



THE WOODLANDS

W H E R E B U S I N E S S C O M E S N A T U R A L L Y

HOUSE RULES

1. Introduction

The purpose of this document is to inform and advise tenants on matters relating to the Woodlands, and to ensure communication and cooperation between Tenants and the Landlord. The information contained in this document is an annexure to the Agreement of Lease and is not intended to replace clauses or any part of the Lease. The Landlord and its appointed Managing Agents reserve the right to amend the contents of this document from time to time.

These rules also refer to the Tenant's employees and its visitors. It is the Tenant's responsibility to inform his/her employees and visitors of the contents of these rules.

Failure to comply with these rules constitutes a breach of the terms and conditions of the lease.

The Landlord shall notify the Tenant of any repeal of any of these rules and regulations and shall furnish the Tenant with a copy of any amendment or addition to the rules.

Should any conflict exist between these rules and the terms of the Lease, the provisions of the Lease shall prevail.

2. Managing Agents

Woodlands Office Park Property Management Company (Pty) Ltd
PO Box 1842
Gallo Manor
2052

Lifestyle Centre
The Woodlands

Telephone 011 802 5330
Fax 011 802 6932
Email info@thewoodlands.co.za

3. The Woodlands Management

General Manager : Vanessa Loots
Assistant General Manager : Wendy Robertson
Operations Manager : Quintin Tolmay

EMERGENCY: After Hours: 011 802-2703 ask to speak to the shift manager

4. Rental Payments

Tenants who do not make use of a Debit Order or Electronic Funds Transfer for monthly rental payments can call The Woodlands Management Office ("**the Management Office**") on 011 802 5330 to have their cheque collected. Tenants should ensure that Woodlands Management is notified timeously of such request to ensure that cheques are cleared for payment on or before the first of each month. It shall remain the Tenant's responsibility to ensure that payments are made timeously in accordance with the provisions of the Agreement of Lease.

5. Enquires and Complaints

Tenants may contact any of the Management Personnel to discuss enquiries and/or raise complaints in respect of The Woodlands.

6. Access to The Woodlands

All Tenants and their nominated employees will be issued with access cards by the Operations Manager at the commencement of their Agreement of Lease. Woodlands Management requires written notification of the names and ID numbers of the members of staff to whom access cards have been issued as well as their respective access card numbers. The cards may be collected individually by the staff members or in bulk by an authorised nominee from the Operations Manager at the Management Office.

Should an access card be lost or stolen during the tenancy, a replacement card can be obtained from the Operations Manager at a cost of R50.00 (excluding VAT). Cards will only be issued on receipt of a written application authorized by the Tenant's Senior Management.

Tenants are requested to notify The Woodlands Management as soon as possible in the event of a lost or missing card, as this constitutes a potential security breach.

New employees must be issued with a new access card by the Operations Manager. Under no circumstances must a new employee be issued with an ex-employee's card. Part of the "debriefing" of personnel leaving the employ of the Tenant should include the returning of access cards. It is recommended that an employee enter and exit the Woodlands as a visitor with a visitor access card on his/her last day of employment.

Visitors to The Woodlands will be photographed at the entry gate. The car and driver's image will be captured on the electronic surveillance system. It is recommended that Tenants keep their own record of visitors to their premises.

From time to time Tenants make use of rented vehicles that are delivered to The Woodlands. Security will release these vehicles once in possession of a letter from the Tenant detailing the driver's name, the name of the rental company and the make and registration number of the vehicle.

In the event of a vehicle breaking down at The Woodlands and having to be towed away, security will require a letter from the Tenant detailing the name of the company, the ID number of the owner, the make and registration of the vehicle and the name of the Towing company. *Note: the vehicle will not be released telephonically.*

Delivery vehicles are not permitted to use the Main Gate (West Gate). Tenant deliveries should be directed to the East Gate off Western Service Road. Tenants are requested to advise their service providers accordingly.

7. Access Cards - Anti-Pass Back Principle

The access cards issued to Tenants are proximity cards that operate on the anti-pass back principle. This is to prevent multiple users of the same card. If you are unable to gain access through one of the booms at the entrances to The Woodlands or to a basement this may be due to the anti-pass back activation. Please contact the Operations Manager or the Shift Commander at Security.

8. Vehicle Searching

The Landlord and/or its agents reserve the right to subject any vehicle entering or departing from the Woodlands to a security check at any time. Tenants are requested to co-operate with this procedure and to advise their visitors and employees that they may have their vehicle searched.

Tenants utilizing office removal services must inform the Operations Manger in writing of the specific times of delivery/collection. If necessary the Operations Manager will issue a permit for these vehicles to enter The Woodlands. These instances are noted in the Security Occurrence book.

9. Access after-hours

We consider normal working hours to be from **06h00 - 18h00** on weekdays and from **06h00 – 13h00** on Saturdays. Any other time is considered after-hours. During the after-hours period only the West Gate will be operational.

Tenants may gain access to The Woodlands after-hours with their swipe cards. Any visitor or tenant without an access card will be required to complete a register and state his/her name and destination for the benefit of the audio surveillance pickup.

Contractors commissioned by the Tenant to do work within the Tenant's premises are only permitted to be on site during normal working hours. Should a Tenant require work to be done after hours the Operation Manager must be notified in writing and the relevant clearance obtained. **Please note:** unauthorized contractors will be **denied** access to The Woodlands.

10. Common Areas

For the purposes of this document the term "**common areas**" shall include but not be limited to the gardens, roadways, yards, passages, parking areas, entrances, exits, non dedicated toilets, stairways and all other amenities provided by the Landlord for general use by the Tenants at The Woodlands.

The common areas will be at all times subject to the exclusive control and management of the Landlord via its appointed Managing Agent. The Landlord shall have the right to establish, modify and enforce by written notice to the Tenant, rules and regulations with respect thereto and generally to do or perform such other acts in and to the common areas as it deems appropriate.

The common areas may under no circumstance be used by the public or Tenants as storage space.

No work of any nature may be performed in these areas. Neither the Tenant nor its staff or visitors is allowed to sleep, eat or smoke in public passages, entrances or common areas. Smoking will only be allowed in clearly designated areas.

11. Social Functions

From time to time Tenants have social functions to which visitors are invited. Kindly inform the Operations Manager hereof in writing at least 48 hrs prior to the event in order for him to brief Security. The Operations Manager needs to know when the event will be taking place, the number of guests expected as well as whether or not additional parking will be required.

Towards the end of each year there are a number of Christmas functions that are held at various locations around The Woodlands. Marquees may be erected in certain areas, but only once the placement thereof has been confirmed by the Operations Manager in writing.

Tenants are requested to ensure that their social functions do not adversely affect other Tenants, and are reminded that their visitors must adhere to the same rules regarding the common areas and Game Park.

12. Parking

Vehicles are parked solely at the owner thereof's own risk. The Landlord shall not be responsible or liable for any loss or damage to any vehicle, its accessories or contents nor for any injury to or death of any person, in each case whether resulting from the Landlord's negligence or from any other cause whatsoever.

Tenants must refer to the relevant clauses in their specific agreement of lease with the Landlord which deal with parking at The Woodlands. The Tenant's Management is responsible for ensuring that the parking as allocated in the Lease is used appropriately, and that the provisions in the Lease relating to parking are complied with. Under no circumstance may the tenant and/or its employees and/or its visitors use parking bays which have not been allocated to the tenant in terms of its lease agreement.

Parking is only allowed in the demarcated areas within The Woodlands. Tenants and/or visitors parking on the pavements, islands or grass areas will have their vehicles clamped. To have a vehicle unclamped or to report illegal parkers please call the Management Office.

13. Speed Limit

Tenants are requested to observe the speed limit (30km/h) within The Woodlands. Note that the roadways within The Woodlands are considered public roads. If a Tenant or visitor is involved in, or is a witness to, an accident they are requested to report the incident to Security. Security personnel will assume control of the accident scene and will ensure that the appropriate emergency service is notified. The Security personnel will also clearly mark the accident scene with beacons and will caution traffic in the immediate vicinity. If required, security can assist the parties involved in the accident with a written report.

Tenants' attention is drawn to the speed humps at various locations in The Woodlands. These humps were designed to be comfortably driven over at the speed limit. Higher speed humps may result in damage to cars with low ground clearance. Humps are accompanied by bollards at each end to prevent motorists from driving around the traffic pacifier.

14. Elevators/Lifts

Elevators are provided for the benefit of Tenants and their Clients. Tenants should contact the Management Office should they need to make excessive temporary use of the elevators. This will enable early notification to other tenants in the Building.

Very heavy items such as safes may not be transported in a lift without the Operation Manager's prior written approval.

Each elevator car is equipped with an emergency button that is linked via the cellular network to the Management Office, the Main Gate and Otis. In order to activate this distress signal the emergency button must be held down for more than ten seconds.

15. Air Conditioning

All air conditioning at The Woodlands is maintained and serviced by trained onsite technicians, unless otherwise provided for in the Lease Agreement. Please report any problems to the Management Office and a technician will be dispatched (normally within half an hour, although no guarantees can be given in this regard). Please note that Tenants are not permitted to contract any other air-conditioning company or technician to work on these machines, unless the Lease Agreement stipulates that the maintenance is done by the Tenant.

The air conditioning system is designed to carry a specific electrical load. The Tenant should therefore obtain the Landlord's prior written approval for changes to the system to prevent an overload.

The onsite technicians are easily identified by their black or red "ELMEC" T-shirts. Tenants are alerted to the fact that in the past unauthorized people have gained access to Tenants premises by claiming to be air-conditioning technicians. If in any doubt as to the bona fides of a person calling at your office contact the Management Office for confirmation or alert security.

16. Toilets and General Cleaning

Toilets within the common areas have been provided for use by Tenants and their clients. Please ensure that these facilities are kept tidy. Please report facilities that are in an unkept state to the Management Office.

All common areas are cleaned on a daily basis. Tenants are responsible for the cleaning of the inside of their premises at their own cost.

Tenants shall at all times ensure that their premises are clean and free from infestation by vermin. Should it be discovered that the premises are infested by vermin, the Tenant shall be responsible for the payment of the cost of the fumigation and other treatment necessary to eradicate such vermin. On the Tenant giving up occupation of the premises, the Tenant shall be obliged to ensure that the premises are free from infestation by vermin. Should it be determined that the premises are infested with vermin the Tenant will likewise be responsible for the cost of treatment for the extermination and eradication of the vermin and such cost will be a charge against the Tenant's deposit if any. A certificate from a recognized registered fumigation or vermin exterminator as to the presence of vermin shall be conclusive and binding on the Tenant.

The following communal cleaning services are provided at The Woodlands:

- Emptying and cleaning of external waste paper baskets
- Cleaning of common area passages, lifts and lobbies and other public areas.
- Replenishing of soap, towels and toilet paper in common area toilets.
- Cleaning of glass entrance doors to each building

17. Refuse Removal

Each building has its own refuse removal area where the refuse is removed for compaction or recycling. Tenants are referred to the relevant clauses in their Agreements of Lease which relate to the removal of refuse.

18. Insurance

The Landlord insures the structure of the buildings. Tenants must insure the contents of their own premises. Tenants are referred to the relevant clauses in their Agreements of Lease which relate to insurance.

19. Alterations to Premises

Alterations to Tenants premises are not permitted without The Woodlands Management's prior written approval.

20. Electrical Compliance

Tenants are requested to note that any changes to the electrical systems will result in the voiding of the compliance certificate. Please discuss any changes with the Operations Manager. Any work on the electrical system is subject to the Landlord's prior written approval. The keys to the electrical and distribution boxes and telephone ducts are kept at the Management Office.

Tenants are prohibited from accessing the electrical and distribution boxes or telephone ducts without the required authorization.

21. External Antennae

Tenants are not permitted to install satellite dishes, microwave links or any other data reception devices without the prior written consent of the Operations Manager. It is important from a structural and aesthetic point of view to correctly site such equipment.

22. Electrified Fence and General Security

The perimeter fences are electrified and linked to a central control panel to monitor breaches of security. Areas of the Woodlands are also covered by infra red motion detectors which are monitored by security.

The Woodlands makes use of guard dogs to patrol the grounds during the day and at night. The dogs sweep the construction sites at night to ensure that they are completely vacant. A trained handler will always accompany these dogs which are trained as guard dogs and **not** pets. They should **not** be approached under any circumstances.

The S.A. Dog Academy carefully monitors the well being and living conditions of these dogs.

Tenants should nominate a responsible person to ensure that all windows, doors and fire escapes are correctly secured after hours. Premises found to be un-secured are noted by Security and the Tenant informed the next day. The Landlord will not accept any responsibility or liability in respect of unsecured or secured premises.

Tenants requiring an escort to their cars at night may contact security for assistance.

23. Safety and Fire

It remains the responsibility of the Tenant represented by the CEO or equivalent authority to ensure compliance with the terms and conditions of the Occupational Health and Safety Act, No 85 of 1993 (as amended,) and its Regulations within their own premises.

24. Hawking and Vendors

Hawking is **not** permitted at The Woodlands. However hawkers and vendors are often able to gain access to the Park by entering in vehicles by pretending to be legitimate visitors. Tenants are requested to immediately report these intruders to the Operations Manager.

25. Car Washing and Vehicle Maintenance

Car washing is NOT permissible. No outside car washers or car washing services are permitted.

Vehicle maintenance of any description is not allowed at The Woodlands.

26. Pets

Pets are not allowed at The Woodlands

27. Unattended Motor Vehicles

Tenants need to inform the Operations Manager in writing prior to any vehicles being left at The Woodlands over weekends, overnight or after hours. Such written notification to the Operations Manager shall include the following information:

- Individual's name (i.e. driver and registered owner of the vehicle)
- Identity number
- Employer (name of company in The Woodlands)
- Vehicle registration number
- Parking bay number
- Other relevant information which may assist Security to prohibit any person from removing the vehicle from The Woodlands without providing the necessary identification

It is furthermore recommended that where vehicles are being left at The Woodlands over weekends, overnight or after hours, valuables are not left in view. Security will note all unattended cars in their observation reports.

28. Emergency Equipment

Each building is equipped with fire fighting equipment. If any of the equipment is missing or damaged please notify the Operations Manager as soon as possible. This equipment is routinely serviced and maintained.

Tenants must ensure that they and their employees know how to use fire extinguishers.

29. After hours deliveries

No delivery vehicles will be allowed into The Woodlands after hours. Please note that Security will not accept deliveries on behalf of Tenants unless authorized in writing by both the Tenant and the Operations Manager.

30. Newspaper Deliveries

The major newspapers have established routes within The Woodlands and are permitted to deliver to the Tenant's doorstep. Any such service is at the sole cost and risk of the Tenant.

31. Firearms

Firearms are not permitted to be displayed at The Woodlands. Should any employee or visitor of the Tenant have a firearm, steps must be taken to ensure that the weapon is safely stored in an approved gun safe. The relevant legislation pertaining to firearms is at all times applicable.

32. Unrest / Labor Disputes

Demonstrations of any sort are not permitted at The Woodlands. If a tenant anticipates that such activities may take place the Operations Manager must be informed immediately.

Security will not allow demonstrators to enter The Woodlands.

33. Game Park

The open areas including the grasslands and wetlands have been set aside for free roaming game. The number and variety of animals will vary from time to time as advised by the Nature Conservation Board. If tenants observe any animal in distress they should report this as soon as possible. They should not try to "help" the animal. The Woodlands Management has appointed a well-known Veterinarian to act as advisor and liaison officer between the various animal interest groups.

Tenants making use of the Game Park should ensure that they stay on the footpaths and comply with the safety notices at various locations.

No fishing is allowed at the Woodlands.

35. Bicycles, skateboards, braai's and loud music

No bicycles, skateboards, roller-blades, roller-skates or similar inventions are allowed at the Woodlands.

No braai's, picnics or loud music is allowed at the Woodlands.

36. Smoking

The Tenant shall not contravene or allow a contravention of the Tobacco Products Control Act 83 of 1993 as amended from time to time (Including Regulations thereunder) by members of its staff or any person on the premises. The Tenant further indemnifies and holds the Landlord harmless against any penalty imposed by any local, provincial, national or other authority as a result of the Tenant's failure to comply with the provisions of such Act and/or Regulations.

The Tenant acknowledges that the building is a smoke free environment and shall prohibit its employees from smoking at the main entrances and exits to the building.

The Tenant shall furnish the Landlord with procedures, which are acceptable to the Landlord, regarding the extraction of odours and in addition thereto a layout of the proposed designated smoking area that it will be implemented in respect of smoking and non-smoking on the premises, if applicable. "Designated smoking area" shall mean an area which is separated from the rest of the public space by a solid partition and an entrance door on which a sign "SMOKING AREA" is displayed. Notwithstanding the foregoing, the Tenant shall ensure that the designated smoking area shall comply with the provisions of the applicable legislation and regulations.

37. Telephone

Each Tenant is responsible for a telephone service to their premises (if required) and the Tenant must timeously apply for such service to Telkom and/or any other relevant authority.

38. Service Providers

Employees of the Landlord's service providers (including but not limited to cleaning, security and landscape) are prohibited from sleeping or lying on the grass (or anywhere else) during their lunch breaks or working hours.

The Tenant shall ensure that none of the employees of its service providers sleep or lie on the grass (or anywhere else) at The Woodlands at any time during the day or night.

Should the Landlord make toilet facilities and lunch break facilities available to employees of service providers, this will be done at the Landlord's sole and absolute discretion, and the use thereof will be subject to such rules and regulations as determined by the Landlord from time to time.

39. Use of Leased Premises

The Tenant shall use the premises for the purpose as set out in the Lease.

The Tenant shall not allow any of its employees and/or visitors to sleep in the Premises.

40. Vending Machines

Any request for the installation of any vending machine or similar device shall be subject to the Landlord's prior written approval.

Please note that the House Rules may be amended as determined by the Landlord from time to time.