

HOUSE RULES AND REGULATIONS

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HOUSE RULES AND REGULATIONS 2008

All tenants as well as all their employees, agents, contractors and guests shall comply with all the rules and regulations which may be promulgated from time to time by the **Property Management Office (“PMO”)**, and with all rules and ordinances, laws and executive orders made by the duly constituted local or national authorities regarding the use, occupancy, ownership, maintenance, upkeep and sanitation of their corresponding units and their interest of the common areas.

1. BUILDING NAME

The Building shall be known as “RCBC PLAZA”.

2. USE OF UNITS

- 2.1 All of the units, except for the third (3rd) podium and the fourth (4th) podium shall be used exclusively for office purposes only.
- 2.2 The tenant shall not permit any unlawful act to be committed in or about the unit; it shall not be used for dwelling, or residential purposes.
- 2.3 A Permit to Operate from the PMO shall be obtained by the tenant before the start of operations.

3. UNIT OWNER / OCCUPANT INFORMATION

- 3.1 After securing the Permit to Operate from the PMO, a Tenant Information Sheet (Annex “A”) shall be filled out by the tenant prior to start of operations. The following information, among others, shall be required from the tenant:
 - 3.1.1 Company Name
 - 3.1.2 Telephone Numbers and Fax Numbers
 - 3.1.3 Names of Chief Executive Officer, Administrative Manager and other authorized representatives.
 - 3.1.4 Specimen signature of authorized representatives (Annex “B”). Only authorized signatures shall be honored for permit purposes.
 - 3.1.5 Emergency telephone numbers (this will be used in case of an emergency during non-operating hours) and names of contact persons.
 - 3.1.6 List of all employees including contractual personnel, security guards, janitors, maintenance, drivers, etc.
 - 3.1.7 Name of unit owner/s
 - 3.1.8 Mailing address of unit owner

- 3.1.9 Telephone number/s of unit owner
- 3.1.10 Fire Marshall's contact details
- 3.1.11 Sample of Company I.D.
- 3.2 Copies of the tenant's SEC registration, Business Permit, Incorporation Papers and By-Laws and Secretary's Certificate shall also be submitted to the Administration.
- 3.3 The use of identification cards specified in these Rules and Regulations must be strictly observed. Tenant company identification cards should contain full company details and employees' latest colored photograph, and must be of standard size and material.
- 3.4 All tenants, their employees, agents, contractors and guests are subject to the Rules and Regulations of the Building.
- 3.5 The tenants should inform the PMO of any changes in the Tenant Information Sheet.

4. ACCESS AND OPERATING HOURS

- 4.1 The main lobby entrances of the RCBC Plaza are open daily, from 6:00 AM to 11:00 PM for all building occupants and their employees. The drop-off entrance shall be used beyond this time.
- 4.2 As part of the RCBC Plaza's security measures, unit owners and tenants must submit to the PMO a list of their employees authorized to access their offices at RCBC Plaza.
- 4.3 Tenants are required to submit pertinent documents of their Service Providers to the PMO. The documents required are as follows:
 - Bio-Data of personnel with latest photograph;
 - Copies of NBI, Police or Barangay Clearances
 - Duty Detail Order for Security Personnel;
 - And other document as may be required by the Property Management Office.
- 4.4 Office visitors and clients shall be allowed entry from 8:30 AM to 6:00 PM Monday to Friday and 8:30 AM to 3:00 PM on Saturday. No visitors shall be allowed beyond these hours except when properly identified and acknowledged by person/s to be visited and prior processing by building security. Person/s not properly identified or covered by an authorization from unit owners or tenants shall not be allowed entry beyond regular hours.

- 4.5 Office visitors and clients must present and deposit a valid Identification Card with their picture, in exchange for a visitor's card. Valid ID's shall be current issues of the following:
- Passport
 - Driver's license
 - PRC ID
 - School or Company ID's
 - Voters ID, TIN, SSS
 - NBI or Police Clearance

Visitors shall then complete the registration form with information regarding their visit and shall be provided a building pass for security purposes.

- 4.6 Visitors without the valid ID's mentioned in **4.5** shall only be allowed upon proper verification and acknowledgement by the person/s to be visited. Visitors shall then complete the registration form with information regarding their visit and shall be provided a building pass for security purposes.

- 4.7 Access to restricted areas requires prior authorization from the PMO.

- 4.8 All tenants , their employees and visitors must wear and display their valid company identification cards inside the building premises at all times for security and safety reasons.

- 4.9 The Property Management Office (PMO) reserves the right to conduct random security checks to ensure that all tenant employees are recorded in the tenant database, and that no alteration has been carried out to the identification card.

- 4.10 Access to the building of persons whose presence shall , in the judgment of the Management, be prejudicial to the safety and security of the property or its inhabitants/tenants shall be denied,. These shall include but not be limited to the following:

4.10.1 Persons under the influence of alcohol or prohibited drugs.

4.10.2 Those deemed by management to be improperly dressed.

4.10.3 Suspicious looking character.

4.10.4 Those observed with infectious disease.

4.10.5 Insane, demented or emotionally distressed person

4.10.6 Unauthorized vendors and solicitors

- 4.11 In the event of unusual commotion (riots, rallies, etc.) that may threaten the safety of lives and property within the building's jurisdiction, Management reserves the right to prohibit all access to the building by sealing – off all exit and entry points. If the situation so warrants security personnel shall be authorized to conduct frisking, body search or temporary detention of suspected person/s in accordance with the law.

- 4.12 Security personnel separately deployed or hired by the tenants shall register with the PMO and the activities of the same security force shall be directly coordinated with the Building Security (see paragraph 4.3). The Management has the right to request from respective unit owners/tenants replacement or imposition of disciplinary actions to erring security personnel.
- 4.13 Contractual workers hired by tenants must enter the building through the designated building staff/employee entrance and register daily at the Security Office for issuance of On-Duty Pass (ODP) corresponding to Work Entry Pass approved by the Property Management Office. (see paragraph 4.3).
- 4.14 Firearms and other deadly weapons are not allowed inside the building. These should be deposited to the Security Office for safekeeping and shall be released to the owner upon checking out of the building. Firearm deposit boxes will be provided on all main lobby reception desks. Processing of firearms shall be in accordance with the law.

5. FACILITIES AND AMENITIES OF THE BUILDING

5.1 Elevators

RCBC Plaza has a total of fifty (50) Mitsubishi elevators, comprising of thirty nine (39) passenger elevators, three (3) service elevators, four (4) car park elevators serving the parking and podium areas, one (1) executive elevator and one (1) dedicated elevator to the helipad (1) Auditorium elevator, and (1) elevator for the Museum.

The capacity of the elevators is as follows:

Passenger Elevators - 1600 Kgs (24 Persons)

Car Park Elevators - 1600 Kgs (24 Persons)

Service Elevators - 2000 Kgs

Auditorium elevator-750 Kgs

Proper operation for the Elevators must be observed for the safety of all. Passengers must push only the buttons for the desired floor inside the car. While waiting for the elevator at the hall passengers must push only the desired down or up arrow not both at the same time to avoid prolonging the waiting time.

The operations of elevators are monitored at the Computerized Monitoring Center (CMC) room through the Mitsubishi Elevator Monitoring & Operating System (MELMOS). In the event of emergencies, passengers can communicate with the CMC officer on duty through the intercom built into the elevator control panel by pressing the alarm button.

5.2 Computerized Monitoring Center (CMC)

The Computerized Monitoring Center houses the various monitoring and control systems such as the Building Management System (BMS), Closed Circuit Television monitors (CCTV), Mitsubishi Elevator Monitoring & Operating System (MELMOS), Fire Detection and Alarm System (FDAS) and the likes. The CMC has been designed to monitor the various important systems of the building from one location. Access is limited to authorized personnel only.

5.3 Banking Facility

The ground floor of both towers has been carefully designed as a commercial unit to be occupied by banking institutions to provide banking services.

5.4 Lobby Desk

Lobby Desks are located at the main lobby of each tower, manned by receptionists working regular hours to provide assistance to building occupants and visitors. Upon entry to the building, all visitors/guests are required to register at the Lobby Desk for them to be issued visitor cards.

5.5 Telecommunication

The building is equipped with a CAT-5 riser, which can accommodate voice and data transmissions. A total of 150 telephone lines have been allocated per floor, to serve the telecommunication needs of the tenants. Telephone rooms in each tower have been provided to accommodate more service providers should the need arise.

5.6 Emergency Power

A total of seven (7) 2000 kW generator sets controlled by an Automatic Transfer Switch (ATS) have been provided to ensure a 100% emergency power back up during power outages.

5.7 Helipad

A helipad is located at the roof deck of the Yuchengco Tower .

5.8 Paging System

Paging service is available for tenants and guests who are in need of calling their drivers in the parking area. The paging station is located at the Lobby Desk of Yuchengco Tower.

5.9 Water Supply

Each tower is provided with a 2,066 cu. m. underground domestic water tank and a 192 cu. m. elevated water tank. Water is distributed with the use of

booster pumps that keep the water line full at any given time. Water is being supplied by Manila Water Co. Inc. and a deep well as a back-up source.

5.10 Air Conditioning

The building has been provided with a centralized water-cooled air conditioning system that is available during regular working hours. Air conditioning services may be availed beyond the regular working hours, subject to prior request to the Property Management Office. Air conditioning request forms are available at PMO. The form must be accomplished and signed by the tenant's authorized signatory, and submitted before 5:00 pm from Monday to Friday and before 12:00 pm during Saturday. NO AIR CONDITIONING EXTENSION SHALL BE SERVED WITHOUT APPROVAL FROM PMO. Charges for the air conditioning extensions are determined by PMO and billed separately. A chilled water stub-out is provided for tenants who intend to install a supplementary and/or back-up A/C system. The units shall be provided with monitoring (metering) devices for billing purposes. All cost involved shall be to the tenant's account.

5.11 Other Services

5.11.1 Helpdesk

A helpdesk is provided to serve as a hotline for building services .

See Appendix B – HELPDESK PROCEDURES

5.11.2 Security, Maintenance, and Janitorial Services

Security, maintenance and janitorial services are provided with a primary function to serve the common areas of the building. Maintenance services inside the office units can be provided for a fee depending on the availability of the technician on duty.

5.11.3 Emergency Maintenance

Emergency maintenance needed inside the office units shall be attended to by available technician/s for troubleshooting and emergency action, if necessary. Repair works inside the office units shall be referred to an accredited contractor.

6. EQUIPMENT / SYSTEM NORMAL OPERATING HOURS

6.1 Air Conditioning System

6.1.1 Operating hours (Office Towers)

7:30 AM to 6:00 PM - Mondays through Fridays except holidays

7:30 AM to 1:00 PM - Saturdays, except holidays

- 6.1.2 Operating hours (Podium Areas)
6:00 AM to 10:00 PM - Mondays through Saturdays, except Holidays
- 6.1.3 Upkeep and maintenance – the tenant shall be responsible for the regular maintenance of their respective air distribution system and supplementary equipment.

6.2 Elevators

- 6.2.1 All elevators at the office towers are operational from:
7:00 AM to 7:00 PM - Mondays through Fridays, except holidays
7:00 AM to 1:30 PM - Saturdays, except holidays

Except on zones where office operations are 24hours by 7 days a week, a limited number of Passenger Elevators shall be operational continuously.

- 6.2.2 At least one (1) passenger elevator shall continue to operate beyond 7:00 PM (Mondays through Fridays) until 10:00 PM and 1:30 PM (Saturdays and during Sundays and holidays) until 6:00 PM.

- 6.2.3 Service elevators are operational 24 hours daily.

7. SECURITY WITHIN OFFICE UNITS

- 7.1 The tenant is responsible for the security inside his office unit. He shall also be responsible for the behavior and conduct of his employees, agents, contractors and visitors.
- 7.2 Only licensed and accredited security agencies will be allowed to operate within the building. The PMO suggests that tenants requiring security within their lease premises, engage the services of the building's security providers.
- 7.3 The PMO shall in no way be liable to the tenant for damages or loss arising from the admission, exclusion or ejection of any person to or from the office unit or the building under the provision of security rules mentioned above.
- 7.4 The PMO, their representatives and agents are authorized to enter any unit in the building in case of emergencies or indications thereof ,whether or not the occupant is inside the unit and even if such entry may cause damage to the said unit.

8. SANITATION

- 8.1 The tenants shall maintain their premises in a clean and sanitary condition and shall provide themselves with wet and dry garbage bins. Other forms of waste segregation may be advised and adopted from time to time.

- 8.2 All units are subject to the periodic inspection by the PMO to verify compliance with safety and sanitation guidelines.
- 8.3 The PMO suggests that the unit owners/occupant's janitorial staff perform cleaning work immediately before and after regular office hours. Trash or waste materials are to be disposed of daily, according to the prevailing waste segregation scheme. Unit owners are advised to segregate trash into wet and dry.
- 8.4 Segregated trash materials are to be sealed in clear plastic trash bags labeled with their company name and brought to the designated garbage bins at the service vestibule. Schedule of garbage disposal is from 12:00 NN to 1:00 PM and 5:00 PM to 7:00 PM daily.
- 8.5 Housekeeping will closely monitor garbage being disposed in the service vestibules and bring garbage to the loading dock from 1:00PM to 3:00PM and from 10:00PM onwards. On the other hand, retail tenants should bring their segregated garbage directly to the garbage room at basement 2 loading dock.
- 8.6 Only the service elevator shall be utilized for transporting garbage from the office unit to the designated garbage room at basement 2. The use of the passenger elevator for this purpose is strictly prohibited. A letter of warning will be issued for the first offense and a fine shall be imposed for repeated violations.
- 8.7 Dumping of loose garbage in the garbage room is strictly prohibited.
- 8.8 Building occupants will be penalized for improper segregation, incorrect disposal in bins, and waste disposal beyond prescribed time
- 8.9 The tenant shall be responsible in seeing to it that the contents of trash receptacles for disposal do not contain items of value or property. The PMO including security, janitorial and maintenance contractors will not be responsible for losses of this nature.
- 8.10 Tenant shall be charged penalized for unattended garbage in common areas.
- 8.11 Construction debris and other garbage such as crates and Styrofoam, which are not accepted by garbage collector for hauling, shall be disposed of by the PMO, expenses of which shall be for the account of the unit owner/lessee.
- 8.12 Tenants or occupants of RCBC Plaza should use trash containers made of non-combustible materials such as metal sheets. Use of plastic trash containers, is not advised.
- 8.13 No pets, birds or animals of whatever species shall be brought into the building or its premises.

- 8.14 Except in the kitchen areas of restaurants in the building, cooking shall be strictly prohibited in all areas of the building.
- 8.15 All pantry sinks shall be provided with grease traps.
- 8.16 For fire safety reasons, combustible/flammable materials are not to be stored in close proximity to electrical wires, power outlets and heat generating equipment such as copier machines.

9. PEST CONTROL

The PMO shall hire a contractor to undertake the periodic pest control treatment of the common areas and office units. Tenants are required to acquire the services of the contractor hired by the PMO. They shall be informed in advance of the scheduled pest control to ensure proper treatment. The objective is to eradicate bugs, vermin, and rats, ants, insects and other pests inside the office units and in the common areas.

- 9.1 The PMO may allow its pest control contractor's authorized representative to enter any unit at reasonable hours of the day for pest inspection and to undertake preventive measures to control or exterminate these pests at the expense of the tenants.
- 9.2 Pest control services will be done simultaneously throughout the building to achieve optimum results. Tenants should program their office's monthly treatment to coincide with the common area treatment. This is a **MANDATORY ACTIVITY**, the office premises part of which shall be for the sole account of the tenants.

10. FOOD / BEVERAGE AND SMOKING

- 10.1 Eating is prohibited along the corridors, elevators, elevator lobbies, common areas, limited common areas, stairwells, and comfort rooms.
- 10.2 Smoking is prohibited within the building except on the areas designated by the PMO. Any person caught smoking outside the designated areas shall be fined.
- 10.3 Designated smoking areas in the building are the courtyard, drop-off, and podium 4 skylight decks.
- 10.4 Ash & trash bins are provided at designated smoking areas. Any person caught littering shall be issued a warning and may be fined for every repeated violation.

11. FIRE SAFETY

See also Appendix A – Safety Rules and Regulations

11.1 Fire Exits

Fire exit plans are posted in every floor of the building. It is important that tenants and occupants of the building be familiar with the location of fire exits.

The fire exit stairwells are equipped with pressurization fans, fire rated doors with panic bars and self-closing devices. The doors are equipped with intrusion contact points that are monitored by the security panel, thus using the stairwell for any purpose other than evacuation will trigger the alarm in the CMC. The doors can only be opened from the corridor to the stairwell, and cannot be accessed from the opposite side. Unless there is an emergency situation, the Emergency Fire Exits shall be OFF LIMITS to all persons.

11.1.1 The building's fire exits are properly identified and marked by illuminated signs

11.1.2 Fire exits doors are not to be obstructed with any objects, furniture or structures.

11.1.3 The fire stairs passageway shall not be used for storage.

11.1.4 Tenants occupying an entire floor must ensure that the layout of furniture and files does not obstruct the way to the fire exit door. The Property Management Office reserves the right to inspect and require relocation of furniture and files.

11.1.5 The sidewalks, entrance passages, corridors, stairways, and elevators of the building shall not be obstructed or used by tenants.

11.2 Fire Protection Devices

Each floor is equipped with smoke and heat detectors designed to activate at specified smoke density and heat intensity, respectively. These devices are components of the Fire Alarm & Detection System (FDAS) centrally monitored at the CMC.

Two (2) fires hose cabinets strategically located at each floor level has been provided for use in case of emergency.

11.2.1 Office units are provided with smoke detectors and sprinklers. Tenants must secure the services of accredited fire protection contractors for any adjustments and / or additional smoke detectors and/or sprinklers, which shall be for the sole account of the unit owner/occupant.

11.2.2 Fire sprinklers, smoke detectors and manual pull stations within the office unit and in the common areas of the building must not be tampered with.

11.3 Fire Drills

11.3.1 Attendance and participation in fire prevention or fire fighting seminars and actual fire drills are required for all unit owner/occupant's personnel. The unit owner/occupant shall designate a fire marshal with whom the Property Management Office will coordinate all fire drill activities.

11.4 Fire Safety Inspection

11.4.1 The Property Management Office will conduct quarterly inspections of the owner/occupant's premises. Unit owners are required to comply with the items noted in the inspection report.

11.4.2 The Property Management Office may engage the services of accredited Life and Fire Safety consultants to validate compliance in the premises of the building. Unit owner/occupants shall be charged a proportionate share for the costs of these services. All occupants must comply with all the requirements of the Life and Fire Safety Regulations.

11.5 Fire Extinguishers

The unit owner/occupants shall provide and install a 10-pound ABC type fire extinguisher for every 50 sqm area, strategically located at 23 meter travel distance from the exit points.. Fire Extinguishers shall be maintained/refilled by unit owner whenever necessary and shall be made available for every inspection.

11.5.1 The Property Management Office has the right to inspect or require respective tenants to install and update fire extinguishers inside the unit.

11.6 Fire Safety Rules

To reduce the occurrence of fire, the following guidelines must be covered:

11.6.1 Cooking in any form is not allowed inside the office units. Only electrical heating pots are permitted. The use of electric, gas or open burner or any appliance of similar type is prohibited.

11.6.2 All electrical equipment/appliances (except for data banks) are to be disconnected before leaving the office premises.

11.6.3 There should be a minimum clearance of 0.8 meter between the ceiling and any furniture or material stored within the office unit.

11.6.4 No explosives or inflammable materials shall be stored in any part of the office unit.

- 11.6.5 Circuit breakers and electrical panels must always be conveniently located for easy reach and observation.
- 11.6.6 Octopus connections, open junction boxes, dangling wires, exposed wiring or other conditions that may cause electrical troubles are strictly prohibited.
- 11.6.7 Electrical cords should not pass under rugs or carpets.
- 11.6.8 Defective wiring and electrical equipment must not be used and should be replaced or repaired immediately.
- 11.6.9 All electrical works within the leased premises are subject to the approval of the Property Management Office. Combustible materials are to be kept as far as possible from lighting and other electrical fixtures.
- 11.6.10 For occasions where balloons will be brought inside the office units, the balloons must be limited to two (2) regular sized balloons per square meter. Balloons may not be placed in the pantry or nearby electrical fixtures. Balloons should also be compressed air filled.

11.7 Doors and Windows

- 11.7.1 No additional locks or bolts of any kind shall be installed on any of the doors or windows of the premises without the consent of the PMO and no lock on the windows shall be changed or altered.
- 11.7.2 All entrance and exit doors in the office premises shall be locked by the tenant when not in use.

12. NOISE AND OTHER POLLUTANTS

The tenants should see to it that their areas are free from annoying sounds, disturbing noises, foul odours and other audio visual disturbances. Office units are to be used in a manner that will not disturb the peace and tranquility of the building and its occupants.

13. VENDORS

All types of vendors, peddlers or solicitors are prohibited from entering the building. Tenants are advised to immediately inform the PMO Of such individuals' presence.

14. DISCIPLINE OF TENANT'S PERSONNEL

Tenant shall be responsible for the behaviour of their employees, contractual personnel, agents and visitors. The following actions/activities are strictly prohibited in any part of the building, common areas, and leased premises:

- 14.1 Possession and/or being under the influence of prohibited drugs;
- 14.2 Possession of deadly weapons or explosives;
- 14.3 Gambling in any form;
- 14.4 Lewd, indecent, scandalous conducts
- 14.5 Acts that may inflict harm on other persons;
- 14.6 Unauthorized entry to restricted areas;
- 14.7 Refusal to cooperate with security procedures;
- 14.8 Damage to building property; vandalism;
- 14.9 Loitering within the building premises; and
- 14.10 Any other activities, which the Property Management Office may deem to be unacceptable and detrimental to the cleanliness, peace, order and safety of the building and its occupants.

15. COMMON AREAS

The common area (except limited common areas) shall not be appropriated for the exclusive use or benefit of any particular office unit or tenant. Common areas shall be free from any obstruction at all times. No furniture/equipment/garbage, etc. by any unit owner/lessee shall be allowed in these areas. Janitorial or cleaning equipment is allowed in these areas only during cleaning activities and for a limited time. It shall not be used as storage by any unit owner/lessee or any service provider in contract with the RCBC Realty.

15.1 Guidelines On Use

15.1.1 The use of any common area for social functions and other activities requires prior written approval from PMO.

15.1.2 Upkeep and repair of the common areas of the building will be maintained by the PMO. However, if a whole floor is leased by a single tenant, the toilet facilities and hallways or corridors on such floor are to be repaired and maintained by the tenant at his sole account and expense, provided that the activities adhere strictly to the building's maintenance and operating standards.

15.1.3 Connecting to the common area utilities without the approval of the Property Management Office is prohibited. The tenant shall be charged for utilities consumption and other related expenses as a result of the use of the common area facility.

15.1.4 Any damage resulting from the improper use of the common area shall be the account of the tenant. The original condition of the area must be restored within 3 days. In the event that no repair is done within 3 days, the PMO shall hire the services of a qualified contractor and charge the cost of repair to the tenant.

15.2 Comfort Rooms

- 15.2.1 Proper use and sanitation shall be observed at all times. The tenants is requested to instruct their employees, agents and guests to keep the comfort room clean, orderly and sanitary.
- 15.2.2 Storing items that pose risks to the life of others, the safety of the building or will hinder proper maintenance of the comfort rooms will not be allowed.
- 15.2.3 The comfort rooms shall be used only for the purpose for which they are intended. Washing of dishes / clothes and bathing is strictly prohibited. It shall not be used as pantry or dining area.
- 15.2.4 If the tenant has exclusive rights to the common comfort rooms on the floor (as in the case of whole floor tenant) he shall be responsible for the maintenance and cleanliness of the whole area.
- 15.2.5 All toilet facilities shall be maintained in the same way it was turned over to the tenant. The PMO recommends that the tenant hire the services of the same janitorial agency as that of the building.
- 15.2.6 Should any portion of the comfort rooms be damaged due to the fault or negligence of the tenant, their employees, agents and guests, the tenant shall shoulder the cost and expenses of any repairs.

15.3 Elevators

- 15.3.1 The passenger elevators are to be exclusively used for the transport of building occupants, their employees and guests.
- 15.3.2 For cargo/transport purposes (transferring of office equipment and machines, supplies, construction materials, etc.), and access of contractors, the designated service elevator shall be used.
- 15.3.3 It is strictly prohibited to tamper with the buttons or switches, lights, doors, wall speakers and other devices found inside the elevator. Any damage caused to the elevator shall be borne by the concerned tenant.

15.4 Hallways, Emergency Exits and Stairwells

- 15.4.1 All entrances, exits, emergency exits, hallways, passages, stairwells, lobbies must be free from and clear of obstruction, restriction or hindrance at all times. Tables, chairs and other obstructing materials are not to be placed in any part of the common areas.
- 15.4.2 All emergency/fire exit doors must be kept closed at all times.

15.4.3 Loitering is strictly prohibited in the lobbies, hallways and fire exit stairwells.

15.4.4 Unauthorized assembly is not allowed

15.5 Electrical and Telephone Panel Boards

15.5.1 Electrical and telephone panel boards shall always be accessible. No obstruction (especially combustible material) of any kind should be placed inside or outside the panel boards.

15.5.2 Only authorized representatives of the PMO are allowed access to all electrical/meter rooms, machine rooms, maintenance rooms, etc.

16. SIGNS AND ADVERTISEMENT, ETC.

The tenant shall not affix, paint or put up any name, trade name, logo, notice, sign or other advertising medium or paraphernalia on any part of the common areas of the building including the circulation or distribution thereof within the premises without the permission of the PMO, except in the following cases:

16.1 Listing in the general building directory (located at the Ground Lobby) to be prepared and posted by the PMO.

16.2 Display of its logo (or corporate name) within the office unit.

17. VIDEO RECORDING

No video recording, photography or playing of audio-visual or stereo in the common areas of the building shall be allowed without prior written permission of the PMO. All approved video recording or photo shoots will be covered by a contract through the PMO Events Department.

18. CONSTRUCTION AND ALTERATIONS WITHIN OFFICE UNITS (See also Fit-out Guidelines)

18.1 No additions, alterations or modification work can be done in a unit without the written approval of the PMO. The PMO shall be advised whenever construction work or servicing shall be undertaken within the premises.

18.2 Prior to the approval, the tenant is required to submit to the PMO the plans, specifications and other pertinent documents for the construction or repair works.

18.3 The occupant is responsible in hiring his own security guard/s and janitor/s during construction of the office unit. The tenant shall also provide additional security personnel whenever fire protection appliances are impaired.

- 18.4 Prior to the start of work, the tenant or a duly authorized representative shall secure a Work Permit from the PMO pursuant to Section 21.
- 18.5 The tenant shall provide the PMO a list of workers who will work inside their unit. Any worker who is not included in the list will be denied entry to the building. Entry shall be through Gate 4 (Loading Dock).
- 18.6 Tenants with outstanding accounts (assessment dues, utility charges, etc.) with the PMO will not be allowed to proceed with any work until such accounts have been updated. Clearance from PMO will be required.

The PMO reserves the right to disconnect the utility lines in case the tenant and/or his representative fail to settle the outstanding account in the given time frame for settlement.

- 18.7 Construction workers shall be properly supervised by the tenant's representative to prevent loss or damage in the building.
- 18.8 Tenants performing construction or repair work shall compensate other tenants or any person for any loss, damage or injury caused directly or indirectly by their workers.
- 18.9 The tenant shall be responsible in ensuring that the provisions the House Rules and Regulations and Construction Guidelines are observed by their contractors and suppliers.

19. CONSTRUCTION WORK SCHEDULE (See also Fit-out Guidelines)

- 19.1 Works that may obstruct or disturb the operations of the building and its occupants can only be done from:

7:00 PM - 6:00 AM Mondays – Saturdays

Works where fumes are retained after the implementation, i.e. painting works, varnishing works and the like, shall be done from Saturday's 1:00 PM to Sunday's 6:00 PM or as per PMO's approved work schedule.

Works to be conducted other than the specified time and days (i.e. Sundays and Holidays) shall be with prior written approval.

These works include, but are not limited to:

- spray painting
- varnishing
- welding
- works using adhesive with obnoxious smell
- demolition
- pest control (spraying, fogging, etc.)

- fixing into solid walls / slabs
- 19.2 Other works that will not obstruct, disturb or endanger the safety of the building and its occupants such as minor civil, electrical, mechanical works may be done during office hours.

A WORK PERMIT must be secured from the Administration Office at least a day before the work schedule.

20. RESTRICTIONS FOR CONSTRUCTION WORKERS (See also Fit-out Guidelines)

- 20.1 It is the responsibility of the tenant to inform their contractors, suppliers and agents that these rules must be observed. Violators shall be restricted from entering, ejected or banned from the building. The restrictions include, but are not limited to:

- 20.1.1 Smoking
- 20.1.2 Drinking of liquor
- 20.1.3 Stay-in or sleeping overnights
- 20.1.4 Cooking
- 20.1.5 Gambling
- 20.1.6 Bathing
- 20.1.7 Loitering
- 20.1.8 Wearing of slippers, undershirts and shorts
- 20.1.9 Improper sanitation

The PMO Security personnel may confiscate cigarettes, lighters/matches, dangerous weapons, liquors and gambling materials belonging to construction workers and suppliers.

21. THE WORK PERMIT

- 21.1 The Work Permit form is required by the PMO to ensure the security and safety of the building.
- 21.2 No work or activity by the tenants shall be allowed without a Work Permit duly signed by the PMO.
- 21.3 For the Work Permit to be approved, the following should be taken note of:
- 21.3.1 The form should be completely and properly filled up by the tenant or his representative.
 - 21.3.2 Only forms signed by the tenant's authorized signatories shall be honored by the PMO.

- 21.3.3 For electrical works, there must be at least two (2) workers at a given time.
- 21.4 Work Permit submission schedule shall be as follows:
 - 21.4.1 Minor works - 12 hours before commencement of work
 - 21.4.2 Major works - a minimum of 3 days prior to the schedule especially if sensitive or major equipment (such as fire protection system, generator set, electrical or water interruptions of building and etc.) is involved.
- 21.5 All conditions by the PMO attached to the Work Permit must be taken note of and complied with.
- 21.6 The PMO shall be furnished with a list of all construction workers' names.
- 21.7 Construction workers will not be allowed to enter the building without the proper working uniforms and company identification cards. Slippers, shorts and undershirts are not allowed and strict adherences to safety procedures are required.
- 21.8 The PMO reserves the right to order work stoppage when violations in the House Rules and Regulations and Fit-out Guidelines are committed.

22. DELIVERY

- 22.1 All delivery vans/trucks/motorcycles must proceed to the Loading Dock at Basement 2. A designated delivery parking area has been provided. Delivery personnel/couriers are advised to register at the Security Office at Basement 2 where they will be issued a security pass. Upon the issuance of the security pass, delivery personnel/couriers can proceed to the service elevators to bring them to their designated floor.
- 22.2 The tenant is required to secure a GATE PASS from the Property Management Office whenever there is a delivery for large items that cannot be hand-carried by one person and for items that may obstruct the normal flow of traffic in the building. Such items include, but are not limited to:
 - 22.2.1 Office furniture & equipment
 - 22.2.2 Catering equipment & food deliveries
 - 22.2.3 Construction materials (plywood, hollow blocks, gravel, sand, cement, GI sheets, T-runners, etc.)
 - 22.2.4 Construction equipment

These items may only be delivered from 7:00 PM to 6:00 AM, unless there is prior written approval from the Administration. (See also Fit-out Guidelines).

- 22.3 All deliveries must be brought straight to the office unit or construction area. The Building Security will not receive any deliveries. A representative from the tenant must receive the delivery.

23. PULL-OUT

- 23.1 The tenant is required to secure a GATE PASS from the Administration Office whenever there is a pullout of large items that cannot be hand-carried by one person and of items that may obstruct the normal flow of people in the building.

Such items include, but are not limited to:

- 23.1.1 Office furniture & equipment
- 23.1.2 Catering equipment
- 23.1.3 Construction materials (plywood, hollow blocks, gravel, sand, cement, GI sheets, T-runners, etc.)
- 23.1.4 Construction equipment

These items may be pulled-out from 8:00 PM to 6:00 AM unless there is a prior written arrangement from the Administration.

- 23.2 All construction debris must be hauled-out every night to avoid accumulation.
- 23.3 For safety reasons, the owner/occupant must submit specimen signatures of their authorized representative for the security of their property. PMO reserves the right to disapprove any pull-out if the signature was different from the specimen signature.
- 23.4 For safety and security reasons, PMO and its representatives reserve the right to validate identities of tenants/occupants pulling out portable office items and/or equipment without the necessary gate pass.
- 23.5 The enforcement of the schedule and gate pass does not impose any responsibility on the PMO on the protection of the tenant. (For fit-out contractors and suppliers, refer also to Fit-out Guidelines).

24. UPKEEP AND REPAIR OF UNITS

- 24.1 The upkeep and repair of each unit shall be the responsibility and for the account of the lessee. He shall maintain his unit in good condition and in such a manner that will not be prejudicial to the other units.

24.1.1 The Lessee shall be responsible for all damages to any other tenant or to the common areas resulting from his failure to effect proper upkeep, maintenance and repairs.

24.2.1 Water leaks must be repaired immediately.

- 24.2 Retail tenants must clean their grease traps and kitchen hoods regularly.
 - 24.2.1 Gas line leaks must be repaired immediately
 - 24.2.2 Engineering will conduct a weekly inspection in the kitchens.
 - 24.2.3 Any improvements must be agreeable to other Retail tenants who may be affected.
- 24.3 PMO reserves the right to implement procedures or improvements involving security & safety.
- 24.4 The Lessee shall also be responsible for promptly reporting to the Property Management Office any defect or needed repairs at the common areas of the building.
- 24.5 Repair works including, but not limited to electrical lights, PABX telephones, wiring, electrical installations, plumbing and carpentry must have prior approval from the Property Management Office. Lessee shall be responsible for the proper supervision of their own maintenance personnel for such replacement or repair works.
- 24.6 All repair works should be done at a time that will cause minimum disruption and subject to approval of PMO.
- 24.7 Emergency repairs may be done during operating hours in any of the following cases:
 - 24.7.1 Delay of repair will pose a threat to life or affect the safety of the building and its occupants.
 - 24.7.2 Delay of repair will endanger the security of the office unit.
 - 24.7.3 Repairs will not affect or disturb the other building occupants.
- 24.8 Damage caused by the Tenant, his employee, contractor, agent or guest, will be charged to his account
- 24.9 The tenant, especially retail tenants, should make sure that all utilities and equipment are shut off whenever the premises are left unattended.
 - 24.9.1 In case of negligence or carelessness, the tenant shall take full responsibility for all physical injuries or damages to property sustained by the unit or of third parties.
- 24.10 Building personnel, in their personal capacity, are not allowed to render their services to tenants.

- 24.10 The tenants are required to submit every two years a test result report from Energy Regulatory Commission (ERC) for the electric meters they are using. This is to determine that the meter is still within +/- 2% error.
- 24.11 Any electric meter found to be in error of the +/- 2% margin must be recalibrated within a week by the tenant at their own expense otherwise a penalty amounting to 15% of the average monthly consumption for the last 3 mos. will be imposed for violation of paragraph 24.10 .
- 24.12 In the event that the electric meter of tenant was found not working properly, PMO will install a service meter to read the electric consumption of the tenant. The rental fee for the service meter shall be paid by the tenant until the defective electric meter was replaced or recalibrated. Any replacement electric meters installed must be certified by Energy Regulation Commission (ERC).
- 24.13 Any electric meters, water meters, and chilled water meters which was found to be defective and/or giving erroneous readings must be replaced by the tenant with the same brand or approved equal by the PMO within three months. Otherwise, PMO will bill the tenant based on a flat rate.

25. TRANSFER OF FURNITURE AND EQUIPMENT

- 25.1 The PMO reserves the right to prescribe the weight and position of safes and other objects of excessive weight. No safes or other objects, the weight of which exceeds the design load for the area upon which it will be placed shall be allowed movement. Tenants shall get structural clearance from R.S. Caparros & Associates. Vetting fees shall be for the tenant's accounts.
- 25.2 The tenant must first secure the approval of the PMO thru the Fit-out coordinator prior to any transfer, delivery or installation of such heavy objects or equipment.

26. OFFICE AND COMMUNICATION EQUIPMENT

Except for typewriters, ordinary accounting machines and micro/personal computers, no machine, electrical or electronic equipment including radio equipment, may be installed or operated without the prior written approval of the PMO. In no case, shall a machine, appliance or any other equipment shall be placed or operated in such a manner that could disturb other occupants.

27. INCOMING UNIT OWNERS/OCCUPANTS

- 27.1 Tenants who are to occupy a newly vacated office unit must conform to all House Rules and Regulations set forth by the PMO.
- 27.2 **Incoming occupants must inform the PMO of any scheduled move-in activity for coordination with the outgoing Tenant.**

28. OUTGOING TENANTS

- 28.1 Tenants who are to vacate their area shall be allowed to pull-out their property only upon clearance from the PMO.
- 28.2 Maximum fire and safety precautionary measures must be observed during the pull-out.
- 28.3 Highly combustible materials (files, paper, office supplies, etc.) must be pulled-out first.
- 28.4 Posters indicating the outgoing tenants forwarding address shall be subject to the PMO approval. Upon termination of lease all incoming mail shall no longer be accepted by building personnel.
- 28.5 Items to be pulled out may be subject to security inspection
- 28.6 The vacated premises must be left clean and free of any garbage and odour. All materials that may endanger the life and safety of the Tenants in the building must be removed. Otherwise, the Administration shall hire the services of a cleaning contractor and charge the cost to the tenants.
- 28.7 Unless otherwise approved by the PMO, the pull-out shall be done during non-operating hours.
- 28.8 The PMO reserves the right to put the pull-out on hold should any of the above requirements or other House Rules are violated and/or if the tenant is in default or has an outstanding financial obligations to the Lessor.

29. THE MEMORANDUM

The memorandum form is a basic instrument used by the PMO to correspond with the building occupants. It may indicate any of the following:

- 29.1 Any observations noted on the occupied office unit and/or its operations
- 29.2 Any requirement set by the PMO
- 29.3 Any information which has to be disseminated to Tenants.

30. MAINTENANCE FEES AND OTHER CHARGES

- 30.1 All Tenants shall be proportionately liable for the common area expenses. Common area expenses include, but are not limited to;
 - 30.1.1 Regular and recurring maintenance;

- 30.1.2 Ordinary repairs;
- 30.1.3 Utilities;
- 30.1.4 Fees/salaries of managerial, legal, accounting, engineering and other professional or technical services;
- 30.1.5 Cost of any other materials, supplies, furnishings and fixtures, as well as labour services.

30.2 Maintenance Fees shall be billed on a monthly basis in advance and are payable within ten (10) days from date of statement.

30.7 Electricity, water and other charges shall be billed on a monthly basis and are payable within five (5) days from receipt of billing.

30.8 The PMO reserves the right to disconnect all utilities in the event of non-payment.

31. SEMINARS AND DRILLS

The Tenants or any authorized representative must attend and participate in all seminars and drills organized or conducted by the Administration regarding contingency plans to be implemented in the case of any major emergency such as fire, earthquakes, etc.

32. PARKING (See Appendix C – Parking Rules and Regulations)

The RCBC Plaza operates seven (7) basement parking levels marked B1, B2, B3, B4, B5, B6 and B7 which can accommodate a total of 1,659 vehicles intended as parking space for building tenants, unit owners and visitors.

33. EMERGENCIES

Report all emergency situations, bomb threats, fires, etc. to the Security Office.

All tenants who are not operating 24 hours a day must submit to PMO a list of at least (3) three contact persons and their telephone/mobile phone numbers to be used in case of emergency where access to the inside area of the tenant is needed.

(See Appendix A – Safety Rules and Regulations)

34. INSURANCE

As provided in the Lease Agreement, Tenants are required to carry their liability and property damage insurance covering the interior of their individual units and their personal and company property. The tenant shall maintain at its sole expense the required insurances at all times. Copies of the policies shall be submitted to the PMO.

35. INSPECTION

The PMO reserves the right to enter the premises during office hours to conduct regular inspections and shall be done in the presence of the tenants representative.

36. GENERAL PROVISIONS

- 36.1 The PMO exists for the purpose, among others, of assisting the unit owner and occupants of the building. Neither Lessor nor any personnel, employee or representative of the Lessor, including the Property Manager appointed by the Lessor and its staff (collectively, "Lessor") shall, in the performance of their duties, be liable to tenants or their officers, employees, agents or guests, or to any other person, for any of its/their act or omission. Tenants shall hold the Lessor free and harmless against any and all loss, damage, cost, claim or expense which the tenant may sustain or incur by reason of any demand, suit, claim or assertion of wrong doing, error or negligence made by any person or entity against the tenant involving or arising out of the performance by the Lessor of its duties.
- 36.2 The General security of any and all parts of the building and all its parts, including Common Areas, is the primary responsibility of the PMO. The security measures implemented by the PMO, including the deployment of security personnel, is only for purposes of assisting the Tenants in their respective responsibilities of securing their leased premises, including the common areas pertaining only to the said leased premises.
- 36.3 It is the sole responsibility of the Tenants to ensure the safety, security, sanitation, cleanliness and peace and order of their respective individual units, including the common areas pertaining only to said units or a cluster of units, subject to provisions of the law, Master Deed with Deed of Restrictions, Construction Guidelines, this House Rules and Regulations, as well as other rules or guidelines which may be adopted from time to time by the PMO.
- 36.4 The Association or any of its duly authorized representative or agent may, for reasonable cause, deny entry of any person into the building.
- 36.5 It is the sole responsibility of the Tenant to ensure the proper dissemination of all the guidelines, and rules and regulations, which presently exist or which may be adapted from time to time, to all their officers, employees, agents, contractors, suppliers or guests for the effective enforcement thereof.

37. MISCELLANEOUS

- 37.1 *Should the PMO be compelled to seek judicial relief against any tenant, the tenant shall pay for all costs of litigation and a reasonable attorney's fee.***

37.2 Maintenance Fees, insurance, realty tax and other special assessments and other charges, shall be paid on or before given deadline date. In the event of failure to pay on time, the PMO reserves the right to initiate disconnection of facilities within the unit immediately, without any need for advance notice. The PMO shall exercise judiciously the prerogative. Reconnection of facilities to the unit/s shall be effected only upon payment of all arrears, interest and penalties caused by delinquency of the occupant. Should there be a need to employ the services of a lawyer and/or consultant; the Tenant shall pay for all costs and expenses incurred including that of the PMO.

37.3 *The remedies herein granted to the Condominium Association shall be in addition to those provided for in the Condominium Law and other Laws, the Articles of Incorporation, By-Laws and Master Deed with Declaration of Restrictions. ******

38. OTHERS

38.1 Tenancy Review Violations of and or non-compliance with the above guidelines and all other guidelines set by the PMO shall be duly noted in the Tenancy Review, and may constitute grounds for non-renewal of the occupant's lease contract or penalty on the part of the unit owner.

38.2 Complaints regarding the service of the building or utility defects should be made in writing to the Property Management Office.

38.3 The Property Management Office has the right to file an action to enforce the House Rules and Regulations, and the party violating these rules shall pay for the cost of litigation and reasonable attorney's fee which shall in no case be less than PhP 25,000.00 per contract.

38.4 Regular maintenance fees and other charges shall be paid on time. The party violating this rule shall pay all cost and expenses of collection including attorney's fee of 25% of the amount that shall in no case be less than PhP 25,000.00 per contract.

38.5 All Tenants and those in their employ shall comply with the rules and regulations, ordinances and laws made by other duly constituted local or national authorities regarding the use, occupancy and sanitation of the building. Any consent or approval given under these rules and regulations may be added to, amended or repealed at any time by the PMO.

39. AMENDMENTS

39.1 These HOUSE RULES AND REGULATIONS may be amended from time to time by the Property Management Office.

39.2 Amendments or additions to the House Rules and Regulations shall take effect on the date designated by the PMO.

40. SEPARABILITY

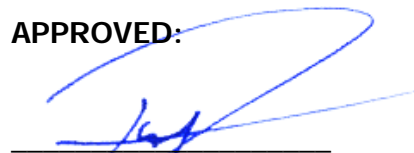
The invalidity of any provisions of these HOUSE RULES shall not in any manner affect the validity or enforceability of the rest of the provisions.

41. EFFECTIVITY

These House Rules and Regulations shall take effect upon the start of the office project.

This manual has been reviewed and approved by the Property Management Office this 21st day of January 2010.

APPROVED:



Mr. Paul A. Harmston
General Manager
RCBC Plaza

Appendix A - " SAFETY RULES & REGULATIONS"

BOMB THREATS

Guidelines are set to effectively handle bomb threats that may be received through telephones, letters or received face to face from another party. Bomb Information sheet is available at the Property Management Office to be filled up by the tenants.

By telephone

- Receiving party should be calm and courteous. Listen carefully and try to get as much information and details by the caller before he hangs up. Exact words of the caller would be of great help. Thus take notes during call.
- Encourage caller to converse longer in order to get as much information as possible. Be alert on speech characteristics such as intonation, pronunciation, tones which may describe a person's age, sex, nationality, etc.
- Pretend to have difficulty in hearing or refer the caller to a person of higher position or authority.
- Let caller identify office / person being threatened, the floor location, and the time the bomb is set to explode.

Written Communications

- The letter or communication should be immediately turned over to the Security Office for evaluation and action.

Personal Contact

- A person receiving the bomb threat personally or overhearing one should immediately notify the Security Office.
- Receiving party should, as much as possible, take note of the physical characteristics (height, weight, sex, age, complexion, hair, eyes, etc.)
- If possible, note the mode of transportation used by said persons, focusing on car make, colours, model and plate number and number of passengers.

Car/Package Bomb

- Immediately report to the Security Office any suspicious looking package in the premises.
- Report any knowledge or suspicion car bomb.

- Do not attempt to touch or move unaccompanied packages.

EARTHQUAKES

Most injuries during earthquakes are caused by falling debris, flying broken glass, fire triggered by ruptured LPG lines, damaged electrical lines or equipment and collapse of structure.

Before an earthquake

Building contents may pose a significant hazard in the event of an earthquake. As part of the preventive planning, one must do the following:

- Large furniture such as book shelves, suspended light fixtures, ceiling fans and storage cabinets shall be properly anchored to walls or ceilings so that they shall not fall during an earthquake.
- Contents shall be stored to minimise potential damage.
- Heavy objects shall be placed on lower shelves.
- Glass and other breakable objects shall be stored in latched cabinets or on lower shelves.
- Harmful chemicals and flammable materials shall be stored and secured correctly.

During the earthquake

Building occupants are advised to observe the following during an earthquake.

- Remain in the building during an earthquake since most injuries occur when people try to leave or enter the building.
- People outside the building shall remain outside and move away from the structure, power lines, streetlights and utility lines.
- People inside the building shall move away from glass windows or glass partitions and seeks cover under sturdy object such as solid desk or table.
- People inside the elevator shall stop the car on the nearest floor, open the door and get out of the elevator car.
- People caught inside the car shall stop the vehicle from moving and remain inside and pull over until the shaking stops.
- Do not use the elevator when evacuating the building.

After an Earthquake

An earthquake is usually followed by a series of tremors (aftershocks) and people are advised to do the following:

- The building emergency plan must be put into effect.
- The Property Management Office will advise the building occupants, through the Public Address (PA) system, to remain or evacuate the building, assess and evaluate potential damage or injuries and report to the emergency team. Do not smoke or use open flames.
- Company/Building fire brigades shall assess the situation on their floor and relay the information to the Security Office where Emergency Response Team Leader can quickly size-up the situation and plan the priorities.
- In areas with significant damage, occupants may need to be evacuated and relocated within the building.
- Occupants shall listen carefully to any instructions or announcements made over the PA system by the building management.
- Refrain from sightseeing as you may expose yourself to possible risk or injury.
- Working telephone lines shall only be utilized for emergency use only.

STORM / TYPHOONS

Typhoons are severe tropical storms with heavy rains and intense wind that blows in a large circle around an "eye". Hurricanes may also produce tornadoes and cause strong storm surges or flash flooding. The PAG-ASA has recently modified the Public Storms Warning Signals (PSWS) as follows:

- PSWS #1 A tropical cyclone will affect the locality. Winds of 30 - 60 kph may be expected in at least 36 hours or intermittent rains may be expected within 36 hours.
- PSWS #2 A tropical cyclone will affect the locality. Winds of greater than 60 kph up to 100 kph may be expected in at least 24 hours.
- PSWS #3 A tropical cyclone will affect the locality. Winds greater than 100 kph up to 185 kph may be expected in at least 18 hours.
- PSWS #4 A very intense typhoon will affect the locality. Very strong winds of more than 185 kph may be expected in at least 12 hours.

During typhoons.

Building occupants shall be prepared to take the following actions in the event of a strong typhoon:

- Computers, telecommunications equipment, office equipment, and appliances shall be turned off and unplugged from the convenience outlet to protect from possible power surges.
- Critical data or equipment shall be ready for removal and place in a safe location.
- Seal off possible entry of rainwater. (Reports any leak immediately).
- Unless there is an assurance for safe travel, the occupants must stay in the building.

Appendix B - "HELPDESK PROCEDURES"

Service Desk

Every tenant can get in touch with the Property Management Service Desk Operator at telephone number 8941451 or by electronic mail address helpdesk@rcbcplaza.com.ph for complaints on matters that may cause disruption on their operation or anything that can make their working environment uncomfortable or unsafe. Tenants to take note of time of call, staff name who answer call.

The operator has a schedule of manning the Helpdesk from 8:30 a.m. up to 5:30 p.m. from Mondays to Fridays and 9:00 a.m. to 1:00 p.m. during Saturdays, remaining time onwards and Sundays will be received by Security Department.

All necessary information pertaining to the service request shall be recorded in the service request form (SDO Form-001) and shall be forwarded to housekeeping, engineering, or security department for implementation.

Management delegates with proper identification card, uniform and who are duly listed on the service request forms are the only ones that may be allowed to work on the area that was requested by the tenant. Any personnel without these can be verified and reported through Service Desk Operator or can be out rightly be refused by the tenant.

Upon completion of work or request, the Helpdesk operator must solicit a feedback from the requesting party to confirm completion at work and gauge the level of satisfaction.

Service requests and work orders are classified into two levels of urgencies

Urgent Maintenance / Work Order

Any time, which causes inconvenience to a guest, officers and staff in the offices or any other public area of function room concerning the following but not limited to:

- Plumbing/ busted sprinkler head or pipes and fixtures / No water supply / heavy leak
- Air-conditioner not working
- Electrical faults/ short circuit

Urgent maintenance / work orders are to be attended to immediately and to be completed as fast as possible.

If for any reasons repair cannot be done, (spare parts not available, etc.). Requesting office or person concerned will be informed as soon as possible to ensure that other remedies can be done.

Not Urgent Maintenance / Work Order

Any items which require maintenance but does not cause inconvenience to the building occupants such as, comfort room tile grouting, re-varnishing, repainting and minor repair works.

Maintenance / work order that are not urgent have to be attended to and completed within three days. Should this not possible for any reason whatsoever, requesting office or person concerned should be informed as soon as possible and an alternative date of completion should be committed.

Appendix C - " PARKING RULES & REGULATIONS"

RCBC Plaza Car park Guidelines and Procedures

RCBC Plaza car park hereby issued the following car park guidelines and procedures which will be enforced by our parking personnel for the safety of lives and properties.

1. Parking slots are assigned to specific registered clients. Cars shall park at the slots assigned to them with authorized car sticker. Parking is not allowed in the driveway or in any other area which may obstruct the smooth flow of traffic in and out of the building.
2. Parking lessee or clients, guest, employee or driver shall observe traffic rules in the parking areas and grounds. The lessee is responsible for informing their guest, employee and driver to observe these parking rules and regulation.
3. Only one (1) car per slot is allowed. Double parking is not allowed.
4. The car owners shall always observe and maintain the cleanliness of their parking slots at all times, free from mud, debris and oil drippings. The car owner should furnish at their own expense a pan to collect drippings oils.
5. All client's vehicles are to be registered with the PMO and display their car sticker provided for such purposes.
6. No one shall add or permit obstructions, restrictions or hindrances that may affect the common use and ownership unless authorized by the PMO. No part of these areas should be used as storage facility.
7. The clients shall not cause or permit the prolonged blowing or any horn from any vehicles. No loud speaker or noisy contraption shall be allowed in any part of the car park premises. Clients shall maintain the place in a peaceful and reasonably quiet manner and shall refrain from any noise, boisterous or loud noise or acts that would disturb or unreasonably interfere with the peace and quiet of the other occupants of the building.
8. No motorbike, bicycle, trailers or two-wheeled vehicles are allowed to be parked in the owner's or clients parking slots without authorized approval.
9. Only authorized vehicles with contract of lease are allowed to enter in the reserved basement areas. Vehicles without an Access Proximity Card (APC) and / or Car Sticker are subject for investigation.
10. Illegal use of Access Card and Car Sticker are subject to vehicle blocking and investigation.

- 10.1 10 KPH maximum speed and 1.9 vertical height limit clearance are strictly observed.
11. Loitering, littering and practice driving are strictly prohibited in the parking areas.
12. The only cleaning allowed in the parking areas is dusting, wiping and rubbing of cars that can normally be accomplished with rags. Water from whatever source is not allowed to pond in the parking area. The use of the water hose to wash a car and clean-your-car-boys are not allowed inside the building premises.
13. The building owners and parking operator is not responsible for any damage or loss of the vehicle, or any of its accessories or articles left therein. The lessee shall be held liable for any damage they may cause to the parking facility or its accessories or to persons or any other property inside the Car park Facility.
14. Smoking, sleeping and waiting inside the vehicle are strictly prohibited. Car engine should be shut off while park inside the car park area.
15. The building owners and the operator has the right to file an injunction action to enforce these rules and regulations and the party violating the rules and regulation shall pay for all cost of injunction and reasonable Attorney's Fee which shall be not less than Php 5,000.00
16. All parking rental must settle their respective accounts on or before the 5th day of the start of each quarter. Failure to pay on the aforesaid date will result to decoding (blocking) of the Access Proximity Card (APC)
17. Payment should be by crossed cheque made payable to RCBC REALTY CORPORATION.
- 18. Any amount unpaid overdue shall bear 2% interest per month computed daily form the date of default.**

OFFENSES

- 1st Offense Written Warning
- 2nd Offense Tire Locking & Penalty not less than 5,000.00
- 3rd Offense Vehicle Towing & Penalty not less than 5,000.00
- 4th Offense Termination of Parking Contract

ACKNOWLEDGMENT RECEIPT AND ACCEPTANCE

The RCBC Plaza HOUSE RULES & REGULATIONS is being presented to _____ as the Lessee of an office unit located at _____ Floor, Tower _____ and shall remain as your guide until the expiration of your Contract of Lease for the above-mentioned unit/space.

The HOUSE RULES & REGULATIONS must be returned to the Building Management Office at least seven (7) working days before you vacate or move out of the building. Should additional copies be required, same can be acquired at the Property Management Office and reproduction cost will be charged.

Guided by the rules and regulations set forth in this HOUSE RULES, it is the responsibility of the Lessee to orient all officers and employees and their frequent visitors to ensure convenience to everyone and the uninterrupted administration of RCBC PLAZA. Ignorance of the rules and regulations set forth shall excuse no one from being penalised due to violation.

The Property Management Office reserves the right to issue additional, rescind, alter, or waive any of the rules contained in this document at anytime when, in its judgement, it is deemed necessary, desirable or proper for the best interest of the occupants. No rescission, alteration or waiver of any rules or regulations shall be made in favour of any particular unit Lessee.

CONFORME:

Company Name : _____
Authorized Representative : _____
Position/Title : _____
Date Received : _____

RCBC Plaza-House Rules & Regulations