



Retail Tenant Handbook

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Community by
DMCC

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1.0 INTRODUCTION

1.1 Purpose

This *Retail Tenant Handbook* provides all tenants operating within **Jumeirah Lake Towers (JLT)** with the policies, procedures, and standards necessary for the efficient, safe, and successful operation of their retail premises.

It serves as a comprehensive reference for all operational matters—from unit handover and fit-out, to daily operations, maintenance, marketing participation, and emergency procedures.

The handbook has been developed by **McARTHUR + COMPANY**, in coordination with the **Property Management Team**, to ensure a consistent and high-quality retail environment across the JLT development. It supports a collaborative partnership between Management and tenants, ensuring that every store contributes positively to the customer experience and brand value of the destination.

This *Handbook* is issued pursuant to the **DMCC Master Community Declaration (MCD)** and the **DMCC Master Community Regulations (MCR)**, which govern all master community developments within the Dubai Multi Commodities Centre (DMCC) Free Zone.

All tenants, their employees, contractors, and visitors are required to comply fully with the provisions of the MCD and MCR, in addition to the rules, procedures, and operational requirements set out in this Handbook.

Where applicable, these Guidelines shall be read alongside and in conjunction with relevant UAE Federal Laws and Dubai Authority Regulations, and shall be enforced accordingly by Management.

1.2 Scope

The provisions of this handbook apply to all **retail, food & beverage, and service tenants** operating within Jumeirah Lake Towers.

This includes both directly leased units and sub-tenanted or franchised operations. Where applicable, the requirements of this handbook shall be read in conjunction with:

- the signed **Lease Agreement**;
- the **Tenant Fit-Out Manual**;
- and any official **circulars or notices** issued by Management.

In the event of any conflict between this handbook and the lease, the lease shall prevail.

1.3 Objectives

The objectives of this handbook are to:

- Provide clear operational and procedural guidance to all tenants.
- Ensure uniformity of standards across all units.
- Support a safe, clean, and customer-oriented retail environment.
- Encourage cooperation and transparent communication between tenants and Management.
- Uphold the image and reputation of Jumeirah Lake Towers as a leading lifestyle retail destination.

1.4 Management Overview

The **Property Management** team is responsible for the administration, operation, and maintenance of all common areas, services, and facilities within the development.

This includes coordination of security, cleaning, engineering, safety, and marketing functions.

The key management functions are:

- **DMCC Community Management:** Main point of contact for all operational issues.
- **Facilities Management (FM):** Technical, maintenance, and service operations.
- **Security & Safety:** Access control, surveillance, incident reporting, and emergency response.
- **Marketing & Communications:** Promotional events, tenant coordination, and community engagement.
- **Finance:** Service charge management and billing.
- **Leasing:** Lease administration.
- **Tenant Relations:** Managing communication, coordination, and operational support between Management and retail tenants.

Management's working hours are from **9:00 AM to 6:00 PM**, Monday through Friday, with emergency coverage available 24 hours via the Security Control Room.

1.5 Tenant Responsibilities

All tenants are required to:

- Comply with the terms of the lease and all requirements outlined in this handbook.
- Maintain their premises in a clean, safe, and operational condition.
- Ensure their staff are fully trained in operational, safety, and customer service procedures.
- Cooperate with Management and other tenants to maintain a high standard of presentation.
- Report any incidents, damage, or hazards to the DMCC Community Management immediately.
- Participate in periodic operational meetings, fire drills, and marketing activities as required.

Tenants are encouraged to establish clear lines of internal accountability and ensure that all communications from Management are disseminated promptly to their staff and contractors.

1.6 Applicable Reference Codes and Regulatory Documents

The following reference documents, codes, and regulatory frameworks apply to all operations, fit-out activities, safety procedures, and tenant obligations within Jumeirah Lake Towers:

DMCC Governance Documents

- DMCC Master Community Declaration (MCD)
- DMCC Master Community Regulations (MCR)
- DMCC Community Rules & Code of Conduct
- DMCC Fit-Out Accreditation Requirements (where applicable)
- DMCC HSE Guidelines

Dubai & UAE Regulatory Authorities

- Dubai Municipality (DM) – Building Codes, Food Safety Guidelines, Environmental Regulations
- Dubai Civil Defence (DCD) – UAE Fire & Life Safety Code of Practice

- Dubai Electricity & Water Authority (DEWA) – Electrical, Mechanical & Water Standards
- Dubai Police - Security Industry Regulatory Agency (SIRA)
- Roads and Transport Authority (RTA) – Traffic & Access Standards, Micro-Mobility Rules
- Dubai Health Authority (DHA) – Health Cards, Hygiene Standards (for F&B)
- Ministry of Human Resources & Emiratization (MOHRE) – Labour Regulations

Real Estate & Tenancy Regulations

- Real Estate Regulatory Agency (RERA) – Tenancy Regulations & Lease Compliance
- Dubai Land Department (DLD) – Property and Leasing Framework

Federal Legislation

- UAE Federal Fire and Life Safety Laws
- UAE Environmental Protection Regulations
- UAE Consumer Protection Law
- UAE Occupational Health & Safety Framework

These documents, together with the Lease Agreement and this Retail Tenant Handbook, form the **full regulatory and operational compliance framework** governing all tenant activities within the development.

1.7 Definitions & Abbreviations

For clarity throughout this document:

- **Community Management Department (CMD):** The authorized representative(s) responsible for the operation of Jumeirah Lake Towers.
- **Management:** DMCC Property Management
- **Tenant:** The legal entity or individual holding the lease for a retail unit.
- **Unit:** The leased premises allocated to a Tenant.
- **FM:** Facilities Management team.
- **DM:** Dubai Municipality.
- **DCD:** Dubai Civil Defence.

- **DEWA:** Dubai Electricity and Water Authority.
- **RTA:** Roads and Transport Authority.
- **HSE:** Health, Safety, and Environment.

2.0 MANAGEMENT & COMMUNICATIONS

2.1 DMCC Community Management and Contact Information

The **DMCC Community Management** is the primary point of contact for all operational communications, approvals, and service requests.

The CMO is located within the Jumeirah Lake Towers development and can be reached via:

- **Email:** community@dmcc.ae
- **Telephone:** 043688883
- **MyJLT app**
- **Working Hours:** Monday – Friday, 08:00 AM to 05:00 PM
- **JLT Control Command Centre:** 04 423 2999

All official correspondence, notices, or documentation should be directed to this DMCC Community Management office unless otherwise advised in writing.

2.2 Operational Structure

The management team is structured to ensure efficient support to tenants.

Each department within the team performs specialized roles as follows:

Department	Function
FM Operations	Maintenance, cleaning, utilities, waste, pest control, and infrastructure.
Community Security	24-hour monitoring, incident reporting, access control, and emergency response.
Marketing & Communications	Events, campaigns, promotions, and tenant engagement.
Finance & Administration	Service charge reconciliation, and billing.
Leasing & Legal	Lease compliance, renewals, and tenancy documentation.
HSE	Community Safety and work permit system

Each tenant will be assigned a **Tenant Relations Executive (TRE)** who serves as the first point of contact for all operational matters.

2.3 Tenant Liaison and Communication Channels

To maintain transparent and efficient communication:

- All tenants must nominate a **primary contact person** authorized to receive notices and act on behalf of the tenant.
- Official communications will be issued via email and/or MyJLT from Community Management Department (CMD).
- Urgent notifications (e.g., service disruptions, safety alerts) may also be communicated via SMS or MyJLT broadcast lists.
- Tenants must ensure contact details remain current.
- Failure to update contact information may result in missed notices, for which Community Management Department (CMD) will not be held liable.

2.4 Access Control & Identification

Access to back-of-house and service corridors (where available) is restricted to authorized personnel only.

Community Management Department (CMD) will issue **Access Cards** to approved tenant employees. No access cards will be issued to the contractors.

Tenants are responsible for submitting accurate staff lists and submitting updated list in a timely manner in the event any of the mentioned employees exit the company and ensuring that:

- Access cards are not shared or duplicated.
- Lost or stolen cards are reported immediately.
- Recovering access cards from exiting employees.
- Staff wear their access badges while in back-of-house areas. Misuse of access privileges may result in suspension or disciplinary action.

Retail units that are detached at the external cluster area perimeter, don't usually require access card to enter their units, but do require access cards to enter / exit the DMCC Community parking structure that is managed by DMCC Community Management.

Retail units attached to the sub-developer towers, will need to obtain security access cards from the Tower Sub-Developers directly if their retail units are adjoining any common BOH areas or internal tower parking basement levels.

2.5 Correspondence and Notice Procedures

All correspondence to Community Management Department (CMD) should include:

- Tenant name and unit number;
- Subject and date;
- Supporting documents if applicable.

Formal notices related to lease terms, operations, or compliance shall be issued via registered email delivered to the CMD.

Verbal communications do not constitute formal notice.

2.6 Service Requests and Work Orders

Requests for maintenance, cleaning, or repairs must be submitted through the designated **MyJLT app** or via email (servicecentre@concordiadubai.com) to the Facilities Management helpdesk. Each request will be assigned a unique reference number and tracked until resolution. Emergency issues such as electrical faults, leaks, or safety incidents must be reported immediately to JLT Control Command Centre (044232999) or DMCC community app (MyJLT app).

2.7 Document Control and Updates

This handbook is a **controlled document** and may be updated periodically by Management at its discretion. Revisions will be communicated to tenants via official circulars.

The latest version will always supersede previous editions. Tenants are responsible for maintaining an updated copy on their premises for reference.

3.0 FIT-OUT AND UNIT HANDOVER

3.1 Overview

The fit-out process is a critical stage in establishing a consistent, high-quality retail environment within **Jumeirah Lake Towers (JLT)**. These guidelines ensure all works are completed safely, efficiently, and in harmony with the architectural and operational standards of the development. Management's approval is required at each key stage – from design submission to completion and opening.

Tenants are responsible for ensuring that all design consultants, contractors, and suppliers engaged for their fit-out are licensed and qualified to work within Dubai and are familiar with the requirements of Dubai Municipality (DM), Dubai Civil Defence (DCD), Dubai Electricity and Water Authority (DEWA), and other relevant authorities.

3.2 Fit-Out Manual

A separate **Tenant Fit-Out Manual** provides detailed technical and design specifications.

This includes information on:

- ceiling heights and service zones,
- permissible signage and façade treatments,
- MEP connection points and load capacities,
- health and safety requirements during construction.

Tenants must obtain the latest version of this manual prior to commencing design. In case of conflict, the Fit-Out Manual and Lease take precedence over this handbook for technical matters.

3.3 Key Stages of the Fit-Out Process

Stage	Description	Responsibility
Stage 1 – Lease Execution & Drawings Release	Tenant signs lease and receives shell drawings, MEP information, and design guidelines.	Management / Fit-out team / Leasing department
Stage 2 – Design Development & Approval	Tenant submits design package (layout, elevations, MEP drawings, material samples, and signage) for review by the fit-out team.	Tenant / Designer / Contractor
Stage 3 – NOC & Permitting	Upon design approval, Management issues NOC for authority submission (DM, DCD, DEWA, etc.).	Tenant
Stage 4 – Site Handover & Contractor Induction	Premises handed over following signing of Handover Form. Contractor induction and safety briefing mandatory.	Contractor / Fit-out team
Stage 5 – Fit-Out Works Execution	Works proceed within permitted schedule under supervision and inspection of fit-out team.	Tenant / Contractor
Stage 6 – Inspections & Testing	Joint inspections for MEP, fire, and finish quality. Snag list prepared.	Tenant / Contractor / Fit-out team
Stage 7 – Authority Approvals & Completion	Tenant secures authority completion certificates (DM, DEWA, DCD, Etisalat/du and EMPOWER).	Tenant
Stage 8 – Final Acceptance & Store Opening	Handover of “No Objection to Open” letter after clearance of snags, documentation, and deposits.	Fit-out team

3.4 Design Approval Requirements

The tenant's design submission must include:

- Scaled floor plans and reflected ceiling plans (1:50).
- Detailed elevations and shopfront drawings.
- Materials and finishes schedule.
- MEP load calculations and connection points.
- Fire and life-safety drawings.
- Signage and lighting proposals.
- Photorealistic 3D visual or rendering of the storefront.

Incomplete submissions will not be reviewed. Management reserves ten (10) working days to respond with comments or approval, provided documents are complete.

3.5 Appointed Contractors and Site Access

Tenants must appoint **Fit-out contractors** who fulfil the DMCC requirements.

Prior to site access:

- Contractors must submit trade licenses, insurance certificates, and staff lists.
- All workers must undergo site induction and safety orientation.
- Access permits and identification badges must be displayed at all times.
- Works may occur only during permitted hours: **07:00 to 19:00**, Monday–Friday, unless otherwise approved. Permitted hours can be changed based on the business requirement, weekends and public holidays.

Unauthorized personnel, misuse of access routes, or non-compliance with safety procedures may lead to suspension of site activities.

3.6 Fit-Out Security Deposit

Before commencing works, each tenant must pay a **Fit-Out Security Deposit** as advised by the fit-out team. This deposit covers any potential damage to common areas, unrectified snags, or violations of safety regulations. The deposit will be refunded after:

- completion of works to Fit-out team's satisfaction,
- submission of as-built drawings, test certificates, and authority approvals, and

- restoration of all common areas used during construction.

3.7 Site Rules During Fit-Out

To protect the integrity of the development, all contractors and tenants must adhere to the following:

- Maintain noise and dust control at all times.
- Protect flooring, glazing, and public finishes from damage.
- Do not obstruct service corridors (where available), lifts, or emergency exits.
- No material storage in common areas.
- Disposal of Fit-out materials should be with special waste management hired by the fit-out contractor and they need to take permit to access and HSE approval for it.
- Smoking and cooking are strictly prohibited on site.
- Portable fire extinguishers must be available during works.
- Adequate PPE (safety shoes, helmets, vests, gloves) must be worn.
- All deliveries shall be carried out via the designated parking structure or concourse level as pre-approved under the fit-out permit, and the use of retail/passenger lifts for material deliveries is strictly prohibited.

Repeated violations will result in financial penalties or withdrawal of work permits the shop must be covered with branded hording. the artwork must be approved by the master community department.

3.8 Temporary Power, Water, and Utilities

Fit-out team in coordination with master community FM and community management may provide temporary power and water connections during fit-out. Tenants must apply at least five (5) working days prior to the required connection date. All temporary utilities will be metered or charged at standard rates, and the tenant remains responsible for any damages or misuse.

3.9 Authority Approvals and Inspections

Tenants are responsible for obtaining all statutory permits and approvals, including but not limited to:

- Dubai Municipality (DM) Building Permit

- Dubai Civil Defence (DCD) Fit-Out NOC and Completion Certificate
- DEWA Electrical and Water Connection
- Dubai Land Department (DLD)
- Work Permits (For completed buildings, work permits are issued by DMCC Fit-out Team. For building under construction work permits are issued by the main contractor.

Copies of all permits must be submitted to Fit-out team before works commence and upon completion.

3.10 Final Inspection and Handover

Upon completion of fit-out works, the tenant / contractor must request a **Final Inspection** through the Fit-out team.

The inspection will assess:

- cleanliness and completeness of works;
- operation of electrical, mechanical, and fire systems;
- compliance with approved drawings and finishes;
- restoration of common areas.
- removal and disposal of all fitout waste materials.
- A first fix inspection shall be requested and completed once all above-ceiling and/or below-floor services works are finished, and prior to closing false ceilings, raised floors, or permanent finishes.
- All required pressure and integrity tests for MEP and fire systems shall be witnessed by the fit-out team or their appointed representative, prior to concealment and final inspection.

A snag list will be issued if required, and tenants must rectify all items within the specified time frame. When all conditions are met, Fit-out team will issue a **“No Objection to Open” (NOC to Trade)** letter.

3.11 Opening Requirements

Before commencing operations, tenants must:

- provide copies of all authority completion certificates;
- ensure staff are trained and uniformed;

- register for waste collection, pest control, and cleaning contracts;
- register for Hood cleaning, grease trap cleaning (for F&B)
- register in EMPower for chilled water supply
- arrange tenant insurance and submit certificates to Management;
- ensure signage and lighting are operational and approved.
- Ensure DEWA and EMPOWER connections are obtained.

Soft openings may be coordinated with Fit Out Team to test operational readiness and ensure smooth customer experience.

3.12 As-Built Documentation

Within thirty (30) days of opening, tenants must submit:

- as-built drawings (AutoCAD and PDF formats);
- MEP test and commissioning reports;
- Obtain final approval from DCD.
- updated load schedules;
- material and supplier warranties;
- maintenance and cleaning manuals for installed systems.

Failure to provide documentation may affect future fit-out modification approvals or deposit refunds.

3.13 Future Alterations and Refurbishments

Any subsequent modification—such as layout changes, signage updates, or system alterations—requires prior written approval from Management and Fit Out team and relevant authorities.

Tenants must:

- submit revised drawings and method statements;
- conduct works only during approved hours;
- ensure no disruption to neighbouring tenants or customers.
- follow fit out approval process to obtain all necessary approval.

Tenants are encouraged to review and refresh their retail premises approximately every seven (7) years, in coordination with Management and Fit Out team and, where applicable, the relevant unit owners, to maintain the overall quality and consistency of the development. Unapproved works may result in re-instatement orders at the tenant’s cost.

3.14 Penalties and Enforcement

Non-compliance with fit-out regulations may result in:

- written warnings,
- monetary fines,
- immediate work stoppage, or
- forfeiture of security deposit.

Persistent or serious breaches (e.g., safety violations, unauthorized modifications) may constitute default under the lease.

3.15 Summary of Tenant Deliverables

Stage	Required Deliverables	Submission To
Pre-Fit-Out	Design package, contractor list, insurance, fit-out deposit	Fit Out Team
During Fit-Out	Daily safety compliance, permits, authority NOCs. Contact details for the contractors and unit owners in case of emergency.	Fit Out Team
Post-Completion	As-built drawings, completion certificates, maintenance manuals	Fit Out Team
Opening	No Objection to Open, insurance, staff training proof	Fit Out Team

4.0 CENTRE ACCESS, PARKING AND DELIVERIES

4.1 Overview

This section outlines the rules governing all forms of **access, parking, and deliveries** within Jumeirah Lake Towers (JLT). It aims to maintain smooth operational flow, prevent congestion, and uphold the safety and comfort of visitors, tenants, and staff. Tenants are responsible for ensuring that all employees, suppliers, and delivery contractors comply with these procedures.

4.2 Access Principles

- All deliveries, staff movements, and waste transfers must take place through **designated service entries and corridors (where available)**.
- Customer entrances and public areas may **not** be used for back-of-house (BOH) activities.
- Access to common areas and plant rooms is restricted to **authorized personnel only**.
- All visitors and contractors entering non-public areas must always obtain access permit.
- Management reserves the right to refuse entry to any individual who fails to comply with access control procedures.
- No unauthorised material, equipment, tools and machines are permitted to be stored at back of house.

4.3 Contractor and Supplier Access

All contractors and suppliers must obtain **temporary access permits** issued by Security.

Requests must include:

- company name and trade license copy,
- staff list with Emirates ID or passport details,
- vehicle registration details, and
- purpose and duration of visit.

Fit Out team will verify and issue temporary badges that must be worn visibly at all times. Unauthorized individuals found in service corridors (where available) or loading areas will be removed from site and may be permanently barred.

4.4 Visitor Parking

Visitor parking facilities are provided for customer use only. Tenants may use the visitor parking facilities on a paid basis, subject to the applicable Parkin fee structure in force from time to time. Community Management Department (CDM) reserves the right to tow or immobilize vehicles found in violation. Validation systems (if introduced) will be managed by Management and shared with tenants in advance.

4.5 Tenant and Staff Parking

Tenants may be allocated a limited number of parking bays as per the lease agreement or subsequent Management allocation.

- These bays are for tenant staff and management use only.
- Vehicles must display valid parking permits at all times.
- Tenant are advised to approach Concordia Parking team to lease the required number of parking bays. All parking bays are managed and controlled by Concordia Parking Team.
- Unauthorized parking in fire lanes, loading docks, or driveways is strictly prohibited.
- Violations will result in warnings, fines, and potential withdrawal of parking privileges.

Tenants are encouraged to promote **carpooling, ride-share programs, or public transport use** among their teams.

4.6 Delivery Access and Loading Docks

Deliveries must be scheduled and conducted in a manner that minimizes disruption to operations and ensures pedestrian safety.

- All goods must enter via **designated loading bays and service corridors** (where available).
- **Customer entrances** and **pedestrian walkways** must remain free from any delivery activity.
- Delivery areas are **CCTV monitored** at all times.

- Service Providers' delivery vehicles are to be parked in designated drop off zones and these deliveries are encouraged during early hours e.g.. 3 am to 5 am to avoid any traffic congestion.

4.6.1 Delivery Hours

Tenant Category	Standard Delivery Hours	Notes
Retail & Services	04:00am to 10 am	Daytime deliveries only with written approval.
F&B Tenants	04:00am to 10 am	Fresh and perishable goods prioritized.
Bulk Deliveries	23:00 – 07:00	To be pre-booked and supervised by Security.

Late or unscheduled deliveries may be refused entry. Tenants requiring exceptional delivery timings (e.g., cold chain deliveries, high-value goods) must seek prior written approval from Management at least **24 hours in advance**.

4.6.2 Loading Bay Operations

- Vehicles must park in assigned bays only.
- Engine idling is not permitted.
- Loading/unloading must be completed within 20 minutes.
- Drivers must remain with vehicles unless directed otherwise.
- Goods must be moved directly to the tenant's unit via service corridors (where available).
- All packaging and waste must be removed immediately after unloading.
- No goods may be stored in loading bays, corridors, or near fire exits.

Repeated misuse of loading areas may result in restricted access or financial penalties.

4.7 Delivery Motorcycles and Micro-Mobility

Objective: Ensure orderly, safe, and brand-aligned delivery operations across the property – addressing the growing volume of third-party delivery riders in Dubai.

4.7.1 Designated Motorcycle Parking Zones

Motorcycle riders must use **Designated Motorcycle Zones (DMZs)** located near each service entrance. These zones are clearly marked and designed to prevent clustering at storefronts or pedestrian crossings.

Riders found parking in **unauthorized areas** such as fire lanes, customer drop-offs, or pedestrian zones will be:

1. Warned verbally by Security,
2. Reported to the relevant tenant, and
3. Referred for access restriction after repeated violations.
4. Get fined by PARKIN.

4.7.2 Delivery Coordination Rules

Tenants using in-house or third-party delivery services (e.g., Talabat, Deliveroo, Noon, etc.) must:

- brief all riders on access and parking regulations,
- establish **clear handover points** inside or at the rear of their unit (never on walkways),
- provide **queue management** during peak hours to avoid obstruction. Queue management must not exceed 3 riders at a time and they must park their vehicles in the designated areas.

Delivery riders must wear appropriate safety gear, display company branding, and maintain professional conduct. Riding inside pedestrian areas or BOH corridors is strictly prohibited.

4.7.3 Waiting & Staging

During peak times, Management may introduce a **centralized staging area** where riders can wait before collection. No waiting is permitted in public plazas or beside customer entrances. Tenants are responsible for ensuring their riders comply and disperse promptly after pickup.

4.7.4 Micro-Mobility Devices (Scooters, Bicycles, E-bikes)

The use of e-scooters and bicycles in public walkways is prohibited. They may only be used on designated RTA-approved paths. Scooters must be parked in the provided racks and must not block access routes.

4.7.5 Cloud Kitchens, Central Kitchens and Delivery-Only Operations

New **cloud kitchens, central kitchens, dark stores, and micro-fulfilment centre operations** are **not permitted** within the Jumeirah Lake Towers (JLT) masterplan.

Such formats typically result in inactive or non-trading shopfronts that detract from the vibrancy, animation, and perceived safety of the public realm. In addition, these uses generate a disproportionate level of delivery rider and motorcycle activity, placing undue pressure on access points, loading areas, and surrounding pedestrian environments.

To protect the quality of the streetscape and the overall customer experience, all food and beverage units within JLT are required to operate as **active, customer-facing outlets** with fully functioning shopfronts addressing the public realm. Units may not be used primarily or exclusively for delivery-only, dark kitchen, central kitchen, or non-customer-facing fulfilment operations.

Any existing operations of this nature within the JLT masterplan shall be subject to strict compliance with the policies and procedures set out in this Handbook, together with the provisions of the DMCC Master Community Declaration and the DMCC Health, Safety and Environment (HSE) Regulations.

4.8 Service Corridors and Back-of-House Areas

- Service corridors (where available) must remain **clean, unobstructed, and noise-free**.
- Tenants must not store goods, trolleys, or waste in these areas.
- All BOH doors must remain closed when not in active use.
- Security and FM teams conduct daily inspections; any obstruction will result in immediate penalties or removal of items at tenant's cost.
- Smoking, eating, or resting in service corridors (where available) is not permitted.

These corridors form part of the property's emergency escape network and must remain clear at all times.

4.9 After-Hours Access

Tenants requiring access outside standard trading hours (for restocking, maintenance, or cleaning) must submit a written request at least **24 hours in advance**.

The request must specify:

- Purpose and scope of work,
- Names and ID numbers of attending staff, and
- Expected duration of stay.

After-hours access is subject to approval by Security and may incur supervision charges. Security will log all personnel entering and exiting during this period.

4.10 Waste and Refuse Logistics

Waste movement must comply with the **Waste Management Procedures** in Section 5.0.

Key principles include:

- Use of designated waste routes only.
- No bins or trolleys in public areas.
- Waste transfers to be conducted during off-peak hours (preferably 23:00–07:00).
- F&B tenants must maintain sealed waste containers to avoid odours or pest activity.

Management may schedule **waste movement slots** to avoid congestion at refuse rooms.

4.11 Goods Lifts and Service Elevators

- Only goods and staff are permitted in service lifts; customers are not allowed.
- Overloading beyond the rated capacity is prohibited.
- Service lifts must not be used for construction or heavy fit-out unless specifically approved.

- Spills or damage caused by deliveries must be immediately cleaned and reported.

Repeat misuse will result in financial penalties and access restrictions.

4.12 Noise and Environmental Control

- Deliveries, restocking, or waste collection must be conducted quietly and with minimal impact on nearby tenants.
- Horns, loud music, and shouting are not permitted in BOH or public areas.
- Delivery vehicles must switch off engines while stationary.
- All tenants must adopt **best environmental practices** to minimize emissions, waste, and noise.

4.13 Security Monitoring and Compliance

All access points, loading docks, and service corridors (where available) are under **24-hour CCTV surveillance**.

Security personnel are authorized to:

- inspect goods or vehicles entering and exiting the premises,
- enforce safety protocols,
- remove unauthorized personnel, and
- report violations to Management.

Repeated or serious breaches (e.g., unauthorized access, unsafe conduct, or obstruction) may lead to immediate suspension of delivery privileges or fines as stipulated in the lease.

Any retail unit that falls under the category of the SIRA law will need to comply with SIRA design requirements.

All retail unit that require external perimeter cameras will need approval from DMCC Community Management (via Concordia fit-out department)

4.14 Summary of Tenant Responsibilities

Area	Tenant Responsibility
Staff Access	Register employees, ensure use of service entrances, maintain valid access cards.
Deliveries	Conduct within approved hours; ensure contractors are briefed and compliant.
Motorcycle Parking	Enforce rider discipline; use designated zones only.
Waste Logistics	Use approved routes; maintain hygiene and sealed containers.
After-Hours Work	Obtain written approval and Security clearance.

5.0 DAILY OPERATIONS AND HOUSEKEEPING

5.1 Overview

The smooth daily operation of Jumeirah Lake Towers (JLT) depends on all tenants maintaining the highest standards of cleanliness, safety, and presentation. This section outlines the expectations and procedures for all aspects of day-to-day management within tenant premises and adjacent common areas.

Tenants are responsible for ensuring that their operations are carried out in a manner that:

- enhances the customer experience,
- reflects the brand standards of JLT, and
- complies fully with Dubai Municipality (DM), Civil Defence, and Health & Safety regulations.

5.2 Store Presentation and Visual Standards

5.2.1 General Appearance

Each retail unit contributes directly to the destination's visual image. Therefore:

- Storefronts, signage, and glazing must remain clean and free from clutter.
- Window displays should be professionally designed, well-lit, and updated regularly.
- No handwritten signs, tape, or paper notices may be placed on windows or doors.
- Displays and lighting must not obstruct customer entry or visibility into the shop.
- Roller shutters or metal gates (if applicable) must be kept fully open during trading hours.
- F&B tenants shall maintain kitchen exhaust systems and ecology units in a clean, operational condition at all times, with no grease, oil, or residue discharged into common areas or public walkways.

5.2.2 Interior Presentation

- Lighting must be consistent and fully operational during trading hours.

- Background music (if used) should remain within acceptable volume levels and align with the development's overall ambiance.
- Displays, racks, and furniture must be well-maintained and free of damage.
- Tenants are encouraged to refresh visual merchandising at least quarterly or in line with seasonal campaigns coordinated by Management.

5.2.3 Temporary Closures

Tenants must seek written approval from Management for any temporary closure of their unit, including maintenance, refurbishment, or inventory activities. Unapproved closures during operating hours may result in penalties and impact lease compliance.

5.3 Operating Hours and Staffing

5.3.1 Standard Trading Hours

- **Retail:** 10:00 a.m. – 10:00 p.m. (unless otherwise specified in the lease)
- **F&B:** 10:00 a.m. – 12:00 a.m. (midnight) (unless otherwise specified in the lease)
- **Public Areas:** 8:00 a.m. – 12:30 a.m.
- Tenants must ensure full operation during these hours. Variations during Ramadan, public holidays, or special events will be communicated by circular.

5.3.2 Staffing Requirements

- All tenants must ensure their premises are fully staffed during trading hours.
- Employees must wear clean, appropriate uniforms that reflect the tenant's brand image.
- Uniforms should be approved by Management if they carry prominent logos or branding visible from public areas.
- All staff must be courteous, presentable, and trained in basic customer service and emergency procedures.
- Eating, smoking, or use of mobile phones by staff in customer areas is not permitted.

5.3.3 Staff Facilities

- Staff may use designated restrooms and pantries in back-of-house areas only.
- Changing or storing personal items in sales areas is prohibited.

- No resting or sleeping is permitted in BOH corridors or public areas.

5.4 Cleaning and Housekeeping

5.4.1 Tenant Cleaning Obligations

Tenants are responsible for cleaning and maintaining all interior areas of their premises, including:

- floors, walls, ceilings, and shopfront glazing;
- counters, shelves, and display units;
- lighting fixtures and air-conditioning diffusers;
- furniture and decorative features;
- BOH areas, storage rooms, and staff facilities.

Cleaning must be completed **outside trading hours** to minimize disruption and maintain a clean environment throughout the day.

5.4.2 Approved Cleaning Products

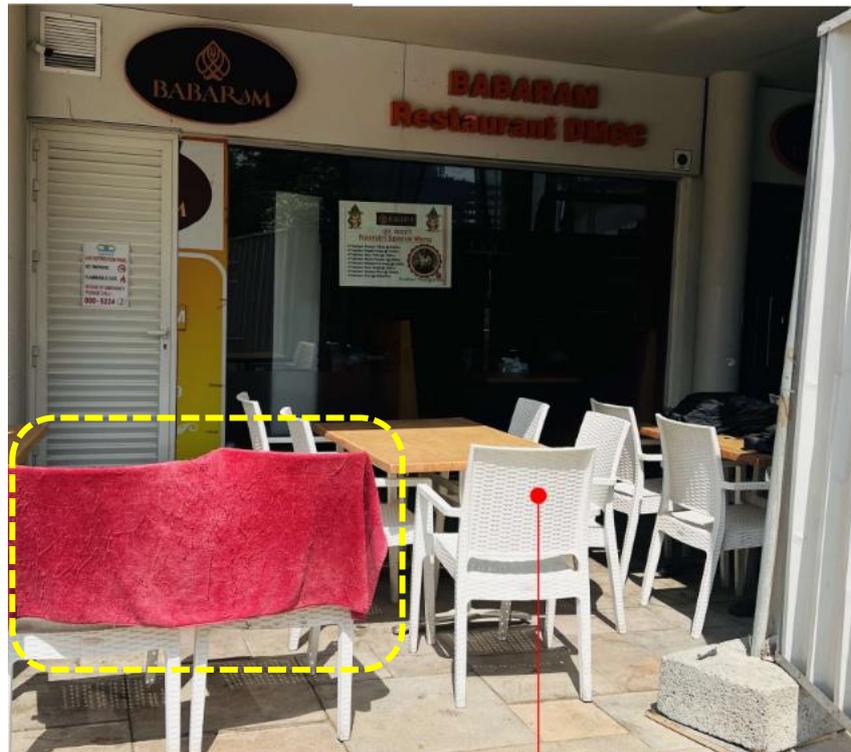
Only non-toxic, non-abrasive cleaning products may be used. Strong acids, solvents, or other materials likely to damage surfaces or emit fumes are prohibited. Management may conduct random inspections to ensure compliance.

5.4.3 Common Area Cleanliness

Tenants must keep the immediate area outside their premises clean and free of waste, stains, or spills. Dispose of the waste in allocated bins/areas only. Large or unusual waste disposal to follow municipality guidelines. F&B tenants must take particular care to prevent grease or food residue on paving or service corridors (where available).

DON'TS





5.5 Waste Management and Recycling

5.5.1 General Principles

Effective waste management is essential to environmental sustainability and health standards. Tenants must segregate and dispose of waste in accordance with the Waste Management Guidelines issued by Management and Dubai Municipality. Tenants are required to follow implementation of Executive Council Resolution No. (124) of 2023, which is banning a wide range of single-use plastic products, including, but not limited to, single-use plastic plates; plastic cutlery, including chopsticks; plastic beverage cups and their lids; as well as products that were already banned in the Emirate during 2025, namely polystyrene cups, plates, and containers; single-use plastic stirrers; single-use plastic cotton buds; single-use plastic table covers; and single-use plastic straws. DMCC is currently updating its Waste Management policies and procedures in coordination with a specialist consultant. Any changes to the existing Waste Management procedures will be communicated to all tenants in writing.

5.5.2 Waste Segregation

Each tenant must maintain separate containers for:

- **General Waste** (non-recyclables)
- **Recyclables** (paper, plastics, metals, glass)
- **Food Waste** (for F&B units)
- **Used Cooking Oil (UCO)** – collected by licensed waste contractors

5.5.3 Collection Procedures

- Waste must be securely bagged and transported via service corridors (where available) in wheeled bins to designated refuse rooms.
- Waste movement is permitted only during approved hours (typically 23:00 – 07:00).
- No waste is to be stored in corridors, staircases, or loading bays.
- Refuse room doors must remain closed after each use.
- Management reserves the right to issue cleaning or waste collection fees for repeated non-compliance.

DON'TS





5.5.4 Used Cooking Oil (F&B Tenants)

- Must be collected in sealed drums or approved containers.
- Disposal must be via licensed contractors registered with Dubai Municipality.
- Records of collection must be maintained for audit purposes.

5.5.5 Recycling Initiatives

Management encourages all tenants to participate in ongoing recycling programs. Performance reports on waste volumes and recycling rates may be shared quarterly.

All tenants are required to comply with the waste disposal and recycling standards established by Management and the Dubai Municipality (DM). Waste must be segregated at source into **general waste**, **recyclables**, **organic waste**, and **hazardous materials** where applicable. Recyclable materials—including cardboard, paper, plastics, metals, and glass—must be placed in clearly marked recycling bins within tenant premises and transported to the designated recycling stations located in the service areas.

Food & Beverage operators are required to keep organic waste and used cooking oil (UCO) in sealed, approved containers and ensure that collection is undertaken only by **DM-licensed waste contractors**. Tenants must not dispose of liquids, grease, chemicals, or packaging waste in sinks, floor drains, toilets, or service corridors. All compactable and non-compactable waste must be handled strictly in accordance with Management's Waste Management Plan.

Improper disposal—including mixing waste streams, leaving waste in unauthorized areas, or obstructing service corridors—will result in corrective action, cleaning recharges, or penalties. Tenants shall ensure that their staff are trained in proper waste segregation procedures, and Management may request waste disposal logs or recycling performance data as part of periodic environmental audits.

5.6 Pest Control

5.6.1 Preventive Measures

Tenants must maintain strict hygiene standards to prevent pest infestations including scheduled treatment plan appropriate to their risk category.

Preventive pest control services must be carried out by a **DM-approved** contractor.

- F&B tenants: at least **bi-weekly** treatments.
- Retail/service tenants: at least **monthly** treatments.

5.6.2 Reporting

Any signs of pest activity (e.g., droppings, nesting, or sightings) must be reported immediately to the Centre Management Office. Failure to act promptly may result in management intervention and recharges for remedial costs.

5.6.3 Documentation

Tenants must maintain pest control logs on-site, including service reports, treatment certificates, and contractor details. These logs are subject to inspection at any time.

5.7 Maintenance and Repairs

5.7.1 Tenant Maintenance Responsibilities

Tenants are responsible for maintaining their premises in good order, including:

- all internal fittings, fixtures, and equipment;
- electrical and plumbing fixtures within the leased boundary;
- signage, lighting, and décor;

- air-conditioning diffusers and filters (within the unit).
- hood cleaning and maintenance as per DM (must have a contract with DM approved contractor)
- grease trap cleaning and maintenance as per DM (must have a contract with DM approved contractor)

Maintenance must be carried out by **qualified and licensed contractors** only.

5.7.2 Management Maintenance Responsibilities

Management maintains all common areas, structural elements, and shared systems, including:

- central HVAC systems,
- elevators and escalators,
- common electrical and plumbing risers,
- external lighting, landscaping, and cleaning.

5.7.3 Reporting Defects

Any defect or service issue affecting common areas or shared systems should be reported immediately via the **Facilities Management Helpdesk**. Emergency issues (e.g., water leaks, power outages, tripped circuits) must be reported to Security for immediate escalation.

5.7.4 Work Permits and Contractor Access

Tenants must obtain a **Permit-to-Work (PTW)** from Management for any repair or maintenance activity involving:

- electrical work,
- plumbing or HVAC modifications,
- ceiling or flooring alterations,
- hot works (welding, cutting, grinding),
- or any work after hours.

Permits can be requested via email or the maintenance portal at least 24 hours in advance. PTW will be available only in MyJLT app from March 2026.

5.8 Sustainability and Environmental Standards

5.8.1 Energy Efficiency

Tenants are encouraged to adopt environmentally responsible practices, including:

- use of LED lighting and energy-efficient equipment,
- motion sensors or timers for non-customer areas,
- turning off lighting and signage after hours,
- maintaining HVAC systems at optimal efficiency (recommended 24–25°C).

5.8.2 Water Conservation

- Install low-flow fixtures where possible.
- Report leaks immediately to prevent water loss.
- Use water responsibly in cleaning and food preparation areas.

5.8.3 Green Initiatives

Management may organize sustainability programs or recognition schemes for tenants demonstrating exemplary performance in waste reduction, recycling, or energy savings.

5.9 Health, Hygiene, and Staff Conduct

5.9.1 Personal Hygiene (for All Staff)

- Employees must maintain personal cleanliness and wear appropriate attire.
- F&B employees must hold valid **Dubai Municipality Health Cards**.
- Hairnets, gloves, and aprons must be worn during food handling.
- No jewellery or watches during food preparation.

5.9.2 Behaviour and Conduct

Tenants must ensure that employees treat all customers, contractors, and colleagues with respect and professionalism. Aggressive, discriminatory, or inappropriate behaviour will result in immediate disciplinary referral and may affect tenancy status.

5.9.3 Medical Emergencies and First Aid

Each tenant must have at least one **trained first-aider** on shift at all times. First aid kits must be available and regularly checked for expiry. Serious injuries or illnesses must be reported immediately to Security or Management.

5.10 Customer Service Standards

5.10.1 Service Expectations

Tenants are expected to deliver courteous, efficient, and knowledgeable service at all times. Customer interaction must reflect positively on both the tenant's brand and the JLT development as a whole.

5.10.2 Customer Complaints

All complaints should be acknowledged immediately and resolved at the store level whenever possible.

5.10.3 Customer Privacy and Data Protection

Tenants collecting customer data (e.g., loyalty programs or reservations) must comply with UAE data protection laws. Customer information must be used only for legitimate business purposes and not shared without consent.

5.11 Operational Audits and Inspections (by DMCC)

5.11.1 Scheduled Inspections

DMCC Community management and its appointed contractors may conduct routine audits of tenant premises covering:

- cleanliness,
- maintenance,
- safety,
- waste management,
- and visual standards.

5.11.2 Reporting and Rectification

Any non-compliance identified during inspections must be rectified within the timeline specified in the audit report.

Failure to comply may result in written warnings, finer, or additional cleaning and maintenance charges.

5.11.3 Continuous Improvement

Tenants are encouraged to collaborate with Management to improve operational efficiency, environmental sustainability, and customer satisfaction.

5.12 Summary of Key Operational Standards

Area	Tenant Responsibility	Frequency
Store Cleaning	Full cleaning of interior and storefront glazing	Daily
Waste Disposal	Segregation and transport via service corridors (where available)	Daily
Pest Control	DM-approved service; maintain records	Weekly / Monthly
Staff Uniforms & Conduct	Professional, brand-consistent appearance	Continuous
Maintenance	Maintain fixtures, report defects promptly	Ongoing
Sustainability	Energy and water efficiency practices	Continuous

6.0 FACILITIES AND BUILDING SERVICES

6.1 Overview

The Facilities Management (FM) team at Jumeirah Lakes Towers is responsible for maintaining the Community area and ensuring the seamless operation of common systems. This includes all **mechanical, electrical, plumbing (MEP), fire safety, and environmental systems** that serve both tenant premises and shared areas.

Tenants are responsible for the maintenance of internal equipment and systems within their leased boundaries, while the FM team manages common systems, risers, and external plant infrastructure. All works carried out by tenants or their contractors must adhere to FM protocols and obtain prior written approval.

6.2 Electricity and Power Supply

6.2.1 General Provision

- Each retail unit is supplied with electrical power via an **individual meter** connected to the main building distribution system.
- Electrical capacities are allocated according to the tenant's category and approved design load.
- Any upgrade to the power load requires formal application, engineering verification, and authority approval (DEWA).

6.2.2 Electrical Installations

- All electrical works must be executed by licensed contractors registered with Dubai Electricity and Water Authority (DEWA).
- No tenant or subcontractor may modify electrical panels, risers, or cabling without written consent.
- Temporary connections, loose wiring, or unprotected junctions are prohibited.
- Electrical panels must always remain accessible and free from obstructions.

6.2.3 Power Interruptions and Maintenance

- Scheduled maintenance or power interruptions will be communicated by FM at least **48 hours in advance**.
- In emergencies, Management may isolate power supply immediately for safety reasons.

- Tenants are advised to install surge protection for sensitive equipment.

6.2.4 Emergency Power

Certain areas within JLT are equipped with backup power for essential systems (e.g., fire alarms, emergency lighting). Tenants operating critical installations (e.g., refrigeration, data servers) should provide their own **uninterruptible power supply (UPS)** if required.

6.3 Air Conditioning (HVAC)

6.3.1 System Overview

The development operates a **centralized chilled water HVAC system** providing conditioned air to each retail unit. Tenants need to register with EMPOWER for the chilled water supply. Tenants are responsible for internal distribution systems, air diffusers, and controls.

6.3.2 Tenant Responsibilities

- Maintain internal ducting and ensure filters are cleaned monthly.
- Ensure thermostats are set within recommended efficiency range (24–25°C).
- Keep air return grilles unblocked to ensure optimal airflow.
- Engage a licensed HVAC contractor for regular servicing.

6.3.3 Exhaust and Ventilation

- All F&B tenants must install and maintain grease filters, exhaust hoods, and odour-control devices.
- Filters must be cleaned weekly and replaced as necessary.
- Kitchen exhaust ducts must be professionally cleaned at least once every three months or based on the cooking capacity to prevent any future hazards like fire. the Contractor need to be approved by DM.
- Proof of maintenance must be submitted to the FM service provider of the community upon request.

6.3.4 Unauthorized Modifications

Tenants must not alter HVAC ducting or tap into common systems without written approval. Tenants are not allowed to install standalone HVAC system. All retails in JLT

are required to connect their HVAC to EMPOWER. Unapproved works may lead to disconnection and penalties.

6.4 Water Supply and Drainage

6.4.1 General Water Supply

- Potable water connections are provided at the rear of each unit.
- Each unit is equipped with a meter to record consumption.
- Tenants are responsible for maintaining internal plumbing and fixtures.
- Water leaks must be reported immediately to FM to avoid damage or wastage.

6.4.2 Drainage Systems

- Drainage lines are connected to common stacks maintained by FM.
- Tenants must ensure internal drainage systems remain free of blockages.
- Disposal of food waste, oil, or chemicals into drains is strictly prohibited.

6.4.3 Grease Traps (F&B Tenants)

- Must be installed, cleaned, and certified by approved contractors.
- Cleaning should occur at least once every two weeks or more frequently if required.
- Cleaning certificates must be submitted quarterly to the FM service provider of JLT community.

6.4.4 Water Conservation

- Leaking taps and pipes must be repaired immediately.
- Install water-efficient fixtures where possible.
- Continuous water discharge (e.g., decorative fountains or cooling systems) must be pre-approved.

6.5 Fire Protection and Life Safety Systems

6.5.1 Overview

The entire development is protected by a **comprehensive fire detection and suppression system** designed and maintained in accordance with **Dubai Civil Defence (DCD)** regulations.

This includes fire alarms, sprinklers, fire hose reels, and emergency exits.

6.5.2 Tenant Responsibilities

- Tenants must not obstruct fire detectors, sprinklers, or hose reels.
- All in-unit fire and life safety systems, including fire extinguishers and fire alarm systems, shall be inspected, tested, and maintained by a DCD-approved contractor in accordance with UAE FLS Code requirements and manufacturer's recommendations.
- Tenants must ensure their fit-out and materials comply with DCD-approved specifications (e.g., fire-rated gypsum, cables, and ducts).
- Each tenant must appoint a **Fire Warden** and **Deputy Warden** to coordinate in case of emergencies.

6.5.3 Fire Drills and Evacuation

- JLT FM service provider will organize periodic fire drills, and tenant participation is mandatory.
- Evacuation maps and exit signage must remain visible and unobstructed.
- Staff must be trained on alarm locations and extinguisher use.

6.5.4 Emergency Lighting

- Emergency lights and exit signage must remain functional at all times.
- Any faults within a tenant unit must be repaired immediately.

6.5.5 Reporting and Maintenance

- Tenants must report any false alarms, leaks, or damaged fire equipment immediately.
- Fire alarm panels are monitored 24/7 by Security Control Room.
- Tampering with or disabling fire safety equipment is a serious violation and may result in fines or lease penalties.

6.6 Vertical Transportation (Lifts and Escalators)

6.6.1 General Use

- Passenger lifts and escalators are intended for customers only.
- Service lifts are reserved for goods and maintenance staff.

- Overloading, misuse, or obstruction of lifts is prohibited.

6.6.2 Service Lifts

- Tenants must schedule delivery or maintenance activities requiring lifts through the Security desk.
- Heavy items must be transported using appropriate trolleys with protective pads.
- Any damage caused to lift interiors or doors will be charged to the responsible tenant.

6.6.3 Maintenance and Outages

- All vertical transportation equipment is maintained by specialized contractors.
- Tenants will be informed in advance of any scheduled downtime.
- Unauthorized operation or tampering is strictly prohibited.

6.7 Telecommunications and Internet

6.7.1 General Provision

A common telecommunication backbone is available to all tenants, with connectivity provided through **approved local service providers (Etisalat or du)**.

6.7.2 Installation and Routing

- Cables must be routed through existing risers and conduits only.
- No exposed or overhead wiring is permitted in public or façade areas.
- Tenants are responsible for coordinating installation with the service provider and ensuring aesthetic compliance.

6.7.3 Wi-Fi and Network Devices

- Internal Wi-Fi networks are permitted but must not interfere with the property's core systems.
- External antennas, routers, or boosters placed outside the premises require Management approval.

6.8 Common Area Facilities

6.8.1 Maintenance and Cleaning

The Facilities Management team is responsible for the upkeep of all common areas, including:

- public walkways and plazas,
- restrooms, corridors, and service passages,
- landscape areas, and
- exterior lighting and façade cleaning.

Tenants must not store goods or waste in these areas and must immediately report any spills, damage, or vandalism.

6.8.2 Shared Utilities

Tenants must cooperate during routine maintenance and allow FM access to service risers and inspection points within their premises when required.

6.8.3 Facility Damage

Any damage caused to floors, walls, or fittings within common areas by a tenant or its contractors will be repaired by FM and recharged to the responsible tenant.

6.9 Environmental Systems

6.9.1 Wastewater and Grease Management

- F&B tenants must ensure compliance with Dubai Municipality environmental discharge standards.
- No grease, oil, or solid waste may enter drainage systems.
- Tenants are responsible for the proper disposal of cooking oil and food residues.

6.9.2 Air Quality Control

- Scent diffusers or air purifiers must not emit excessive fragrance that could affect adjacent tenants.
- Smoke machines, incense burners, or open flames (except for approved F&B cooking) are prohibited.

6.9.3 Noise and Vibration

Tenants must operate within acceptable noise levels as defined by DM and Management.

Amplified music, mechanical vibrations, or any activity causing disturbance may result in restrictions or penalties.

6.10 Coordination and Access for FM Works

- Tenants must grant FM personnel access to their units when required for inspection, repair, or emergency intervention.
- Entry will be scheduled with at least 24 hours' notice unless in emergencies.
- FM staff will always carry identification and follow strict professional conduct.
- Tenants must not obstruct service risers, inspection hatches, or control panels within their premises.

Failure to provide reasonable access may delay maintenance and result in potential service disruptions.

6.11 Summary of Tenant Responsibilities

Area	Tenant Obligation	Frequency
Electrical Systems	Maintain in-unit wiring, report faults immediately	Continuous
HVAC Systems	Clean filters, maintain ducts, submit service reports	Monthly
Water & Drainage	Maintain plumbing, clean grease traps (F&B)	Biweekly
Fire Safety	Maintain extinguishers, participate in drills	Semiannual
Telecommunications	Use approved service providers, conceal wiring	As needed
Common Areas	Keep clean, report damages, no storage	Continuous

7.0 HEALTH, SAFETY AND EMERGENCY PROCEDURES

7.1 Overview

Safety is a shared responsibility between Management and all tenants. Every individual working within **Jumeirah Lake Towers (JLT)** must be aware of and comply with safety rules, emergency procedures, and risk prevention measures outlined in this handbook and the applicable UAE laws.

Management is committed to maintaining a safe, secure, and healthy environment for all visitors, tenants, and employees. Tenants are required to ensure that their operations, staff, and contractors uphold the same standards.

7.2 Health and Safety Policy

7.2.1 Tenant Responsibilities

Each tenant must:

- Conduct their operations safely and in accordance with DCD, DM, and occupational health regulations.
- Provide adequate training to employees in fire safety, first aid, and emergency response.
- Appoint a **Safety Representative** to liaise with Management on all safety-related matters.
- Maintain all internal systems and equipment (electrical, HVAC, fire extinguishers) in safe working order.
- Immediately report any unsafe conditions, incidents, or near misses to the DMCC Community Management through emergency hot-line.
- All retail tenants within JLT are required to obtain and maintain a valid Retail Operational Fitness Certificate (ROFC) issued annually by DMCC. Compliance with these Retail Design Guidelines forms part of the ROFC assessment criteria.

7.2.2 Management Responsibilities

Management will:

- Maintain all shared life-safety systems (fire alarms, sprinklers, evacuation signage, etc.).
- Conduct regular inspections and safety audits.

- Organize fire drills and emergency response training.
- Issue circulars to inform tenants about updates to procedures or safety legislation.

7.3 General Safety Rules

- Fire exits, staircases, and service corridors (where available) must be kept clear at all times.
- No materials, stock, or furniture may block emergency routes.
- The use of open flames, candles, or incense is prohibited unless approved for F&B use.
- Smoking is permitted only in designated outdoor areas.
- All electrical wiring must be properly insulated and concealed.
- Wet floors must be clearly marked to prevent slips or falls.
- Chemicals and cleaning materials must be stored in labelled, sealed containers.
- All staff must wear appropriate personal protective equipment (PPE) when performing maintenance or cleaning work.

Failure to comply may result in warnings, penalties, or suspension of operations until corrective action is taken.

7.4 Fire Safety Procedures

7.4.1 Fire Prevention

Tenants must take proactive steps to prevent fire incidents by:

- Keeping electrical panels unobstructed.
- Avoiding overloading of power sockets.
- Ensuring regular inspection of wiring and equipment.
- Maintaining clean exhaust ducts and grease filters.
- Prohibiting storage of flammable materials near heat sources.
- Ensuring staff are trained in emergency response and extinguisher use.

7.4.2 Fire-Fighting Equipment

- Every retail and F&B unit must maintain a sufficient number of **portable fire extinguishers**.
- Extinguishers must be appropriate for the risk category (CO₂ for electrical, foam or powder for general fires).
- Extinguishers must be inspected and certified in line with UAE FLS Code requirements by a DCD-approved contractor.
- Certificates must be displayed on-site and renewed upon expiry.

7.4.3 Fire Detection and Alarm System

- The property's fire detection and alarm system is monitored 24/7 by the Security Control Room.
- Tenants must not disconnect, cover, or relocate any smoke detectors or sprinklers without written approval.
- False alarms caused by tenant negligence may result in penalties and DCD notification.

7.5 Emergency Evacuation Procedures

7.5.1 When the Alarm Sounds

Upon hearing the fire alarm or emergency broadcast:

1. Stop all operations immediately.
2. Calmly instruct customers and staff to proceed to the nearest emergency exit.
3. Follow illuminated **EXIT** signage and use staircases only.
4. Do **not** use elevators.
5. Proceed to the designated **Assembly Point** as indicated on the evacuation map.
6. Wait for instructions from Security or the Fire Warden before re-entering the building.

7.5.2 Tenant Fire Wardens

Each tenant must nominate at least:

- one **Fire Warden** for every 10 employees, and
- one **Deputy Warden** per shift.

Their duties include:

- guiding customers to safety,
- checking restrooms and storerooms for occupants,
- closing doors to contain fire or smoke,
- accounting for staff at the assembly point, and
- reporting any missing persons to Security.

7.5.3 Disabled or Vulnerable Occupants

Tenants must establish procedures to assist people with limited mobility or disabilities during evacuations, assigning designated helpers as needed.

7.5.4 Evacuation Maps

Evacuation maps are displayed in common corridors and must also be displayed within each tenant unit near the exit door. Tenants must ensure maps are visible, undamaged, and updated if layouts change.

7.6 Medical Emergencies

7.6.1 Immediate Actions

In case of medical emergency:

1. Notify Security immediately or dial **999** for ambulance services.
2. Do not move the injured person unless necessary for safety.
3. Assign a trained first-aider to provide assistance.
4. Clear the area for emergency personnel.

7.6.2 First Aid Kits

- Each tenant must maintain a **first aid kit** containing basic medical supplies.

- Kits must be checked monthly for completeness and expiry.
- Large F&B or service units should also maintain a **portable first aid kit** for use in storage or prep areas.

7.6.3 Reporting

All incidents must be documented on the **Incident Report Form** and submitted to Management within **24 hours**. Serious cases will require a follow-up investigation and report.

7.7 Security and Incident Management

7.7.1 Security Presence

The Security Department operates 24 hours a day, providing:

- access control and patrols,
- CCTV monitoring,
- incident reporting, and
- emergency coordination.

Security personnel are trained to assist during fire, medical, or evacuation events.

7.7.2 Suspicious Activity

Tenants and staff must report any suspicious behaviour, unattended packages, or unauthorized individuals immediately. Management reserves the right to inspect any item or vehicle entering or leaving the premises.

7.7.3 Theft and Property Loss

Tenants are responsible for safeguarding their own merchandise and cash. In the event of theft:

- Notify Security and local police immediately.
- Provide full details, including CCTV reference and witness accounts.
- Submit a written report to Management.

Management is not responsible for loss or damage to tenant property resulting from theft, negligence, or unauthorized access.

7.8 Accidents and Incident Reporting

7.8.1 Reporting Procedure

All incidents (fire, injury, damage, theft, or near-miss) must be reported using the **Incident Report Form** provided by Management.

Reports should include:

- time and date of incident,
- description of event,
- individuals involved,
- immediate actions taken, and
- recommendations for prevention.

7.8.2 Investigation and Corrective Action

Management will review all reports and may request further information or evidence. Tenants must cooperate fully during investigations. Corrective actions (such as training, equipment upgrades, or layout changes) must be implemented promptly.

7.8.3 Record Keeping

Tenants must maintain copies of all incident reports and corrective actions for at least one year for audit purposes.

7.9 Extreme Weather and Emergency Closures

7.9.1 Weather-Related Events

In the event of sandstorms, heavy rain, or extreme heat:

- Management may temporarily close outdoor areas or restrict access.
- Tenants will receive advance notification whenever possible.
- Outdoor furniture, signage, and loose materials must be secured or brought inside.

7.9.2 Emergency Shutdowns

In the event of a major emergency (e.g., civil disturbance, structural damage, or public safety order), Management may direct tenants to cease operations immediately. Reopening will occur only upon clearance from authorities and Management.

7.10 Occupational Health and Staff Safety

7.10.1 Safe Working Environment

Tenants must maintain a workplace that complies with UAE Labour Law and Dubai Municipality Occupational Health & Safety standards.

This includes:

- adequate lighting and ventilation,
- safe electrical installations,
- ergonomic workstations, and
- properly stored cleaning chemicals.

7.10.2 Personal Protective Equipment (PPE)

All employees performing cleaning, maintenance, or handling hazardous materials must wear PPE including gloves, masks, and eye protection.

7.10.3 Training

Tenants must conduct regular training in:

- Fire safety awareness,
- Manual handling and lifting techniques,
- Chemical safety and spill response, and
- First aid and emergency procedures.

Records of training attendance must be maintained.

7.11 Emergency Contacts

Department	Contact Number	Availability
Security Control Room	04 423 2999	24 hours
Facilities Management (FM)	04 423 2999	24 hours
DMCC Community management	04 3688883	9:00 AM – 6:00 PM
Dubai Civil Defence (DCD)	997	24 hours
Ambulance / Medical Emergency	998	24 hours
Dubai Police	999	24 hours

Tenants are required to display this contact list prominently in back-of-house areas.

7.12 Summary of Safety and Emergency Responsibilities

Area	Tenant Responsibility	Frequency
Fire Safety	Maintain extinguishers, train staff, participate in drills	Continuous
First Aid	Maintain stocked kits, designate trained staff	Continuous
Evacuation	Display maps, assign wardens, participate in drills	Ongoing
Incident Reporting	Report all incidents within 24 hours	As needed
Staff Safety	Provide PPE and training	Continuous

Reference: [DMCC Health, Safety and Environment \(HSE\) Regulations](#)

8.0 INSURANCE AND LEGAL COMPLIANCE

8.1 Overview

All tenants operating within **Jumeirah Lake Towers (JLT)** are required to maintain valid insurance policies and obtain all necessary operational permits, approvals, and certifications from relevant authorities. These obligations are essential to protect the interests of both the tenant and the development, ensure regulatory compliance, and mitigate risks arising from business operations.

Failure to maintain valid insurance coverage or required permits may result in suspension of operations and may constitute a breach of the lease agreement.

8.2 Tenant Insurance Requirements

Each tenant must maintain, at their own cost, the following minimum insurance policies for the entire duration of their lease term:

Type of Insurance	Minimum Requirement	Notes
Public Liability Insurance	AED 5,000,000 per occurrence (or as per lease)	Covers injury, death, or property damage caused to third parties.
Property All-Risk Insurance	Full replacement value of tenant's fit-out, fixtures, equipment, and stock.	Covers damage from fire, water, theft, and other perils.
Employer's Liability Insurance	As per UAE Labour Law.	Covers injury or illness to employees while on duty.
Workmen's Compensation	As required by Ministry of Human Resources and Emiratization (MOHRE).	Covers medical expenses and compensation for work-related injuries.
Product Liability Insurance (for F&B)	As per Dubai Municipality and Food Safety Department standards.	Covers illness or damage resulting from food or beverage products.

8.2.1 Insurance Certificates

Tenants must submit valid copies of all insurance certificates to the Centre Management Office prior to opening and upon renewal each year. Certificates must:

- Clearly state policy numbers, coverage amounts, and effective dates.
- Name the **Property Owner / Management Entity** as additional insured parties.

Failure to submit updated certificates within ten (10) working days of expiry may result in suspension of operational permits or access.

8.3 Insurance Claims

8.3.1 Reporting

In the event of any incident resulting in property damage, injury, or business interruption:

1. Notify Security and Management immediately.
2. Preserve the scene of the incident until inspection.
3. Submit a written incident report within 24 hours.
4. Coordinate with your insurance provider for claims processing.

8.3.2 Claim Processing

Tenants must provide all documentation requested by insurers, including incident reports, CCTV footage, photos, and witness statements.

DMCC Community management will support the claim process when it involves common areas but will not handle claims on behalf of the tenant.

8.3.3 Liability Disclaimer

DMCC Community management shall not be liable for any loss, damage, or injury sustained by tenants, their employees, or customers unless resulting directly from Management's negligence.

8.4 Statutory Licenses and Operational Permits

Each tenant is responsible for obtaining and maintaining valid operational licenses and authority approvals relevant to their business activities.

8.4.1 Mandatory Licenses Include:

- **Trade License** – Issued by the issued by DMCC Free Zone.
- **Tenancy Contract** – Signed and registered.
- **Dubai Municipality (DM) Approvals** – For all fit-out and operational elements.

- **Dubai Civil Defence (DCD) Certificate** – For fit-out completion and fire safety compliance.
- **Food Control Department Approval** – For all F&B establishments.
- **Liquor or Shisha Permits** – Where applicable, from the DMCC property department.
- **Signage Permit** – For external or illuminated signage.
- **Music / Entertainment License** – For any unit using amplified music or performances.

8.4.2 Renewal of Licenses

- All licenses must be renewed on or before their expiry dates.
- Copies of renewed licenses must be submitted to the DMCC Community management within five (5) working days of renewal.
- Operating with expired permits or licenses is strictly prohibited and may lead to suspension of operations.

8.4.3 Display of Licenses

Tenants must display their valid trade license and other relevant approvals at a visible location within their premises for inspection by authorities or Management.

8.5 Fire and Life Safety Compliance

8.5.1 DCD Certificates

All tenants are required to obtain:

- A **DCD Fit-Out Completion Certificate** prior to opening, and
- Annual **Fire Safety Maintenance Certificates** thereafter.

Copies must be provided to Management for record keeping.

Failure to maintain valid DCD certification may result in immediate closure by authorities.

8.5.2 Fire Equipment Maintenance

Fire extinguishers, alarms, and suppression systems within tenant premises must be inspected and certified by a DCD-approved vendor every **six months**. Inspection tags must be attached, and certificates retained on file.

8.6 Occupational Health and Safety (OHS)

8.6.1 OHS Policy

Tenants must implement and maintain their own **Occupational Health and Safety (OHS) Policy**, aligned with UAE Federal Law No. 8 of 1980 (as amended) and Dubai Municipality Code of Construction Safety Practice.

8.6.2 Responsibilities

- Provide a safe working environment for employees and customers.
- Train staff on OHS procedures and safe equipment handling.
- Maintain MSDS (Material Safety Data Sheets) for all chemicals used.
- Report accidents and unsafe conditions immediately.

8.6.3 Inspections

DMCC Community management may conduct periodic audits. Failure to comply with OHS requirements will result in formal notices and potential penalties.

8.7 Legal Compliance and Enforcement

8.7.1 Regulatory Compliance

Tenants must comply with all applicable UAE federal and emirate-level laws, including but not limited to:

- Dubai Municipality regulations,
- Dubai Civil Defence Fire & Life Safety Code,
- DEWA and RTA safety standards, and
- Dubai Integrated Waste Management guidelines.

8.7.2 Lease Obligations

Nothing in this handbook supersedes the terms of the lease. In case of discrepancy, the lease agreement shall prevail.

8.7.3 Inspections and Documentation

DMCC Community management reserves the right to inspect tenant premises at any time to verify compliance with licensing, insurance, and safety obligations. Tenants must provide access to all required documentation upon request.

8.7.4 Non-Compliance Consequences

Failure to maintain valid insurance, licenses, or safety certifications may result in:

- Written warnings,
- Administrative fines,
- Temporary closure of the premises,
- Forfeiture of security deposit, or
- Lease termination in cases of repeated or severe violations.

8.8 Record Keeping and Documentation

Tenants must maintain, at all times within the premises:

- Copies of valid insurance policies and certificates,
- Current trade and operational licenses,
- Fire safety certificates,
- Pest control and waste management contracts,
- Health inspection reports,
- Employee training records, and
- All correspondence from Management or authorities.

Management may request these records for verification at any time.

8.9 Authority Inspections

- Government inspectors (DM, DCD, DET, MOHRE, etc.) may visit the premises without prior notice.
- Tenants must cooperate fully and provide all requested documents or access.
- Failure to comply or providing misleading information to inspectors may lead to official penalties or closure.

Management should be informed immediately of any inspection and provided a copy of the inspection report.

8.10 Summary of Tenant Compliance Responsibilities

Compliance Area	Tenant Obligation	Renewal / Frequency
Public Liability Insurance	Maintain valid policy, submit certificate	Annually
Property All-Risk	Insure fit-out and stock	Annually
DCD Fit-Out Certificate	Obtain before opening	Once / Update as required
Trade License	Renew and submit copy	Annually, As per the licence expiry date
Food Safety & Health Permits	Maintain valid approvals	As per authority
Fire Alarm and Firefighting System	Service and tag	As per authority
Pest Control & Waste Contracts	Maintain and submit	Quarterly
Staff OHS Training	Conduct and record	Ongoing
LPG system maintenance	Service and tag	As per authority
Grease trap cleaning	Maintain	As per authority (every 15 days)
Kitchen exhaust maintenance	Maintain	Quarterly or in line with OEM recommendations, whichever is earliest

9.0 MARKETING AND CUSTOMER EXPERIENCE

9.1 Overview

Marketing and customer experience are integral to the success of **Jumeirah Lake Towers (JLT)** as a retail destination. The Management team, in collaboration with tenants, aims to position the development as a vibrant community hub that offers quality retail, dining, and leisure experiences. To achieve this, all marketing, signage, and customer service activities must follow the unified brand and operational standards set out in this section.

Tenants are encouraged to work proactively with DMCC Community management to deliver a consistent, engaging, and positive customer experience that reinforces JLT's reputation as a premier mixed-use lifestyle destination.

9.2 Marketing Coordination

9.2.1 Marketing Department Role

The **Marketing & Communications Department** within DMCC Community management is responsible for:

- Overall destination marketing strategy;
- Seasonal and event campaigns;
- Public relations and media coverage;
- Social media and digital content management;
- Coordination of tenant participation in promotions and events; and
- Oversight of all on-site branding and signage.

All marketing initiatives within the development must be reviewed and approved by this department.

9.2.2 Tenant Cooperation

Tenants must support the collective marketing efforts of the development by:

- Sharing brand visuals, photography, and updates for inclusion in campaigns;
- Submitting details of new products, menus, or seasonal collections;
- Participating in mall-wide events, activations, and promotions;
- Displaying approved marketing materials within their stores; and

- Ensuring staff are briefed on upcoming campaigns.

DMCC Community management may request specific promotional contributions (e.g., discounts, giveaways, sponsorships) for key campaigns throughout the year.

9.3 Tenant Promotions and Campaigns

9.3.1 Individual Promotions

Tenants may conduct in-store promotions, sales, or product launches with prior written approval from Management.

All requests must include:

- description of the promotion,
- duration and dates,
- promotional visuals and layout,
- any audio, video, or lighting elements.

Applications must be submitted at least **ten (10) working days** before the proposed start date.

Approval ensures alignment with the property's brand, prevents overlap with other events, and avoids safety or aesthetic conflicts.

9.3.2 Seasonal Sales

Participation in city-wide events such as **Dubai Shopping Festival (DSF)** or **Dubai Summer Surprises (DSS)** is strongly encouraged. Management will coordinate collective branding and ensure that participating stores adhere to promotional guidelines and discount disclosure requirements set by the Department of Economy and Tourism (DET).

9.3.3 Common Area Activations

Pop-ups, sampling kiosks, or event installations in public spaces require a **Common Area Use Permit (CAUP)**.

Requests must specify:

- purpose and duration of activation,
- setup drawings or sketches,
- staffing and equipment list, and

- any safety or electrical requirements.

DMCC Community management reserves the right to approve locations, layouts, and duration of activations based on overall traffic flow and aesthetics.

9.4 Branding and Visual Identity

9.4.1 Unified Brand Image

To maintain a cohesive visual identity across the development, tenants must adhere to the **JLT Branding Guidelines**, which define standards for:

- logo usage,
- colour palette and materials,
- lighting and signage design,
- façade treatments, and
- promotional graphics.

The aim is to achieve visual harmony while allowing tenants to express their individual brand character within an upscale environment.

9.4.2 Prohibited Materials and Styles

- Handwritten, neon, or flashing signage is not permitted.
- Temporary posters, stickers, or vinyl may not be affixed to façades or windows without approval.
- Inflatable structures, banners, or flags are prohibited unless part of an approved campaign.
- External speakers or sound systems are not allowed except during sanctioned events.

9.4.3 Storefront Maintenance

- Storefronts and signage must be always illuminated and in good working order.
- Damaged or flickering signage must be repaired within 48 hours of notice.
- Storefronts must remain open and visually active during trading hours, even during low-traffic periods.

9.5 Signage Standards

9.5.1 Permanent Signage

- All tenant signage must be installed as per approved shopfront drawings.
- Signage dimensions, materials, and lighting must comply with the **Tenant Fit-Out Manual** and authority regulations.
- No additional or replacement signage may be installed without written consent.

9.5.2 Temporary Signage and Notices

- “Coming Soon,” “Renovation,” or “Closed for Maintenance” signage must follow the official design templates provided by Management.
- Promotional decals, sale stickers, or temporary graphics must be applied professionally and removed immediately after campaign end.
- All signage visible from the public realm must be bilingual (English and Arabic).

9.5.3 Directional and Advertising Signage

DMCC Community management maintains uniform wayfinding and advertising systems within the development. Tenants may participate in these systems upon approval and payment of applicable fees.

9.6 Customer Experience Standards

9.6.1 Service Excellence

Every customer interaction contributes to the perception of JLT as a quality retail destination.

Tenants must ensure that staff are trained to:

- greet customers courteously and professionally;
- handle inquiries promptly;
- maintain knowledge of products or menus; and
- handle complaints with patience and professionalism.

9.6.2 Staff Presentation and Behaviour

- All employees must wear clean uniforms and name badges.
- Personal grooming must reflect professional standards.
- Eating, drinking, or using mobile phones in front of customers is prohibited.
- Loud talking, loitering, or disruptive behaviour in public areas is not permitted.

9.6.3 Customer Privacy

Tenants must respect customer privacy and data protection regulations. Recording, photographing, or filming customers without consent is not allowed, except for authorized marketing purposes.

9.7 Community Engagement and Events

9.7.1 Destination Events

DMCC Community management organizes regular community events, such as family weekends, outdoor markets, and cultural celebrations. Tenants are encouraged to participate actively, as these events drive visitor engagement and strengthen the JLT brand.

9.7.2 Sponsorship and Collaboration

Tenants may sponsor events, provide gifts, or host brand activations as part of community initiatives.

Sponsorship proposals should include brand visuals, proposed activities, and logistical requirements.

9.7.3 Charity and Social Responsibility

Charitable or cause-related campaigns within the premises require Management approval and must comply with the **UAE Authority for Social Contributions (Ma'an)** and local charity laws.

9.8 Digital and Social Media Marketing

9.8.1 Shared Digital Platforms

Tenants will be featured across JLT's digital channels, including website, social media pages, and newsletters.

To maximize exposure, tenants should provide:

- high-resolution imagery,
- short brand stories or offers,
- updated contact and social media details.

9.8.2 Online Promotions

When referencing JLT in online campaigns, tenants must use approved hashtags, location tags, and brand names. The tone of all posts should remain professional and consistent with JLT's brand values.

9.8.3 Digital Displays and Screens

Promotional content displayed on in-store screens must not include offensive or politically sensitive material. Content visible from public areas is subject to Management approval.

9.9 Customer Feedback and Complaint Handling

9.9.1 Complaint Resolution

All customer complaints should be acknowledged immediately by store staff and resolved at the store level wherever possible. If escalation is required:

1. Log the complaint in the store's customer service record.
2. Notify the **DMCC Community management** with details of the issue and actions taken.
3. Cooperate with DMCC Community management for joint resolution if necessary.

9.9.2 Feedback Channels

Customers may also provide feedback directly to DMCC Community management through online forms, QR codes, or information counters. Tenants are expected to respond promptly to DMCC Community management follow-ups.

9.9.3 Continuous Improvement

Recurring issues identified through customer feedback may lead to management consultations and, if necessary, mandatory corrective training for tenant staff.

9.10 Filming, Photography, and Media Coverage

9.10.1 Media Filming and Photography

- Commercial photography or filming within tenant premises or common areas requires a **Media Permit** issued by DMCC Community management.
- Applications must be submitted at least five (5) working days in advance.
- Unauthorized filming may result in removal of equipment and possible penalties.

9.10.2 Internal Use

Tenants may take photos or videos within their store for marketing purposes, provided it does not disturb customers or breach privacy laws.

9.10.3 Media Visits

Media representatives must be escorted by DMCC Community management or an authorized PR representative at all times.

9.11 Mystery Shopping and Service Audits

DMCC Community management may conduct **mystery shopping** and **service-quality assessments** periodically to ensure high customer service standards. Results may be shared with tenants, and corrective measures may be required where service standards fall below expectations.

9.12 Marketing Materials and Visual Approval Process

Activity	Required Approval	Lead Time
In-store Promotion / Sale	DMCC free zone	10 working days
Window Graphics or Stickers	DMCC free zone	7 working days
Common Area Activation	DMCC free zone	15 working days
Sponsorship Proposal	Marketing	15 working days
Digital Content featuring JLT Branding	Marketing	5 working days

9.13 Summary of Marketing and Customer Experience Responsibilities

Area	Tenant Obligation	Frequency
Promotions	Submit requests, adhere to branding	As needed
Storefront Branding	Maintain approved signage and visuals	Continuous
Staff Training	Ensure customer service excellence	Ongoing
Participation	Join destination events and campaigns	As scheduled
Complaint Handling	Log and resolve issues promptly	Continuous

10.0 GREEN RETAIL CHARTER

10.1 Overview

The **Green Retail Charter** is an initiative by DMCC Community management to promote sustainability, environmental responsibility, and resource efficiency across all retail operations within *Jumeirah Lake Towers (JLT)*. This charter outlines the principles and practices that all tenants are expected to adopt to contribute to a cleaner, healthier, and more resilient urban environment.

By signing this handbook, each tenant acknowledges their role in supporting JLT's environmental objectives and agrees to implement sustainable practices in line with this charter.

10.2 Objectives

The main objectives of the Green Retail Charter are to:

- Reduce environmental impact from retail operations.
- Promote sustainable consumption and waste reduction.
- Enhance the efficiency of energy and water usage.
- Foster a culture of environmental awareness among employees and customers.
- Support Dubai's 2040 Urban Master Plan and Net Zero 2050 strategy.

10.3 Environmental Commitments

Each retail tenant shall commit to the following operational principles:

1. Energy Efficiency

- Use energy-efficient lighting (LEDs or equivalent).
- Switch off non-essential lighting and equipment outside trading hours.
- Maintain air-conditioning units and ensure temperature settings remain between 24–25°C for optimal efficiency.
- Participate in Management-led energy-saving campaigns.

2. Water Conservation

- Install low-flow taps and water-efficient fixtures where possible.
- Report leaks immediately to Facilities Management.
- Avoid excessive water use during cleaning or food preparation.
- Support initiatives for greywater reuse and conservation awareness.

3. Waste Reduction and Recycling

- Separate recyclable, organic, and general waste according to Management's guidelines.
- Minimize packaging and encourage suppliers to adopt eco-friendly materials.
- Use reusable or biodegradable bags, utensils, and containers.
- Participate in the development's centralized recycling and waste monitoring program.

4. Responsible Procurement

- Source materials, ingredients, and products from certified sustainable suppliers where possible.
- Avoid banned or environmentally harmful substances.
- Prioritize local and regional suppliers to reduce transport emissions.

5. Sustainable Fit-Out and Design

- Incorporate energy-efficient lighting, HVAC, and equipment into fit-out designs.
- Use certified eco-friendly paints, adhesives, and finishes.
- Recycle or responsibly dispose of fit-out waste through approved contractors.
- Consider modular furniture and long-life materials to reduce future waste.

10.4 Green Operations Monitoring

DMCC Community management may monitor and evaluate the environmental performance of tenants through:

- Regular inspections of waste segregation and storage areas.
- Periodic energy and water consumption reviews.
- Participation in environmental audits and improvement programs.
- Annual sustainability performance scorecards for each tenant.

10.5 Community and Customer Engagement

Tenants are encouraged to:

- Educate their staff on sustainability practices.
- Communicate their eco-friendly initiatives to customers through in-store displays and digital channels.
- Participate in community sustainability events, awareness drives, and “Green Weeks” organized by Management.
- Support campaigns that promote eco-conscious retailing and customer behaviour.

10.6 Continuous Improvement

Sustainability is an evolving practice. Tenants should actively seek to improve their environmental performance by:

- Reviewing operations annually for efficiency improvements.
- Adopting new technologies and innovations that reduce environmental impact.
- Sharing best practices with other retailers within the JLT community.

10.7 Summary of Green Retail Charter Commitments

Focus Area	Tenant Commitment	Verification
Energy Use	Optimize lighting, HVAC, and electrical systems	Monthly utilities check
Water Conservation	Install low-flow fixtures, report leaks	Facilities inspections
Waste Management	Segregate and minimize waste	Waste audit reports
Sustainable Materials	Use eco-certified materials and packaging	Fit-out reviews
Staff Training	Conduct environmental awareness programs	Annual certification
Customer Engagement	Promote green behaviour and initiatives	Marketing audit

11.0 APPENDICES AND FORMS

11.1 Overview

This section provides supporting documents, templates, and contact references necessary for the daily operation and management of retail units within **Jumeirah Lake Towers (JLT)**.

Each form ensures compliance with operational procedures, streamlines communication, and standardizes documentation across all tenants.

All forms and appendices mentioned herein will be distributed digitally and are available in editable format from the **Centre Management Office (CMO)** or through the official **Tenant Portal** once operational.

11.2 Standard Operational Forms

Form Title	Purpose	Issued By	Submission To
Access Card Request Form	Request for issuance of access cards for tenant employees and contractors.	Security Department	FM Service provider
Delivery Permit Form	Authorization for goods delivery or collection outside standard hours.	Security / Operations	Security Control Room
Incident Report Form	To report accidents, injuries, damage, or theft within tenant or common areas.	Security / HSE	DMCC Community Management
Fit-Out Application Form	Formal application for commencement of unit fit-out works and contractor registration.	Operations/Fit-out team	DMCC Community Management
Permit-to-Work (PTW)	Required for all repair, maintenance, or modification works within the premises.	Facilities Management	MyJLT App

Form Title	Purpose	Issued By	Submission To
Waste Collection Request Form	To schedule bulk waste or special collection (e.g., used cooking oil, debris).	FM service provider	FM/MyJLT
Common Area Use Permit (CAUP)	Request for temporary promotional activity or kiosk in public areas.	Events team	MyJLT App
Contractor Gate Pass Application	For temporary access of external service providers.	Security	Security / FM service provider
Tenant Information Update Form	To update contact, management, or emergency details.	Administration	MyJLT App
Acknowledgment of Tenant Handbook	Confirmation of tenant's receipt and understanding of the handbook.	Management	DMCC Community Management

11.3 Forms and Document Control

11.3.1 Completion and Submission

- All forms must be completed legibly and signed by the tenant's authorized representative.
- Digital submissions (PDF or MyJLT App) are preferred to streamline processing.
- Forms submitted by email must clearly indicate the tenant's unit number and contact information in the subject line.

11.3.2 Review and Approval

- Management departments review submitted forms within **the timelines built in MyJLT app and Unitifer as a KPI for all processes.**
- Urgent requests (e.g., access cards, emergency works) will be prioritized where possible.
- Approvals are valid only for the period or activity specified on the form.

11.3.3 Record Keeping

Tenants must retain copies of all approved forms and correspondence for their internal records.

Management maintains a centralized digital archive for operational traceability and audit compliance.

11.4 Site Plans and Reference Diagrams

The following documents will be attached as part of the final issued handbook and available in both print and digital formats:

1. **Site Plan – Jumeirah Lake Towers Retail Zones**
 - Illustrating unit layout, access routes, and public entrances.
2. **Service Corridor and Loading Dock Layout**
 - Showing designated delivery access, motorcycle parking zones, and waste collection areas.
3. **Emergency Evacuation Plan**
 - Indicating assembly points, fire exits, and firefighting equipment.
4. **Common Area Map**
 - Showing promotional areas, kiosks, and outdoor activation spaces.

(Note: These diagrams will be inserted by the design team in the final formatted version.)

11.5 Contact Directory

Tenants may use the following directory for operational communication and escalation.

A complete contact list, including mobile numbers and emergency hotlines, will be circulated quarterly.

Department	Function	Email / Contact
DMCC Community Management	General operations, communication, and tenant relations	MyJLT App / community@dmcc.ae
Facilities Management (FM)	Maintenance, utilities, cleaning, and technical support	MyJLT App
Security Control Room	24/7 access control, emergencies, incident reports	04 423 2999
Marketing Department	Promotions, branding, and events	MyJLT App
Leasing	Billing and rent (for units owned by DMCC only) and service charge inquiries (for other units managed by building managers)	MyJLT App

11.6 Document Updates and Version Control

11.6.1 Periodic Review

This handbook and all associated appendices are reviewed periodically by DMCC Community Management to ensure alignment with operational updates, regulatory changes, and best practices. Updates will be communicated to tenants through official circulars and digital notices.

11.6.2 Version Identification

Each edition of this handbook is identified by version number and issue date on the cover page. Tenants are responsible for maintaining the latest version and discarding obsolete copies. (latest version will be available in www.jlt.ae and MyJLT App)

11.6.3 Revisions and Amendments

Minor revisions (e.g., contact updates or form changes) will be issued as **“Operational Circulars”**, while major revisions (e.g., procedural or regulatory updates) will result in a new edition of the handbook.

11.7 Acknowledgment of Tenant Handbook

All tenants must sign and return the **Acknowledgment Form** below upon receipt of this handbook.

Failure to return the signed acknowledgment does not exempt the tenant from compliance with its provisions. Digital form will be sent using MyJLT and acknowledgment can be done in the App.

TENANT ACKNOWLEDGMENT FORM

Retail Tenant Handbook – Jumeirah Lake Towers

Issued by: DMCC Community management

Tenant Name:	
Unit No.:	
Trade Name:	
Authorized Representative:	
Contact Number:	
Email:	
Signature:	
Date:	

Declaration:

I hereby acknowledge receipt of the *Retail Tenant Handbook – Jumeirah Lake Towers*. I have read, understood, and agree to abide by all operational procedures, rules, and obligations set forth herein. I understand that failure to comply with these standards may result in administrative penalties, suspension of services, or termination of lease in accordance with the lease agreement and applicable regulations.

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1 INTRODUCTION & GENERAL REQUIREMENTS

1.1 Purpose

This Technical Fit-Out MEP Design Criteria Manual establishes the minimum Mechanical, Electrical, Plumbing, Fire, ICT, and LPG engineering requirements governing all tenant fit-out works within the development.

It ensures:

- Safe and compliant engineering installations
- Clear separation of Tenant and Landlord responsibilities
- Standardized design quality across all tenancy types
- Smooth coordination between all consultants and contractors
- Regulatory compliance with Dubai Authorities

All Tenants, designers, consultants, and contractors must adhere to this document in full when planning, designing, submitting, and executing fit-out works.

1.2 Scope

This manual applies to all tenancy types within the development, including:

- Retail and line shops
- Cafés and kiosks
- F&B restaurants

- Supermarkets and specialty food outlets

It covers:

- Base building system interfaces
- Tenant obligations and design submission requirements
- Mechanical, ventilation, and kitchen extract systems
- Plumbing, drainage, and grease management
- Electrical, ICT, and security requirements
- Fire protection and fire alarm integration
- LPG systems (where applicable)
- Testing, commissioning, and service activation processes
- Documentation, compliance, and approval workflows

1.3 Definitions & Terminology

The following definitions establish consistent terminology throughout the manual:

- **Landlord:** The developer or building owner responsible for providing base-build systems and reviewing tenant submissions.
- **Tenant:** The entity leasing a commercial unit and performing internal fit-out works.
- **Demised Area / Tenant Premises:** The area legally leased to the Tenant, bounded by walls and floors, where all fit-out works occur.
- **IFU (Interface Unit):** A fire alarm interface device enabling two-way communication between the Tenant fire alarm panel/devices and the Landlord's base-building fire alarm system.
- **MAHU (Make-Up Air Handling Unit):** The system providing conditioned or treated make-up air for kitchen extract systems.
- **ESP (Electrostatic Precipitator):** A filtration device designed to reduce fine particulates from kitchen exhaust streams.
- **Ecology Unit:** A multi-stage kitchen exhaust filtration system that may include pre-filters, ESP modules, UV treatment, and activated carbon filtration.

- **Kitchen Make-Up Air:** Air supplied to the kitchen to balance extract volumes and maintain safe pressure profiles.
- **Authority:** Any regulating agency in Dubai (e.g., Dubai Municipality, DEWA, DCD, Etisalat, Du).
- **Tenant Variation Request:** A formal written submission by the Tenant proposing a change, addition, or deviation to the approved tenant fit-out design, scope, specifications, or interfaces and base built installation.

A full glossary is provided in Appendix B.

1.4 Responsibilities

Tenant Responsibilities

The Tenant is responsible for:

- Appointment of qualified consultants and contractors
- Full MEP design and construction of the tenancy fit-out
- Compliance with this manual and all authority requirements
- Ensure connected loads (power and cooling) are within the allocated base building capacity. Any exceedance shall require Landlord's approval and be at the Tenant's cost.
- Coordination of all systems within the demised area
- Tenant shall obtain necessary design approvals from DCD prior to commencement of construction works.
- Ensuring adequate access to all equipment and valves
- Submission of complete documentation packages
- The completed tenancy fit-out installation shall be approved, signed and stamped by DCD prior to occupation.
- Completion of testing and commissioning before handover

Landlord Responsibilities

The Landlord is responsible for:

- Providing base-build systems as described in the Lease Outline Drawings (LOD)

- Reviewing Tenant submissions for interface compliance. Landlord’s review and approval shall not relieve the Tenant from their obligation to obtain the required Authority approvals.
- Providing required interface points (electrical, chilled water, drainage, etc.)
- Witnessing relevant testing and commissioning activities where Tenant systems interface with base-building systems.
- Issuing final approval for energization and activation, subject to satisfactory completion of all technical, safety, and Authority requirements.

2 BASE BUILDING PROVISIONS

2.1 Mechanical

The Landlord provides:

- Chilled water supply and return stub-out connections, capped at the tenancy boundaries
- District cooling capacity allowances as per LOD
- Ventilation extract and supply connections where applicable
- Pre-installed smoke management systems serving common areas only

Tenants must verify all provisions on site and ensure all connected loads remain within the allocated capacities.

2.2 Plumbing & Drainage

Landlord provisions include:

- Potable water stub-outs
- Waste drainage and grease drainage stub-outs (for F&B units only)
- Soil drainage connections, where applicable
- Vent pipe connection points at designated locations, where applicable.

Tenants shall design and install all internal distribution, ensuring correct slopes, maintenance access, and compliance with Dubai Municipality regulations.

2.3 Fire Protection

The Landlord provides:

- Sprinkler main line and isolation valve terminated at the tenancy boundary
- Upright sprinklers in the shell space
- Fire hose reel coverage in common corridors
- Base-building fire alarm panel, network and backbone infrastructure

Tenant shall modify the sprinkler system and install fire alarm devices as per internal partitions and ceiling layouts. Modifications to the base built upright sprinkler system will only be permitted through a Tenant Variation Request (TVR).

2.4 Electrical

The Landlord provides:

- Power supply to each tenancy via SMDB/DB
- Metering (DEWA) installed within the designated Electrical room.
- Cable containment up to the tenancy boundary

Tenant shall design and install all internal DBs, circuits, earthing, and equipment supplies.

2.5 ICT & Security

Base provisions include:

- IEC cabinet with fibre termination
- Conduits or pathways for ICT and security systems

Tenant shall install all internal cabling, Wi-Fi, CCTV, and POS connections.

2.6 LPG

For F&B units requiring gas:

- The Landlord provides LPG stub-out and metering
- Tenant must install internal LPG pipework and detection systems in compliance with DCD regulations via approved contractors

3.1 General Requirements

The Tenant must appoint:

- A qualified MEP design consultant registered in the UAE
- A fit-out contractor approved by the Landlord
- Specialist contractors where required (LPG, kitchen hood, fire alarm, etc.)

No work may begin until **all submissions are approved** by the Landlord and relevant Authorities.

3.2 Mandatory MEP Design Submission Package

A complete Tenant design submission must include, at minimum:

Mechanical

- HVAC layout drawings showing supply, return, exhaust and fresh air systems along with chilled water distribution
- Duct sizing calculations
- Heat load calculations in accordance with ASHRAE methodology
- Equipment schedules for FCUs, MAHU, exhaust fans, etc.
- Kitchen ventilation drawings (for F&B)
- ESP / Ecology Unit selection and filtration stages
- Acoustic controls, vibration isolation details and noise criteria compliance

Kitchen Ventilation (F&B)

- Kitchen ventilation layout with exhaust discharge and air intake locations clearly identified
- Hood layout and classification
- Fire suppression system details
- Complete exhaust filtration train details
- Make-up air calculations and balancing strategy. Kitchen shall be maintained under negative pressure to avoid kitchen smell propagation to adjacent spaces.
- Equipment datasheets

Plumbing

- Domestic cold water distribution layout
- Hot water system (electric heater or calorifier details)
- Drainage layout (waste, soil, vent)
- Grease interceptor details (DM-compliant)
- Condensate drainage routing

Fire Protection

- Sprinkler layout
- Hydraulic calculations complying with UAE Fire Code
- Pipe material specifications
- Fire stopping details

Fire Alarm

- Layout of detectors, manual call points, and sounders
- Interface Unit (IFU) connection details
- Manufacturer and model consistency with base-building FA system

Electrical

- Load schedules
- LV single line diagram (SLD)
- Distribution board schedules
- Small power and lighting layouts
- Emergency lighting system
- Earthing and bonding
- External signage electrical supply

ICT & Security

- Structured cabling layout
- Data outlet plan
- CCTV plan

- SIRA-compliant camera coverage where required
- POS and network requirements

LPG (where applicable)

- Internal distribution pipework
- Gas detection system layout
- Emergency shutdown system
- Ventilation requirements

3.3 Approval Workflow Diagram (Horizontal Layout)

This is the diagram that will be inserted into Appendix E in two formats: SmartArt and vector.

Design → Landlord Review → Authority NOCs → Fit-Out Execution → Testing & Commissioning → Landlord Acceptance → Service Activation

3.4 Coordination & Interface Requirements

Tenants must ensure:

- All services remain within the leased boundary
- Ceiling void height remains unobstructed beyond allowable limits
- Access panels provided for:
 - Dampers
 - Valves
 - Sensors
 - Fire alarm modules
 - ESP / Ecology Unit maintenance
- Coordination with structural elements to avoid:
 - Beams
 - Post-tension cables
 - Slab openings
- No penetration through fire-rated walls without fire stopping

3.5 Acoustic Requirements

Target limits:

- Retail / dining seating: NC 35-40
- Kitchens: NC 45-50

All equipment selections must comply with these limits. Vibration isolators are mandatory for fans, FCUs, compressors, and all rotating machinery.

Dubai Municipality guidance (referencing Local Order 61/91) states that noise measured outside the boundary of the premises should not exceed 55 dB(A) (7:00-20:00) and 45 dB(A) (20:00-7:00).

3.6 Compliance Requirements

All Tenant systems must comply with:

- Dubai Building Code
- UAE Fire & Life Safety Code
- DEWA Regulations
- Dubai Municipality Food Code
- ASHRAE 62.1, 154, 90.1, 55, 188 standards
- HVCA 172 (DW/172)
- NFPA standards (72, 96, 13, 14)
- BS/EN 1507, 12237, 1751, 12056, 16282, 1329, 1519, 5422, 7671, 8233 standards
- DMCC HSE Guidelines V2 2020

4 MECHANICAL (HVAC & VENTILATION)

This section outlines the minimum HVAC design and performance requirements for all tenancy types, in accordance with:

- Dubai Building Code
- ASHRAE 62.1, 154, 90.1 Standards
- UAE Fire & Life Safety Code
- Manufacturer requirements
- Landlord operational criteria

4.1 Outdoor Design Conditions

Summer 46°C DB and 29°C WB

All proposed HVAC systems must be sized accordingly.

4.2 Indoor Design Conditions

Unless otherwise specified by the Landlord, the following indoor conditions apply:

Space Type	Temperature	Relative Humidity
Retail	23°C ±1°C	50 percent ±10
Café / F&B Dining	23°C ±1°C	50 percent ±10
Kitchen (Back of House)	26–28°C	As low as practicable
Storage Rooms	24–26°C	50–60 percent
Electrical / ICT Rooms	22–24°C	50 percent

All proposed HVAC systems must be sized accordingly.

4.3 Fresh Air Requirements (Ventilation)

Fresh air must be provided in accordance with:

- ASHRAE 62.1 (minimum ventilation rates)
- Dubai Building Code
- Occupancy load

Tenants must calculate:

- Minimum Outdoor Air (Fresh Air) Requirement
 - Occupancy type (retail, dining, kitchen, BOH)
 - Occupant density (people per m²)
 - Area component (L/s·m²)
 - People component (L/s·person)
- Supply Air vs Outdoor Air
 - Total supply air volume
 - Outdoor air portion of the supply

- Recirculated air portion
- Exhaust Air Requirements
 - Toilets
 - Janitor rooms
 - Kitchens
 - Dishwash areas
 - Cold rooms (where required)
 - Storage rooms with odor sources
- Air Balancing Calculation
 - Supply air (SA)
 - Outdoor air (OA)
 - Exhaust air (EA)
 - Transfer air (if any)

The balance must demonstrate:

- No uncontrolled negative pressure in retail areas
- Kitchens maintained at negative pressure relative to dining
- Toilets and BOH spaces under negative pressure
- Kitchen Ventilation Airflow Calculations (F&B)
 - Hood exhaust airflow (based on hood type and appliance duty)
 - Make-up air volume
 - Percentage of make-up air relative to exhaust
 - Net pressure balance
- Space Pressurization Strategy
 - Pressure relationships between spaces
 - Pressure cascade from public to BOH to kitchen
 - Avoidance of odor migration

4.4 HVAC Equipment Requirements

4.4.1 Fan Coil Units (FCUs)

Tenants must supply and install FCUs with:

- Two- or four-pipe chilled water coils (as applicable)
- Minimum 3-speed or ECM fan motors
- Access for filter replacement
- Vibration isolation mounts
- Drain pans with P-traps and cleanout access

FCUs must be coordinated with available chilled water capacity.

4.4.2 Air Handling Units / MAHU (where required)

F&B restaurants and food preparation areas must use:

- Dedicated Make-Up Air Handling Units
- Pre-filter + secondary filter stages
- Adequate cooling capacity to offset extract
- Variable Air Volume controls where required

4.4.3 Ductwork Requirements

All ductwork must comply with:

- SMACNA HVAC Duct Construction Standards – Metal and Flexible
- SMACNA HVAC Air Duct Leakage Test Manual
- SMACNA Round Industrial Duct Construction Standards
- BS EN 1507
- BS EN 12237
- DW/144
- BS EN 1751
- DW/172
- BS EN 16282
- UAE Fire & Life Safety Code

Requirements:

- GI sheet per SMACNA gauge tables
- Duct insulation shall be Dubai Civil Defence Code of compliance certified
- Flexible ducts only allowed on **final connections** (max 1.5 m)
- **Flexible ducts prohibited** on kitchen exhaust
- Turning vanes required for sharp elbows
- All joints sealed to Class A leakage standards

4.4.4 VAV Boxes, Controls & Thermostats

Tenants must provide:

- Local temperature control via thermostats
- VAV or constant-volume control as required
- Integration with Landlord systems only where specified

Apartment-style BMS integration does **not** apply.

4.5 Condensate Drainage

Condensate from FCUs, AHUs, and other equipment must be drained:

- Using dedicated condensate lines
- Supported with proper slope
- With cleanouts at significant intervals
- To drainage points approved by the Landlord

Discharge into kitchen grease traps is **not allowed**.

4.6 Mechanical Coordination Requirements

Tenants must ensure:

- Minimum ceiling void clearances maintained
- Duct sizes coordinated with lighting, sprinklers, and structure
- No ducting runs obstruct smoke detection or sprinkler coverage
- Maintenance access are provided as per equipment specification

4.7 Acoustic & Vibration Control

Mechanical installations must not exceed:

- NC 35–40 (retail / dining areas)
- NC 45–50 (kitchens)

Vibration isolators required for:

- Fans
- FCUs / AHUs
- Compressors
- ESP and Ecology Units
- Exhaust fans

Noise breakout must be minimized using:

- Lined ducts
- Flexible connectors (acceptable for supply/return only)
- Proper equipment mounting

5 KITCHEN VENTILATION & FILTRATION

(Completely consolidated as required by Client comments)

All kitchen ventilation designs must comply with:

- UAE Fire & Life Safety Code
- NFPA 96
- ASHRAE 154
- DW/172 (HVCA 172)
- Dubai Municipality Food Code
- Landlord requirements

5.1 Mandatory Requirements

5.1.1 Hood Requirements

All cooking equipment producing grease-laden vapors must be provided with:

- Type I grease hood (stainless steel construction, welded)

- Removable grease filters
- Proper overhang
- Integrated fire suppression system

5.1.2 Fire Suppression System

Hoods must include:

- UL 300-certified or equivalent suppression
- Dedicated manual activation pull station
- Automatic gas / electrical shutdown interlock

5.1.3 Exhaust Requirements

Exhaust ducts must be:

- Carbon steel or stainless steel
- Welded, liquid-tight
- Fire-rated to 2 hours where required
- Routed directly to extraction points without sharp restrictions

Flexible ducts are strictly prohibited.

5.2 Filtration Train Requirements

Each kitchen exhaust system must include a complete filtration train consisting of but not limited to the following to ensure that the exhaust air being discharge to atmosphere is compliant with mandatory Authority requirements:

1. **Grease Filters** (mechanical baffle filters)
2. **Pre-filters** (EU4 / MERV 8 or as recommended by the ESP manufacturer)
3. **ESP (Electrostatic Precipitator)**
4. **Carbon / Chemical filter stage**
5. **Optional UV-C treatment** (depending on cooking type)
6. **Ecology Unit (if ESP is integrated)**

5.4 Make-Up Air Requirements

Make-up air must:

- Equal or exceed the exhaust volume (unless alternative strategy justified)
- Be conditioned (cooled) to maintain comfort
- Be balanced to avoid negative pressure issues. Kitchen should be negatively pressurized to avoid odor migration.
- Be supplied via MAHU with filtration

5.5 Exhaust Fan Requirements

Exhaust fans must:

- Grease hood exhaust fan shall be UL 762 certified
- Fan motor shall be out of the grease air stream or suitably protected
- Be accessible for cleaning
- Be rated for continuous high temperature operation and rated for grease laden air

5.6 Prohibited Items

The following installations are strictly prohibited:

- Short-circuit hoods
- Domestic hoods in commercial kitchens
- Flexible ducting in exhaust paths
- Non-fire-rated ductwork
- Improper grease traps
- Inadequate ESPs or unapproved filtration systems
- Routing exhaust into common areas or parking exhaust shafts

5.7 Kitchen Ventilation Coordination

Tenants must coordinate:

- Hood locations and elevations
- ESP / Ecology units
- Fan placement
- Access for cleaning and maintenance

- Duct riser entry points
- Roof or façade discharge locations
- Obtain approval from operations for exhaust discharge locations, discharge noise level, type of louvers, etc.

6 PLUMBING & DRAINAGE

This section outlines the plumbing and drainage requirements applicable to all tenancy types, with special provisions for F&B outlets. All systems must comply with:

- Dubai Municipality (DM) regulations
- Dubai Building Code
- BS/EN standards for pipework
- Manufacturer installation requirements

6.1 Water Supply Requirements

6.1.1 Cold Water

Tenants must provide:

- Internal distribution pipework
- Valves, strainers, and pressure-regulating devices
- Accessible isolation valves at all key points
- Proper labeling and identification

Minimum pipe materials:

- PPR, copper, or approved multilayer pipe
- All fittings pressure-rated per DM requirements

6.1.2 Hot Water

Tenants must provide:

- Electric water heater or calorifier
- Thermostat and overheat protection
- Safety relief valve + discharge pipe to safe location
- Adequate insulation per BS 5422

Dedicated electrical supply must be coordinated with tenant load schedules.

6.2 Plumbing for F&B Outlets

6.2.1 Grease Management

All F&B tenants must install:

- A Dubai Municipality–approved grease interceptor (undercounter or floor mounted grease trap)
- Kitchen waste pipe material shall match the existing kitchen waste stub-out. Heat tracing must also be considered when selecting the pipe material, especially for long pipe runs.
- Properly sized based on fixture units and flow rate
- Venting per DM requirements
- Accessible sampling and maintenance points

Grease interceptor discharge **must not** connect to soil lines.

6.2.2 Kitchen Fixtures

All sinks must have:

- Stainless steel construction
- Traps and strainers
- Proper slope towards drains
- Hot and cold water supplies (as applicable)

6.3 Drainage Requirements

All drainage systems must comply with BS EN standards and DM requirements.

Key requirements:

- Minimum pipe slopes: 1 percent for horizontal runs
- Floor drains in wet areas
- Access and cleanouts for all long horizontal runs
- Trap seal protection at all drains
- Air admittance valves only if approved by the Landlord

6.4 Condensate Drainage

Condensate from FCUs, AHUs, ESP units, and refrigeration equipment must:

- Drain to approved points
- Not discharge into grease interceptors
- Not be allowed to drip into ceiling voids
- Have inline cleanouts

6.5 Water Metering

Water meters must:

- Be provided by the Tenant through DEWA/Landlord
- Be installed at the tenancy boundary or designated location
- Be accessible for reading

6.6 Prohibited Installations

The following are not permitted:

- Pumping of drainage without Landlord approval
- Direct discharge of grease into foul lines
- Concealed cleanouts inside inaccessible millwork
- Use of flexible hoses for permanent drainage

7 FIRE & LIFE SAFETY

This chapter consolidates all fire protection and fire alarm requirements into a single section, as requested by the Client.

All systems must comply with:

- UAE Fire & Life Safety Code
- NFPA 13, 14, 72, 96
- Dubai Civil Defense (DCD) requirements
- Manufacturer recommendations

7.1 Fire Protection Systems

7.1.1 Sprinkler System Modification

Tenants must modify sprinklers to suit:

- New ceiling heights
- Partitions
- Joinery and bulkheads
- Kitchen exhaust hoods (as applicable)

Sprinkler layouts must:

- Maintain required spacing and coverage
- Avoid obstructions such as ducts or lights
- Use approved sprinkler types (upright, pendant, concealed)

Hydraulic calculations may be required if:

- Tenants add significant piping lengths
- System demand changes
- Hazards increase (kitchens, storage rooms)

7.1.2 Fire Hose Reels

Fire hose reels (FHRs):

- Are provided by the Landlord in common areas
- Must remain unobstructed
- Coverage within the unit must meet DCD requirements

If additional FHR coverage is required inside the tenancy, the Tenant must coordinate with the Landlord.

7.2 Fire Alarm System

7.2.1 Tenant System Integration

Tenant fire alarm systems must:

- Use devices compatible with the Landlord's base-building fire alarm panel
- Connect via an Interface Unit (IFU)
- Trigger gas shutoff for kitchens
- Activate sounders and strobes within the tenancy

7.2.3 Fire Alarm Device Requirements

Tenants must provide:

- Smoke detectors
- Heat detectors (kitchens, mechanical rooms)
- Manual call points at exits
- Sounders and visual strobes
- Beam detectors (if required)

Placement must follow:

- NFPA 72
- Manufacturer recommendations
- Ceiling geometry considerations

7.3 Fire Suppression for Kitchen Hoods

All commercial cooking appliances must have:

- Pre-engineered wet-chemical suppression systems
- Automatic & manual activation
- Shutdown of fuel source upon discharge
- Micro-switch interlock for electrical appliances
- Maintenance access for monthly inspection

7.4 Egress & Means of Escape

Tenants must:

- Maintain clear access to exits
- Provide illuminated exit signs
- Ensure emergency lighting covers travel paths
- Not modify base-building exit widths or pathways

Any modifications require Landlord approval.

7.5 Fire Stopping Requirements

All slab and wall penetrations must be sealed using:

- DCD-approved fire stopping systems
- UL-listed assemblies
- Correct installation for wall and floor types

Fire stopping submittals must include:

- UL reference sheets
- Installation details
- Sub-contractor approvals

7.6 Emergency Lighting & Exit Signage

Emergency lighting must:

- Comply with DCD requirements
- Be provided in all occupied areas
- Illuminate the path of egress
- Include battery backup units

Exit signage must be:

- LED type
- Bi-directional as required
- Maintained regularly
- Components such as transformer, timer, dimmer, etc. shall be installed within the tenancy in an accessible location

7.7 Fire Extinguishers

Tenants must provide:

- Multi-purpose (ABC) fire extinguishers
- Class K extinguishers for kitchens
- Mounting at accessible locations

Servicing must follow DCD-approved maintenance companies.

7.8 Prohibited Works (Fire Safety)

The following are strictly prohibited:

- Concealing detectors behind ceilings or partitions
- Deactivating sprinkler heads
- Painting fire alarm devices
- Obstructing FHRs
- Installing non-listed fire stopping products

8 ELECTRICAL

This section outlines the electrical design criteria for all tenancies, ensuring safety, reliability, and compliance with:

- DEWA Regulations
- Dubai Building Code
- UAE Fire & Life Safety Code
- BS 7671 (IET Wiring Regulations)
- Landlord interface requirements

8.1 Electrical Load Requirements

8.1.1 Connected Load vs. Maximum Demand

Tenants must calculate:

- **Connected load** (sum of all equipment loads)
- **Maximum demand** using diversity factors per DEWA guidelines

Tenants must ensure:

- Electrical infrastructure within the unit is sized for maximum demand
- SMDB capacity provided by Landlord is not exceeded
- Any additional load requirements are submitted for Landlord approval

8.2 Distribution Boards (DBs)

Tenants must provide:

- Dedicated Distribution Boards for small power, lighting, HVAC, and equipment loads
- Separate DB for kitchen equipment (for F&B)
- Clear circuit labeling
- Lockable DBs
- Copper busbars rated to withstand fault levels

DB schedules must indicate:

- Load type
- Circuit breaker rating
- Diversity applied
- Spare capacities

8.3 Wiring & Cabling Requirements

All wiring must comply with:

- BS 7671
- Fire-rated cable requirements (where applicable)
- DEWA-approved cable manufacturers

Minimum requirements:

- LSF/LSZH cables
- Proper cable tray and trunking supports
- No exposed cabling unless permitted
- Separation from ELV and communication cables

8.4 Power Outlets & Equipment Connections

Tenants must:

- Provide sufficient small power outlets based on occupancy and equipment
- Use industrial-grade sockets in kitchens and BOH areas
- Coordinate power requirements for refrigeration and food prep equipment
- Provide weatherproof outlets in wash areas (IP55 minimum)

- Provide weatherproof outlets in kitchen areas, where applicable.

Connection types:

- Plug & socket connection (small equipment)
- Isolator switches (large appliances)
- Hardwired connections (FCUs, fans, ESP units)

8.5 Lighting Requirements

Lighting design must follow:

- Dubai Building Code illumination levels
- Energy-efficient fixtures
- LED luminaires only
- Emergency lighting coverage

8.6 Earthing & Bonding

All earthing must comply with DEWA requirements.

Tenants must ensure:

- Equipment earthing
- Bonding of metallic conduits
- Earthing for kitchen appliances
- Proper earthing of LPG detection systems

Earth pits are provided by the Landlord – Tenant connects from tenancy DB.

8.7 Meters & Billing

Electrical meters are:

- Installed by DEWA
- Located in common meter rooms
- Read by the Landlord / DEWA for billing

Tenants must ensure proper submission for meter activation.

8.8 Emergency Shutoff Requirements (for F&B)

Each kitchen must include:

- Emergency power shutoff switch
- Interlock with hood fire suppression system
- Separate shutdown circuit breaker for electrical cooking equipment

This prevents equipment operation during fire events.

8.9 Prohibited Electrical Installations

The following are not allowed:

- Overloaded circuits
- “Ring” circuits not complying with BS 7671
- Loose or exposed wiring
- Domestic-grade sockets in commercial kitchens
- Non-approved LED drivers or fixtures

9 ICT & SECURITY

This chapter defines ICT and low-voltage system requirements for all tenancy types.

All systems must comply with:

- Etisalat / Du standards
- SIRA requirements (for CCTV)
- Dubai Building Code
- Landlord ICT infrastructure guidelines

Any retail unit that falls under the category of the SIRA law will need to comply with SIRA design requirements.

All retail unit that require external perimeter cameras will need approval from DMCC Community Management (via Concordia fit-out department)

9.1 ICT Infrastructure

9.1.1 Incoming Services

Landlord provides:

- Fibre termination point (FTP)
- Communication risers
- Conduits/pathways to tenancy boundary

Tenant installs:

- All internal cabling
- Routers, switches, servers
- Wi-Fi access points
- For additional GSM connection requirement, Tenant should coordinate and obtain connections directly with the Telecom providers (Etisalat/DU)

9.2 Structured Cabling System

Tenants must install structured cabling that includes:

- Cat6 or Cat6A data cables
- Patch panels
- Network racks
- Labelling system

Compliance required with:

- TIA/EIA standards
- Etisalat / Du installation guidelines

9.3 CCTV Requirements (SIRA-Compliant)

All tenancies must provide:

- CCTV coverage of all public-accessible areas
- Minimum resolution per SIRA standards
- NVR with adequate storage capacity
- Proper camera mounting and lighting coordination

Camera locations typically include:

- Entry and exit doors
- Cashier / POS areas
- Dining areas
- BOH circulation routes

Any retail unit that falls under the category of the SIRA law will need to comply with SIRA design requirements.

All retail unit that require external perimeter cameras will need approval from DMCC Community Management (via Concordia fit-out department)

9.4 Access Control System

Tenants may require:

- Card access for staff entrances
- Time attendance systems
- Magnetic locks with fail-safe operation
- Break-glass units at exits

Systems must integrate seamlessly with building life safety requirements.

Retail units that are detached at the external cluster area perimeter, don't usually require access card to enter their units, but do require access cards to enter / exit the DMCC Community parking structure that is managed by DMCC Community Management.

Retail units attached to the sub-developer towers, will need to obtain security access cards from the Tower Sub-Developers directly if their retail units are adjoining any common BOH areas or internal tower parking basement levels.

9.5 Public Address / Music Systems

If installed:

- Must not exceed noise levels that disturb adjacent tenants
- Speakers must not obstruct sprinklers or fire alarm devices
- Amplifier and AV equipment must be located in ventilated areas

9.6 POS (Point of Sale) Integration

Tenants must ensure:

- Proper low-voltage power supply for POS
- Data drops at cashier stations
- Secure VLAN configuration
- Coordination with payment system providers

9.7 Security Requirements

Tenants must coordinate:

- Panic buttons (if required)
- Safe room or cash handling room (retail)
- Integration with CCTV

Equipment must be SIRA-approved.

9.8 Prohibited ICT Installations

The following are not allowed:

- Wi-Fi routers placed inside metal cabinetry
- Uncertified CCTV equipment
- Power-over-Ethernet loads exceeding switch ratings
- Cabling without proper termination or labeling

10 LPG SYSTEM

This section covers all requirements for tenancies using Liquefied Petroleum Gas (LPG), typically F&B outlets with cooking appliances requiring gas-fired operation. All installations must comply with:

- Dubai Civil Defense (DCD)
- Dubai Municipality
- UAE Fire & Life Safety Code
- LPG supplier recommendations
- Approved specialist contractor requirements

10.1 General Requirements

Tenants intending to use LPG must:

- Obtain Landlord and LPG Provider approval
- Appoint an approved and licensed and DCD approved LPG specialist contractor
- Submit detailed LPG shop drawings for review
- Obtain all Authority NOCs prior to installation

10.2 Landlord Provisions

The Landlord provides:

- LPG supply riser
- LPG meter (location specified in LOD)
- Stub-out connection at tenancy boundary
- Gas leak detection system guidelines

Tenant must verify all provisions onsite.

10.3 Tenant Responsibilities

Tenant must install:

- Internal LPG pipework
- Gas regulators and valves
- Gas leak detectors
- Manual and automatic shutoff valves
- Emergency shutoff switch (E-stop)
- Gas detection control panel
- Pressure gauges and isolation points

All installations must be accessible for maintenance.

10.4 LPG Pipework Requirements

Pipe material:

- All materials and appurtenances for LPG systems shall be DCD approved.

- Seamless carbon steel, Schedule 40
- Stainless steel flexible hose connections only where approved

Installation requirements:

- Welded joints (threaded joints allowed only above ground and low-pressure sections)
- Proper pipe supports and clamps
- Sleeved penetrations
- Fire stopping around core penetrations

Underground LPG piping is prohibited.

10.5 Gas Leak Detection System

LPG leak detection must include:

- Gas detectors installed near floor level
- Auto-shutoff solenoid valve
- Alarm buzzer and strobe
- Monitoring panel with manual reset
- Integration with hood fire suppression systems

Alarm thresholds must follow DCD guidelines.

10.6 Mechanical Ventilation for LPG Areas

Rooms containing LPG equipment must have:

- Mechanical ventilation
- Minimum air changes per hour (as per DCD)
- Exhaust located near floor level
- Make-up air provided to balance pressure

10.7 Testing & Certification

Before energization:

- Pressure testing must be conducted
- All joints inspected and certified

- Gas detectors calibrated
- Final approval granted by DCD and Landlord

10.8 Prohibited LPG Installations

The following are not allowed:

- Use of LPG cylinders is not allowed in JLT nether in nor outside the tenancies
- Flexible hoses used as permanent piping
- Hidden or inaccessible valves
- Non-certified detectors or regulators

11 TESTING, COMMISSIONING & SERVICE ACTIVATION

This section defines the final steps required before Tenant handover and commencement of operations.

11.1 General Requirements

All systems must be:

- Installed as per approved drawings
- Tested and commissioned
- Landlord/DMCC fit-out team
- Approved by relevant Authorities

Tenants must provide:

- Test certificates
- Commissioning reports
- As-built drawings
- Operation & Maintenance (O&M) manuals

11.2 Testing Requirements by Discipline

Mechanical

- Airflow measurement and balancing
- Pressure testing for ducts
- Temperature and humidity verification

- ESP/Ecology unit performance verification

Kitchen Ventilation

- Hood capture efficiency test
- Fan rotation and airflow testing
- Make-up air balancing
- Interlock testing with fire suppression system

The system must be approved by DMCC fit-out team and submit the contract for scheduled maintenance.

Plumbing

- Pressure testing of water lines
- Drainage leak testing
- Grease trap commissioning
- Hot water heater commissioning

Electrical

- DB functional testing
- Earth continuity test
- RCD testing
- Lighting level measurement
- Emergency lighting testing

Fire Protection

- Sprinkler pressure test
- Head spacing verification
- Alarm valve functionality

Fire Alarm

- Detector activation testing
- MCP testing
- Sounder/strobe testing

- FA panel integration with IFU

LPG

- Pressure testing
- Leak detection test
- Shutoff valve operation
- Alarm simulation

11.3 Documentation Requirements

Tenants must submit:

1. **As-built drawings** (AutoCAD / Revit)
2. **Electrical load schedules (final)**
3. **Fire alarm cause & effect matrix**
4. **Test certificates**
5. **Commissioning reports**
6. **O&M manuals**
7. **Equipment specifications**
8. **Warranty documentation**

11.4 Handover Inspection

A joint inspection will be performed by:

- Landlord
- Tenant
- Contractor
- Relevant authorities (DCD, DM, DEWA when applicable)

Any deficiencies must be rectified prior to activation.

11.5 Service Activation

Service activation includes:

- Electrical energization
- Water supply opening

- LPG activation (for F&B)
- Fire alarm programming
- HVAC chilled water opening

The Landlord will grant final approval only after all requirements are met.

12 APPENDICES OVERVIEW

This chapter outlines the structure of the appendices, which will be fully populated next.

12.1 Appendix A – Works Responsibility Matrix

Three matrices will be provided:

1. **General MEP Responsibility Matrix** (Landlord vs Tenant)
2. **F&B-Specific Responsibility Matrix**
3. **ICT & Security Responsibility Matrix**

These clearly define who provides and installs each component.

12.2 Appendix B – Glossary of Terms

Alphabetized list of all terms and abbreviations used in the manual.

APPENDIX A – WORKS RESPONSIBILITY MATRIX

A.1 GENERAL MEP RESPONSIBILITY MATRIX

(Applies to Retail, Service Shops, F&B, and all other tenancies)

System / Component	Description	DMCC/ Landlord (LL)	Tenant (TN)
Chilled Water System	CHW risers, mains, supply & return up to tenancy boundary	✓	
	Secondary distribution piping inside tenancy		✓
	FCUs (supply, install, commission)		✓
	Balancing valves, PICVs		✓
Ventilation	Fresh air risers / shafts	✓	
	Tenant fresh air handling units / MAHU		✓
	Exhaust ducts and fans inside demised area		✓
Ductwork	Main duct risers	✓	
	Branch ductwork, diffusers, grilles		✓
	Acoustic lining / insulation		✓
Plumbing – Water Supply	Potable water risers (up to tenancy entry)	✓	
	Internal cold and hot water pipework		✓
	Water heater		✓
	Water meter installation		✓

System / Component	Description	DMCC/ Landlord (LL)	Tenant (TN)
Drainage	Foul and waste risers	✓	
	Internal drainage, traps, cleanouts		✓
	Core drilling for drainage connections		✓ (with LL approval)
HVAC Controls	Base building BMS	✓	
	FCU thermostats and local control		✓
Fire Protection – Sprinklers	Sprinkler mains and isolation valve at boundary	✓	
	Adjustment of sprinkler layout, head relocation		✓
	Hydraulic calculations (if system modified)		✓
Fire Hose Reel	Fire hose reel in common areas	✓	
	Additional FHR coverage inside unit (if required)		✓
Fire Alarm	Base-building fire alarm panel	✓	
	Tenant devices (detectors, MCPs, sounders)		✓
	Interface Unit (IFU) for tenant FA integration	✓	
Electrical Power Supply	SMDB in electrical room	✓	
	Cable routing up to tenancy boundary	✓	

System / Component	Description	DMCC/ Landlord (LL)	Tenant (TN)
	Distribution boards inside unit		✓
	Wiring, conduits, power outlets, isolators		✓
	Lighting fixtures and lighting control		✓
Emergency Lighting	Base-building emergency system	✓	
	Tenant internal emergency lights		✓
Signage	Building directional signage	✓	
	Tenant internal & shopfront signage power supply		✓
Ceiling Access Panels	Access panels for LL equipment	✓	
	Access panels for tenant-installed equipment		✓

A.2 F&B / KITCHEN-SPECIFIC RESPONSIBILITY MATRIX

(For restaurants, cafés, specialty food kiosks)

System / Component	Description	Landlord (LL)	Tenant (TN)
Kitchen Exhaust	Shaft provision	✓	
	Exhaust fan (where provided by LL)	✓	
	Mechanical baffle filters		✓
	ESP unit / Ecology Unit (full filtration train)		✓
	Fire-rated ductwork (internal)		✓
Make-Up Air System	Shaft provision	✓	
	MAHU selection & installation		✓
	Balancing & airflow testing		✓
Kitchen Hood	Type I grease hood		✓
	Fire suppression system (wet chemical)		✓
	Hood interlocks		✓
Grease Management	Grease waste riser	✓	
	Grease interceptor installation		✓
	Grease sampling point	✓	
Plumbing – Kitchen Fixtures	Potable water to tenancy boundary	✓	
	All kitchen sinks, pot wash, prep sinks		✓
	Floor drains, channels, cleanouts		✓

System / Component	Description	Landlord (LL)	Tenant (TN)
Refrigeration & Cold Rooms	Power to cold room control panel		✓
	Refrigeration piping & drainage		✓
LPG System (if applicable)	LPG riser, meter	✓	
	Internal LPG distribution piping		✓
	Gas detectors & shutdown system		✓
	E-stop button		✓
	LPG equipment & commissioning		✓
Fire Alarm (Kitchen Areas)	Heat detectors		✓
	Duct detectors (kitchen exhaust)		✓
Electrical (Kitchen Loads)	Power allowances per LOD	✓	
	All equipment connections & isolators		✓
	Waterproof outlets (IP55)		✓
Acoustics & Vibration	Riser noise insulation	✓	
	Tenant-installed silencers, isolators		✓

A.3 ICT & SECURITY RESPONSIBILITY MATRIX

System / Component	Description	Landlord (LL)	Tenant (TN)
Structured Cabling	Fibre termination point (FTP)	✓	
	All internal data cabling		✓
	Patch panels, network switches		✓
Wi-Fi	Building Wi-Fi (common areas)	✓	
	Tenant Wi-Fi		✓
CCTV System	CCTV backbone / risers	✓	
	Cameras, NVR, SIRA approvals		✓
Access Control	Building access (common areas)	✓	
	Tenant staff entrance access control		✓
Security Alarm	Base-building system	✓	
	Tenant alarm devices		✓
POS Systems	Backbone provisions		✓
	POS equipment & integration		✓
ICT Room	Risers & main telecom room	✓	
	Tenant equipment racks		✓

APPENDIX B – GLOSSARY OF TERMS

All definitions are aligned with Dubai standards, ASHRAE, NFPA, and common industry usage.

In the final Word file, this will be formatted alphabetically in a clean two-column table.

A

Access Panel – A removable panel that provides access to valves, dampers, fire alarm modules, and other concealed equipment.

AHU (Air Handling Unit) – Equipment used to condition and circulate air within a space.

Airflow Balancing – The process of adjusting airflows to design values.

B

Baffle Filter – Mechanical grease filter commonly used in kitchen hoods.

BMS (Building Management System) – Landlord system monitoring major equipment and alarms.

BS (British Standard) – Standards governing materials and installation practices.

C

Carbon Filter – Activated carbon media used to remove odor in kitchen exhaust systems.

CHW (Chilled Water) – Water used as the cooling medium in HVAC systems.

Cleanout – Access point for drainage maintenance.

Commissioning – Testing and verification of all MEP systems prior to operation.

D

DCD (Dubai Civil Defense) – Authority responsible for fire and life safety approvals.

DM (Dubai Municipality) – Authority for drainage, food safety, and hygiene approvals.

Ductwork – Sheet metal air passages used for HVAC distribution.

E

Ecology Unit – Multi-stage filtration system for kitchen exhaust.

ESP (Electrostatic Precipitator) – Filtration device removing fine particulates via electrostatic charge.

E-Stop (Emergency Stop) – Manual gas shutoff switch.

F

FCU (Fan Coil Unit) – Localized cooling unit connected to the chilled water system.

Fire Stopping – Materials and systems used to maintain fire rating at penetrations.

Fresh Air (FA) – Outdoor air introduced into the space for ventilation.

G

GI Duct – Galvanized iron ductwork used for HVAC systems.

Grease Trap / Interceptor – Device used to remove grease from kitchen wastewater.

H

Hood Suppression System – Fire suppression system for commercial kitchen hoods.

HVAC – Heating, ventilation, and air-conditioning.

I

IFU (Interface Unit) – Device linking tenant fire alarm to base building fire alarm system.

ICT (Information & Communication Technology) – Structured cabling and communication systems.

J

Joinery – Built-in woodwork or cabinetry that must not obstruct MEP access.

K

Kitchen Exhaust – System removing grease-laden vapors from commercial kitchens.

L

Landlord – The building owner providing base building services.

LPG (Liquefied Petroleum Gas) – Fuel gas used for cooking in some F&B tenancies.

M

MAHU (Make-Up Air Handling Unit) – Air handling unit for supplying conditioned make-up air.

MCP (Manual Call Point) – Fire alarm device used to manually initiate an alarm.

N

NOC (No Objection Certificate) – Authority approval required before work proceeds.

NC Levels – Noise Criteria level for acoustic design.

O

O&M Manual – Operation and maintenance documentation.

P

P-Trap – Plumbing trap that prevents odor backflow.

PICV (Pressure Independent Control Valve) – Valve controlling water flow regardless of pressure changes.

R

RCD (Residual Current Device) – Electrical protective device for leakage current.

Return Air – Air returning back to the cooling system.

S

SIRA – Authority regulating security and CCTV systems.

Sprinkler System – Fire suppression system installed per NFPA 13 standards.

Solenoid Valve – Electrically controlled valve used for gas shutdown.

T

Tenant – Occupant responsible for fit-out works.

T&C (Testing & Commissioning) – Phase verifying system performance.

Thermostat – Temperature control device for HVAC systems.

U

UL Listed – Certification indicating compliance with UL safety standards.

V

Ventilation – Process of supplying or removing air from a space.

VAV (Variable Air Volume) – Air conditioning system that modulates airflow.

W

Water Heater – Device that heats water for tenant use.

Wet Chemical System – Fire suppression system for commercial kitchens.

11.8 Final Notes

This handbook serves as an operational and compliance framework for tenants at **Jumeirah Lake Towers**.

It is not a substitute for the lease agreement, statutory regulations, or individual authority requirements but a supplement designed to ensure consistent operational excellence and mutual cooperation between tenants and Management.