

Retail Design & Delivery Process

Unit design & delivery is a complex, significant, and rewarding process. It begins with the contract negotiation and culminates in the operations of the unit and how the tenant & his guests enjoy our healthier environment and the considerable savings on operational costs achieved by energy efficiency solutions.

Objective

The success or failure of the unit design and delivery depends on how well the tenants' contractors' work is defined, detailed, and managed. The clearer the design and delivery steps are, the easier the process of tenants' occupancy and the subsequent phases will be.

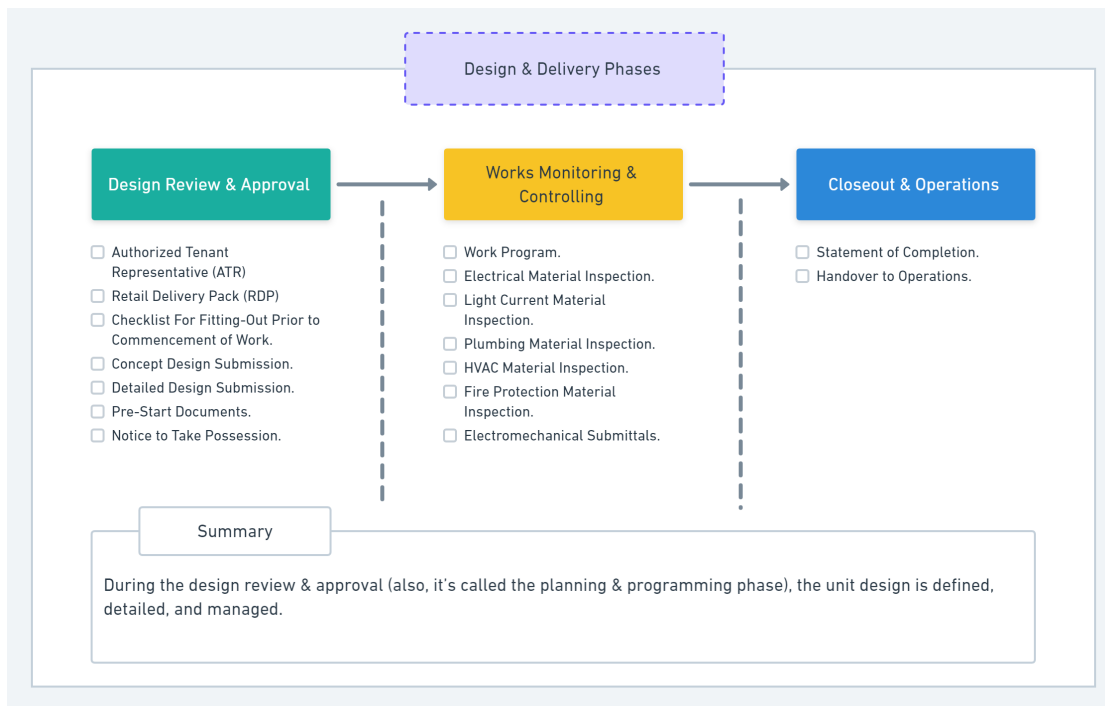
The objective of this document is to outline the flow of activities, events, and processes necessary to assist the tenant in moving into his unit and starting operations while controlling the design criteria to match our building's brand. Some of the tasks might include:

- Facilitate the tenants' contractors' work inside our premises.
 - Make sure that the tenants and their contractors are aware of our site rules and design criteria.
 - Inspect the contractors' work and communicate the progress to all stakeholders.
 - Handle the closeout and the transition to **Operations Team**.
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Unit Delivery Phases

The process by which a unit is delivered may be divided into the following phases:

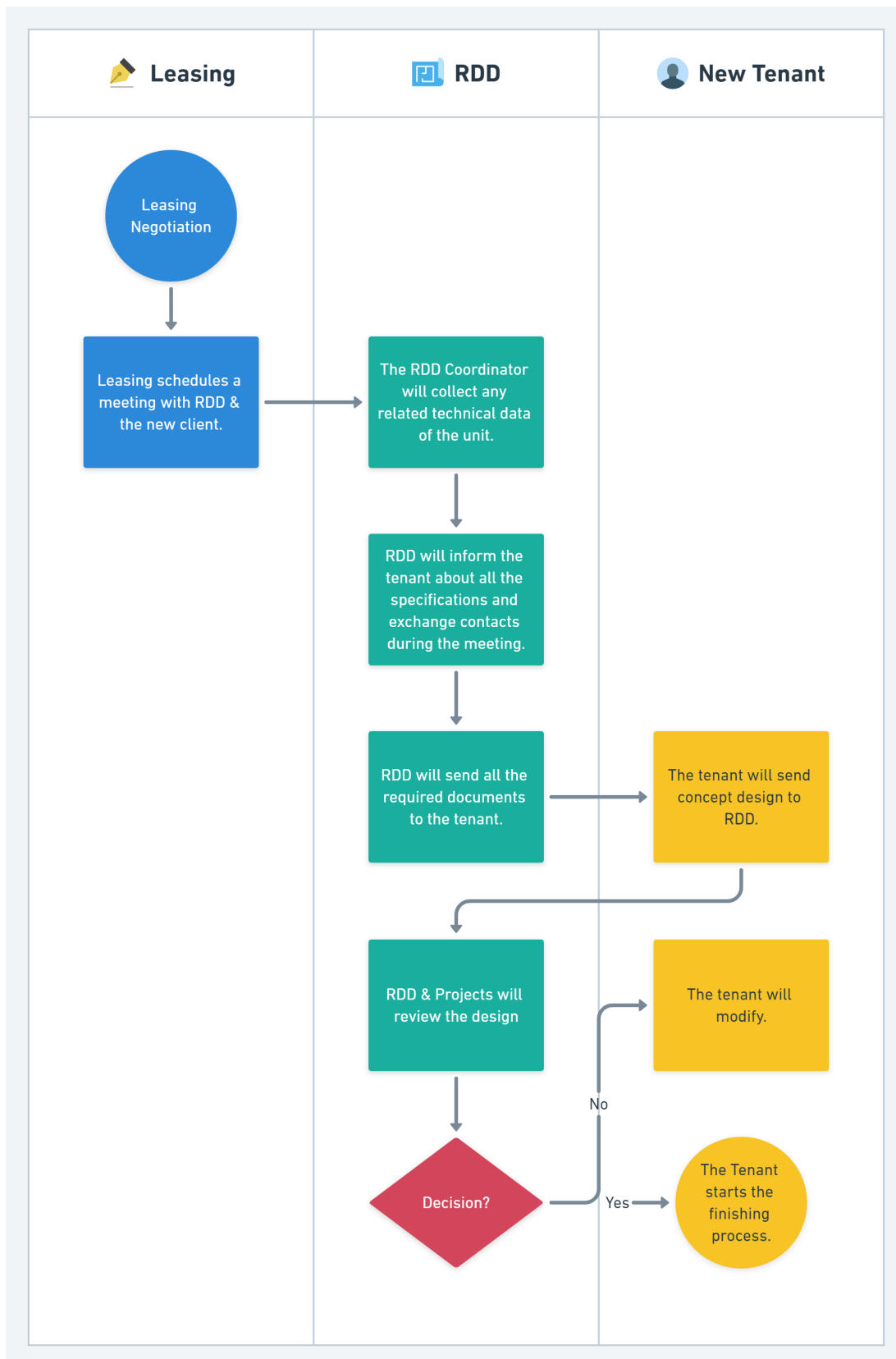
1. Design Review & Approval
2. Works Monitoring & Controlling
3. Closeout & Operations



1. Design Review & Approval

During the design review & approval (also, it's called the planning & programming phase), the unit design is defined, detailed, and managed. Some of the design review & approval phase required documents are:

1. Authorized Tenant Representative (ATR)
2. Retail Delivery Pack (RDP)
3. Checklist for Fitting-Out Prior to Commencement of Work
4. Concept Design Submission
5. Detailed Design Submission
6. Pre-Start Documents
7. Notice to Take Possession



1. Upon closing the lease deal, the **Leasing Manager** will invite the **RDD Coordinator** to meet with the client to discuss the unit technical specifications.
2. The **RDD Coordinator** will collect any related technical data of the unit.
3. During the meeting, all questions asked by the new tenant will be answered and contacts will be exchanged.

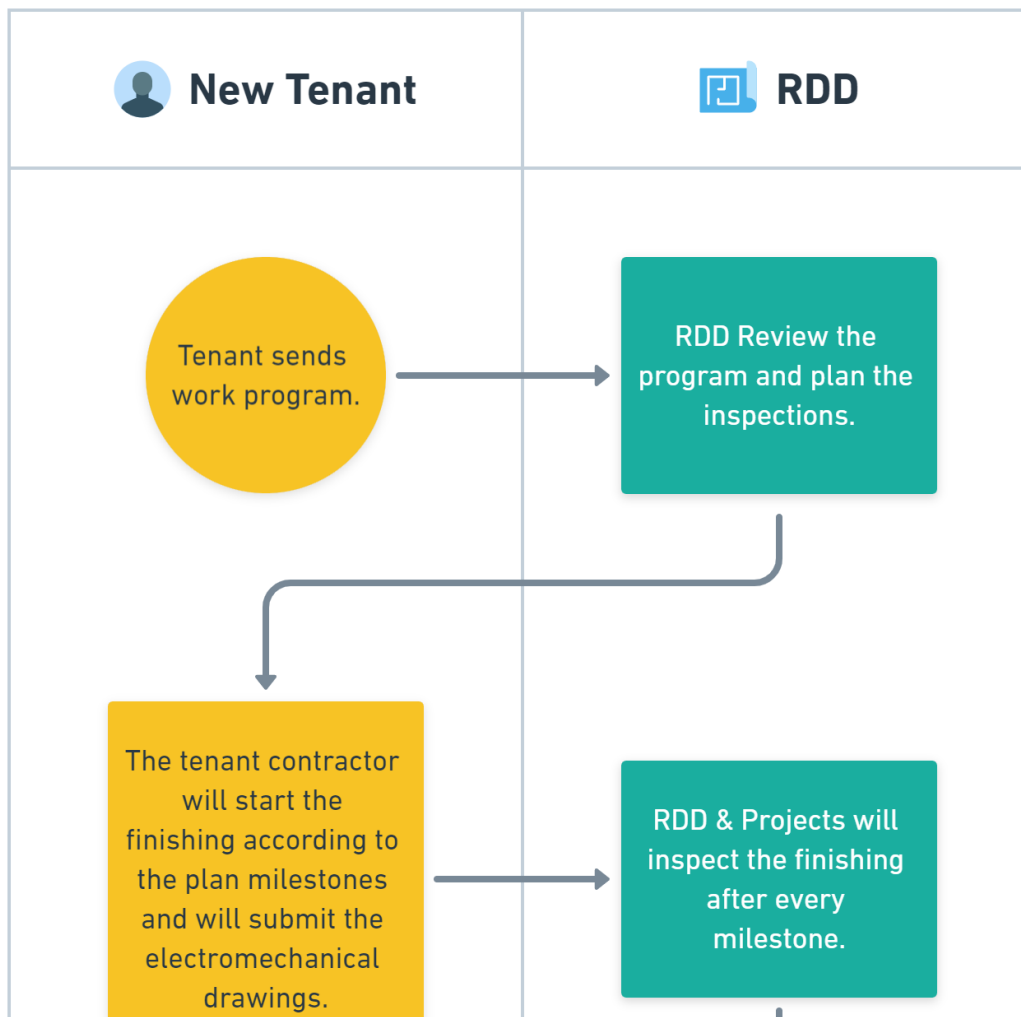
4. After the meeting, the **RDD Coordinator** will send all the design & delivery checklist & all the required documents to the new tenant.
5. The Tenant will prepare the files and send them with the concept design to the **RDD Coordinator**.
6. The **RDD Coordinator** will review the design with the **Projects Team**.
7. Once approved, the **RDD Coordinator** will send approval notification to the new tenant to start the next phase of the unit delivery which is related to the contractors' works and work monitoring & controlling.

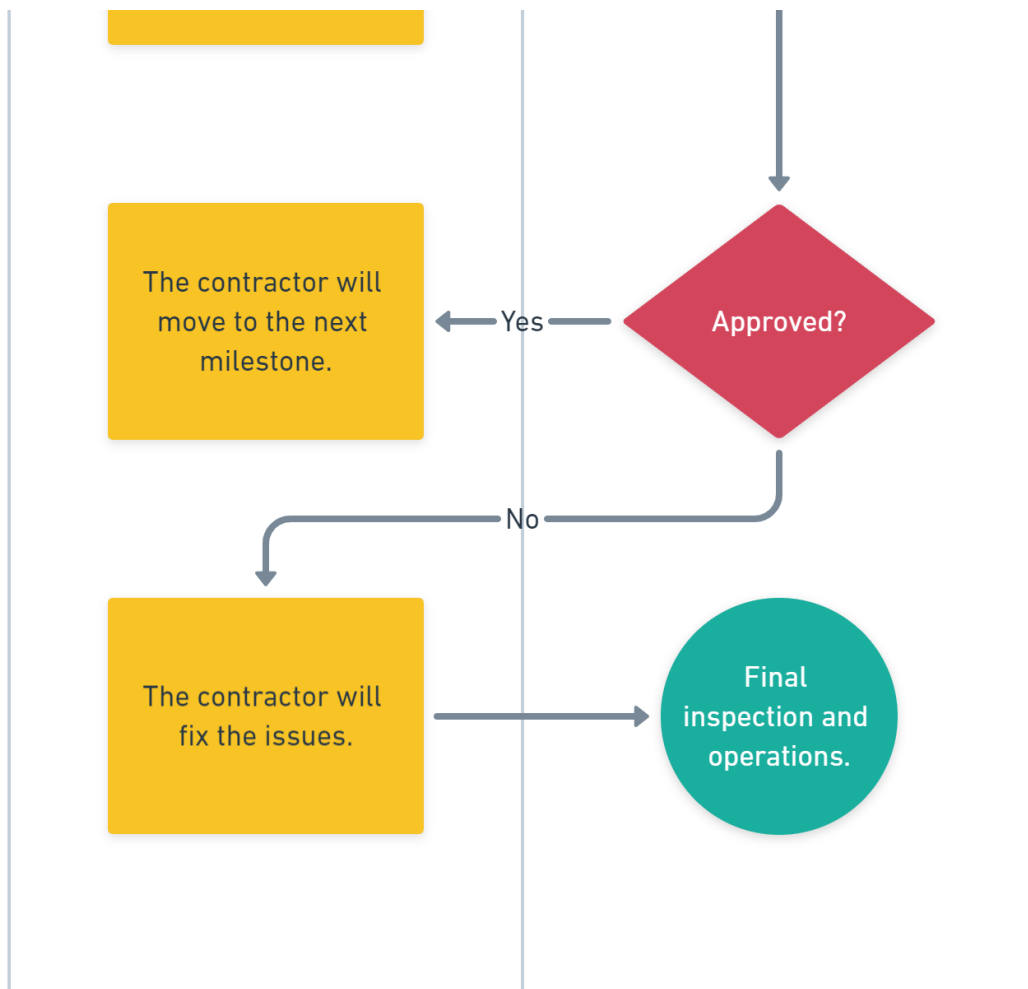
2. Works Monitoring & Controlling

Prior to the commencement of the fit-out or reinstatement works the tenant is required to submit a work program to the **RDD Coordinator** to schedule the inspections and monitoring tasks. The **RDD Coordinator** will communicate the work progress and inspection notes to all stakeholders during this phase.

The required inspections:

- Electrical Material Inspection.
- Light Current Material Inspection.
- Plumbing Material Inspection.
- HVAC Material Inspection.
- Fire Protection Material Inspection.

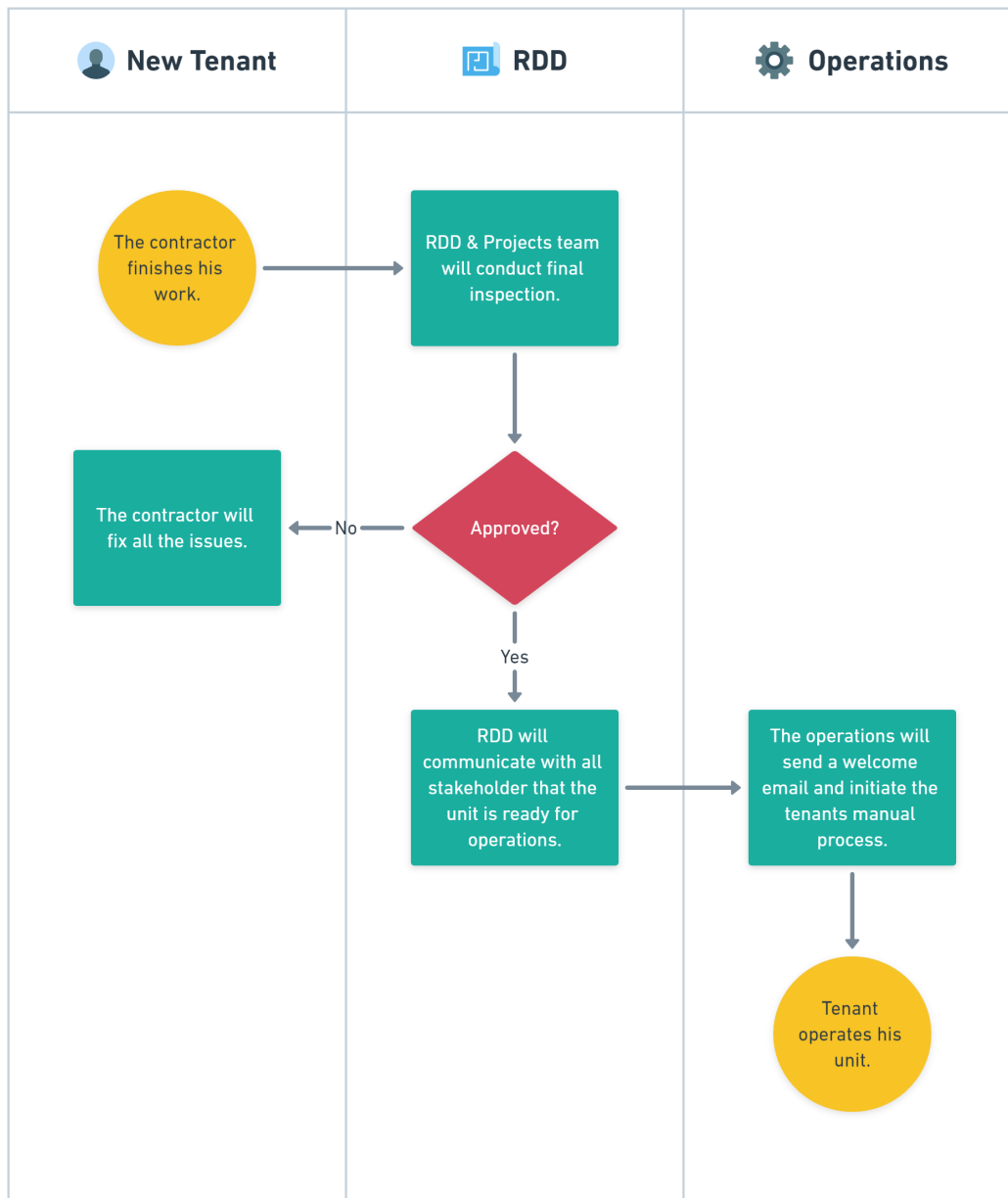




1. The tenant will send the work program to the **RDD Coordinator**.
2. The **RDD Coordinator** will create an inspection schedule and follow-up programs to inspect the contractor's works with the **Projects Team**.
3. The **RDD Coordinator** & the **Projects** Team members will start the inspection after every milestone using the relevant inspection form.
4. For any issues or unapproved materials, the **RDD Coordinator** will communicate the inspection findings to the tenant and all stakeholders.
5. The tenant and his contractor will work to fix the issues.
6. The **RDD Coordinator** will keep a log of all the solved and unsolved issues.
7. After every milestone, the tenant will have to provide the required submittals according to the **Electromechanical Submittals Checklist**.

3. Closeout & Unit Operations

Once the unit is sufficiently complete, the **RDD Coordinator** will work with the **Projects Team** to conduct a substantial completion inspection to confirm that the work is complete in most respects. Also, the contractor is required to provide a set of record drawings (available in the **Electromechanical Submittals Checklist**).



1. The **RDD Coordinator** will create a file for every new tenant containing all the inspection forms, and the submitted drawings and files.
2. Once the unit is sufficiently complete, the **RDD Coordinator** will invite the **Projects Team** for the final inspection.
3. Any issues discovered during the final inspection will be communicated to the tenant and all stakeholders.
4. Once all issues are fixed, the **RDD Coordinator** will **Statement of Completion** and gather the required approvals.
5. The **RDD Coordinator** will communicate the work progress to the **Operations & Leasing Teams** to prepare for the handover and welcome process.

4. Design & Delivery Manual

The purpose of this manual is to outline the specific design criteria for all the Tenants, the Tenants' designers and the Tenants' contractors, as required by the Landlord. These criteria act as a guide for the design of all works by the Tenants in conjunction with the provisions of the Tenants' lease with the Landlord. Furthermore, these criteria are subject to revision by the Landlord, and the Landlord's interpretation of these criteria is final and governing. The Tenants shall be encouraged to express their own unique design statements within the parameters of the design criteria as outlined in this manual.

4.1 Manual Creation & Update Policy

1. The manual should be reviewed once every six months.
2. The names, titles, and contacts inside the manual must be updated regularly and upon any change.
3. Any requirements change must be added to the manual immediately.
4. The content of the manuals to be written by the **RDD Coordinator**.
5. The content must be clear, understandable, and user-friendly.
6. The design of the manual must be premium, modern, and matches the identity and level of our company.

4.1 Manual Creation & Update Guide



5. Forms & Documents

Inspection Forms & The Required Documents

Hend El Sady

Signed by Hend El Sady
Signed on: June 13, 2021

A handwritten signature in black ink, consisting of a long horizontal line that curves upwards into a loop and then continues with a few short, sharp strokes.

Signed by Ayman Mohamed El Said
Signed on: June 14, 2021

Ahmed Ibrahim

Signed by Ahmed Ibrahim
Signed on: June 15, 2021

Signature Certificate

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