

Index

| | |
|---|----|
| Introduction | 2 |
| 1 Landlord | 3 |
| 2 Centre Management | 4 |
| 3 Payments | 5 |
| 4 Trading hours | 6 |
| 5 Access after hours | 7 |
| 6 Common areas | 8 |
| 7 Parking | 9 |
| 8. Loading facilities and transport of supplies through centre/building | 10 |
| 9. Cleaning | 11 |
| 10 Lost children or property | 12 |
| 11 Utilities | 13 |
| 12 Air-conditioning | 14 |
| 13 Leased premises | 15 |
| 14 Signage and shop fronts | 16 |
| 15 Windows | 17 |
| 16 You and your customers | 18 |
| 17 Promotions | 19 |
| 18 Security | 20 |
| 19 Fire protection | 23 |
| 20 Emergency planning | 24 |
| 21 General | 31 |

Introduction

The purpose of this manual is to inform you of certain matters in advance to ensure a smooth start and co-operation between the tenant and the landlord. This information is also important to your employees and we hope that you will inform them on matters concerning them.

The information contained in this manual is subordinate to the agreement of lease and is not intended to replace clauses or parts of the lease.

The Centre Management reserves the right to amend the contents of this manual from time to time when it deems necessary.

Created by Sanet Olwage www.usefulmall.com

1 Landlord

Name: _____

Adress: _____

2 Centre Management

Centre manager

Name _____

Telephone number _____

Property manager

Name _____

Telephone number _____

Technical difficulties and operational problems should be reported to:

Operations manager

Name _____

Telephone number _____

Cell number _____

3. Payments

All rentals, operating cost contributions, rates and taxes, electricity charges and other payments must be made before or on the first day of each month at:

or EFT (electronic funds transfer): Bank :
Account no.:
Bank code:
Quote Acc. No.:

1. Merchants' association: Your contributions to the merchants' Association/marketing fund must be made together in one payment.

2. Parking fees: The parking fee will be debited separately but should be included in your cheque.

Debit order forms are available from:

4 Trading Hours

4.1 The normal trading hours of the centre are:

Weekdays: _____

Weekends Saturday : _____

Sunday : _____

These hours can be changed at the sole discretion of the landlord.

4.2 The tenant(s) with the longest trading hours are:

They trade until: _____

5. Access after hours

The centre will be closed after trading hours for security reasons. Should it be necessary that you return to your shop after the Centre has been locked for the night:

- It will only be in the case of emergency.
 - The only point of entry will be via the main entrance.
 - You will be required to identify yourself and sign our after hours register.
 - Contact our Security office at:
-

6. Common areas

- 6.1** For the purpose of the rules and regulations, the expression “common areas” shall include the malls, arcades, yards, passages, parking areas, entrances, exits, loading docks, ramps, landscape areas, interior stairways, toilets and all other amenities provided by the lessor for general use of tenants in the building and their servants, employees and customers as situate in or about the building or site.
- 6.2** The common areas shall at all times be subject to the exclusive control and management by the Lessor and the Lessor shall have the right from time to time to establish, modify and enforce rules and regulations with respect thereto and generally to do or perform such acts in and to the common areas as in the interest of good business judgement. The lessor, in its sole discretion, shall determine the improvement of the convenience and the use of the common areas by tenants, their officers, agents, employees and customers.
- 6.3** The lessee and/or tenants undertakes that it shall not operate or permit to be operated in or about the leased premises and/or the common areas, any coin or token operated vending machine or similar device for the sale of any goods, merchandise, beverages, sweets, cigarettes, other commodities or services, nor any scales, pay lockers, amusement devices and machines, without the prior consent of the lessor in writing.
- 6.4** Should a tenant wish to utilize parts of the common are for promotional purposes please approach management so that this can be arranged.
- 6.5** Tenants are also reminded that trading and keeping of stock outside of the premises as described in the lease is not permitted.
- 6.6** Trolley bays have been provided at every centre and it is imperative that all unused trolleys be stacked in the trolley bays provided, and that all common areas inclusive of parking areas be kept free of trolleys at all times, inclusive of non-trading hours.

7. Parking

Tenants must refer to their specific lease agreement with the landlord regarding parking on centre premises.

The general parking rules for the centre as regards tenants and their personnel are:

- 7.1** Tenants are not to park in prime bays utilised by daily shoppers.
- 7.2** Bays at the _____ end of the parking lot have been allocated for use by employees at the centre.
- 7.3** Undercover parking with entry control is available to Tenants at R _____ per month.

8. Loading facilities and transport of supplies through centre/building

There is a loading zone for supplies and other goods. Tenants may arrange with management in advance for deliveries after hours as well as temporary storage facilities, but we cannot take responsibility for damage to or loss of goods. We do not provide labour for the loading and/or transport of goods.

All deliveries must be made through the service passages. For those stores that do not have a back door, please consult with centre management for an approved delivery route.

Fire regulations require that service passages be kept clear at all times. No boxes or refuse should be stored there.

Tenants' cars may not be parked in the trucking yards, except when making deliveries or collections and once this has been completed the vehicle is to be removed.

There are service passages and service lifts at strategic places for each group of shops by means of which all supplies and equipment should be taken.

Transport of supplies and equipment through the malls will not be allowed.

Tenants whose premises do not have back doors must still make use of the service lift and passage ways and may move from there through the mall to their premises. Permission must be obtained from management.

If you wish to transport abnormally heavy equipment in the lifts or through the malls, please inform management so that the necessary arrangements can be made. Please be extremely careful when transporting supplies and equipment through the centre. Repair work which has to be done to the building as a result of the transport of supplies and equipment will be debited to the account of the tenant concerned.

9. Cleaning

9.1 Cleaning Services

All communal areas are cleaned daily by a team of cleaners. Tenants of shop premises are responsible for cleaning their own shops.

The following communal cleaning services are provided in the centre:

- Emptying and cleaning of waste-paper baskets and ashtrays.
- Cleaning of passages, lifts, lobbies and other public areas.
- Cleaning of communal toilets and replenishing of soap and paper holders.
- Cleaning of glass entrance doors and glass dividers .
- Cleaning of air-conditioning outlets.
- Cleaning of the parking areas and gardens.

These tasks do not cause disturbance and are done during trading hours.

After hours cleaning includes washing of floors with machinery. Floors will be wet and slippery and tenants working late should take cognisance of this

9.2 Refuse Removal

9.2.1 The removal of refuse from shops will take place once a day. If it is required more than once a day, or if exceptionally large quantities of refuse must be removed, the tenant may make special arrangements with management. Refuse may not be allowed to collect in a shop as it is a fire hazard.

9.2.2 Refuse yards are situated at.....

Please make use of these areas and please follow the instructions of the cleaning staff in attendance.

10 Lost children or property

When lost children are brought to your attention, inform the centre management office immediately. Management will then attempt to reunite the child with his parents or the person minding the child.

If lost property is brought to you, take it to the centre management office and obtain a receipt from the person on duty.

When you see a parcel lying somewhere or if a parcel is handed in to you as lost property;

Do not handle it or put it away.

Report the matter immediately to the centre management office as it could be dangerous.

After hours please hand it in to the Security office (Phone no.). Please make quite sure that the matter is listed in their Notifiable Occurrences Book.

11 Utilities

11.1 Water

All shops and offices have been supplied with cold water only. If you require hot water on your premises, you can arrange for a hot water cylinder to be installed. Please get in touch with management as there are certain aspects of the installation which have to be approved by management beforehand.

We hope you will guard against the unnecessary wasting of water. Leaking taps must be repaired by tenants at their own cost.

Your water consumption is metered/not metered and will be billed with your monthly statement on the metered/pro rata usage.

11.2 Electricity

Is supplied through a D.B. Board and is metered. Please make sure that you have a certificate of compliance for the board. You will be charged for consumption by...../on your monthly statement.

When installing large additional equipment please notify management so that we can establish whether your current supply can carry this.

You are responsible for the maintenance and repairs of your DB Board and all electronic equipment dedicated to your premises.

Please note that utilities are charged in arrears and that your consumption in the premises will be recovered from your deposit after your last month of tenure.

12 Air-conditioning

The air-conditioning for the line shops is supplied by a central plant.
The air-conditioning of the entire building will be in operation:

- on weekdays during normal trading hours:
- on Saturdays between.....
- on Sundays between

OR

Please note that you are responsible to install and maintain your own air-conditioning.

OR

Please note that you are responsible for the operation and maintenance of the air-conditioning equipment dedicated to your premises.

13 Leased premises

Keys

You have been given two keys for each lock providing access to your premises. On vacating of the premises all keys must be returned to us.

As a result of the comprehensive security and fire-fighting measures, the replacement of locks or changes to lock mechanisms will only be all allowed with our written consent and provided that this is done according to our specifications.

14 Signage and shopfronts

The standard signage for the centre is detailed in the tenant shopfront signage criteria and is available from /attached to your lease agreement.

14.1 General signage restrictions

- 1 Signs are limited to the trading name of the tenant only.
- 2 Signwriting and sticking of temporary signs on shop windows such as “special offer” and “Sale” are specifically prohibited
- 3 Movable signs which are placed in the mall when the shop is opened are not allowed.
- 4 Animated or flashing signs are not allowed
- 5 Signs must be done in accordance with the signage standard as described in annexure “sc” to your lease/as is available from Centre Management.

14.2 All signs are subject to management’s approval.

Tenants’ interior lighting must be arranged in such a way as to avoid a glare problem to viewers in the mall.

Tenant’s display windows and mall bulkhead signs must be illuminated throughout mall opening hours and until at least 22h00 in order to provide an attractive mall for window shopping even when the shops are closed.

15 Windows

For reasons of security and the safety of your clients all windows are laminated safety glass or safety filmed glass, and if the glass must be replaced for some reason or other, no other type of glass will be allowed. The replacement of the glass will be for the tenant's account. Please make sure that you have sufficient insurance for this.

It is standard practice for tenants to clean their own shop windows and in order to ensure the general neatness of the centre, these windows must be cleaned regularly. You are responsible for keeping windows clean on the inside and the outside. Tenants are not allowed to have any form of sign writing or advertising on their windows without the prior consent of the landlord.

16 You and your customers

Every time a man, woman or child enters your premises there is an opportunity to do business. Your profit depends on how you use these opportunities. A positive sales approach is essential.

Make sure that your employees always have the following characteristics;

- A friendly smile.
- A real interest in the customer's problem.
- A thorough knowledge of your merchandise.
- A polite approach.

We are here to serve the public in this area. The extent of our influence depends on each tenant and his employees.

17 Promotions

17.1 Centre Promotions

All promotions and publicity for the centre are planned and executed with the sole purpose of attracting the buying public to the centre and naturally to your shop. It is therefore in your own interest to study the promotions programme in advance to make sure that you get the full benefit of the promotions campaign.

Promotions can only be presented with success if all tenants take an active part. As new ideas are always welcome, you are free to convey your ideas to the relevant body: promotions consultant, centre manger or regional property manager.

17.2 Promotions in your shop

Doubtless you have some exciting ideas for promotions in your shop. Please keep management informed of your programme so that there is no overlapping of promotion campaigns.

Naturally, promotions can be overdone, and if you bear in mind that a shop with a good theme, excellent goods and good organization will attract the buying public, you need not depend on continual centre promotions.

Tenants are encouraged to make themselves available to serve on the promotion committee of the centre.

18 Security

- 18.1** The terrorist can be defined as a person who is intent on destroying the existing pattern through the exercise of terror against innocents in the most visible areas, to create a spectacle, intimidate the mass of people, and to weaken or destroy the spirit to resist. In this context a Shopping Centre is one of the most obvious targets to strike. Shopping Centres can also be described as one of the softest targets by its very design. They are designed to attract and ensure ease of movement of the largest possible number of shoppers. Most Shopping Centres have multiple access points with easily accessible parking facilities and a total lack of restriction of movements of the shoppers. From the security viewpoint these factors create considerable problems. To compound this problem the rise in terrorist activities, the general levels of crime and lawlessness, and a high degree of unemployment has forced us to take fair security measures to deal with this best without infringing on the right of free movement in our Centre.
- 18.2** It should be understood that the security provided cannot be seen as a guarantee against any kind of harm. Whereas it is our (and our security service providers) intent to provide a safe and peaceful environment we cannot indemnify anybody against the criminal intent of others.
- 18.3** Please note that the Security Personnel act in the general interest of all visitors to the Mall and cannot be expected to take responsibility for the security of your own business or premises.

The Security office is contactable at:

18.4 Threats facing Shopping Centres

The threats facing Shopping Centres can be divided into two relevant parts. Firstly, man-made threats and, secondly, natural threats.

Man –made threats

Man-made threats facing shopping centres can be set out as follows:

- 1 Theft of motor vehicles
- 2 Theft from motor vehicles
- 3 Bombing
- 4 Robbery
- 5 Housebreaking
- 6 Theft
- 7 Handbag snatching
- 8 Pick pocketing
- 9 Arson
- 10 Vagrancy
- 11 Mobs, strikes and riots
- 12 Assault
- 13 Vandalism
- 14 Mugging
- 15 Rape

If you are aware of any of the above threats, please report it immediately to the number provided.

Natural threats

Natural threats can include:

- 1 Storms
- 2 Lightning
- 3 Hail
- 4 Earth tremors
- 5 Fire
- 6 Accidental explosions
- 7 Flooding

18.5 Good housekeeping

If a shop and its service area is kept clean and in good order, any suspicious article will easily be spotted. Quick and effective measures can be taken by the security personnel and authorities to establish whether the suspicious article is a bomb or not.

If, however, a shop and its service area is untidy and dirty, it will be very difficult to spot and identify suspicious parcels. It is therefore very necessary to maintain good housekeeping standards. It is also necessary to insure that staff members do not leave any parcels, suitcases or brief-cases unattended in any part of the premises.

18.6 Awareness

It is further necessary to encourage all members of staff and visitors the premises to maintain a high level of security awareness and constant vigilance in their areas. These persons can play a great role in the prevention of any terrorist or criminal activity. Not only will this awareness act as a deterrent against any terrorist or criminal but any wrongful action will be spotted and remedial action can be taken.

The positive interaction between the security personnel and tenants should be maintained at all times. It must be realized, however, that the security budget is a limited one and that security personnel cannot be in all places at all times.

19 Fire protection

The risk of fire is also a major risk facing shopping centres. [Our Mall \(enter your Mall's name\)](#) has taken this matter very seriously. Fire detection equipment such as smoke detectors and sprinkler systems have been installed.

Fire fighting equipment such as sprinkler systems and fire extinguishers are also available at the centres. This equipment is in an operating state at all times. Should however, any of the equipment not be in working order, please assist by either contacting your centre manager, the regional property manager, or the security consultants, so that the necessary repairs and maintenance can be conducted.

Please make sure that you acquaint yourself with the location of the equipment where it is placed within regulatory distances within the centre. Also where the fire escape routes are.

Alternatively

[Attach a plan of your mall and highlight the fire hose reels and fire extinguishers on the plan \(same with fire escape routes\).](#)

20 Emergency planning

In the event of a fire, bomb explosion, flooding or any other emergency, it will be necessary for people within the shopping centre to be able to respond to these threats. A written emergency plan is vitally important. It enables key emergency personnel to quickly react to emergencies, effectively, and in an organized manner. During an emergency reliance on memory can have fatal consequences. In the heat of the moment it is too easy to forget critical considerations. A recorded emergency plan is a proven guide ensuring standardization of action throughout, and which places the efficient management of the emergency within the reach of non-specialists.

There is no such thing as a text book emergency. An emergency plan should therefore provide a general guide only. Use of initiative must be allowed for within the parameters of the general guidelines. The plan must be concise and it must be logical.

It is necessary in each Shopping Centre to appoint an emergency action committee.

This committee will elect an Emergency controller who will act as Chairman.

The Emergency controller will be the person who will take charge in the event of an emergency taking place.

The Emergency action committee can be divided as follows:

- 1 Emergency controller
- 2 Evacuation
- 3 Bomb threats
- 4 Fire fighting
- 5 First aid

20.1 Emergency Controller

Please phone the following numbers in the case of emergency:

Emergency Controller.....

20.1.1 Fire Brigade

20.1.2 Local Police

20.1.3 Nearest hospital

Ambulance

Casualties dept.

20.1.4 Centre Operations Manager

20.1.5 Security control room.....

20.1.6 Centre Manager.....

20.2 Evacuation

If the emergency controller has authorized an evacuation, the following steps should be taken:

The Evacuation Wardens should -

- 1 Advise personnel on the floor that an evacuation is underway and that personal belongings should be collected;
- 2 Ensure that essential records and cash are secured;
- 3 Ensure that orderly shut down procedures are effected;
- 4 Ensure that elderly, frail or handicapped persons are provided for;
- 5 Ensure that women remove high heeled shoes;
- 6 Ensure that evacuation takes place via fire escapes or stairwells in an orderly fashion and that lifts are not used;

In the event of an evacuation as a result of -

- a . A FIRE all doors and windows must be closed;
- b . A BOMB THREAT all doors and windows must be left open;

Finally, the evacuation warden should ensure that all offices, toilets, storage areas and shops, are physically checked to ensure that everyone has left the premises.

20.3 Bomb threats and searches

The following activities should take place in the event of a bomb threat being received or a suspicious parcel being found:

20.3.1 The Person receiving a telephone bomb threat should:

- 1 Remain calm.
- 2 Refer to the bomb threat checklist and complete all the steps while talking to the caller.
- 3 Notify the emergency controller immediately.
- 4 Check his or her own work area for any suspicious article.

20.3.2 The emergency controller should, if time permits:

- 1 Assemble the emergency action committee and place wardens on standby.
- * 2 Notify the South African Police: Telephone no.
- 3 Evaluate the credibility of the bomb threat on the basis of all available information (ie completed bomb threat checklist, political situation, police warnings, etc).
4. Order a search of work stations by people employed at those work stations.
- 5 .In the event of a suspicious article or a bomb being found, or if the bomb threat is regarded as critical and time does not permit a search, the building should be evacuated.
- 6 In the event of an explosion, the first-aid, fire, and evacuation teams must be activated.
- 7 Inform the security consultants of any such activity at:
Telephone no.

*Tenant to insert telephone number of South African Police

20.4 Fire Fighting

The Person who discovers a fire should;

- 1 Raise the alarm and take steps to extinguish or contain the blaze;
- 2 Ensure that the emergency controller is notified.

The Fire Wardens should:

- 1 Resist the fire and report the situation to the emergency controller.
- 2 Mobilise the fire fighting team and equipment.
- 3 Ensure the isolation of fire hazards in the area of the blaze (i.e. gas cylinders, inflammable liquids, etc.) Electrical appliances and gas mains should be switched off.
- 4 Move personnel from the immediate area and take steps to ensure safety of valuables and/or documents in order of priority.
- 5 Assist evacuation warden with evacuation if required;
- 6 If fire fighting team is forced to retreat, all doors and windows should be closed.

:

The Emergency Controller should:

- 1 Inform the Fire Brigade.
- 2 Mobilise the emergency action committee.
- 3 Place evacuation wardens on standby.
- 4 Assess the situation and order a full or partial evacuation if necessary.
- 5 Ensure that the fire hydrant and access routes to the centre are cleared.

20.5 First-aid

In the event of any emergency taking

The first-aid wardens should:

- 1 Collect first aid equipment and proceed to the scene.
- 2 Assess the situation and notify the emergency controller.
- 3 Render first-aid, attending to injured in order of seriousness of injuries. Remove injured from dangerous areas.
- 4 Move those injured who can be moved without aggravating their injuries, to casualty clearing areas as soon as possible.
- 5 Inform the emergency controller of all progress.

20.6 Conclusion

By providing good security, well-maintained fire fighting equipment, and thorough emergency plans, the threats facing Shopping Centres can be minimized dramatically. It is assumed that with the full co-operation of all tenants in this matter, a safe and secure shopping environment will be created.

20.7 Forms

Please complete the following two forms:

- 1 Emergency procedure (20.7.1)
This sheet will help us to compile a list of persons needed in an emergency and also of your rally point.

- 2 Bomb threat checklist (20.7.2)
Please keep the bomb threat checklist near your telephone.

20.7.1 Emergency evacuation and evacuation procedures

Emergency procedure

Name of store

Shop number

Date

I am in receipt of an article concerning emergency procedure and I wish to the following:

Rally point: _____

Names of persons qualified in first-aid employed in my shop who are prepared to assist in an emergency if necessary.

1 _____

2 _____

3 _____

4 _____

5 _____

Signed _____
Manager/Manageress/Proprietor

To be completed and returned to Centre Management.

20.7.2 Emergency evacuation and evacuation procedures

Bomb threats check list

NB. Do not become excited or panicky

Time to call _____ Date _____

Ask the following questions:

- 1 Where is the bomb located? In the building? Car park?
- 2 What time is it due to explode?
- 3 What does it look like?
eg. Type of container
- 4 What type of bomb is it?
- 5 Can it be made safe?
- 6 How?
- 7 Did you place the bomb?
- 8 Why?
- 9 What is your address?
- 10 What is your name?

Attempt to continue the discussion and obtain information about the bomb and its position.

- a Caller was man, woman, adult, juvenile, age _____
- b Voice was soft, loud, coarse, raspy, hoarse, disguised
- c Speech was slow, fast, stuttered, clear, nasal, intoxicated, excited
calm
- d Accent, was English, Afrikaans, foreign, black
- e Language used: good, fair, bad, obscene
- f Background noises: office, workshop, music, street, traffic,
laughter, trains, aircraft, animals, quite, other _____
- g Origin of call: Local, long distance, call box

Please do not forget: your first call after the threat must be to the Management office - telephone number _____

Name of person receiving call _____

Shop name _____

* Note: To be completed by tenant

21 General

21.1 Floor load

Abnormally heavy equipment such as safes may not be brought into the building without our permission. Because the bearing capacity of the floors is not the same everywhere, please consult us before placing any safes of large filing cabinets in your premises

21.2 Escalators and lifts

Where applicable, escalators and passenger lifts are provided for the benefit of both tenants and customers. These escalators and lifts may not be used for the transport of supplies and equipment under any circumstances.

21.3 Toilets

Public toilets have been provided in the centre for both customers and tenants. The tenants' toilets are locked for your convenience and each tenant is supplied with a key.

The flushing of unsuitable objects down the toilets may cause serious problems and we would appreciate it if you would point this out to your employers. Please ensure that you and your employees at all times keep the toilets in a clean state. Tenants must please report if toilets are not being kept clean. Please report abuse.

21.4 Public telephones

Public telephones have /have not been installed. (Delete where applicable.) And are accessible at

21.5 Bicycles, roller skates, skate boards, pets

A notice to the effect that no bicycles, roller skates, skate boards, or pets are allowed in the centre appears at each entrance to the centre.

21.6 .Insurance

Tenants of shops are obliged to arrange for the necessary insurance of the interior of their premises including but not limited to electrical installations, equipment, ceilings, plate glass windows and doors, stock in trade, and tile floors.

21.7 Alterations and repair work

Alterations to the power and telephone connections, ceilings, light units or other equipment may only be done in consultation with us. If you wish to have any alterations made to your premises which could cause a disturbance, please get in touch with management.

Repair work to the building or equipment of the building as a result of damage by the tenants may only be done by technicians or contractors or contractors who have been approved by us, and must be done to our satisfaction. The cost will be for the account of the tenant concerned.

21.8 Television

If the demand justifies it, we can consider installing a main antenna on the roof of the building with leads to strategic positions. The leads from these positions to tenants' premises will then be provided at their cost.

No tenant shall erect any aerial for radio or television on the roof or the exterior walls of the leased premises or the main building without obtaining landlord's permission first.

