JTC TENANTS’ GUIDE BOOK FOR TERRACE WORKSHOPS & SHOPHOUSES
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1.0 OPENING NOTE

Thank you for choosing JTC Corporation as a partner in your business. Your satisfaction is our top priority and we constantly seek to upgrade and add value to our services so as to better serve and meet your needs. This is to ensure that your occupancy continues to be a pleasant, safe and stress-free experience.

We pride ourselves on establishing and maintaining a professional relationship with our tenants and value your comments on how we can improve our services. We look forward to a pleasant partnership with you and wish you many years of happy occupancy with us!

2.0 MISSION & VISION

This guidebook is supplemental to the signed agreement or lease in respect of the premises and should be read in conjunction with the said agreement. This document is issued by JTC Corporation, the Landlord, and contains regulations, information and guidance on the operation and day-to-day running of the Industrial Estate.

We hope that the information contained in this handbook will help you better respond to situations that may affect arrangements with JTC, your neighbours and the relevant government agencies.

3.0 HOUSERULES

As a landlord, JTC encourages good community practices within the estate for the benefit of all tenants. These practices will enhance good relations between all neighbours. The following are some examples of good community practices that we would like to share with you.

- Smoking in the building is strictly prohibited by law (both air-conditioned and non-air-conditioned premises). Please smoke in the designated smoking areas.

- Tenants are to maintain and keep the Premises, and all items serving the Premises as stipulated by us from time to time, in good and tenantable repair and condition.

- Please contain and dispose all waste, including pollutants and contaminants in accordance with our requirements.

- Do refrain from drawing or diverting any gas, electricity, water or other utilities unless these are supplied through separate meters installed by you, for your account.

- Tenants are not permitted to allow any person to sleep or reside in the Premises, temporarily or otherwise.

- Please do not cause obstruction by placing your goods or any other objects in the car-park and on the roads leading to the buildings. This allows smooth traffic flow and ensures safety of users within the estate.

- To avoid inconveniences and congestions, please park your vehicles within designated parking spaces within the building. Please comply with all notices, rules and regulations relating to the use of the car-park including the parking/placing of containers, vehicles and trailers. Indiscriminately parked vehicles will be wheel clamped with applicable release fees.
• The use of forklift is not permitted unless prior consent is obtained from JTC. The forklift shall only be operated by licensed personnel at the loading bay area and not anywhere else within the building. It is dedicated for use in an orderly manner for the purpose of loading/unloading goods and shall not be placed at common passageways when not in use.

• Fire alarms and extinguishing equipment shall not be used for purposes other than firefighting. Any misuse of such equipment could prove fatal in real emergency cases.

• As part of JTC’s efficiency drive, all utilities services usage of both common areas as well as tenanted areas will be monitored by JTC’s building management system.

• No animals or livestock are permitted to be kept on the premises.

• Tenants are to take necessary precaution to prevent condensation which will damage to the property or disrupt the operations of other companies.

• Do not exceed the Maximum Floor Loading and ensure that the permitted load is evenly distributed.

• Tenants are to ensure that noise and dust are keep to a minimum or within permissible authority limits during renovation and operation. Please refer to NEA’s Code of Practice for regulations governing noise and dust pollution control.

• Please do not exceed the Maximum Electricity Load or interfere in any manner with the existing electrical design load, wirings, apparatus, fixtures or fittings in the Premises, Building or Estate.

• Tenant will install or use any item that may cause heavy power surge, high frequency or current, noise, vibration or any electrical or mechanical interference or disturbance which may disrupt any communication, electronic or similar system or any operations within the Estate.

• Tenants are not allowed to do anything within the Premises or the Estate which in our view may be or may become a nuisance, annoyance or cause damage or inconvenience to the business or quiet enjoyment of any neighbouring premises.

4.0 FIRE SAFETY RULES AND WORKPLACE SAFETY & HEALTH ACT

4.1 Fire Safety Rules
Fire safety is important and JTC would like to seek all tenants’ cooperation in making the building a safer place to work in. Protection and prevention is the best defense against the high cost of fire damage as well as its disruptive effects on the businesses. Please take note of the following statutory guidelines to safeguard your premises and ensure that your operations are fire-safe:

• Equip your premises with appropriate fire-fighting equipment. In addition, ensure that all fire alarms and extinguishing systems, air-conditioning systems, ventilation systems, hose reel systems, exit lighting, signs, emergency lighting, and other electrical wiring equipment and installations are serviced and maintained regularly, and kept in good working condition.

• If your existing fire alarm and extinguishing system in the premises are unsuitable or inadequate for your activities, please carry out the necessary modification works with the
prior consent of JTC/FMC. This is also applicable if your existing system does not comply with the requirements of the relevant authorities due to modifications to the premises (e.g. installation of false ceilings).

Under the Fire Safety Act enforced by the FSSD, all emergency exits shall be kept unlocked at all times. It is a requirement to install exit lightings and signs at exit passageways and exits of the premises. The installation shall be in accordance with the stipulations specified by FSSD.

- For premises with additional false ceilings, operators are advised to:
  (i) Lower the heat/smoke detectors or install an additional layer of heat/smoke detectors below the false ceiling.
  (ii) Install an additional layer of sprinklers by connecting to the tee-off provided at the main distribution pipe.

- In accordance with the Fire Safety Act enforced by the FSSD, tenants/lessees are requested to refrain from doing anything which may cause obstruction to the accesses, stairways, passageways, pipes, drains and other common areas of the building.
- As portable petroleum or gas cylinders are highly flammable, they shall not be stored in the building which may endanger lives and/or damage the property/premises. If you have to use or store them in your premises, please ensure that you comply with the Fire Safety Act.

All fire alarm works to be submitted to JTC for approval. Please refer to SCDF’s website (http://www.scdf.gov.sg) for more information regarding Fire Safety Rules.

4.2 Workplace Safety & Health Act (WSH)

The Workplace Safety and Health Act is an essential part of the new framework to cultivate good safety habits in all individuals so as to engender a strong safety culture in our workplace. It requires stakeholders to take reasonably practicable measures to ensure the safety and health of workers and other people that are affected by the work being carried out. Please refer to MOM’s website (http://www.mom.gov.sg) for more information regarding Fire Safety Rules.

5.0 FITTING-OUT / RENOVATION WORKS GUIDELINES

This section covers renovation guide, application for commencement of works, protection/cleaning of common property etc.

Please refer to NEA guidelines on noise allowance/ guidelines during periods of renovation.

Fitting-out works are permitted during office hours from 0700 hrs to 1800 hrs, subject to no complaints from other user’s/ tenants in the vicinity and JTC/FMC’s approval. Any noisy/disruptive renovation works are to be carried out after office hours upon obtaining approval from JTC/FMC. No fitting-out/ tenancy works are allowed to be carried out on Sundays and Public Holidays unless approved by JTC.

Prior to any fit out or renovation works, JTC/FMC will brief the tenant on the various regulations and guidelines (Refer to Annex A checklist). JTC/FMC will perform inspections during and after any fit out or renovation works.
5.1 Taking-over of Premises and Application for Commencement of Works

Tenants shall endorse on the Acknowledgement Form upon collection of the keys to their unit(s) from/to the FMC.

Tenants are to ensure that the Contractors they have engaged for renovation only work within their units and comply with the terms and conditions of the renovation guide in Annex B. Before any building works can be carried out, Tenants’ Contractors shall obtain approval from JTC/FM by submitting the following forms:

- Renovation forms R1 to R4 (Please refer to Annex B Form R1 to R4)
- Risk assessment form (Please refer to Annex C)
- Permit to work form (Please refer to Annex D Form A1)

This must be accompanied by the submission of the plans for approval by the relevant authorities/JTC. These plans include but not limited to:

- Electrical Drawings (with LEW approval)
- Sprinkle Layout (With FSSD approval)
- Office Furniture & Partition Layout (with FSSD approval)
- Air-Conditioning Layout
- Requirement for E-power supply (drawings approved by LEW)
- Energy Consumption per square meter
- Type of light fittings used
- Applicable drainage fees payable to JTC
- Any other utilities requirements eg. DI Water, Chilled Water etc.
- Works that will affect the external aesthetics of the building and unit

5.2 JTC Plan Submission Process

Tenants are required to prepare and submit floor layout plans of your alteration and addition (A&A) works and fit out plans. These plans must be done in accordance to the terms of your tenancy/lease and the procedures stated in the guide entitled “Submitting Plans for Building and Other Works” (this guide is given to Tenants when they are offered new premises by JTC, http://www.jtc.gov.sg/Pages/JTC-Forms.aspx#SupportingForms).

All A&A works to Tenants’ premises shall be endorsed by JTC. It shall also be approved by the relevant government authorities before Tenants can commence such works. This is necessary regardless of whether the structures are temporary or permanent.

Prior to any fit out or renovation works, JTC/FMC will brief the tenant on the various regulations and guidelines (Refer to Annex A checklist). JTC/FMC will perform inspections during and after any fit out or renovation works.

Tenants shall not drill into or demolish the floor structure in the premises without JTC’s written consent.

Tenants are not allowed to carry out any installation of air-conditioning system, ventilation system, electrical system, telecommunication equipment, plant, machinery, fixtures, fittings or other installations in the premises prior to plan endorsement by the relevant authorities and JTC. A consultant (such as a professional engineer or registered architect or Qualified Person) would have to be engaged to assist in the certification process.
Tenants are encouraged to engage the building contractor for such works so as not to nullify its warranty; otherwise, the Tenant’s contractor shall take over the warranty of the affected alarm panel. Tenants are not allowed to carry out any works that will affect the structure of the building as this may delay or prevent the issuance of the CSC.

Tenants shall ensure that access panels are provided where necessary to enable JTC/FMC to carry out regular maintenance of any JTC controlled services within the tenanted premises. Tenants shall arrange for their Contractors to conduct joint inspection with the FMC before installing the cable run along the common areas to the services risers. Any damages to the floor, wall, door finishes, etc at the common areas caused during the transport of the materials shall be reinstated by the Tenants at their costs.

5.3 MECHANICAL INSTALLATIONS

5.3.1 Fire Protection System

Tenants are required to install a fire alarm panel for the tenanted premises. This alarm panel will typically be beside the building’s alarm panel on the floor. If the Tenant is occupying more than one floor, only one alarm panel is needed to be installed to serve the occupied floors. This alarm panel forms the 1st line response for any emergencies that the Tenant may encounter and shall be monitored by the Tenant’s Safety Officer or Fire Warden. This alarm panel will send a signal to the building’s main fire alarm panel at the Fire Command Centre of the respective building. The individual floor signals sent to the main alarm panel will form 2nd line response in the event of fire.

Any modifications to the existing fire alarm panel shall be subjected to the approval of JTC/FMC. Tenants are encouraged to engage the building contractor for such works so as not to nullify its warranty; otherwise, the Tenant’s contractor shall takeover the warranty of the affected alarm panel. Tenants shall make advance arrangement with JTC/FMC to isolate any smoke-detector that is in proximity to the site where dusty drilling or demolition works are carried out.

5.3.2 Plumbing and Sanitary Works

Tenants shall ensure that all floor traps and waste pipes are free of chokes and appropriate insulation is provided to prevent future condensation. Laboratory Tenants are to ensure that any waste water / chemical discharges from the premises comply with NEA’s regulations, guidelines and limits relating to trade effluent discharge into the sewer system. Dilution of waste water / chemical discharges should be carried out where appropriate (as per PUB’s guidelines) and shall be at tenant’s own cost. All discharges are traceable to the source. Tenants found to be in breach of NEA and PUB’s waste water guidelines will be reported to the relevant authorities.

Concentrated chemicals, toxic or otherwise should be separately collect and dispose off from the premises in accordance with NEA’s guidelines and regulations.

5.3.3 Telephone Connections/ Internet Services

Please apply directly to the service providers for telephone and internet connections.

5.4 ELECTRICAL INSTALLATIONS

For all installations in Tenant premises, please ensure that the following actions are taken:
• Engage a Registered Electrical Consultant or competent Contractor to submit two (2) sets of electrical single-line diagrams to JTC/FMC.
• Obtain prior written consent from JTC for the installation of electrical switchboard wirings and equipment to your premises, including (a) over-current protective devices in JTC’s switch room; and (b) over-current and earth leakage protective devices in the premises by submitting the application forms for electricity supply to premises (Please refer to Annex G – Application of Electricity Supply and CS/3 Form).
• Ensure that your installation does not create electromagnetic/electric interference and heavy power surges, which may affect the use of communications system/neighbouring premises.
• Ensure that your machinery is adequately insulated to minimize noise and vibrations to neighbouring premises.
• Ensure that your installation does not affect the structure or safety of the building.
• Ensure that all lighting power density shall minimally meet standards set in SS530

5.4.1 Electricity Supply and Power Meter

Tenants shall engage a License Electrical Worker (LEW) to apply for kWh meter before tapping on any electricity supply from the electrical distribution board in the Tenant’s unit.

5.4.2 Temporary Electricity Supply

Tenants can apply to use temporary electricity supply from power points at common corridors (e.g. for renovation purposes or alterations and additions works).

When doing so, do bear in mind the following:
(i) Submit an application form to the JTC/FMC, stating the purpose of tapping the temporary electricity supply (Refer to Annex E).
(ii) Only 13 amperes of electricity supply is available for use.
(iii) A nominal fees attributed by administrative fees and electricity charges based on prevailing rates apply.
(iv) For usage above 13 amperes of electricity supply, contractors are required to provide their own temporary power supply eg. generator for the works. Prior permission for the use of such equipment has to be sought from JTC/FMC.

5.5 APPLICATION AND SUBMISSIONS OF PLANS FOR WATER SUPPLY

5.5.1 Water Supply

For Water Service Supply Application, please apply with PUB. Please refer to PUB’s website (https://www.pub.gov.sg/) for more information regarding the procedures necessary for water service installation.

5.6 USE OF COMMON AREAS FOR FITTING OUT

5.6.1 Protection/Cleaning of Common Property

Tenants’ must request for approval from JTC to use the common areas. Tenants’ Contractors are required to implement protection measures for the common areas during the renovation works and during movement of bulky items along the common areas. This would include the use of elevator pads, wall pads, floor protection layer and other suitable protection covers to protect the common areas and lifts from damage. All reinstatement cost due to damage and clean-up of common areas will be borne by the tenants or tenants’ contractors.
5.6.2 Inspection of Common Areas (Pre- & Post- A&A / Renovation Works)

The FMC shall conduct joint inspections with the Tenants’ Contractor before and upon completion of the renovation works to ensure that there are no damages to the common areas due to the course of the renovation works that has been carried out within the Tenant’s unit.

6.0 SECURITY

Please note that you are responsible for the security of your own premises, including during renovation works.

7.0 PARKING

7.1 Application for Season Parking

Tenants can submit the application form for season parking, together with payment. Please refer to your carpark operator for the application forms and terms and conditions.

7.2 Hourly Parking Charges

Hourly parking facilities where applicable are available to Tenants at their building’s / estate’s respective rates (inclusive of GST).

<table>
<thead>
<tr>
<th>Car</th>
<th>Mon-Sun/PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>7am-7pm</td>
<td>$0.60 per half hour (per minute charging)</td>
</tr>
<tr>
<td>7pm-7am(next day)</td>
<td>$0.60 per half hour (per minute charging cap at $4.00)</td>
</tr>
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<tr>
<th>Heavy Vehicle</th>
<th>Mon-Sun/PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>7am-7am(next day)</td>
<td>$1.20 per half hour (per minute charging)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Motorcycle</th>
<th>Mon-Sun/PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>7am-7am(next day)</td>
<td>$0.20 per hour (per minute charging cap at $0.65)</td>
</tr>
</tbody>
</table>

8.0 Policies & Procedures on Lease Management

Please refer to JTC’s corporate website at http://jtc.gov.sg for more information regarding your tenancy. You may also refer to the Memorandum of Tenancy for your obligations concerning your lease.

9.0 WASTE MANAGEMENT AND RECYCLING

Please note that tenants are responsible for their own refuse disposal at the designated bin centres. No bulky items are to be disposed at the designated bin centres.

9.1 Recycling Program
For properties with Recycling Program, tenants are encouraged to segregate and recycle their waste as part of the green community. Common area recycling bins are also placed at the lift lobbies of every level. All recyclable wastes are to be segregated from general waste within all tenanted space. As such, Tenants are highly encouraged to refrain from food consumption in premises outside of the canteen.

9.2 Waste Discharge

For laboratory tenants and food outlets; please ensure that all waste discharge (water, oils, fats, grease, odour, fumes, smoke and other chemicals) from the premises comply with NEA’s regulations, guidelines and limits relating to trade effluent discharge into the sewer system. Dilution of waste water discharges should be carried out where appropriate and shall be at tenant’s own cost.

Pollution of any form is disruptive and damaging to any businesses. For the community’s peace of mind, Tenants shall take the appropriate measures to ensure that all works and installations are done in a considerate manner without excessive disruption to their neighbours and will not pollute the environment.

9.3 Drainage and Sewerage Systems

All laboratories and food operators are required to construct an internal drainage system within the premises, ensuring that (a) all water collected in the premises is discharged into public drains and sewers, (b) no silt, oil, chemicals, debris, etc. is discharged into any public drains, sewers or watercourses. This is in accordance to the stipulations laid down by PUB in the Code of Practice on Sewerage and Sanitary Works.

10.0 CONTACT LIST

If you require assistance, please contact the following:

<table>
<thead>
<tr>
<th>A.</th>
<th>EMERGENCY CONTACTS</th>
<th>Contact Details</th>
</tr>
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<tbody>
<tr>
<td>S/N</td>
<td>Description</td>
<td>Tel. No.</td>
</tr>
<tr>
<td>1.</td>
<td>Singapore Civil Defence Force (SCDF): Emergency Information Hotline</td>
<td>1800 286 5555</td>
</tr>
<tr>
<td>2.</td>
<td>Neighbourhood Police Centre</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Police</td>
<td>999</td>
</tr>
<tr>
<td>4.</td>
<td>Ambulance: Emergency</td>
<td>995</td>
</tr>
<tr>
<td></td>
<td>Non-emergency</td>
<td>1777</td>
</tr>
<tr>
<td></td>
<td>H1N1 infected case</td>
<td>993</td>
</tr>
<tr>
<td>5.</td>
<td>Fire Station</td>
<td>995</td>
</tr>
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8
### Facilities Management Contact Details

<table>
<thead>
<tr>
<th>S/N</th>
<th>Description</th>
<th>Tel. No. / HP</th>
<th>Fax No.</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Facilities Management Company (FMC) : C&amp;W Services</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 2.  | Abdul Rahim (West) | Jurong Port Road  
Kranji Loop  
Pandan Loop 1,2 & 3  
Penjuru Close  
Pioneer Road North  
Yew Tee  
Tuas Avenue 13 | 67628764/81267164 | N.A. | abdul.rahim@cwservices.com |
| 3.  | Iryani Nadia (East) | Tai Seng  
Ubi Avenue | 62826157 / 91444486 | N.A. | iryani.sudirman@cwservices.com |
| 4.  | 24-hrs Helpdesk Hotline | | 62435884 | N.A. |
| 5.  | Fire Control Centre (FCC) | | | N.A. |
| 6.  | Security Supervisor | | | N.A. |
| 7.  | JTC General Enquires Hotline | | | |
| 8.  | JTC Customer Service Hotline | 1800-568 7000  
6565 5301 | | askjtc@jtc.gov.sg |