

# Tenant Handbook

VERSION - 2023.

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# 1. Introduction

## 1.1 General Description

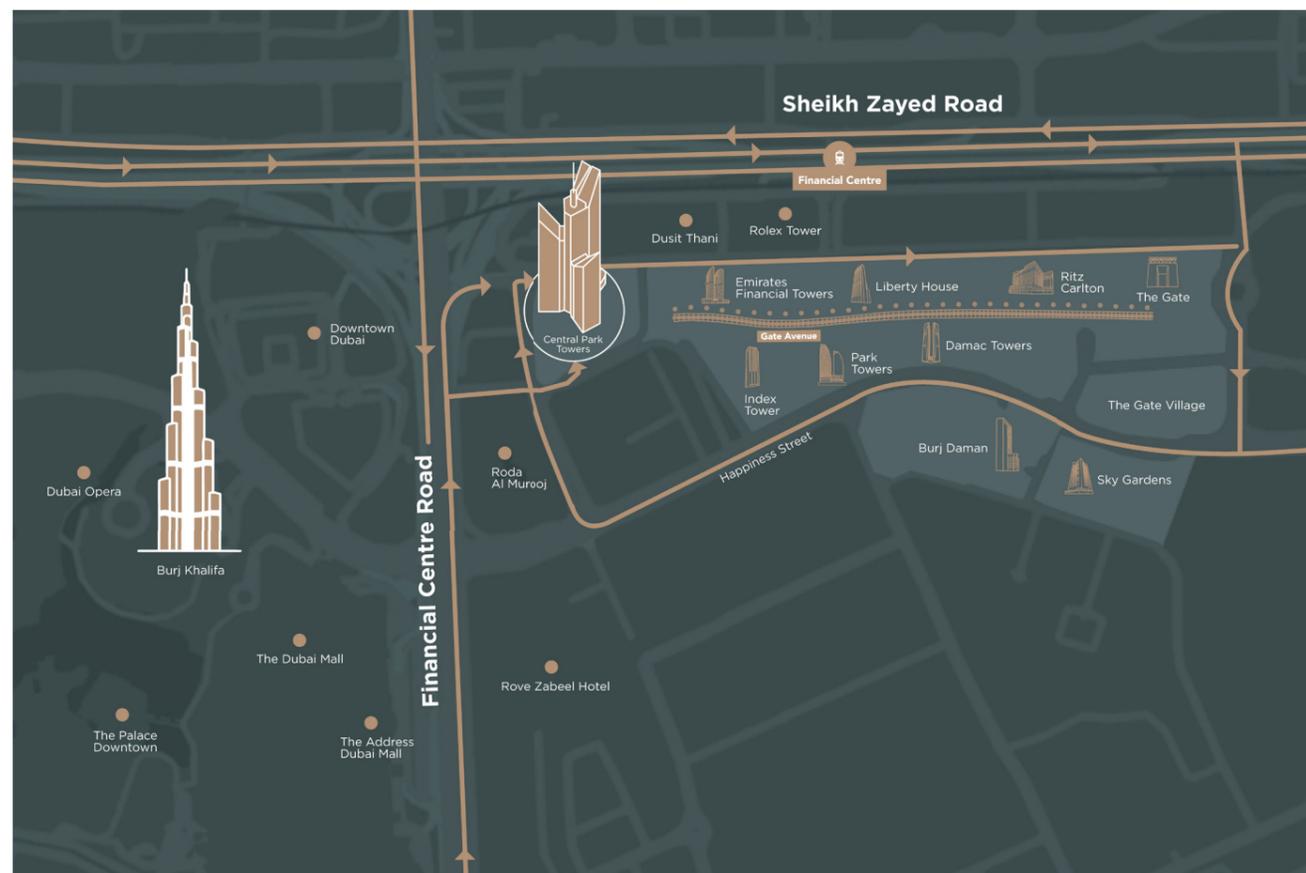
Central Park Towers, developed by Arady Developments LLC, has a 45 floor office tower, 47 floor residential tower and shared podium and basement levels for retail stores and parking.

The commercial tower is an attractive grade A development, comprising of various office and retail spaces. The office and retail development has a Total Net Leasable Area of 971,436 sqft. The building also includes 2,124 parking spaces with integrated lift access to the GL reception and P2 level.

The office tower with retail component is owned and managed by Arady Developments LLC.

## 1.2 Location Map

Central Park Towers is located in a prominent and prime area in Dubai International Financial Centre (DIFC), right off Sheikh Zayed road. In DIFC, businesses can enjoy the benefits of operating in a Dubai Free Zone with its independent jurisdiction and its own civil and commercial laws distinct from those of the wider UAE. DIFC is one of the world's major Financial Centre and serves a vast region that extends from Western Europe to East Asia.



## 1.3 Site Plan

When facing the main entrance of the office building, as in the orientation of the photograph below, the residential tower is on the left and the office tower is on the right.



## 1.4 Facilities

- CCTV and advanced security systems
- Passenger and cargo elevators
- Loading bays
- Power generators
- Fuel and liquefied petroleum gas (LPG) connections
- Firefighting and fire alarm protection
- Automatically ventilated basement parking
- Efficient building management systems
- Eco-friendly centralized air-conditioning system

### 1.5 Office Tower

The 45 level office tower comprises of three adjoining wings of 36 ,24 and 46 storeys.  
The Office tower Includes:

- A large GL reception entrance and P3 level reception to enter the offices. On the P3 level, there are 18 lifts to access office floors with 6 passenger lifts servicing each of the 3 wings
- 2 passenger lifts servicing the basement car parks levels, GL, and P2 level
- 2 escalators from the GL up to the P3 level reception
- 4 levels of car parking for office tower Tenants and GL visitors parking
- Net Leasable Area of approximately 855,683 sqft of office space

### 1.6 Retail Offering

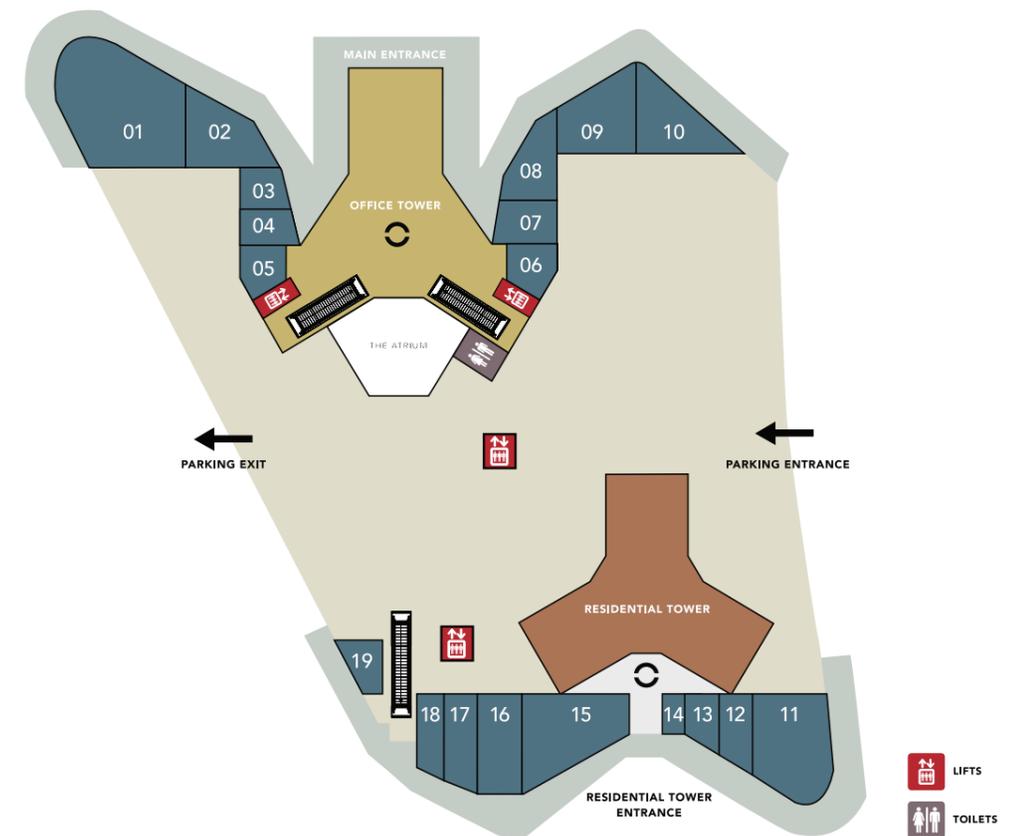
Central Park Towers management is strongly building on their retail community, which has a Total Net Leasable Area of 115,753 sqft. The Central Park Towers community includes a variety of high end retailers, including restaurants, coffee shops, supermarket, gyms, fashion outlets and other services stores.

Retailers are mainly located on the GL, P2 and P3 levels.

Retail hours are from 7am to 11pm 7 days a week, however, please note that timings may vary depending on every retailer.

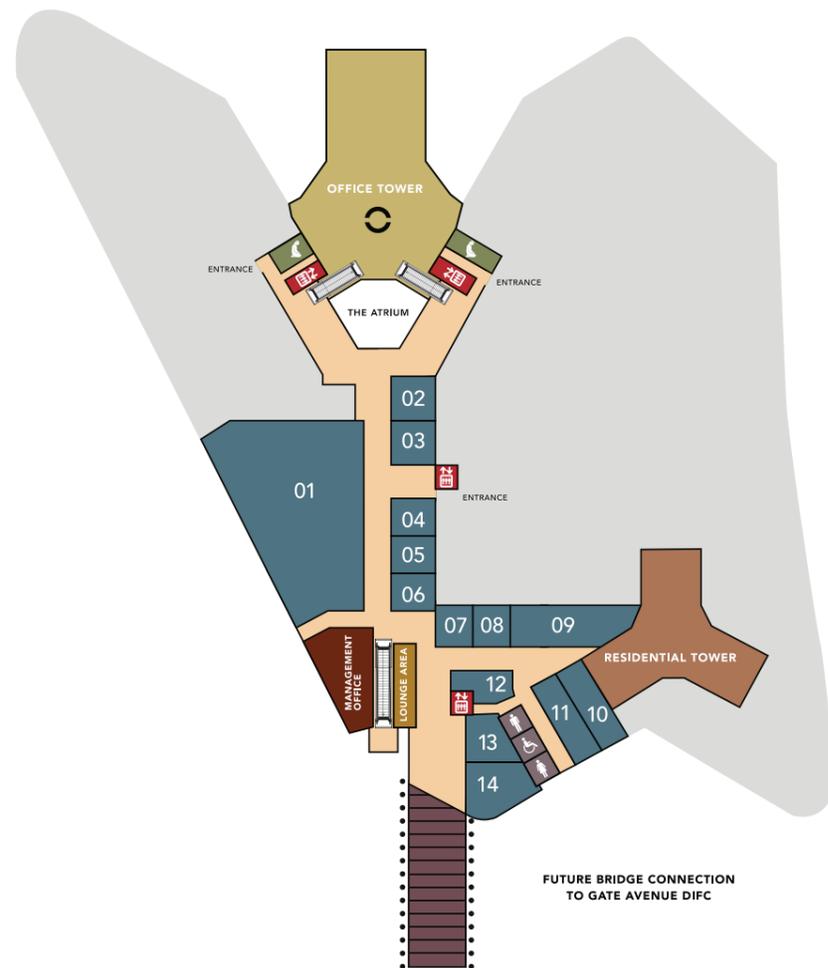
### 1.6.1 Ground Level

Unit	Type	Tenant
1	Gym	Barry's Bootcamp
2	Beauty Salon	Mokhtar Safadi Beauty Lounge
3	Restaurant	Krave
4	Cryotherapy Center	Resync
5	Gallery	Uday Hue Gallery
7	Restaurant	Mama'esh
8	Café	Starbucks
9	Beauty Salon	En Vogue Beauty Center
10	Beauty Salon	En Vogue Beauty Center
11	Restaurant	Mama's Bites
12	Salon	The Gents Salon
13	Restaurant	Field 2 Fork



### 1.6.2 Podium Level 2

Unit	Type	Tenant
1	Supermarket	Spinneys
2	Customer Service Centre	Federal Tax Authority
3	Pharmacy	Al Manara Pharmacy
4	Restaurant	Poke & Co.
5	Restaurant	This Is It
7	Restaurant	Papa Murphy's
12	Printing Company	Printery
13	ATM	ATM
14	Bakery	Al Maro Bakery



### 1.6.3 Podium Level 3

Unit	Type	Tenant
3	Café	Café Frei
2	Restaurant	Gate 32
4	Consulting	Leader Business Hub
5	Fitness	Right Fit
6	Fitness	Right Fit
7	Restaurant	Fogo De Chao
8	Medical & Fitness Center	Anatomy Rehab
9	Child Care	British Orchard Nursery



## 1.7 Management Office

The management office is located on the P2 level retail mall next to Spinneys and facing Papa Murphy's.

### 1.7.1 Operating Hours

The management office is open from 9:00 am - 6:00 pm from Monday to Friday. Friday closed for lunch from 12.30 pm to 2.30 pm, for all building related information. The management office will be closed during public and national holidays, including reduced working hours during the holy month of Ramadan. However, the facility management team will be on site 24 hours a day, 7 days a week.

### 1.7.2 Contact Information

Help desk: The Help desk is managed by Arady Developments LLC and is the initial point of contact for any matters relating to the tenancy or the Common Areas of the development.

#### Help desk number: 800 CPARK (27275)

Contact details of the Property management team are as below:

#### Senior Manager

Holly Smith  
Phone: +971 58 932 9052  
Email: holly.smith@centralparktowers.ae

#### Facilities Engineer

Antony Santhumayor  
Phone: +971 55 9927 253  
Email: antony.santhumayor@centralparktowers.ae

#### Security Supervisor

Duty Supervisor  
24/7 Number: +971 50 874 5318  
Email: securityCPT@uae.g4s.com

For any out of office hours emergency, please contact Security. Security duty cell 24/7 number: +971 50 874 5318. The Common Areas of the building are patrolled by security department who are present on site 24 hours a day, 7 days a week.

## 1.8 Reception

### 1.8.1 Operating Hours

Office reception on the GL and P3 level is open between the hours of 8.00 am to 6.00 pm. Outside of these hours, security presence will be available to deal with both Tenants and visitors to the building. Please note that the reception will open 7 days a week and public holidays.

## 1.8.2 Responsibility

The Concierge Team will:

- Ensure the best 'first impression' of Central Park Towers and its Tenants.
- Ensure Tenants and their Visitors are welcomed in a professional manner, through a well presented and secure reception area
- Ensure the front of house areas look attractive and presentable at all times and everyone receives a warm greeting
- Provide well organised check-in and guest delivery systems
- Ensure security arrangements are efficient and contemporary
- Provide a high standard of telephony and switchboard operations
- Ensure cleaning and overall presentation is of the highest standard

## 1.9 Emergency and Other Contact Numbers

### 1.9.1 Emergency Numbers

- Ambulance / Police: 998 / 999
- Fire: 997
- Electricity: 324 4444
- Water: 324 4444
- Directory Inquiries: 180 / 181

### 1.9.2 UAE Dialling Codes

- Abu Dhabi: 02
- Ajman: 06
- Al Ain: 03
- Dubai / Jebel Ali: 04
- Fujairah: 09
- Ras Al Khaimah: 07
- Sharjah /Um Al Quwain: 06

### 1.9.3 Medical Care

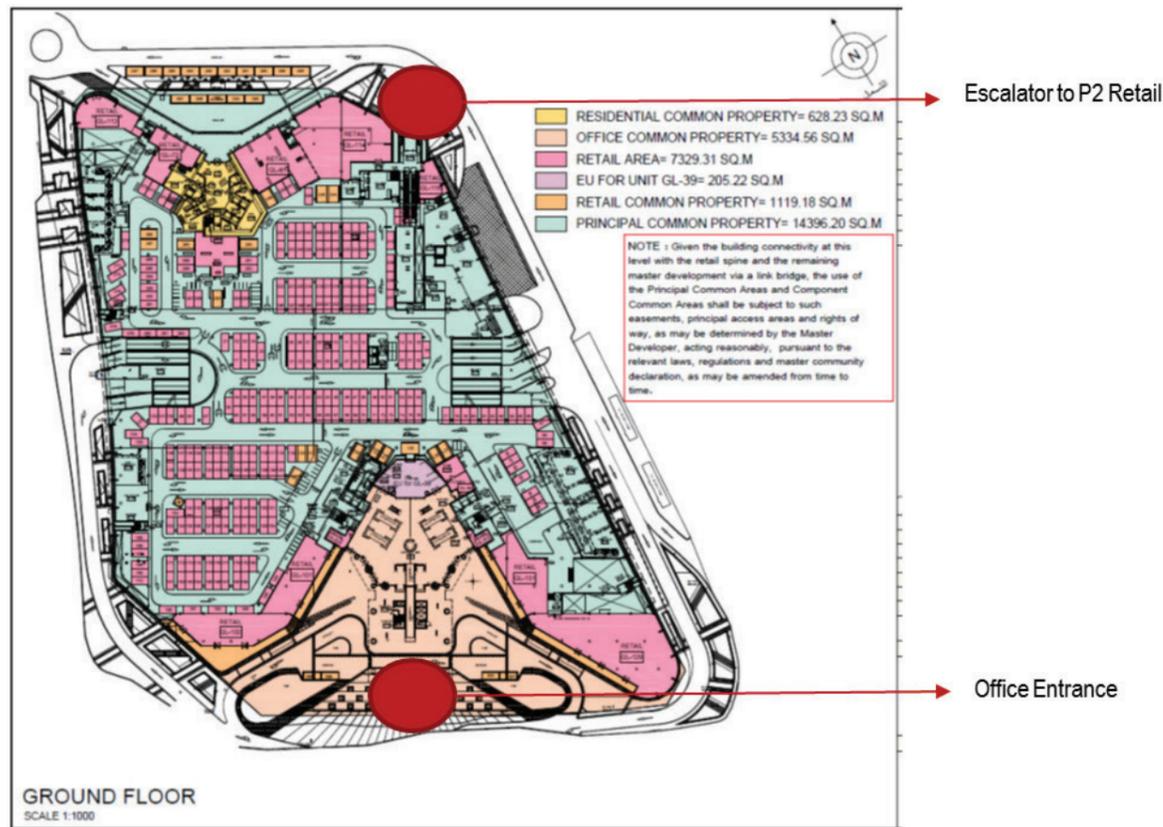
- The Dubai Mall Medical Centre: 04 449 5111
- Dubai Hospital: 04 271 4444
- Dubai London Clinic: 04 344 6663
- Belhoul European Hospital: 04 345 4000
- Iranian Hospital: 04 344 0350
- Al Sahara Medical Center, Dubai: 04 331 5000
- Al Wasl Hospital: 04 343 2000
- American Hospital: 04 336 7777
- Dubai London Clinic: 04 344 6663
- General Medical Centre: 04 393 3389
- Manchester Clinic: 04 344 0300
- Rashid Hospital: 04 337 1111
- Wellcare Hospital (Private): 04 282 7788
- Med Care Hospital (Private): 04 407 9111

## 2. Access and Parking

A comprehensive CCTV surveillance and recording system has been designed for implementation to monitor all entry/exit points and public areas. The CCTV system also covers parking entrances and ramps, retail areas and receptions (GL & P3).

### 2.1 Pedestrian Access

The development has a dedicated pedestrian entrance for the office tower and also another entrance that has escalator access to the retail area on P2 level. These entrances are identified on the GL plan below.



Pedestrians can then access the P3 level of the office tower through internal escalators and lifts. On the P3 level, there are pedestrian gates to control all access to the office floors. To enter the office floors, one must have an access card.

#### 2.1.1 Tenants

Upon move in, each Tenant shall be provided with the authorised number of access cards to their office floor. Supplementary access cards may be provided at an additional cost per card. Please complete the Office Tower Access Card Request Form, see Appendix D, when applying for access cards. All electronic access cards are specific to an individual and will be limited to one per person.

If an access card is lost or damaged, immediately notify the management office who will cancel the card. To regain access, you must present proof of identity (passport, driver's license or national identity card), upon which the management office will reprogram and reissue a new access card at a cost of AFD 200 +VAT per card.

### 2.1.2 Visitors

All office tower visitors and guests must present their ID at the P3 level reception desk.

The concierge staff will log the person in to provide visitor access to the desired floor. At all times, your visitors must act in an appropriate manner.

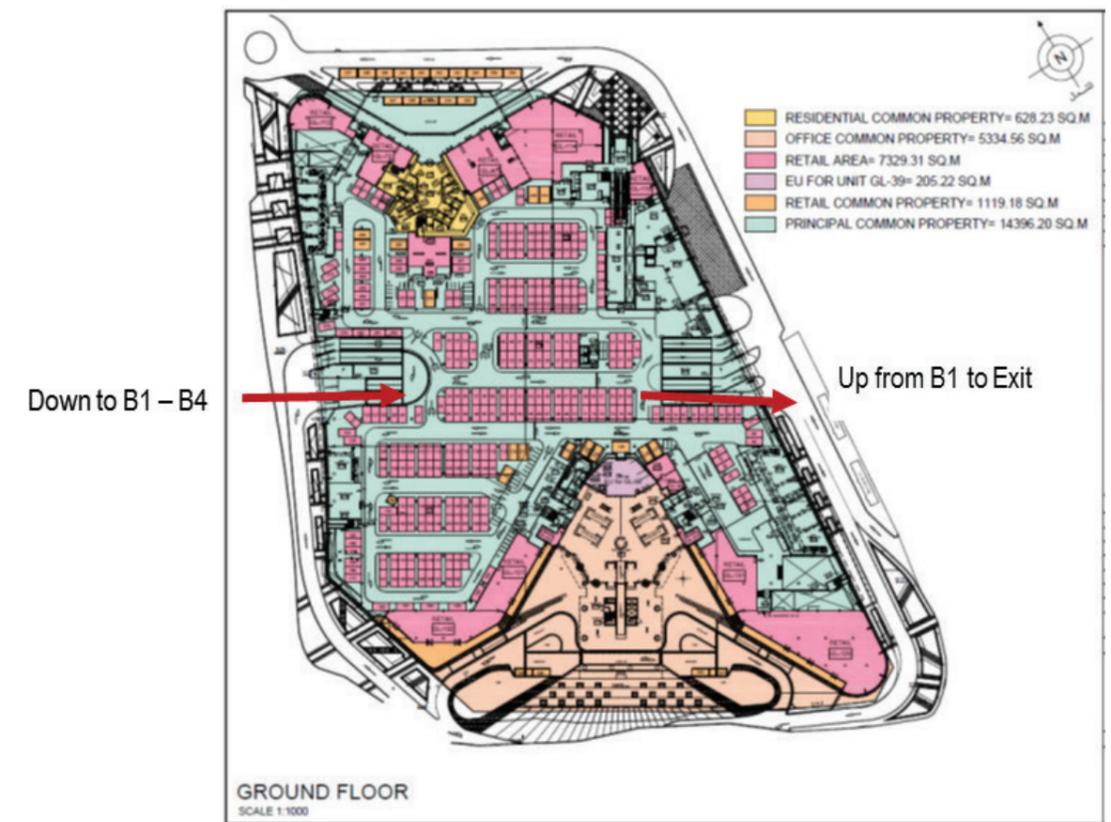
### 2.2 Car Parking Access

Car parking access to the office tower is via the GL gate barrier for visitors or via B1 to B4 gate barriers for Tenants.

Parkonic provides 24/7 management of the parking and car park pay machines.

Car park attendant on duty 24/7 to assist with any difficulties.

Entrances to Car Park (Podium and Basements):



The Landlord and any of its contractors/agents will not be responsible for any loss or damage of any vehicles within the car parking areas.

Additional regulations and restrictions may be imposed by the Landlord from time to time, which the Tenant is required to follow. The Landlord also has the right to change the parking areas allocated.

### 2.2.1 Tenants

Tenants are allowed to park in basement levels B1, B2 and B3 only. The Tenants vehicle number plate is required at the exit to the car park through the gate barriers.

Each Tenant is entitled to a number of parking accesses as per the lease agreement.

Please complete the Car Park Access Request Form, refer to Appendix 16, page 56 when applying for parking access. Access is specific to an individual and there vehicle and will be limited. Please note five vehicles can be registered to one individual but only one vehicle will be permitted to enter at any one time.

Depending on the tenancy contract, a certain amount of car park and office tower access will be given to the Tenant.

### 2.2.2 Visitors

All visitors can enter the GL car park from the west side (Sheikh Zayed Road). The first three hours is free and a charge of AED10 per hour is levied thereafter. One can pay at any machines on the GL prior to exiting. will assist the visitors on any inquiries they might have regarding the parking and car park pay machines.

### 2.2.3 Additional Leased Parking

Additional parking in levels B1, B2 and B3 is available upon request. Any additional car parking will be provided under membership contract and membership fees will apply.

Should tenants wish to apply for additional parking, please contact the management office for the required Central Park Towers Membershin Form. This form and the Car Park Access Request Form must be completed and delivered to the management office along with payment of fees.

### 2.2.4 Car Park Rules

- Tenants are allowed to park on levels B1, B2 and B3 levels only. All Tenants must park on the level to which they are authorized to park on. Tenants who park on levels not assigned to them, may lose their privilege for future parking.
- Car parks must be kept clean and tidy and free from any rubbish or debris and must not be used for storage. Vehicles must not leak oil or fuel.
- Delivery and pick up of goods or merchandise is not allowed from the GL to B4 car parking levels.
- No vehicles shall be left in the car park overnight. Any car that is left for an extended period without being moved will be reported to the police, who will take due action.
- Please beware when entering the building using a proximity card, that you are not followed into the building by unauthorised persons (tailgating). Always ensure the parking barrier is securely closed behind you
- Vehicles must be parked in such a way that the flow of traffic is not obstructed
- When parking, please ensure that you align your car properly within the parking space to enable adjoining users to comfortably park their cars.
- The parking of a vehicle in the building, is subject to the express condition that every vehicle is parked at the Tenant's risk and responsibility.
- Please observe the traffic flow and speed limits in the car park, marked by directional arrows and signage for your convenience and safety.
- Please do not use vehicles horns.
- Motorcycle parking spaces are strictly reserved for legitimate users of motorcycles.
- No animals and children are never to be left unattended in vehicles.
- Please ensure that cars are kept locked when not in use and that all car lights have been switched off.
- Cars may not sit with running engines for any extended period or time.
- Parking spaces may be used for the parking of cars and light vehicles only. No heavy vehicles, boats or trailers may be parked in or around the property. The car park entrance height is a maximum of 2.2 meters high
- For cars wrongly parked in a way which obstructs other Tenants to access their car parking slot, the following actions will be taken:
  - The Tenant of the wrongly parked car will be alerted by security so that the obstruction can be immediately cleared
  - If the Tenant of the wrongly parked car is not contactable or does not respond or comply, the police will be alerted to clear the vehicle
  - Repeated offences may result in fines or car park cancellation as decided by the Landlord or his agents of the building

### 2.3 Disability Access for Tenants

Tenants are requested to inform the management office when new members of staff are employed who are disabled and have special requirements to access the building. This will allow time for any changes to be implemented if necessary.

## 3. Delivery Procedures

### 3.1 Loading Bay / Goods Deliveries

- There is one large double loading dock for Central Park Towers on the GL east side, see Appendix A. All Tenants who have furniture, equipment and materials requiring to be moved in or out, must complete the Move in Move Out Form, see Appendix 16, page 53 and return it to the management office providing 48 hours notice.
- Security will advise the sizes of the loading docks and service lifts to accommodate your delivery timings and requirements.
- Large deliveries must be prearranged to ensure dock and service elevator availability.
- Access to the loading bay will be available between 24 hours manned controlled by the building management security team.
- Building management is not held responsible for any loss or damage to goods delivered, during delivery and attempted delivery to the building.
- At no time must the goods lift be overloaded or abused. This includes propping open the lift doors. Any damage caused whilst using the lift must be reported to security immediately.
- Users will not be permitted to store goods and materials in the loading bay area or anywhere else not designated for this purpose.
- Users of the loading bay may not enter any part of the building over which they have no authority. Security will be in place to ensure that this does not occur.
- In the case of building evacuation or emergency, any vehicle in the loading bay may be required to stop delivery. After the emergency situation has passed, security will allow access for the completion of the delivery. In rare circumstances, rescheduling on the delivery may be necessary. It is the responsibility of security to ensure that this area is cleared in the event of an emergency situation.
- Users transferring goods between the loading bay and the building will be required to use rubber wheeled trolleys to minimise noise and damage to finished surfaces. All Tenants will be notified of this requirement.
- No unattended vehicles or items are to be left at the loading docks at any time.
- Tenants must advise suppliers of the importance of adhering to the specified delivery times, as it will not be possible to allow vehicles to queue/wait. The building management team will be informed of any contractor who regularly misses their scheduled delivery time. Any delivery/collection overrunning its allocated time which could cause delays to other deliveries may be requested to complete their delivery at a later time/date
- A deliveries will take place via the loading bay. Deliveries will not be accepted through reception, unless it is a courier going directly to the client's office

### 3.2 Courier Collections/Deliveries

Courier delivery personnel will be permitted to access the office floors, (via the P3 Level) to deliver items to individual offices within the tower. The couriers will be permitted to deliver parcels and documents to the respective office floors via the service elevator located at the P3 Level.

Tenants will be required to collect their food delivery orders in a designated area on the ground floor of the Office Tower, next to the Ground Floor Reception. We kindly request for you to coordinate with your deliver partner, to ensure your availability

### 3.3 Out of Hours Deliveries

No parcels will be accepted out of hours

## 4. General Maintenance

### 4.1 Maintenance and Inspections

Deyaar Facilities Management provides a 24-hour electrical, plumbing and HVAC service to the Common Areas in Central Park Towers. For Common Area maintenance, please contact the management office on 800 CPARK (27275).

Any Common Area complaint will be logged and then directed to the maintenance department. They will do their best to have the complaint attended to promptly.

Any maintenance requirements within the demised space of each tenancy are the Tenant's responsibility and can be carried out by any licensed contractor. All contractors working inside tenancies must have a Dubai Trade License and all other applicable licences and insurance. They are required to submit the relevant work permits and associated documentation to GL loading dock office for review and approval from the management office 48 hours prior to work commencement. On the work commencement date, contractors are required to first report to the GL loading dock office on arrival to obtain a contractor's access pass. Attendance to call-outs within a Tenant's demised space is organized and payable by the Tenant.

Building management will inspect the tenant's premises periodically on behalf of the landlord. They will request a formal inspection with 48 hours' notice and shall share the inspection findings with the Tenant. If there is an emergency, the Landlord has the right to request immediate entry.

### 4.2 Cleaning and Housekeeping

Routine cleaning of the Common Areas of the tower is carried out by Deyaar Facilities Management. Cleaning standards will be monitored regularly by the management office.

For any Common Area cleaning inquiries, please contact the management office on 800 CPARK (27275). We will do our best to have the inquiry attended to promptly.

The exterior façade will be cleaned by Deyaar Facilities Management on a quarterly basis.

### 4.3 Refuse Waste Disposal Procedure

All Tenants' office rubbish is to be taken down to the B4 level office tower refuse room in sealed bags or bins and emptied into the 2.5-meter skip bins provided, via the service lift. It is strictly prohibited for any type of refuse to be transported in the passenger lifts at any time.

- No inflammable or dangerous items are to be stored in the refuse room.
- Any large material, furniture or equipment removal must be pre-arranged with the security loading dock officer, prior to removal.
- Tenants must not accumulate or deposit rubbish in their tenancy. Tenants shall ensure that all rubbish and refuse is removed to such locations as determined and notified to the Landlord or another relevant contractor
- Tenants must ensure that waste is placed in the appropriate containers (for garbage, recyclable material or waste). In the case of garbage, it must be securely wrapped. In the case of tins or other containers, they should be completely drained. Lastly, in the case of recyclable material or waste, they must be separated and prepared in accordance with the applicable recycling guidelines.
- Tenants must promptly clean anything which the Tenant may have spilled in the Common Area or alert the Management office to arrange cleaning of the area.

## 4.4 Disposal of Used Oil and Biodegradable Items(Food Waste)

Waste fat or oil must be disposed in waste drums or containers, via a recognised disposal agency. Under no circumstances should these materials be disposed via drains or onto the landscaped areas. Tenants may be liable for charges in the event of drain blockages being caused by such disposal methods.

Tenants are responsible for the safe disposal of all types of electrical lamps and batteries (fluorescent tubes, sodium lamps, mercury lamps etc.). Arrangements should be made through approved waste contractors and necessary disposal procedures implemented.

Refuse disposal is the responsibility of the individual Tenants. In the interest of general hygiene, it is recommended that all refuse should be securely bagged when deposited within refuse bins in the designated refuse area. Food waste should be double bagged and securely closed, this is to prevent attracting insects and pest and cause unlikely odour.

## 4.5 Recycling Rubbish Procedure

All office tower recyclables, such as glass, plastic, aluminium and paper are to be placed in the appropriate B4 level refuse room receptacles. Please do not put any non-recyclable items in these receptacles.

Communal common areas of the building (GL to P3 level) have been provided with segregated recycling bins.

# 5. Utilities

## 5.1 BTU Meter

The building has provision for one (1) BTU meter per each leased unit, in order to monitor chilled water consumption. The chilled water is billed on a monthly basis directly to the Tenant by Logic Utilities District Cooling LLC, at an agreed rate and based on the consumption of their leased area. The Tenant is responsible for the BTU connection, meter supply and installation costs from Logic Utilities. Tenants with multiple offices on one floor will be charged for the total number of meters required to record the consumption within the leasable space.

## 5.2 Electricity Meters

### 5.2.1 Retail

Each leased unit has provision for one (1) BMS meter. Tenants who are occupying a space with more than 1 unit will need to pay against the power consumption in each space separately. The cost of supply and fitting the calibrated meter will be borne by the Tenant and all usage paid monthly in arrears to Central Park Towers. Temporary fit-out electricity can be provided by Central Park Towers, the consumption costs will be borne by the Tenant.

### 5.2.2 Office

Each leased unit has provision for one (1) DEWA meter and one (1) SMDB. Tenants who are occupying a space with more than 1 SMDB will need to apply to DEWA to merge the DEWA numbers. All Tenants will need to apply to DEWA to install their DEWA meter as part of the fit-out process. Individual bills will then be issued directly from DEWA.

## 5.3 Water Meters

### 5.3.1 Retail

Some leased units are provided with a provision of water supply and a BMS meter as part of the base building system. Tenants that have proposed wet areas/pantries, would need to get approval from DEWA. The cost of such approvals and permits shall be borne by the Tenant. All Tenants shall be billed directly by the Landlord.

### 5.3.2 Office

Leased units that already have a pantry or toilet are provided with water meters as part of the base building system. Tenants that have proposed wet areas/pantries, would need to get approval from DEWA for provision of a water meter. The cost of such approvals and permits shall be borne by the Tenant. All Tenants shall be billed directly by DEWA.

## 5.4 Gas meters

### 5.4.1 For Retail

Leased units that already have a pantry or toilet are provided with water meters as part of the base building system. Tenants that have proposed wet areas/pantries, would need to get approval fro

## 6. Elevators

### 6.1 Elevator Safety

The elevators at Central Park Towers have been chosen to the highest specifications for the safety of all Tenants. Should you become aware of an elevator service problem of any type, please notify the reception concierge, who will advise the management office immediately.

In an unlikely event where you become trapped in an elevator, the elevator cabin has been provided with an alarm bell. A two-way intercom, linking the elevator with the security control room, is located on the bottom left of the control panel. This will automatically connect you to an emergency operator who will assist you immediately.

At no time are you in danger while the elevator is temporarily out of service. All our elevators have mechanical safety devices that will operate in all situations, including during a power failure.

Do not attempt to open the doors or climb out of the elevator. If you do so, this might will impair the mechanical safety device.

- Ensure that you maintain the right weight restrictions displayed in the elevator cabin. If the elevator is overloaded, you will be notified by a sound, a display on the LED and the lift doors will remain open until the load is decreased.
- Keep children away from using elevators as games or pleasure.
- No furniture, goods, waste, building materials or equipment are to be transported in the public passenger elevators.
- Do not use the elevators in the case of a fire emergency. Use the common fire exit staircase.
- In the case of an emergency or power failure, the elevators will be grounded automatically by a safety landing system.
- During power failures, selected lifts will be operated using generator power.
- Do not smoke inside the elevators at any time.
- Please note that we have CCTV cameras in every lift, and that for your safety and security, they are monitored on a 24/7 basis.

### 6.2 Podium 3 Office Tower Elevators

To operate an office tower elevator, enter the desired floor required on the lift lobby panel and your elevator number will be displayed on the panel. Confirm your elevator identification and proceed to the assigned lift. The destination floor is registered automatically when you board the assigned lift. When calling the lift to return, always select the 0 floor level to return to P3 level.

There are 18 office tower passenger lifts from P3 level in 3 banks of 6 elevators each.

- OP 1 > 6 - Floor levels 25 to 43 are serviced by one bank of 6 elevators
- OP 7 > 12 - Floor levels 13 to 24 are serviced by one bank of 6 elevators
- OP 13 > 18 - Floor levels 1 to 12 are serviced by one bank of 6 elevators

### 6.3 Office Tower Service Goods Elevators

There are 2 service goods elevators for the office tower:

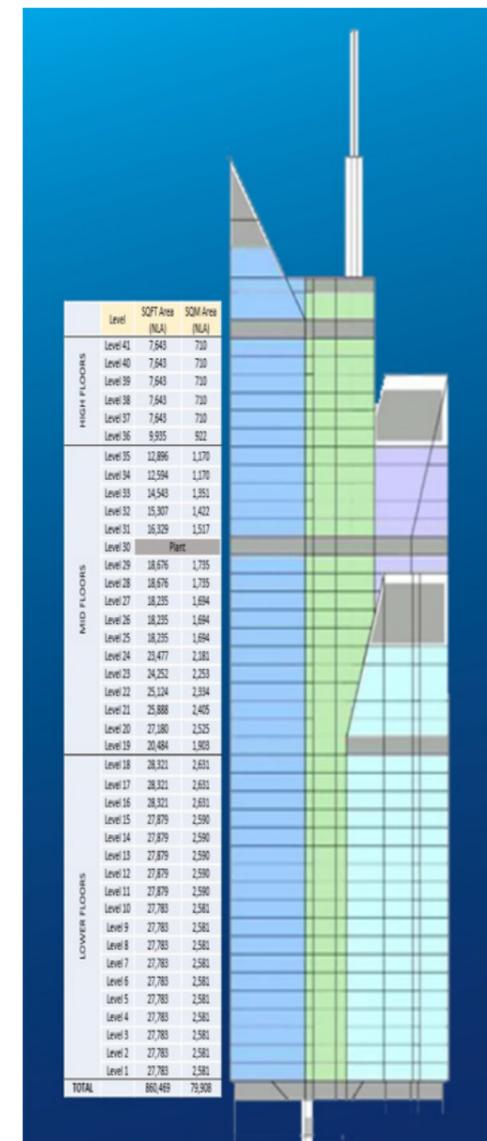
- OG 1 services all levels from B4 level to level 43
- OG 2 services from B4 level to level 18

### 6.4 Retail and concourse elevators

- PP1 & PP2 service B4 up to ground and P3 level.
- PP 3 & PP 4 are the central car park lifts that service from B4 level up to the P2 level retail.
- PP 5 & PP 6 are the residential tower lifts that service from B4 level up to the P3 level.

### 6.5 Loading dock elevators

- PG 4 & PG 5 are the service goods elevators from the loading dock and refuse room servicing all car park levels to P2 retail mall



## 7. Insurance

Tenants are required to submit proof of insurance for their premises in Central Park Towers. Specific coverages and limits of liabilities are detailed in the Lease Agreement. Prior to taking occupancy of the premises, you are required to provide a certificate of insurance that confirms coverage. The insurance policy must contain a provision that the Landlord is provided with 30 days' notice in the event the policy is cancelled or has not been renewed.

The following are the minimums during the normal occupation of the premises:

- All risks of loss or damage – to cover the premises and all of the Tenant's assets (including Tenant's Improvements to the premises and stocks) contained therein with insured values representing no less than the new replacement cost (or cost price in respect of stocks) at the time of the loss and for loss of rent payable including turnover rent from the date of loss of use of the premises until re-establishment of the Tenant's occupancy; there is no minimum to be inserted here as Central Park Towers should require their Tenants to insure these for the full new replacement cost (or cost price in respect of stocks).
- Third party liability insurance - including liability for the provision of food and beverages (where applicable) for an amount of not less than the amount set out in the particulars for any one occurrence and unlimited in the annual aggregate. We would suggest no less than AED 5,000,000 any one occurrence and unlimited in the annual aggregate however we would refer you to the Lease Agreement.
- Workmen's compensation/employer's liability - to cover all employees of the Tenant or their contractors or sub-contractors with: We would suggest for employer's liability for a limit of not less than AED 1,000,000 for any one occurrence and unlimited in the annual aggregate.

## 8. Emergency Procedures

### 8.1 Evacuation Training and Drills

As per Dubai Civil Defence regulations there will be an evacuation drill of the building every 12 months. Central Park Towers management have engaged in a licensed fire evacuation company who will carry out fire evacuation training and fire warden training periodically in conjunction with the evacuation drills. Every tenancy is required to provide at least one fire warden for every ten staff members.

### 8.2 Fire Procedures

Security has been briefed and trained on the fire and evacuation procedures for Central Park Towers. It is the security's responsibility to:

- Check the fire panel and locate the fire.
- Deactivate the alarm in case of false alarm (If the fire is uncontrollable the fire alarm will be activated again to ring continuously, indicating that the building needs to be evacuated).
- Judge the situation and use extinguishers if safe to do so and if necessary call the fire brigade/Civil Defence.

If you discover a fire:

- Activate the nearest fire alarm system pull station. The alarm will ring on the GL security fire control room and the Civil Defence control room.
- Call the Security Supervisor, 050 899 9378, on the nearest telephone and inform the Security Guard on the exact location and type of the fire (i.e. floor number, area and size of fire, amount of smoke etc.).
- Alert people in your surrounding area.
- Leave the building via the fire exit stairs only.
- Go outside to the assembly point.

### 6.4 Retail and concourse elevators

- PP1 & PP2 service B4 up to ground and P3 level.
- PP 3 & PP 4 are the central car park lifts that service from B4 level up to the P2 level retail.
- PP 5 & PP 6 are the residential tower lifts that service from B4 level up to the P3 level.

#### DO NOT

- Do not try to use the elevators as a means of leaving the building.
- Do not try to fight the fire, unless safe to do so, or leave this to the building Security Staff, plus the Civil Defence (Dubai Fire Fighting Brigade).
- Do not attempt to remove any of your items, belongings, etc. from the office.
- Do not try to use the telephone for anything other than an emergency call. It is important that the telephone lines are left open in an emergency situation.
- Evacuate the building immediately via the fire exits stairs only
- Stay put in the event of a false alarm (you will be notified if the alarm switches off) The Fire Fighting System of the building provides automatic hose reels at strategic locations around the building and at all floor levels. Fire hoses are only to be used in an emergency. Portable fire extinguishers of appropriate size and type are located throughout the building, and are only to be used in fire emergencies by competent persons.

## 8.3 Medical Emergencies

Ensure that there is someone from your office to meet medical personnel at the service elevator in order to accompany them in a timely manner to the person in need of assistance.

Be sure to give your name, the building name, address, your floor, location and your telephone number. Inform the Central Park Towers management office that you have called the "997" ambulance and that an emergency team will be arriving. Give them your name, phone number and location so they can recall an elevator and guide the response team to the location.

## 8.4 Bomb Threats

If you receive a bomb threat, it is essential to remember and document certain information. Immediately report the bomb threat to the Central Park Towers management office and security. The management office personnel will conduct a search in the public areas of the building. If you see any unusual or suspicious packages after a threat has been received, do not touch or disturb the package or object. Directly report its location to the management office. The police bomb squad may not come to the building unless there is a sufficient reason to believe that a bomb or suspicious item exists.

### 8.4.1 Bomb Threat Via Phone

If in the unlikely event you receive a bomb threat over the phone, please remain calm. While speaking to the caller, be calm, courteous, listen, and do not interrupt. Keep the caller on the line as long as possible and document the following information:

- Date and time the call was received
- Time the call was terminated
- Exact words of the caller

#### Ask the following questions and document the answers:

- When is the bomb going to explode?
- Where is the bomb right now?
- What kind of bomb is it?
- What does it look like?
- Where are you calling from?
- What is your name?

#### Take note of the following:

- Description of the caller's voice (male, female, young, middle-aged, elderly)
- Did caller appear familiar with the building (based on his/her description of the bomb location)
- Origin of call (local, long-distance, internal, etc.)
- Voice characteristics (loud, high pitched, raspy, intoxicated, soft, deep, pleasant)
- Speech (fast, distinct, stutter, slurred, slow, distorted, nasal)
- Language (good, fair, slang)
- Accent (local, regional, foreign, race)
- Manner (calm, rational, coherent, deliberate, righteous, serious, angry, irrational, incoherent, emotional, laughing)
- Background noises (office machines, factory machines, animals, quiet, party, traffic, airplane, voices, music)

# 9. Miscellaneous

## 9.1 Smoking

Central Park Towers have a no smoking policy throughout the entire building. Please ensure that all staff are made aware of this and that parking areas, stairwells, offices, balconies and toilets are not used as smoking areas.

Smoking is only permitted in designated smoking areas located on the:

- Podium 3, Outdoor Plaza area
- Ground floor

In designated smoking areas, all smoking materials must be disposed of in a responsible and safe manner using the bins provided. Charging of e-cigarettes or any other 'smoking equipment' is not permitted within any enclosed area, due to the risk of fire and explosion. By law, smoking is not permitted within 25 feet from the building façade.

## 9.2 Pets

No pets or animals of any kind are allowed on the premises (office tower and retail areas).

## 9.3 Public Washrooms

Male and female public washrooms are located on the:

- GL office tower
- P2 level retail area
- P2 level office tower prayer rooms
- Every level of the office tower

## 9.4 Pest control

Tenants are responsible, at their own expense, for all pest control requirements within the boundaries of their own tenancy. They must ensure that a pest control routine is taking place.

The Landlord is responsible for pest control of all Common Areas within the tower. Please report any pest issues to the Central Park Towers management office.

## 9.5 Abuse of Staff

All Tenants are requested to treat all staff members including workers, management, security and concierge staff in a polite and friendly manner. Verbal and/or physical abuse will not be tolerated and will be treated as a serious violation. In some situations, the police will be reported.

Complaints regarding the mistreatment of employees and/or vendors should be presented in writing to the management office.

## 9.6 Solicitation

For the privacy of Tenants, solicitation is not permitted in Central Park Towers. Security does their very best to prevent solicitation from unwanted visitors from entering the complex. However, due to the large number of people entering and exiting the complex, unwanted visitors may manage to elude security. If an unwanted visitor enters your premises:

- Ask him or her to have a seat while you contact the appropriate member of your staff.
- Call the building security supervisor.
- A security officer will be immediately dispatched to your office to address the situation.

If the unwanted visitor leaves your office prior to the arrival of the security guard, please provide a full description of the individual, as this information will assist security during their investigation.

## 9.7 Canvassing, Soliciting and Peddling

The Tenant shall not perform, patronize or permit anyone under its control to perform any canvassing, soliciting or peddling in the development. The Tenant shall not install any vending machines, dispensing refreshments and merchandising on the premises. This is accepted only in the case where a prior written consent of the Landlord is presented.

## 9.8 Tenant Keys

All tenancy keys and / or access control systems will remain the property of the Tenant. The Landlord does not hold or have any responsibility of any keys or master keys to the Tenants space.

## 9.9 Tenant Renewal of Leases

The Landlord and Tenant shall abide by the terms of the Lease Agreement with respect to the expiry of the Lease and provision for any further Lease Agreements. A Renewal Fee of AED 1,000 + VAT will be payable by the Tenant upon execution of any further Lease Agreements.

## 9.10 Noise

No nuisance, obnoxious or offensive activities shall be carried out on any part of the tower, including a Tenant's premises. This may become an annoyance or nuisance to the other Tenants.

## 9.11 Damage to Common Area

Tenants and their visitors must not mark, paint, drive nails or screws any structure that changes part of the Common Area without the prior written approval of the Landlord or his agents in writing. Complaints regarding the mistreatment of employees and/or vendors should be presented in writing to the management office.

## 9.12 Alterations and Re-modelling

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord, prior to commencement of construction. For further information regarding alterations and renovations, please refer to the Lease Agreement and Fit-Out Manual and contact the Property Manager or the fit-out delivery manager, Drees & Sommer.

## 9.13 Prevention of Injury to Premises

The Tenant shall not:

- Misuse or damage the premises, improvements and facilities, or unreasonably mark any walls or other parts of the premises
- Install or use any radio, television or other similar device in the premises which may in any manner constitute a disturbance or an annoyance to any other Tenant in the development
- Install any transmitting radio communications equipment without the Landlord's prior written consent; or operate an electrical device from which may emanate electrical waves that may interfere with or impair radio or television broadcasting or reception from or in the development
- Erect or cause to be erected any satellite dishes or aerial anywhere in the development

## 9.14 Behaviour of Tenant and Their Visitors

Tenants will take all steps to ensure that all their staff and visitors do not, without lawful excuse:

- Create any noise likely to interfere with the peaceful enjoyment of other Tenants in Central Park Towers. Private functions are allowed provided noise levels are kept to a reasonable level and do not disturb other Tenants.

- Carry out any annoying, obnoxious or offensive activities on the Common Area.
- Wear inappropriate clothing when on the premises.
- Use language or behave in a manner likely to cause offence or embarrassment to other Tenants.
- Behave in a way that is offensive or dangerous.
- Drive, rollerblade, cycle or skateboard, play any ball games or activities on the premises, except in any area set out for such activities.
- Hold any party or public function on the Common Area, unless authorised by the Landlord and in accordance with any directions.
- Drive at excessive speeds or in a discourteous or dangerous manner on the Common Area. Signs stating speed limit for certain areas must be strictly complied with.
- Leave children under the age of 12 unsupervised on the Common Area.
- Clean any car or other item in a manner that may cause dust, fumes or water to flow from one area of Central Park Towers to another

## 9.15 Lost and found Property

Property found within the Common Areas should be given to a security officer, who will record the item in the lost and found log book. The Property will be returned to the claimant on proper identification where a receipt will be obtained from the claimant. If there is no claimant, the property will be taken by the security shift in charge and locked in the lost and found office. A proper record of all items will be maintained. If any important items such as, but not limited to, passport, credit card and money is found, the Property Manager shall attempt to contact the respective Tenant. If the Tenant cannot be contacted, it will be handed over to the police. If you lose any property, please contact security to ascertain if it has been handed in. If the property has not been handed in, the security will log the details of the lost item and your contact details. Should your item be found, you will be contacted to have the item returned to you upon producing some identification.

## 9.16 Power Failures

In the event of a power failure, remain calm. The building's emergency backup generator will start automatically within a few seconds and provide some Common Area lighting and all fire stair lighting. One elevator will continue to operate under generator power and the remaining elevators will be recalled to the P3 level reception.

All building emergency systems are kept fully operational during power failures on essential power from the generator.

Please contact the management office for any assistance or further information during any extended power failure.

## 9.17 Swimming Pools and Gymnasium

The Residential swimming pools and gymnasium are for the exclusive use of the residential Tenants only. Commercial Tenants are prohibited from the use of these facilities. The Lap Pool (P2 Level) is available for use by all Tenants on a pre bookable basis. Kindly contact centralpark@three60cm.com to arrange a booking.

## 9.18 Storage Facilities

There are a large number of storage rooms available within the building. Should you have any requirement for additional storage facilities, please do not hesitate to contact the management office to enquire about options, availability and licence terms.

Tenants who decide to licence storage areas must keep these rooms secure at all times. The contents must be kept safe and no dangerous or inflammable chemicals shall be stored in these areas, unless with the consent of the Landlord and in accordance with all applicable laws.

No food shall be stored in these areas, unless they are securely stored in the tins to prevent smells of infestation by vermin or insects.

Tenants using storage areas take full responsibility for any loss or breakages of any items therein.

## 9.19 Prohibited Provisions/Items

No prohibited items or alcohol are tolerated on the property at any time. Please contact the management office for any clarification.

## 10. Terms Used in this Document

Terms	Descriptions
P2 and P3	Podium level 2 and 3
GL	Ground level
Common Area	All public areas such as, corridors, malls, car parks, concourse, lifts, escalators, public toilets, public prayer rooms, roads and water features etc.
Consumption	The cost of utilities usage, including electricity, water and chilled water
DIFC	Dubai International Financial Centre, the free zone that governs all of DIFC
Tenant	The company/person leasing and occupying the premises
Landlord	ARADY Developments LLC as the owner leasing the premises to the Tenant
Master Community	All the Common Areas around Central Park Towers that are governed by the DIFCA
Master Developer	ARADY Developments LLC who developed the property and still owns the leasehold and Common Areas of the property
Owners Association (OA)	Deyaar Owners Association Management who manage the principle common areas and residential component of Central Park Towers
Property Manager (PM)	Property Manager who is responsible for managing the office tower and retail components of Central Park Towers
Facilities Manager (FM)	Facilities Manager who is responsible for managing all soft and hard FM services in Central Park Towers

# 11. DIFC Community Rules

In order to protect the interests of every Owner / Occupant / Lessee and to ensure the maintenance and promotion of harmony in the physical and social environment of the DIFC Master Community, every Lessee / Occupier shall comply with the following Rules.

## 11.1 General Conduct Rules

No prohibited items or alcohol are tolerated on the property at any time. Please contact the management office for any clarification.

### 11.1.1

An Owner / Occupant shall maintain its property in a neat and tidy condition and in a state of good repair. If an Owner / Lessee fails to repair or maintain its property in a state of good repair, and such failure persists for a period of one month after written notice, the Master Developer / Lessor is entitled in these Rules to remedy the Owner's failure and to recover the reasonable cost of doing so from the Owner / Lessee.

### 11.1.2

An Owner / Lessee shall not place or do anything on any part of its property, including the balconies and patios which, in the discretion of the Master Developer, is aesthetically displeasing or undesirable when viewed from the outside.

### 11.1.3

Nothing shall be done in any property / tenancy or the Common Use Facilities or Pedestrian Access Areas which is unduly noisome, unsightly, injurious, objectionable, illegal or detrimental, a public or private nuisance or a source of damage or disturbance to any Owner or Lessee on the property or in the Master Community.

### 11.1.4

An Owner or Lessee will use its property for its prescribed use only and the Owners and Lessees shall ensure that their respective activities, in particular business activities, shall at all times be conducted and carried out with reasonable or diligent care and with due consideration for other Owners and Lessees on the property or in the Master Community.

### 11.1.5

An Owner or Lessee shall not contravene any law, by-law, Decree or statutory regulations, or the conditions of any license, relating to or affecting the occupation or use of the Common Use Facilities, driveways, car parks, concourse or Pedestrian Access Areas or its property.

### 11.1.6

An Owner or Lessee shall adhere strictly to the terms of easements and restrictions benefiting or burdening the property.

### 11.1.7

An Owner or Lessee shall comply with all security procedures and directives implemented and issued from time to time by the Master Developer and the Lessor or its property management agents.

### 11.1.8

An Owner or Lessee shall observe and shall ensure that their visitors and guests observe:

- Any road signs on the Common Use Facilities and shall not drive their vehicles in any manner which creates a nuisance or is considered by the Master Developer / Lessor to not to be in the interest of safety.
- That vehicles may be parked only on such areas of the Common Use Facilities as are specifically indicated or approved by the Master Developer / Lessor for that purpose and in such a way that the flow of traffic and access to and egress from parking bays is not obstructed. One vehicle may not occupy two (2) Parking bays;

- That no trucks, trailers, boats or other heavy vehicles may be parked on the Common Use Facilities or Pedestrian Access Areas, without the prior written consent of the Master Developer / Lessor.
- That the Master Developer / Lessor may cause to be removed or towed away, at the risk and expense of the owner of the vehicle, any vehicle parked, standing or abandoned in the Common Use Facilities or Pedestrian Access Areas in contravention of these Rules.
- That the parking of vehicles upon the Common Use Facilities or Pedestrian Access Areas is subject to the express condition that every vehicle is parked at the owner's risk and responsibility and that no liability shall attach to the Master Community or the Master Developer / Lessor or any of their employees, for any loss or damage of whatever nature which the Owner, or any person claiming through or under him, may suffer in consequence of its vehicle having been parked on the Common Use Facilities or the Pedestrian Access Areas.

### 11.1.9

Owners and Lessees must supervise their children and those of their visitors to ensure that they comply with the Rules.

### 11.1.10

Waste effluent, weed killers, car cleaning run-off, fuel or any flammable petroleum products, chemicals and detergents or any other harmful substances, must not be discharged into the water features, any property, Common Use Facility or on to the roads as these will drain into and pollute the water features.

### 11.1.11

No advertisements or publicity material may be displayed on the Common Use Facilities or any property without the prior written permission of the Master Developer / Lessor and then only upon the terms and conditions contained in such consent.

### 11.1.12

The Master Developer / Lessor shall not be liable for any injury or loss or damage of any description which any Owner or Lessee may sustain, physically or to its or their property, directly or indirectly, in or about the Common Use Facilities, the Pedestrian Access Areas or in the property by reason of any defect in the Common Use Facilities or the Pedestrian Access Areas its amenities or in the property or for any act done or for any neglect on the part of the Master Community or the Master Developer / Lessor or any of their employees, servants, agents or contractors.

### 11.1.13

Owners, Bodies Corporate and Strata Schemes and their managers shall be required to adhere to international standards of facilities management and maintenance of their properties and the Master Developer / Lessor shall undertake inspections and issue rules and regulations from time to time and impose fines and penalties for non-compliance.

### 11.1.14

Obstruction, advertising and usage of the Common Use Facilities or the Pedestrian Access Areas.

#### 11.1.14.1

No Owner or Lessee or any of its invitees, employees or agents shall in any way obstruct or permit the obstruction of any part of the Common Use Facilities or the Pedestrian Access Areas. In the event of any breach of this provision the Master Developer / Lessor may remove the obstruction without being held liable for any damage or loss occasioned by such removal.

#### 11.1.14.2

No Owner or Lessee shall erect, place or use outside the property or on the roof of any property of Common Use Facility or the Pedestrian Access Areas any radio, television or television aerial, antenna or satellite dish or any loudspeakers, screens or similar devices, or equipment nor use or permit to be used any radio, television or other like media or equipment likely to be heard from outside the property, or broadcast any audio or video transmission without the prior written consent of the Master Developer / Lessor.

**11.1.14.3**

No Owner or Lessee shall permit its employees, contractors, suppliers, visitors and others over whom it may have control to solicit business anywhere within the Common Use Facilities or the Pedestrian Access Areas or to be distribute pamphlets or either advertising matter on motor vehicles parked within them, without the prior permission of the Master Developer / Lessor.

**11.1.14.4**

No Owner or Lessee shall in any way cover or obstruct any lights, sky-lights, windows or other means of illumination of the Common Use Facilities or the Pedestrian Access Areas.

**11.1.15 Littering and removal of rubbish****11.1.15.1**

No Owner or Lessee shall throw or permit to be thrown or to be dropped or to fall any articles or substance whatsoever from or out of the property, and shall not litter any part of the Common Use Facilities or the Pedestrian Access Areas, and further shall not place upon any still ledge or other like part of the property or the Common Use Facility or the Pedestrian Access Areas any article or substance.

**11.1.15.2**

No Owner or Lessee shall allow any accumulation of rubbish on the property or particularly the Common Areas and shall ensure at all times that garbage and refuse from the property is removed to such locations as specified by the Master Developer / Lessor and to use only that type of refuse container as required by the Master Developer / Lessor from time to time. Every Owner or Lessee shall ensure that all retail and domestic garbage is sealed in polythene garbage bags or wheelie bins before consignment, in the event of default by an Owner or Lessee the Master Developer / Lessor may remove such garbage at the Owner's or Lessee's cost.

**11.1.15.3**

Waste that will be generated from the fit out or construction work carried out by a specialist contractor must be removed by this said contractor and at their cost at the end of each working shift.

**11.1.16 Security of Property****11.1.16.1**

An Owner or Lessee is responsible for the security of its property and shall use its best endeavours to protect and keep safe the property and any property contained therein from theft or robbery and shall keep all doors, windows and other openings closed and securely fastened when the retail property is not in use or left unoccupied.

## 11.1.16.2

All Owners must observe the security directives issued by the Master Developer / Lessor from time to time.

**11.1.17 Lost Property**

Property found within the Common Use Facilities or the Pedestrian Access Areas should be given to a security officer appointed by the Master Developer / Lessor or directly to the customer service counter established by the Master Developer / Lessor within the Master Community. The Property will be returned to the claimant on proper identification and receipt is obtained from the claimant. If there is no claimant the property will be taken on charge by the security shift in charge. A proper record of all items will be maintained. If any document such as passport, credit card, money etc, is found, it shall be handed over to the police.

**11.1.18 Internal Maintenance and Repair of property**

Every Owner or Lessee is responsible for all the internal maintenance, repair and cleaning of their leased property. At all times Owners and Lessees must keep their property is in a state of good repair and condition, including cleanliness.

All tenancy contractor works or repairs must be first notified to the Lessor or his agents prior to work commencing.

Tenant's contractors must first register and be inducted with building security and receive a Permit to Work, prior to attending any work inside the tenancy.

All Owners and Lessees are fully responsible to maintain and keep current the internal tenancy fire services to Dubai Civil Defence (DCD) regulatory standards. Any faults or failures of the tenancy fire services, sprinklers, detectors etc. are to be rectified by a licensed certified DCD contractor immediately at the Lessee's expense and reported to the Lessor or his agents. Any failure to do so will be rectified by the Lessor and charged to the owner / Lessee.

In line with our commitment towards ensuring the safety of DIFC occupiers and the wider DIFC community, kindly note that it is mandatory to have Emergency Coordinators within every unit. Those Emergency Coordinators needs to be trained and certified in order to perform the roles of Fire Warden within their premises.

In accordance with the Dubai Civil Defence UAE Fire and Life Safety Code of Practice, at least 10% of employees in any occupancy (unit) should be trained on basic fire awareness and the operation of fire extinguishers in an emergency situation. This requirement is applicable to commercial units (office component), with the exception of Food and Beverage (F&B) outlets as they must ensure compliance with the required percentage for their staff to be trained & certified in relevance to their operations.

Kindly note that the Fire Safety training agencies must be authorized by Dubai Civil Defence (DCD).

No unauthorized persons are to interfere with or disarm the common property or tenancies base building fire services, without first obtaining the Lessor / or his agent's written permission. Any issues, faults or impairments with any of the fire services must be reported to the Lessor or his agents immediately.

**11.1.19 Inflammable materials and gas appliances****11.1.19.1**

No naked flames, nor the storing of any inflammable materials or the burning of incense is permitted within the property, the Common Use Facilities, car parks or the Pedestrian Access Areas or any part thereof. Smoking is not permitted inside the building.

**11.1.19.2**

Any Owner or Lessee that has gas appliances must ensure that all their gas appliances, fuels and installation pipes work are regularly inspected, certified and maintained in a safe condition and that all inspections, tests, repairs, or maintenance work on such installations are carried out by a competent and qualified person certified by Dubai Civil Defence. Any leak from a gas appliance or pipes work must be immediately notified to the Dubai Civil Defence, Master Developer / Lessor / Security and the appropriate Relevant Authority.

**11.1.20 Fixtures and fittings****11.1.20.1**

All blinds, shades, awnings, window ventilators, light luminaries and other similar fittings and fixtures installed by the Owner or Lessee in or upon the property and visible from outside the property shall conform strictly to the requirements and standards of the Master Developer.

**11.1.20.2**

All materials and equipment used for the purpose of decorating the property must be kept within the property.

**11.1.20.3**

Every Owner or Lessee agrees to adjust/replace certain decorative or shop or office fitting decorations upon its deterioration due to wear and tear or for the purposes of upgrading the standard of the property, as may be deemed necessary by the Master Developer / Lessor or upon receiving notification from the Master Developer / Lessor.

**11.1.20.4**

Every Owner or Lessee is required to co-operate with and provide access to the Master Developer / Lessor or his authorized representative, when inspections of the whole of Master Community are carried out periodically to check the general standards in the properties.

**11.1.22 Music or Noise**

Any music or noise generating equipment shall be controlled so that no sound is heard from outside the property / tenancy.

**11.1.23 Health and Safety**

Every Owner or Lessee must comply strictly with all fire, health, safety and environmental laws, regulations and guidelines, as prescribed from time to time by the Master Developer / Lessor or any Relevant UAE Authority.

**11.1.24 Disputes or complaints**

Any dispute or complaint which may arise between any of the Owners or Lessees relating to these rules shall be submitted to the Master Developer / Lessor who shall determine the same and the Master Developer's / Lessors decision shall be final and binding upon the parties.

**11.1.25 Binding Effect**

The above rules are equally binding upon any and all Lessees, and Owners shall procure that their occupants and visitors / guests are aware of and comply with them.

**11.2 Retail Shop Rules**

The following retail rules are applicable to all retail property in the Master Community and may be amended or expanded on from time to time.

- Every Retail Owner and Lessee in the Master Community shall, in addition to the general conduct rules provided in Section A above, comply with these retail rules.
- Every Retail Owner and Lessee shall keep the retail property stocked with merchandise appropriate to the permitted use, staffed, illuminated and open for business continuously and uninterrupted during the standard retail business hours as determined and approved by the Master Developer / Lessor from time to time.

**11.2.1 Standard Retail business hours**

- During the Holy Month of Ramadan retail properties must remain open during such hours as the Master Developer / Lessor may reasonably request, or as otherwise advised by the Master Developer / Lessor in writing.
- Notwithstanding anything hereinafter contained a retail property shall not be, or remain open for business at or during any time or times prohibited by law.
- Every Owner or Lessee must advise the Master Developer / Lessor of any contractor works or occupation of their leased property outside the standard business trading hours determined by the Master Developer / Lessor or its agents. Any contractor not holding a security pass issued by the Master Developer / Lessor will be refused admission to the property, (emergencies excepted) if forty-eight (48) hours' notice has not been given to the Master Developer / Lessor.

**11.2.2 Window displays**

- Every owner and Lessee of retail property shall ensure that the window displays, if any, in the retail property are tastefully and professionally arranged and the owner or Lessee thereof shall comply with all reasonable requirements made from time to time by the Master Developer or Lessor in this regard. The Master Developer / Lessor shall give the Owner or Lessee seven (7) days' notice in writing to take the necessary action to remedy a display or window. If the Owner or Lessee fails to remedy the situation within the aforesaid period, the Master Developer / Lessor shall be entitled to enter the retail property and remedy the situation at the Owner's or Lessee's sole expenses.
- Shop windows, where provided, must be cleaned daily by the Owner or Lessee out of trading hours before 08:00 am each day. Any spillage and drips in the tenancy or Common Areas from shop windows cleaning shall be removed immediately.

**11.2.3 External Trading**

All Owners or Lessees are prohibited from trading beyond the boundaries of its retail property lease line provided however, that the Owner or Lessee may be permitted to temporary displays in the Common Use Facilities if permitted by the Master Developer / Lessor.

**11.2.4 Exhibitions and sales**

No Owner or Lessee shall conduct, or permit to be conducted on the retail Common Area property any exhibitions, auction, clearance, liquidation sale, solicitations, or any other promotional activities without the written consent of the Master Developer / Lessor.

**11.2.5 Stocking of premises**

- The retail property must be adequately stocked at all times during trading hours and properly staffed according to the needs of the business.
- The display windows must be adequately merchandised and stocked during business hours. Stock should be rotated frequently so as to preserve the reputation of the Master Community as a prestigious retail development.

## 12. Frequently Asked Questions

### 12.1 Car Parking Questions

Car Parking	
How do I access the car park?	The entrance to the parking is situated on the west side of the building, please refer to section 2.2.
How many car parks am I going to be allocated?	Please refer to the allocation in your Lease Agreement.
Can I lease additional car park spaces for my staff?	Yes. There will be opportunities to rent additional spaces. Details to be confirmed in the lease agreement. Contact the management office for more information.
Is there visitor parking?	Yes. There is ample visitor parking on the GL. Visitors parking is free for the first 3 hours and AED 10 an hour thereafter. Visitors take a token chip on arrival.
Is there disabled parking?	Yes, provisions have been made for disabled parking on all the levels.
Who do I contact if I have lost my access card or have any car park issues	Yes, there are visitor's motorbikes parking bays on the GL.
Does building have Valet Parking?	Yes and it is located at the main office entrance. Per hour rate is AED 20

### 12.2 Location Questions

Location	
Where is the building located?	Central Park Towers is located in the Dubai International Financial Centre (DIFC) free zone area. It is nestled in the heart of DIFC, minutes away from Sheikh Zayed road and Al Khail road that enables easy access to Dubai Airport and Business Bay
How do I access the building?	Easy access from Sheikh Zayed road, Al Khail road, Al Sa'ada street, Gate Promenade, 600 meters away from Financial Centre Metro station and 15 minutes away from Dubai International Airport.
How far away is the DIFC Gate Building?	The Gate building is approximately a 10/15-minute walk and a 2-minute car journey.
What prayer room facilities are provided onsite?	There are separate male and female prayer rooms located on the P2 level of the office tower.
Is there disabled parking?	Yes, provisions have been made for disabled parking on all the levels.
Are there disabled toilets onsite?	There are disabled toilets on all office floors as well as the GL office tower and P2 retail area.

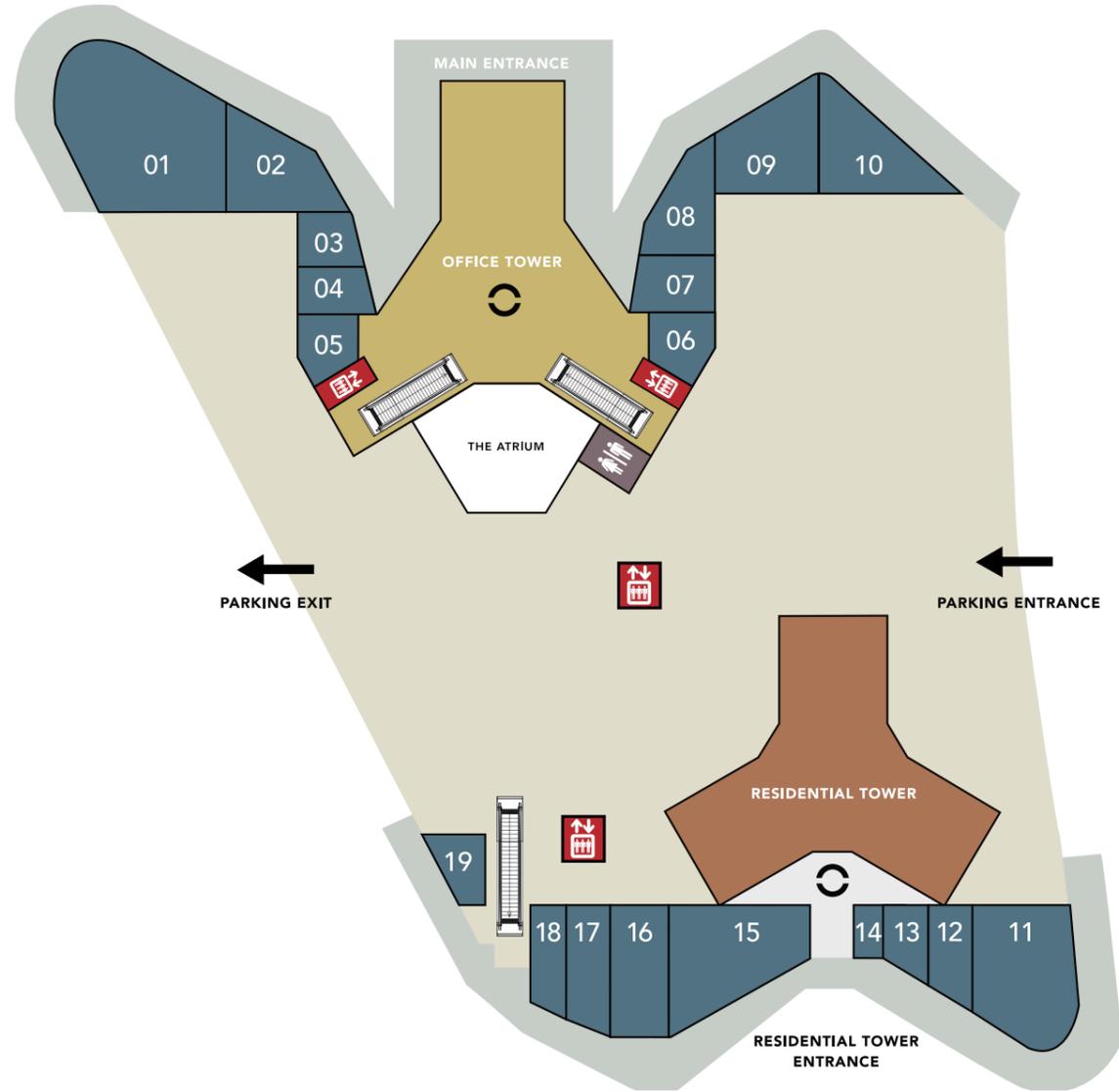
### 12.3 General Questions

Location	
What food is available?	There are many cafes and restaurants at Central Park Towers, plus takeaway food outlets. Some outlets have food delivery service.
Are there any discount offers at Central Park Towers?	Please contact our marketing department to get further information on discount and special offers.
Is the building in a free zone?	Yes, the building is part of the DIFC free zone.
How do I get a DIFC Commercial License?	Please follow the link below for more information on operating in DIFC <a href="http://www.difc.ae">www.difc.ae</a>
What are the firefighting services on my floor?	All areas of the towers are covered by fire and smoke detection, portable extinguishing equipment, fire hose reels and sprinkler systems.
Where is the nearest emergency exit?	There are emergency exits from all areas of towers. Please follow the illuminated emergency exit signs and note the nearest exit to your tenancy.
Can I operate in the DIFC without a Commercial License?	No, this is not allowed.
Can I rent storage space in the building?	Yes, please contact the management office to get more information on storage options, availability and Licence terms.
What are the operating hours of fit outs on other floors?	Fit out times differ from tenancy to tenancy depending on the type of work. Noisy works are restricted to operate outside of business hours to avoid disturbance to other Tenants
How do I register a complaint?	Please contact Property Management Office via 04 373 8933 or <a href="mailto:holly.smith@centralparktowers.ae">holly.smith@centralparktowers.ae</a>

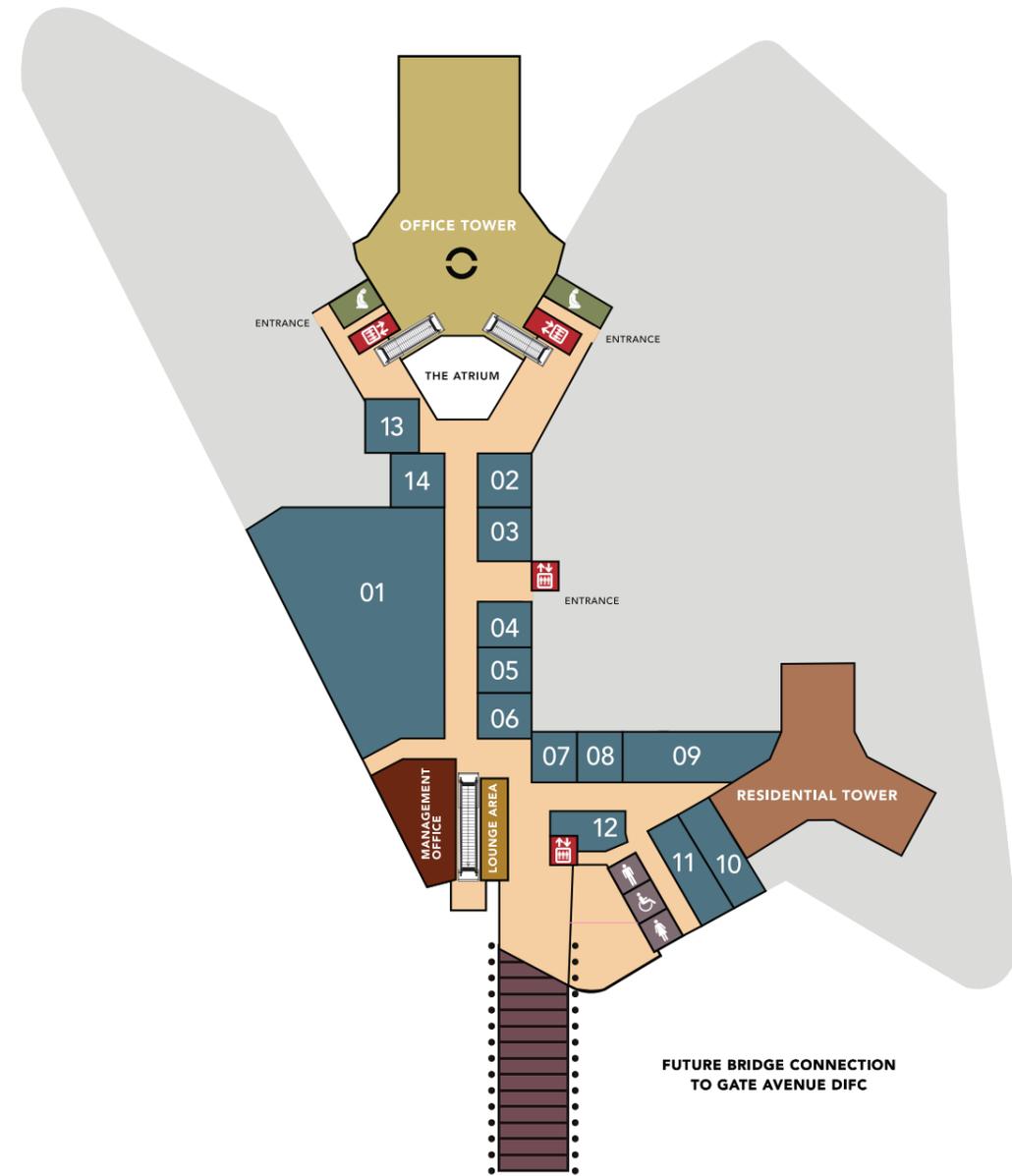
### 12.4 Contact Detail Questions

Central Park Towers Contact Details	
What is the management office number?	800 CPARK (27275)
What is the G4S Security office 24hr hotline number?	+971 50 874 5318
What is the car park management office number?	04 373 8914

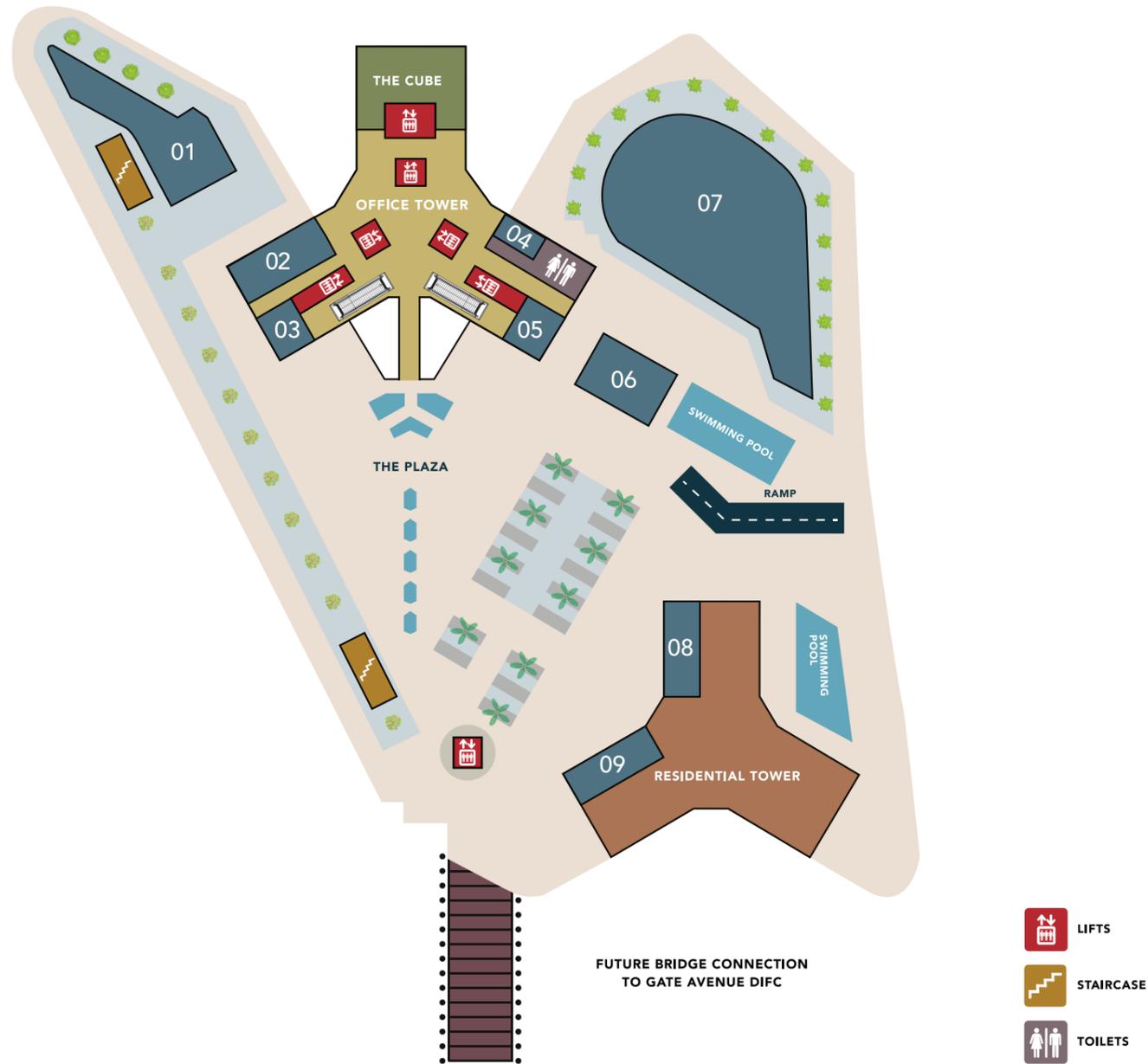
# 13. Ground Floor Directory



# 14. Podium 2 Directory Map



# 15. Concourse Directory Map



# Appendix



## 16.3 Move in & Move Out Form

### OT MOVE-IN / MOVE-OUT BOOKING FORM

Please fill out this form and email it back to us, or provide it to security team on site for Move In & Move Out approval.

Removalist Co. Name: \_\_\_\_\_

Security Booking No: \_\_\_\_\_

I \_\_\_\_\_, Office No: \_\_\_\_\_ would like to book the office tower loading dock and service lift at Central Park for shifting \_\_\_\_\_

**Please Note:** All office tower basement 4 loading dock access is via car park entrance and vehicles must be no higher than 2.2 meters. All other high vehicles have to load/unload from ground floor loading dock and transport materials from dock down to basement 4 and across the basement 4 car park to the office tower goods and services lifts. After hours moving time requests after to be applied for 48 hours prior to commencement.

(Kindly fill up the below mentioned details).

Moving:

OUT	IN

Date of Moving: \_\_\_\_\_

Time: From \_\_\_\_\_ to \_\_\_\_\_

I will be solely responsible for any damages caused by me / appointed third party personal and will pay for any damage incurred and rectification work to the common areas.

## 16.4 Office Tower Access Card Form

### OFFICE TOWER ACCESS CARD REQUEST FORM

Tenancy Name	
Office No.	
Tenancy Expiry Date	

#### APPROVING AUTHORISED SIGNATORY

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

The tenant representative signatory is responsible to ensure that all access card holders are aware of the below Declaration and Terms & Conditions.

#### DECLARATION

It is understood that the information provided is accurate and all information will be relayed to the employee.

- The cards are meant for the employees as listed on below.
- The cards shall be forfeited and any access it grants in case off its misuse or any unauthorized application.
- The cards will be produced and/or surrendered any time as requested by the Central Park Towers Management.
- If the card is lost, it will be immediately reported to Central Park Towers Management. It is understood that a charge of AED 200 (+ VAT) will be applied for the issuance of each replacement card. (Lost or Damaged)
- The cards shall be returned to Central Park Management in working condition on lease expiry / termination.

No.	Full Name	Gender	Emirates ID No.	EID Expiry Date	Mobile No.			E-mail
1								
2								
3								
4								
5								
6								
7								

#### For Official Use Only (Verification and Approval)

(For CPT) Approved By: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Access Card Receiver Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## 16.5 Tenant Contact Information Form

### TENANT CONTACT INFORMATION

Company Name		Office Manager	
Unit No.		Contact Phone No.	
Lease Commencement Date		Business Trading Hours	
Lease Expiry Date		Ramadan Timings	
Total Estimated No. of Staff		After Hours Phone No.	

	Name	Mobile	Email	Designation
Point of Contact for Staff issues				
Point of Contact for Lease Renewal and Finance				
Point of Contact for Health and Safety				
Point of Contact for Operational Issues				
Point of Contact for Marketing				

Signature over printed name: \_\_\_\_\_ Date: \_\_\_\_\_

## 16.6 Parking Card Form

### CAR PARK ACCESS CARD REQUEST FORM

Tenancy Name	
Office No.	
Tenancy Expiry Date	

#### APPROVING AUTHORISED SIGNATORY

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

The tenant representative signatory is responsible to ensure that all access card holders are aware of the below Declaration and Terms & Conditions.

#### DECLARATION

It is understood that the information provided is accurate and all information will be relayed to the employee.

- The access to the parking area is meant for the employees as listed on below.
- The access shall be forfeited and any access it grants in case of its misuse or any unauthorized application.
- The access will be approved and/or surrendered any time as requested by the Central Park Towers Management.
- Parking access shall be cancelled by Central Park Towers Management on lease expiry / termination.

#### TERMS & CONDITIONS

1. Only authorized registered vehicles are allowed vehicles in the car park.
2. Tail gating through gate barriers is not permitted
3. Only one vehicle can be brought into the car park at any one time but five vehicles can be registered per user.
4. Vehicles leaking oil or fuel will be refused return access.
5. Vehicles must be parked in designated car parks (where applicable) on designated levels.
6. No vehicle repairs or car washing to be carried out in the car park, without prior approval.
7. Please do not use vehicle horns in the car park.
8. Use the designated Entry/Exits, observe speed limit, traffic flow signage and car park security directions at all times for your convenience. You are liable for any damage caused to the Car Park by you or your vehicle.
9. Vehicles must be locked and windows must be closed at all times. Remove your valuable belongings from the car. Central Park management will not be held responsible in case of a loss of any property from the car, or for damage or injury.
10. Disabled parking spaces are strictly reserved for legitimate users, must have registered identity/sticker issued by the Dubai Police displayed.
11. Motorcycle parking spaces are strictly reserved for legitimate users of motorcycles.
12. No animals or children are ever to be left unattended in vehicles in the CP car park.
13. Immediately report accidents, incidents and/or any suspicious events to the Car Park management or security personnel.
14. Vehicles must be parked in such a way that the flow of traffic is not obstructed.
15. We request that the car park is kept clean. Litter bins have been provided for waste disposal.
16. Violations will be subject to parking penalties.
17. The car park entrance height is a maximum of 2.2 meters high.
18. All care taken, but no responsibility accepted.
19. In the event of smoke or fire please evacuate the car park immediately and notify security.
20. Please obey any instructions or directions given by the facilities management, car park management and/or security personnel.

**Note: Parking overnight is strictly not allowed.**

No.	Full Name	Gender	Emirates ID No.	EID Expiry Date	Mobile No.	E-mail	Make	Model	Plate Number	Colour
1										
2										
3										
4										
5										

For Official Use Only (Verification and Approval)

(For CPT) Approved By: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Areas of Access: Basement 1  Basement 2  Basement 3  Basement 4  Ground Floor

Access Card Receiver Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_



# CENTRAL PARK

TOWERS AT DIFC

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

-  @CentralParkInDIFC
-  @centralparkindifc
-  @Central Park DIFC