food safety

Live cooking is permitted on exterior event space only. Only food serving is permitted within the interior premises. The Event Organizer should ensure that all caterers operating on their behalf are reputable, their staff are appropriately trained, and food handling and preparation techniques are safe. The main concerns of food safety are the provisions of the following:

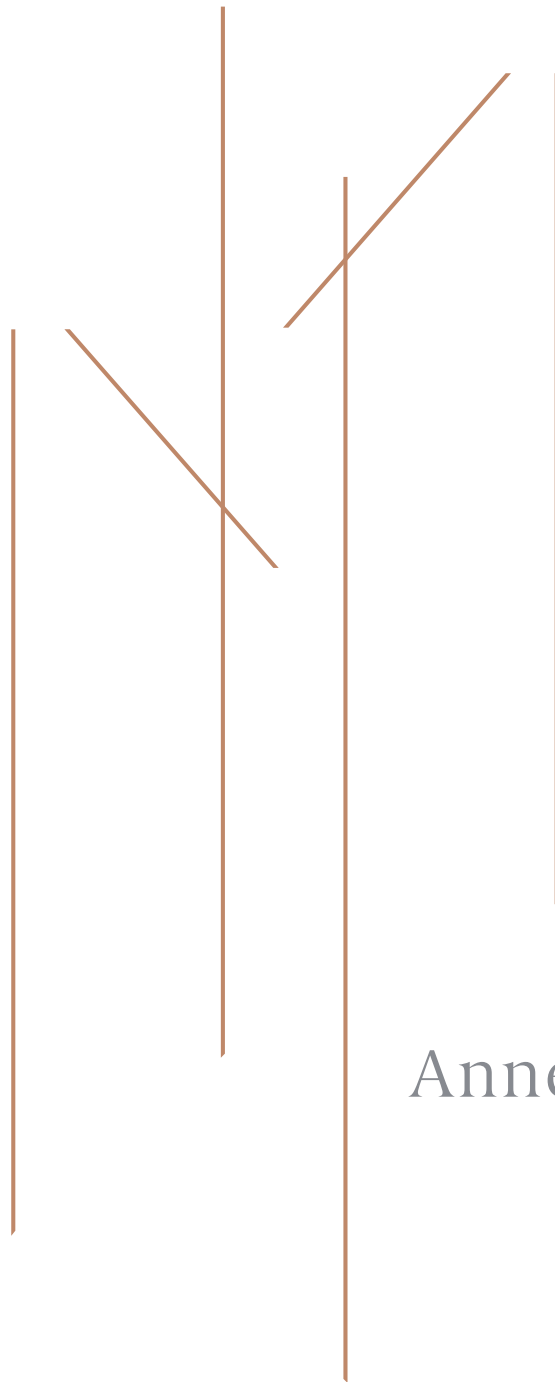
- temperature checks and monitoring
- storage for dry goods
- removal of refuse
- supply of potable water and power supply
- wash hand basin with hot and cold water
- antibacterial liquid soap for catering staff

 **Smoking**

Smoking is permitted in dedicated smoking areas only. Smoking bins should be provided to ensure smoking materials are disposed of in a responsible and safe manner

6. Records

Record Name	Responsibility	Location	Retention Period
Event Registration Form	Marketing Department	FM Room and / or Management Office / HR Dept.	3 years
NOC	Marketing Department	FM Room and / or Management Office	3 years
Pre-meeting Attendance Sheet	Marketing Department	FM Room and / or Management Office	3 years
Post-event Debriefing Minutes	Marketing Department	FM Room and / or Management Office	3 years



Annexure – 1

Event Space Rate Card

- Space Rental Agreement will be issued by Central Park Towers and must be signed and returned prior to set-up commencing.
- All deposits/payments must be received, as per terms of Agreement, prior to set-up commencing.
- Security deposit of AED 50,000 is required.
- Liability insurance is required.
- NOC will be issued upon request.
- All permits (event, entertainment, alcohol) are the responsibility of the organizer.
- All health & safety guidelines provided by Central Park Towers must be adhered to

Event Space	Event Day	Setup Day (24 hours period)	Moveout Day (12 hours max)
The Point – 43rd, 44th & 45th floor	50,000	25,000	25,000
The Plaza – outdoor concourse	50,000	25,000	25,000
The Cube – gallery space	25,000	N/C	N/C

The above rates include two services:

1. Cleaning before and after the event
2. Providing washroom attendants - 2 male and 1 female

Cost for additional services

BMTS	Security Rate Per Staff	Washroom Attendants Rate Per Staff
AED 500	AED 400	AED 300

Valet Parking
Any additional vehicle above the agreed number will be charged AED 20 per hour
• Valet Parking for 50 Cars is AED 1,500
• Valet Parking for 100 Cars is AED 2,000
• Valet Parking for 150 Cars is AED 3,500
• Valet Parking for 200 Cars is AED 4,000

Rates are in Dirhams and are the maximum rate charged for that space.

All rates are subject to VAT.

Tenants of CPT can rent event space on a complimentary basis at the discretion of Management.

For more information, please contact:

Lobna Rashed
Senior Marketing Executive
 052 460 8508
lobna.rashed@centralparktowers.ae

Location Fees/Filming Rate Card

- Location agreement will be issued by CPT and is to be signed and returned prior to filming
- Payment must be made prior to filming by money transfer. Cash cannot be accepted. A cheque will be accepted if received 7 business days prior to filming
- Security deposit of AED 25,000 is required based on nature of the film shoot and at the discretion of CPT Management
- Liability insurance is required
- NOC will be issued upon request

Area/Space	Full Day	Half Day (4 hrs or less)
Outside area	15,000	9,000
Common/public space	15,000	9,000
Offices/corridors	10,000	5,000
Apartment/corridors	10,000	5,000
The Point (45-43 floor)	15,000	9,000

Rates are in Dirhams and are the maximum rate charged for that space.

All rates are subject to VAT.

Tenants of CPT can rent event space on a complimentary basis at the discretion of Management.

For more information, please contact:

Lobna Rashed
Senior Marketing Executive
 052 460 8508
lobna.rashed@centralparktowers.ae



CENTRAL PARK

TOWERS AT DIFC

800 CPARK (800 27275)
info@centralparktowers.ae
centralparktowers.ae

Facebook: @CentralParkInDIFC
Instagram: @centralparkindifc
YouTube: @Central Park DIFC