

**Document code:** RD-PR-01  
**Issue no:**01/00  
**Issue Date:**13/6/2021

## Retail Design & Delivery Procedure



### Document Information

<b>Issue Date</b>	13/06/2021	<b>Revision Date</b>	--/--/20-
<b>Issue No</b>	02	<b>Revision No</b>	00

Documented by		Reviewed by	
Name	Title	Name	Title
Rowayda Alaa	QA & DC Supervisor	Ahmed Ibrahim	CEO
Ahmed Mahmoud	Sr.RDD Engineer		
Mina Eid	Senior RDD Engineer	Maged Fahmy	RDD & projects Manager
Aya Hazem	RDD Engineer		

**Document code:** RD-PR-01  
**Issue no:**01/00  
**Issue Date:**13/6/2021

**Retail Design & Delivery Procedure**



**Revision Table**

Ser	Clause	Summary	Requester	Date

## 1) Purpose

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.

## 2) Owners

2.1 RDD Engineer

2.2 RDD Manager

## 3) Terms & Definitions:

**RDD Manual:** Document 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) Process:**

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

##### **4.1 Design Review & Approval**

##### **4.2 Works Monitoring & Controlling**

##### **4.3 Closeout & Operations**

#### **4.1 Design Review & Approval:**

4.1.1 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:

- Authorized Tenant Representative (ATR)
- Retail Delivery Pack (RDP)
- Checklist for Fitting-Out Prior to Commencement of Work
- Concept Design Submission
- Detailed Design Submission
- Pre-Start Documents
- Notice to Take Possession
- Contractor selection

4.1.2 Upon closing the lease deal, the Leasing Manager will invite the RDD Coordinator to meet with the contractor to discuss the unit technical specifications and any needed inquiries.

4.1.3 After the meeting, the RDD Coordinator will send all the design & delivery checklist & all the required documents to the new tenant.

4.1.4 The contractor will prepare the files and send them with the concept design to the RDD Coordinator within 15-30 days including initial timeline of project.

4.1.5 The RDD Coordinator will review the design with the Team within 5 working days from submission.

4.1.6 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.

## **4.2 Works Monitoring & Controlling:**

4.2.1 Prior to the commencement of the fit-out or reinstatement works the contractor is required to submit a work program to the RDD Coordinator within 1 week after the approval of the design to schedule the inspections and monitoring tasks.

4.2.2 The RDD Coordinator will communicate the work progress and inspection notes to all stakeholders during this phase.

### The required inspections:

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

4.2.3 The RDD Coordinator will conduct inspection by coordination with contractor during working hours in order to finish the work before the opening date.

4.2.4 The RDD Coordinator & the Projects Team members will start the inspection after every milestone using the relevant inspection form.

4.2.5 In critical cases, the RDD Coordinator will communicate the inspection findings to the tenant and all stakeholders.

4.2.6 The tenant and his contractor will work to fix the issues.

4.2.7 After every milestone, the tenant will have to provide the required submittals according to the Electromechanical Submittals Checklist

### **4.3 Closeout & Operations**

- 4.3.1 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).
- 4.3.2 The RDD Coordinator will create a file for every new tenant containing all the inspection forms, and the submitted drawings and files.
- 4.3.3 Once the unit is sufficiently complete, the RDD will conduct the final inspection.
- 4.3.4 Any issues discovered during the final inspection will be communicated to the contractor.
- 4.3.5 Once all issues are fixed, the RDD Coordinator will Statement of Completion and gather the required approvals.
- 4.3.6 The RDD Coordinator will communicate the work progress to the Operations & Leasing Teams to prepare for the handover and welcome process.
- 4.3.7 RDD coordinator will fill handover form in (Core & Shell units) & (finished units).
- 4.3.8 RDD coordinator will ask the new tenant to fill his signature on handover form , when the tenant move out the unit , RDD will conduct an inspection according to signed handover form any damage or missing will be deducted from the tenant.

### **4.4 Design & Delivery Manual**

- 4.4.1 The manual should be reviewed once every year .
- 4.4.2 The names, titles, and contacts inside the manual must be updated regularly and upon any change.
- 4.4.3 Any requirements change must be added to the manual immediately.
- 4.4.4 The content of the manuals to be written by the RDD Coordinator.
- 4.4.5 The content must be clear, understandable, and user-friendly.
- 4.4.6 The design of the manual must be premium, modern, and matches the identity and level of our company.

## **4.5 Signages:**

4.5.1 RDD Team completely technically responsible for new signages inside Galleria 40(Material, specs, dimension, location).

4.5.2 In case anyone need a new signage, Requester will make a request for a new signage and send it to RDD Team.

4.5.2.1 RDD will create the design.

4.5.2.2 RDD will send the design to marketing for review.

4.5.2.3 RDD will make PR.

4.5.2.4 complete procurement process.

4.5.3 in case the request for replacing signage, Duty Manager in case founded any damage of any signage he will open a ticket on Raya Ticket system.

4.5.3.1 Duty Manager will register the ticket on Maintenance Department.

4.5.3.2 Maintenance department will make PR

4.5.3.3 Complete procurement process.

4.5.3.4 Maintenance will close the ticket after the signage has been installed.

## **5) KPIs**

- **% of compliance with the documented process.**
- **% of compliance with the SLA of the process.**
- **% of Adherence to project timeline (according to the contract)**

**Document code:** RD-PR-01  
**Issue no:**01/00  
**Issue Date:**13/6/2021

## Retail Design & Delivery Procedure



### 6) Forms & Attachments:

ser	Document Name	Document code
1	MEP Specifications	RD-PR-01-F01
2	New Electrical material inspection	RD-PR-01-F02
3	New fire protestation material inspection	RD-PR-01-F03
4	New HVAC material inspection	RD-PR-01-F04
5	New light current material inspection	RD-PR-01-F05
6	New plumbing material inspection	RD-PR-01-F06
7	Statement of completion	RD-PR-01-F07
8	List of electromechanical drawings	RD-PR-01-F08
9	Notice to take possession	RD-PR-01-F09
10	Pre start documents	RD-PR-01-F10
11	Detailed design submission	RD-PR-01-F11
12	Retail Delivery pack	RD-PR-01-F12
13	Checklist for fitting out prior to commencement	RD-PR-01-F13
14	Handover form	RD-PR-01-F14
15	Material Inspection Requeset	RD-PR-01-F15