

Document code: DC-PR-01-F04  
Issue no:01/00  
Issue Date:2/7/2025

Request for procedure Modification  
Documentation code: DC-PR-01-F04



Request Date: 10 /07 /2025

Requestor Name	Mina Eid
Department Name	RDD

**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>1. Purpose</b>
Brief description of current process	Inspect the contractors' work and communicate the progress to Stakeholders

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

The **RDD Team** is responsible for reviewing, managing, and coordinating the project.

**Description of the new required process**

Inspect the contractors' work and communicate the progress to **RDD Team**

**For Document control & Quality**

Date Received	13-7-2025
Decision	Approved <input type="checkbox"/> Rejected <input checked="" type="checkbox"/>
Notes	It is valid process, RDD Team should share the progress with the stakeholder ( CEO , RDD Team member , Tenant ....)

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Request Date: 10 /07 /2025

Requestor Name	Mina Eid
Department Name	RDD

**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.1 Design Review &amp; Approval:</b>
Brief description of current process	Some of the design review & approval phase required documents are: <ul style="list-style-type: none"><li>• Authorized Tenant Representative (ATR)</li><li>• Retail Delivery Pack (RDP)</li><li>• Checklist for Fitting-Out Prior to Commencement of Work</li><li>• Concept Design Submission</li><li>• Detailed Design Submission</li><li>• Pre-Start Documents</li><li>• Notice to Take Possession</li></ul>

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

Some of **Contractors** might be blacklisted or untrustworthy, and this can cause serious problems later on.  
The list should always be reviewed and approved beforehand.

**Description of the new required process**

- 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 (Add)**

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<b>Date Received</b>	13-7-2025	
<b>Decision</b>	Approved <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>
<b>Notes</b>	The procedure updated according to your request	

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Department Name	RDD

**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.1 Design Review &amp; Approval:</b>
Brief description of current process	4.1.2 Upon closing the lease deal, the Leasing Manager will invite the RDD Coordinator to meet with the client to discuss the unit technical specifications.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

The client isn't fully aware of the execution process.  
It's better to coordinate directly with the contractor to ensure proper sequencing and smooth progress.

**Description of the new required process**

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**.

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Decision	Approved <input checked="" type="checkbox"/> Rejected <input type="checkbox"/>
Notes	Done

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**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.1 Design Review &amp; Approval:</b>
Brief description of current process	4.1.3 The RDD Coordinator will collect any related technical data of the unit.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

Already in RDP

**Description of the new required process**

REMOVE :  
4.1.3 The RDD Coordinator will collect any related technical data of the unit.

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**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.1 Design Review &amp; Approval:</b>
Brief description of current process	4.1.4 During the meeting, all questions asked by the new tenant will be answered and contacts will be exchanged.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

Already This will be covered in the updated point 4.1.2 after revision

**Description of the new required process**

REMOVE :  
4.1.4 During the meeting, all questions asked by the new tenant will be answered and contacts will be exchanged.

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Notes	Done

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Requestor Name	Mina Eid
Department Name	RDD

**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.1 Design Review &amp; Approval:</b>
Brief description of current process	4.1.6 The Tenant will prepare the files and send them with the concept design to the RDD Coordinator.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

It is **the contractor's not the Tenant** responsibility to prepare and submit all necessary execution documents and shop drawings. **A specific submission deadline must be defined** to ensure compliance with the project's time schedule and to maintain workflow continuity.

**Description of the new required process**

4.1.6 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.

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**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.1 Design Review &amp; Approval:</b>
Brief description of current process	4.1.7 The RDD Coordinator will review the design with the Projects Team.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

To ensure that the project timeline is followed, a clear and fixed duration must be set for the RDD team's review of all submitted documents and drawings. Delays in the review process can impact the workflow and cause disruptions to the execution schedule.

**Description of the new required process**

4.1.7 The RDD Coordinator will review the design with the Projects Team **within 5 working days for submission.**

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Notes	Done

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Requestor Name	Mina Eid
Department Name	RDD

**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.2 Works Monitoring &amp; Controlling:</b>
Brief description of current process	4.2.2 The RDD Coordinator will communicate the work progress and inspection notes to all stakeholders during this phase.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

**RDD Coordinator is responsible to follow the work progress and inspection during this phase**

**Description of the new required process**

**4.2.2 RDD Coordinator is responsible to follow the work progress and inspection during this phase**

**For Document control & Quality**

Date Received	13-7-2025
Decision	Approved <input type="checkbox"/> Rejected <input type="checkbox"/>
Notes	I don't know why you want to share the progress with the stakeholder, Why we remove this process ?

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**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.2 Works Monitoring &amp; Controlling:</b>
Brief description of current process	4.2.3 The contractor will send the work program to the RDD Coordinator.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

Already repeated in point 4.2.1

**Description of the new required process**

REMOVE:  
4.2.3 The contractor will send the work program to the RDD Coordinator.

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Notes	Done

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**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.2 Works Monitoring &amp; Controlling:</b>
Brief description of current process	4.2.2 The RDD Coordinator will communicate the work progress and inspection notes to all stakeholders during this phase. The required inspections: <ul style="list-style-type: none"><li>• Electrical Material Inspection.</li><li>• Light Current Material Inspection.</li><li>• Plumbing Material Inspection.</li><li>• HVAC Material Inspection.</li><li>• Fire Protection Material Inspection.</li></ul>

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

**Add (MIR) to ensure this point in fully clear**

**Description of the new required process**

4.2.2 The RDD Coordinator will communicate the work progress and inspection notes to all stakeholders during this phase. The required inspections (MIR) : <ul style="list-style-type: none"><li>• Electrical Material Inspection.</li><li>• Light Current Material Inspection.</li><li>• Plumbing Material Inspection.</li><li>• HVAC Material Inspection.</li><li>• Fire Protection Material Inspection.</li></ul>
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Decision	Approved <input checked="" type="checkbox"/> Rejected <input type="checkbox"/>
Notes	Done But I need a copy of this form

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**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.3 Closeout &amp; Operations</b>
Brief description of current process	<p>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.</p> <p>4.3.3 Once the unit is sufficiently complete, the RDD Coordinator will invite the Projects Team for the final inspection.</p> <p>4.3.4 Any issues discovered during the final inspection will be communicated to the tenant and all stakeholders.</p> <p>4.3.7 RDD coordinator will fill handover form in (Core &amp; Shell units) but in (finished units) the hand over will be manual .</p> <p>4.3.8 RDD coordinator will ask the new tenant to fill his signature on handover form , when the tenant leave the unit , RDD will conduct an inspection according to signed handover form any damage or missing will be deducted from the tenant.</p>

**Reason for 4.3.2** There is no system to be upload this file, we already make files to every project internal.

4.3.3 the same team RDD coordinator equal Project team.

4.3.4 the contractor holds full responsibility for executing the necessary modifications following the inspection. Stakeholders are not among the parties accountable for this step, as it falls strictly under the contractor's scope of work.

4.3.7 RDD coordinator will fill handover form in (Core & Shell units) but in (finished units) the hand over will be manual . (handover always manual)

4.3.8 In some cases, the tenant may cause significant structural or operational damages during the fit-out phase, such as breaking or damaging equipment, flooring, or other assets.

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Therefore, a deductible amount should be included in the agreement to cover any potential damages.  
the change

- Process improvement
- Reduce costs
- Regulatory requirements

Explanation of the Reason

Description of the new required process

REMOVE 4.3.2

REMOVE 4.3.3

4.3.4 Any issues discovered during the final inspection will be communicated to the tenant and the Contractor.

4.3.7 RDD coordinator will fill handover form in (Core & Shell units) but in (finished units) the hand over will be manual .

4.3.8 RDD coordinator will ask the new tenant to fill his signature on handover form , when the tenant moveout, RDD will conduct an inspection according to signed handover form any damage or missing will be deducted from the tenant construction insurance and a check for 200 Thousand EGP .

For Document control & Quality

Date Received	13-7-2025		
Decision	Approved <input type="checkbox"/>	Rejected	<input type="checkbox"/>
Notes	<ul style="list-style-type: none"><li>• For 4.3.2 I will not remove, I check this process manual and check with RDD team , RDD Team should create a file for every tenant manual till we develop a system.</li><li>• Regarding 4.3.3 I will remove it</li><li>• The last point isn't clear at all.</li><li>• Remaining points I will update it as you requested</li></ul>		

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Department Name	RDD

**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.4 Design &amp; Delivery Manual</b>
Brief description of current process	4.4.1 The manual should be reviewed once every six months.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

Too much **6 months**

**Description of the new required process**

4.4.1 The manual should be reviewed once every **Year**.

**For Document control & Quality**

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Decision	Approved <input checked="" type="checkbox"/> Rejected <input type="checkbox"/>
Notes	Done

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Requestor Name	Mina Eid
Department Name	RDD

**Current Procedure Details**

Procedure Name	RDD Procedure+ All Forms
Section / clause	<b>4.6 Signages</b>
Brief description of current process	4.6.1 RDD Team completely responsible for new signages inside Galleria 40.  4.6.3 RDD will create the design.  4.6.4 RDD will make PR.

**Reason for the change**

- Process improvement
- Reduce costs
- Regulatory requirements

**Explanation of the Reason**

4.6.1 (RDD) team is only responsible for the technical validation and coordination of the new signage drawings in terms of location, installation method and materials.  
4.6.3 the design intent, branding, and visual identity of the signage are under the full responsibility of the Marketing Department.  
4.6.4 RDD only Technically responsible for new signage .

**Description of the new required process**

4.6.1 RDD Team Technically responsible for new signages inside Galleria 40 (not already installed). Material, Specs. Dimension, location and Fixation.  
4.6.3 outsourcing with Agency and marketing will create the design.  
4.6.4 Process owner Maintenance its signages.

**For Document control & Quality**

Date Received	13-7-2025
Decision	Approved <input type="checkbox"/> Rejected <input type="checkbox"/>
Notes	There are two cases for signages :NEW & Replace NEW signages: The design should be approved from RDD and then marketing and Maintenance installed. Replace : PR should be created by maintenance , complete procurement process

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