



Projects Handover Policy & Procedures

Version 1.0

Compliance Team



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Approvals

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Policy & Procedures Objective

This policy was created to govern the handover process from the **Contractor** to **Projects, Retail Design & Delivery (RDD) & Operations** team. These teams are involved from the project initiation, through design, construction, mechanical and electrical installation, day-to-day operation and maintenance.

Policy & Procedures Stakeholders

- ➔ **Retail Design & Delivery Team:** is responsible for the architectural plans and designs, on-site follow up and audits in addition to the project's handover to ensure its compliance with **Raya Lease** standards and plans.
- ➔ **Projects Team:** is responsible for the **MEP** plans and designs, on-site follow up and audits in addition to the project's handover to ensure its compliance with **Raya Lease** standards and plans.
- ➔ **Operations Team:** is responsible for operating and maintaining the property and local projects.
 - **Maintenance Team:** is responsible for all the maintenance and renovation plans for the property and the local projects.
 - **House Keeping Team:** is responsible for all the cleaning, pest control, plantings, scent for the property and the local projects.
 - **Safety & Security Team:** is responsible for the building accessibility, safety and security procedures, permission adherence, managing the 3rd party security service providers, and applying the security and safety plans.
 - **Tenant & Guest Relationship Team:** is responsible for all the tenants' requests and communication.
 - **Parking Team:** is responsible for the parking organization, capacity management and cashier.
- ➔ **Finance Team:** manages the company's long-term and day-to-day monetary operations and strategy, oversees incoming and outgoing payments, budget creation, cash management (treasury), accounting, financial reporting.
- ➔ **Contractor:** represents the company responsible for constructing a unit or installing a new system for **Raya Lease**.
- ➔ **Tenant's Contractor:** is the contractor responsible for all fit-out works required for the tenant to move-in.

Definitions

Projects Commissioning: The process of ensuring the projects systems are operating as intended and the **Operations** team have the information and training they need. The level and depth of commissioning required will be determined by the size of the project and by the needs defined in the initial project requirements. Systems to be commissioned throughout the projects delivery process, and in which operators should be trained, include, but are not limited to, the following::

- ➔ Lighting and Controls
- ➔ Life safety system (fire alarm, sprinklers, etc.)
- ➔ HVAC systems
- ➔ Entire civil elements
- ➔ Equipment Operations Manual

O&M Manuals: Operations & Maintenance Manuals are instructions required to guide the **Operations** team in the proper operation and maintenance of project systems, materials, finishes, components and equipment.

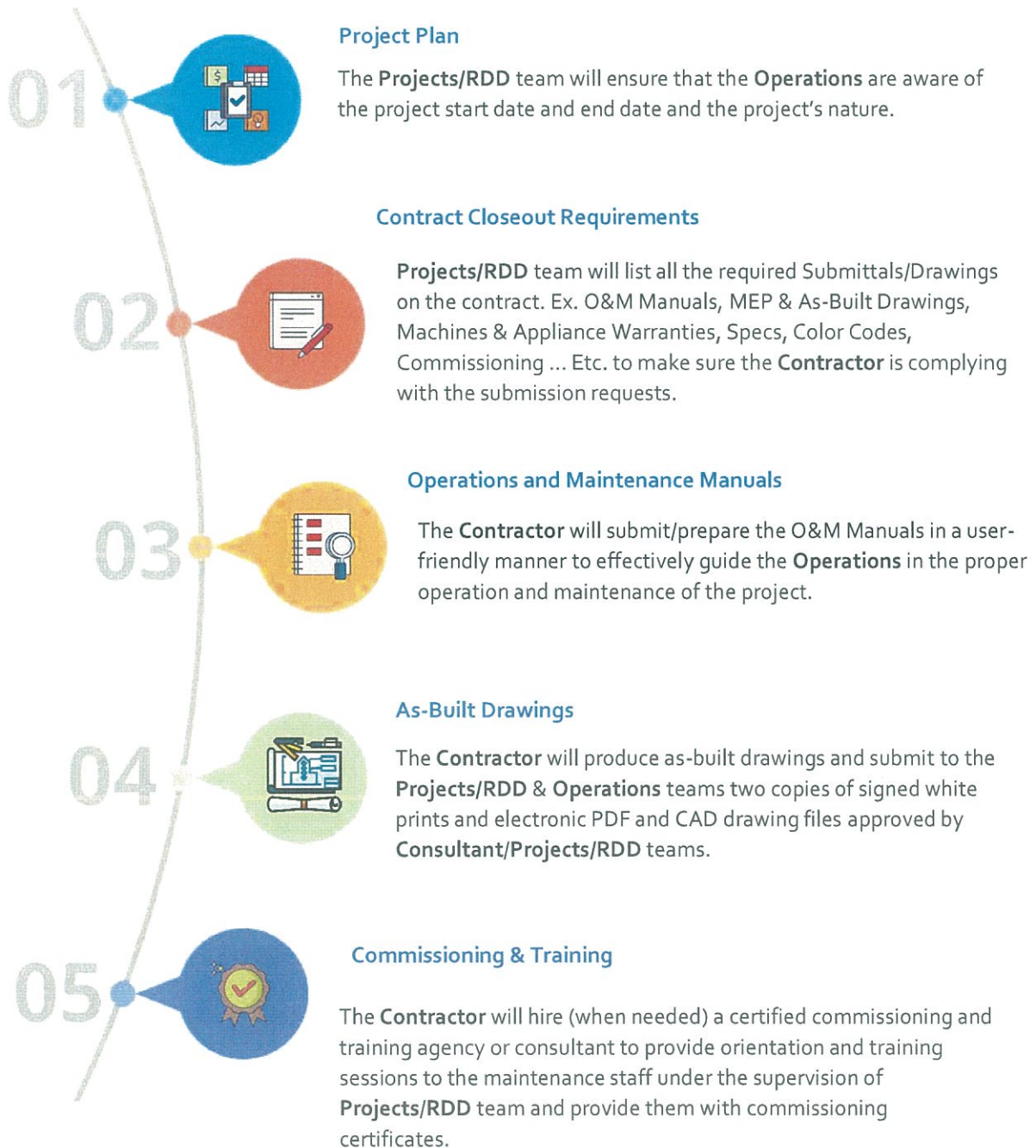
As-Built Drawings: Revised set of drawing submitted by a contractor upon completion of the project. They reflect all changes made in the specifications and working drawings during the construction process, and show the exact dimensions, geometry, and location of all elements of the work completed under the contract. Also called record drawings or just as-builts.

Operations Takeover: Refers to a stage of the projects building process that it's sufficiently complete, in accordance with the construction contract documents, so that a **Tenant/Raya Lease** can use it.

Local Projects: All projects under Raya's direct supervision and maintenance.

Tenant Projects: All the construction, finishes/MEP the tenant does before moving in. It's all being finalized by the **Tenant's** contractors under the supervision of **Projects & RDD** teams.

Policy & Procedures Summary



Policy & Procedures Summary (Continued)

Snag List

Upon completion, the **Projects/RDD** team will conduct inspection on the project to detect any snags that haven't been noticed by the **Contractors**. The **Operations** will not take over the project until all the snags are fixed by the **Contractors**. The warranty period will not start until the snag list is fixed.

Operations Takeover

After the snag list is fixed, **Projects/RDD** team will invite the **Operations** team to take over the project to start operating it during the warranty period, and will deliver the Submittals/Drawings to review and verify within 5 business days.

Six-Month Review Meeting

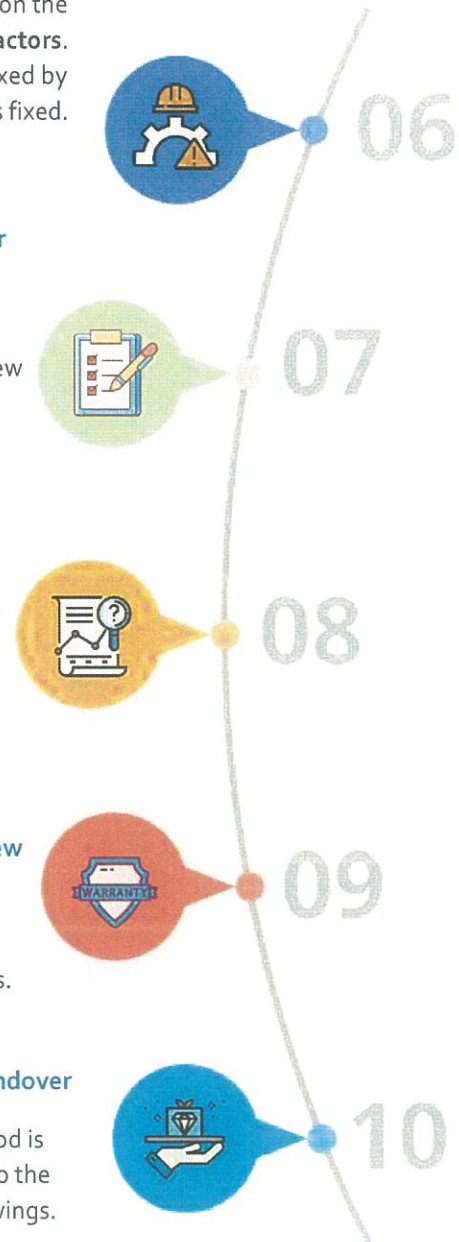
Projects/RDD will arrange a six-month (or half the warranty period) review with the **Operations** to address any unexpected issues or questions, or to provide any clarification the staff needs as they begin to operate and maintain the project systems.

Before-End of Warranty Review

Projects/RDD will arrange a review before the end of the warranty period is over to make sure all deficiencies are fixed and the **Operations** team has no requests or concerns.

Final Handover

Projects/RDD will arrange a meeting after the warranty period is over to formalize the turnover of the project accountability to the **Operations** team and turn over any missing Submittals/Drawings. And to approve or reject releasing the retention amount or guarantee letter.



Policy & Procedures Content

1. Project Plan

Purpose & Objectives:

The **Projects & RDD** teams' major objective during building/installation phase is to complete and hand over the project to the **Operations** team so they can run and maintain it, complies with the contract documents and is completed on time.

Projects & RDD teams will inform the **Operations** through email about the project start and end dates and the project's nature so they can be ready for any works or service disruption.

2. Contract Closeout Requirements

Purpose & Objectives:

The **Contractor's** contracts must specify the Submittals/Drawings and closeout documentation required at the project's completion. Preparing Submittals/Drawings well in advance will ensure that all closeout documents will be available to the **Operations** team at the handover. Submittals/Drawings and closeout documents include, but are not limited to, the following:

- ➔ O&M Manuals
- ➔ As-Built Drawings
- ➔ Keys
- ➔ Assets Warranties/Guarantees
- ➔ Assets Specs and Location Installed
- ➔ Single-Line Diagram of All Electrical Equipment
- ➔ Color Codes
- ➔ Commissioning Certificates

Projects/RDD:

- ➔ Clarify and incorporate closeout and Submittals/Drawings requirements.
- ➔ Inform the **Contractor** with a list of the needed Submittals/Drawings.
- ➔ Review and approve Submittals/Drawings in accordance with the project schedule.
- ➔ Assign an amount from the retention to be deducted from the **Contractor** in case of incomplete submittal.

Contractors:

- ➔ At the start of building/installation, prepare a log or schedule of Submittals/Drawings and the required dates of submission.
- ➔ Report the status of Submittals/Drawings at the regular site meetings.
- ➔ Prepare all the Submittals/Drawings at the defined dates and deliver them to **Projects/RDD** team.

3. Operations and Maintenance Manuals

Purpose & Objectives:

It is the **Contractors** responsibility to submit/prepare the O&M Manuals. Instructions in the manuals must be user-friendly to effectively direct the **Operations** to the proper operation and maintenance of the project systems, materials, finishes, components and equipment. The required manuals differ according to the type of the items:

Equipment & Machines: Submit the original stamped manuals from the vendor.

Materials: Prepare storage manual including the recommended way of storing and the expiry date if needed.

Finishes, Painting & Carpets: Prepare the cleaning and renewal manuals and provide the color codes.

Projects/RDD:

- ➔ Plan and coordinate the activities of the **Contractor** so complete O&M manuals are available at the handover meeting.
- ➔ Review the complete O&M manuals to ensure completeness and accuracy, and provide written comments to the **Contractor**.
- ➔ Upon receiving the manuals, sign and approve them before handing over to the **Operations**.
- ➔ Update the O&M log.

Contractor:

- ➔ Engage experienced and qualified staff or consultants to prepare the O&M manuals when needed.
- ➔ Submit a draft table of contents 10 business days prior to the expected Operations takeover date for approval by **Projects/RDD**.
- ➔ Prepare the O&M manuals in accordance with the approved table of contents and submit them to **Projects/RDD** and **Operations** teams during the **Operations** takeover date.

Operations Team:

- ➔ Review the O&M manuals submitted by the **Contractor** and inform **Projects/RDD** if any information is missing, or clarification required within 5 working days.

Required Form (Attached with Policy)

- ➔ O&M Manuals Log

4. As-Built Drawings

Purpose & Objectives:

Upon completion, the **Contractor** should produce the as-built drawings and must submit to the **Projects/RDD & Operations** teams two signed copies of white prints and electronic PDF and CAD drawing files.

Projects/RDD:

- ➔ Review the accuracy and completeness of the as-built drawings prepared by the **Contractor** and ensure that they are in comply with the contract requirements.
- ➔ Sign and approve the submitted As-Built drawings or engage a **Consultant** to sign it if needed.
- ➔ Update the As-Built log.
- ➔ Send soft & hard copies of the As-Built to **Compliance & Document Control** for archiving.

Contractor:

- ➔ Coordinate with **Projects/RDD** to initiate the preparation of the as-built drawings.
- ➔ Submit the as-built drawings before the **Operations** takeover date.

Operations Team:

- ➔ Once the as-built drawings are received by the **Operations** team, they will go with **Project/RDD** team on site with the drawings for physical verification prior to takeover date.

NB: The process of the as-built verification shouldn't exceed 5 working days to be able to revise the as-built by the contractor as soon as possible.

5. Commissioning & Training

Purpose & Objectives:

Commissioning is the process of verifying all or some of the project's main and sub systems, like MEP (Mechanical, Electrical & Plumbing) systems, fire alarm systems, lighting and utility.

The **Contractor** is responsible for hiring (when needed) a certified commissioning and training agency/consultant for the needed systems and providing orientation and training sessions to the maintenance staff under the supervision of **Projects/RDD** team. The training session should incorporate all the project systems and should match the staff's level of expertise.

NB: Complete testing and commissioning reports of entire MEP and civil elements duly signed off by consultant is required for **Local** and **Tenant** projects.

To accomplish this, the **Projects, RDD & Operations** teams should do the following:

Projects/RDD:

- ➔ Identify the applicable systems to be commissioned.
- ➔ Initiate the commissioning process with the **Contractor**.
- ➔ Coordinate the training sessions, ensuring all necessary parties are attending.
- ➔ Lead a training session with the maintenance staff and ensure that all the questions are answered and all the **Operations** needs are met.
- ➔ Ensure that the O&M includes enough instructions to operate and maintain the project systems for future training to new staff members.
- ➔ Update the Commissioning & Training logs to be ready during the takeover and final handover.

Operations Team:

- ➔ Actively participate in the commissioning process and the training sessions.
- ➔ Sign the training log attached to this document.

Contractor & Commissioning Agency/Consultant:

- ➔ Manage the commissioning process, develop a commissioning plan with the **Projects/RDD** team.
- ➔ Handle the following responsibilities:
 - Documenting system design intent and operating sequences inside the O&M manual.
 - Training the **Operations** staff on system operations and maintenance procedures.
 - Provide the **Operations** team with the commissioning certificates.
 - Conducting a six-month review for the system performance after occupancy.

6. Snag List

Purpose & Objectives:

Upon completion, the **Projects/RDD** team will conduct inspection on the project to detect any snags that haven't been noticed by the **Contractors**. The **Operations** will not take over the project until all the snags are fixed by the **Contractors**.

NB: The warranty period will not start until the snag list is fixed.

Projects/RDD:

- ➔ Conduct a general inspection on the project and create Snag List and send it to the **Contractor** to start fixing it.
- ➔ Carefully evaluate the cost of deficiencies to ensure that the deficiency retention amount is adequate.
- ➔ Review and provide written sign-off on correction of the snag list to confirm compliance with the contract documents.

- ➔ To avoid snags from escalating as the project approaches completion, work with the **Contractor** to implement a quality-control process to ensure the standards called for in the contract are met and deficiencies are identified and corrected promptly.
- ➔ Agree with the **Contractor** on a process for addressing damage to the project during tenant move-in.

Contractor:

- ➔ Correct the deficiencies to the satisfaction of the **Projects/RDD** team according to the agreed-upon schedule.

NB: All snags must be remedied before the tenant move-in. We recommend the project schedule to be planned to achieve this goal and that the **Contractor** and sub-trades work together to meet this schedule.

Required Form (Attached with Policy)

- ➔ Snag List

7. Operations Takeover

Purpose & Objectives:

After the snag list is fixed, **Projects/RDD** team will invite the **Operations** team to take over the project to start operating it during the warranty period, and will deliver the Submittals/Drawings to review and verify within 5 business days.

NB: The warranty period starts after fixing the snag list and the deficiencies expenses during the warranty period will be the **Contractor's** responsibility according to the contract and will be supervised by **Projects/RDD** team.

Projects/RDD:

- ➔ Collect all the comments on the Submittals/Drawings and make sure of their completeness and accuracy.
- ➔ List the things that might void the warranty for the **Operations** team to carefully deal with them.
- ➔ Provide the Submittals/Drawings to **Operations** team to verify them.
- ➔ **Projects/RDD** team will be responsible for all the communications with the **Contractor** regarding the deficiencies and snag list during the warranty period.
- ➔ Send the Operations takeover form and the final interim to the **Finance** team for review.

Finance Team:

- ➔ Review the takeover form and the final interim to release the bill amount.
- ➔ Assign retention amount of the bill after discussion with **Projects/RDD**.

NB: The retention amount might be replaced by **Guarantee Letter**.

Operations Team:

- ➔ Create deficiency report for any incident found during the operations and deliver it to **Projects/RDD** to communicate with the **Contractor**.
- ➔ Review the Submittals/Drawings and deliver feedback to **Projects/RDD** within 5 business days.
- ➔ They should be aware of their responsibilities under the warranty, should not undertake any work that may void the warranty, and should seek the advice of the **Projects/RDD** team when needed.

Contractor:

- ➔ Establish a reasonable date for correcting the deficiencies and the Submittals/Drawings and inform the **Projects/RDD** in writing with the targeted date.

Required Form (Attached with Policy)

- ➔ Operations Takeover Form & all its sub-forms (What might void the warranty will be written in the takeover form.)

8. Six-Month Review Meeting

Purpose & Objectives:

The **Projects/RDD** to undertake a review (at the middle of the warranty period) of the project systems with **Operations** team to address any unexpected issues or questions, or to provide any clarification the staff needs as they begin to operate and maintain the building systems.

Projects/RDD:

- ➔ Include the six-month project systems review in the development schedule.
- ➔ Prepare the deficiencies log to review and validate its status with the **Operations** team and the **Contractor**.
- ➔ Agree with the **Contractor** on any additional training or clarifications needed and the updated deficiencies log.

Operations Team:

- ➔ After occupancy, ensure that the staff notes any issues that arise with their understanding of the project's systems operations or maintenance.
- ➔ Prepare a report of additional training or clarification needed by staff and send it to **Projects/RDD** team so they can communicate with the **Contractor**.

Contractor:

- ➔ Provide additional training as needed to meet the stated requirements from the **Operations**.
- ➔ Review the updated deficiencies log and confirm its status and the dates for remedying them.

Service Level & Time Considerations

The review can be undertaken earlier or later than the six-month mark to allow project staff adequate time to thoroughly familiarize themselves with the systems before requesting the training review.

Required Form (Attached with Policy)

- ➔ Reviews Meeting Agenda Minutes Form.

9. Before-End of Warranty Review

Purpose & Objectives:

The **Contractor** is obliged to correct all deficiencies in accordance with the warranty provisions of the contract.

After the warranty period is over, the **Operations** team will be responsible for all the maintenance and renovation plans of the project according to the **Operations** policies & procedures.

Projects/RDD:

- ➔ Arrange a review with **Operations** team before the warranty period is over to make sure all their issues are addressed.
- ➔ Prepare the deficiencies log to review and validate its status with the **Operations** team.
- ➔ Make sure that the **Operations** have all the Submittals/Drawings and nothing is missing.

Operations:

- ➔ Report the status of all deficiencies to **Projects/RDD** so they can take it with the **Contractor**.

Contractor:

- ➔ Correct all deficiencies noted in the warranty inspection report prepared by **Projects/RDD**.

Service Level & Time Considerations

The **Projects/RDD** & **Operations** should complete the inspection well in advance of the warranty expiry date to ensure they can claim for correction of deficiencies under warranty.

Required Form (Attached with Policy)

- ➔ Reviews Meeting Agenda Minutes Form.

10. Final Handover Meeting

Purpose & Objectives:

After the warranty period is over, the project handover meeting should take place to formalize the turnover of the project accountability from the **Projects/RDD** to the **Operations** team.

Projects/RDD:

- ➔ Arrange the project handover meeting.
- ➔ Prepare a list of the remaining supplies in the stock and the suppliers contact lists for future use.
- ➔ Prepare the final handover checklist.
- ➔ Approve or reject releasing the retention amount or the guarantee letter after consulting the **Finance** team.
- ➔ Update all the logs and lists and deliver it to operations.
- ➔ Turn over all the soft & hard copies of the contracts & correspondences and logs to **Compliance & Document Control** team to archive them.

Finance Team:

- ➔ Release the retention amount after **Projects/RDD** confirmation and valid justification.

Operations Team:

- ➔ Provide a written sign-off on the project handover checklist.
- ➔ Include the project in the maintenance and renovation plans.

Service Level & Time Considerations

The final handover date should take place at the warranty expiry date.

Required Form (Attached with Policy)

- ➔ Final Handover Form & all the updated sub-forms.

Forms & Logs Required for Documentation

After the project is complete and the final handover meeting is done, the **Projects/RDD** team will deliver any documents they have related to the project to the **Compliance & Document Control team** so they can archive it for any future use.

Below is the list of required forms and logs needed during the project from the planning to execution until the delivery phase:

1. Project Plan (Email)
2. Operations Takeover Form
 - 2.1. O&M Manuals Log
 - 2.2. As-Built Drawings Log
 - 2.3. Commissioning Log
 - 2.4. Training Sessions Log
 - 2.5. Snag List
 - 2.6. Deficiency Report
 - 2.7. Deficiency Log
 - 2.8. Keys Log
 - 2.9. Warranties & Guarantees Log
 - 2.10. Assets Specifications Log
 - 2.11. Color Codes Log
 - 2.12. Signs & Way Findings Log
 - 2.13. Contractors & Suppliers List
3. Reviews Meeting Agenda Minutes
4. Final Handover Form



Operations Takeover Form

Item	Process	Yes	No	Comment
Closeout Documents	O&M Manuals	<input type="checkbox"/>	<input type="checkbox"/>	
	As-Built Drawings	<input type="checkbox"/>	<input type="checkbox"/>	
	Keys	<input type="checkbox"/>	<input type="checkbox"/>	
	Warranties & Guarantees	<input type="checkbox"/>	<input type="checkbox"/>	
	Assets Specs	<input type="checkbox"/>	<input type="checkbox"/>	
	Color Codes	<input type="checkbox"/>	<input type="checkbox"/>	
	Single-Line Diagram of All Electrical Equipment	<input type="checkbox"/>	<input type="checkbox"/>	
	Signs & Way Findings	<input type="checkbox"/>	<input type="checkbox"/>	
Commissioning & Training	Commissioning Certificates	<input type="checkbox"/>	<input type="checkbox"/>	
	Training Sessions	<input type="checkbox"/>	<input type="checkbox"/>	
Contact Lists	Contractors List	<input type="checkbox"/>	<input type="checkbox"/>	
	Suppliers List	<input type="checkbox"/>	<input type="checkbox"/>	
Finance	Final Interim	<input type="checkbox"/>	<input type="checkbox"/>	
	Retention Amount/Guarantee Letter	<input type="checkbox"/>	<input type="checkbox"/>	

Comments and what might void the warranty.

Projects & RDD Managers:
.....

Date:/...../20.....

Finance Senior Manager:
.....

Date:/...../20.....

Operations Manager:
.....

Date:/...../20.....



Commissioning Log

Discipline	System Name	Commissioned By	Submission Date	Certified
				Yes
				No

Projects Manager:
.....
Date:/...../20.....

RDD Manager:
.....
Date:/...../20.....

Operations Manager:
.....
Date:/...../20.....

Deficiency Report

Deficiency ID	
Location	
Area	
Type of Issue	
Date Identified	

	Description

Assigned To	
Signature	
Date Resolved	
Final Status	

Projects Manager:

Date:/...../20.....

RDD Manager:

Date:/...../20.....

Operations Manager:

Date:/...../20.....



Form Version: 1.0

Specifications Log

Machine/Item Name	Location Installed	S.N	Specifications Title
			HP Notebook 15-rb001ne, AMD E2-9000e, 15.6 Inch, 4GB RAM, 500GB, DOS, AMD Radeon R2, Black

Projects Manager:
.....

Date:/...../20.....

RDD Manager:
.....

Date:/...../20.....

Operations Manager:
.....

Date:/...../20.....



Form Version: 1.0

Warranties & Guarantees Log

Machine/Item Name	Start Date	End Date	Manufacturer Details	S.N

Projects Manager:
.....

Date:/...../20.....

RDD Manager:
.....

Date:/...../20.....

Operations Manager:
.....

Date:/...../20.....



Color Codes Log

Description & Location	Vendor	Type	Color Code
		Satin	
		Matte Enamel	

Projects Manager:
.....

Date:/...../20.....

RDD Manager:
.....

Date:/...../20.....

Operations Manager:
.....

Date:/...../20.....



Contractors & Suppliers List

Contractor	Type of Work	Contact		
		Name	Phone	Email

Projects Manager:
.....

Date:/...../20.....

RDD Manager:
.....

Date:/...../20.....

Operations Manager:
.....

Date:/...../20.....



Reviews Meeting Agenda Minutes

Review & Objective	6 Months Project Review
Date of Meeting	
Meeting Facilitator	

Attendees			
Name	Department	Email	Phone

Meeting Actions			
Action	Owner	Due Date	Status

Projects Manager:
.....

Date:/...../20.....

RDD Manager:
.....

Date:/...../20.....

Operations Manager:
.....

Date:/...../20.....

Final Handover Form

Item	Process	Yes	No	Comment
Closeout Documents	O&M Manuals	<input type="checkbox"/>	<input type="checkbox"/>	
	As-Built Drawings	<input type="checkbox"/>	<input type="checkbox"/>	
	Keys	<input type="checkbox"/>	<input type="checkbox"/>	
	Warranties & Guarantees	<input type="checkbox"/>	<input type="checkbox"/>	
	Assets Specs	<input type="checkbox"/>	<input type="checkbox"/>	
	Color Codes	<input type="checkbox"/>	<input type="checkbox"/>	
	Single-Line Diagram of All Electrical Equipment	<input type="checkbox"/>	<input type="checkbox"/>	
	Signs & Way Findings	<input type="checkbox"/>	<input type="checkbox"/>	
Commissioning & Training	Commissioning Certificates	<input type="checkbox"/>	<input type="checkbox"/>	
	Training Sessions	<input type="checkbox"/>	<input type="checkbox"/>	
Contact Lists	Contractors List	<input type="checkbox"/>	<input type="checkbox"/>	
	Suppliers List	<input type="checkbox"/>	<input type="checkbox"/>	
Finance	Release Retention?	<input type="checkbox"/>	<input type="checkbox"/>	

Comments

Projects & RDD Managers:

.....

Date:/...../20.....

Finance Senior Manager:

.....

Date:/...../20.....

Operations Manager:

.....

Date:/...../20.....