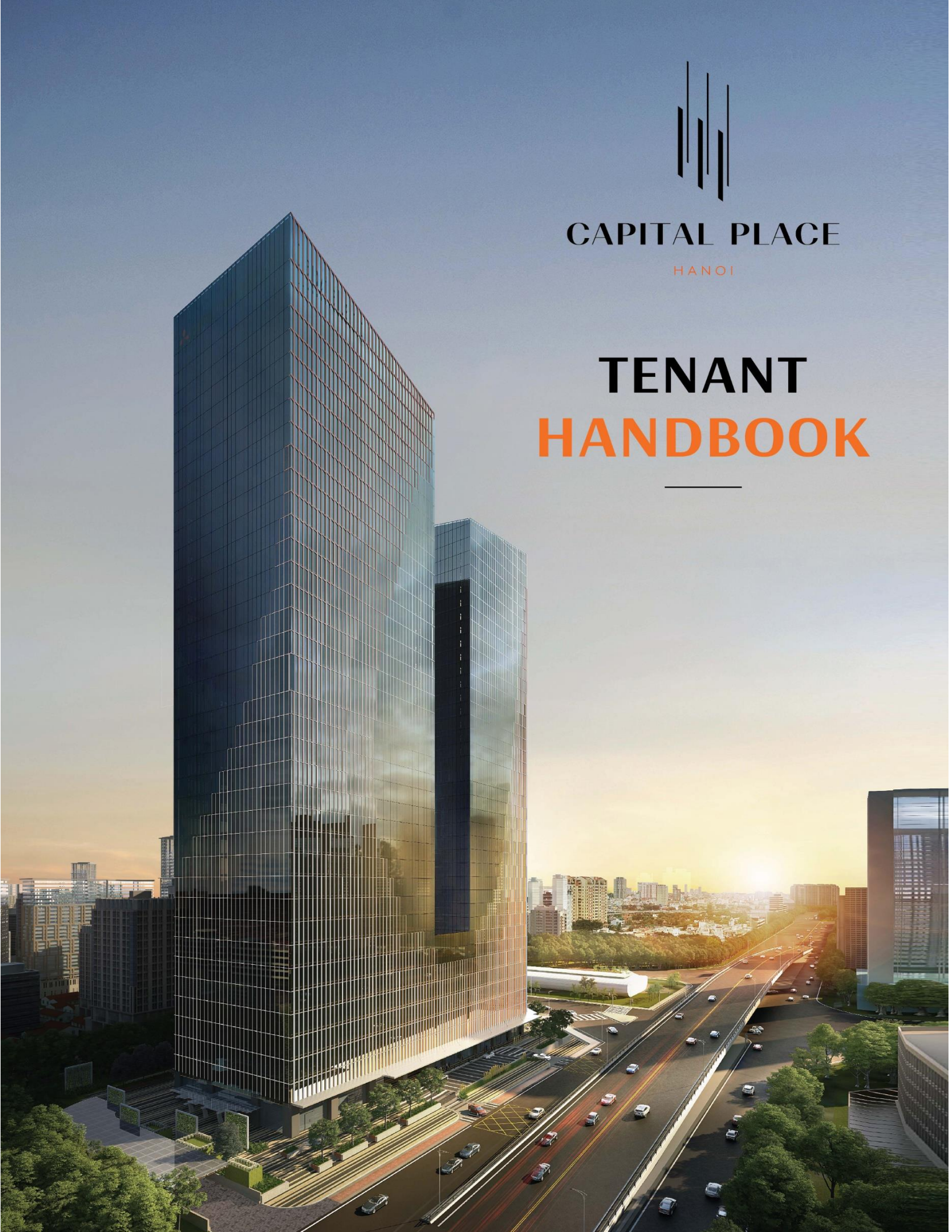




CAPITAL PLACE

HANOI

**TENANT
HANDBOOK**



MESSAGE FROM CAPITAL PLACE

Dear Customers,

Welcome and Thank you for choosing our Capital Place.

To ensure the efficiency and convenience of your operation, we will strive to provide the highest level of service and support to your business during the leasing period at Capital Place.

This Tenant Handbook will assist in providing information, guidance and explanation of the rules and regulations regarding the operation of Capital Place Building in the most understandable way. Rules and regulations are issued to protect the building's equipment, systems and facilities as well as to ensure the corresponding rights of all parties involved in the building operation, including Investor, Building Manager and Tenant.

For more information about the Building, please visit the website www.capitalplace.com.vn.

We would like to express our sincere appreciation for your understanding, cooperation and support to create a professional, friendly working environment at Capital Place.

Yours sincerely,

Capital Place Building Management

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CONTACT NUMBERS

BUILDING MANAGEMENT

Service Hotline: 0363.928.988/ Technical Hotline: 0339.658.988

Email: Cap-bqlvh@visaho.vn

DEPARTMENT	NAME	EMAIL
Property manager	Nguyen Viet Hoang	Hoang-nguyenviet@visaho.vn
Chief engineer	Tran Duy Minh	Minh-tran@visaho.vn
Technician	Bùi Tien Dat	Dat-bui@visaho.vn
Operation Leader	Vu Thi Kim Cuong	Cuong-vu@visaho.vn
Accountant	Vu Thi Thu Hong	Hong-vu@visaho.vn
Reception		
Security Leader		

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I. INTERPRETATION

“Investor” is Twin-Peaks Joint Stock Company

“Capital Place” or **“Building”** is the area of land, the basement and the Buildings on it, including common and private areas, all construction works, equipment and utilities in or around the building and located on the land is right of the Investor;

“Tenant” is all objects including the Tenant and their employees, subcontractors, agents, contractors, suppliers or customers of Tenant;

“Management Company” is **VISAHO Joint Stock Company - The Sankei Building Group** designated by the Owner, including but not limited to the employees, representatives, workers, contractors appointed by the Management Company, hired or designated as well as security, Hygiene, Reception, and Technology;

“Building Manager” or **“BM”** is a management team set up by the Management Company to perform the management and operation of the Building after the Building is completed and put into operation;

“Lease Contract” is any agreement including but not limited to Appendix, Reference Tables, and Minutes of Agreement signed between the Owner and the Tenant binding the rights and obligations of the parties relating to the lease, operation in the Building;

“Leased Area” is the leased area stated in the Lease Contract signed between the Owner and the Tenant.

“Common Area” is the areas of the Building that are under the control of the Owner and/ or the Building Manager, which are entirely within the Owner and/or the Building Manager’s discretion, identify these areas for general use by or for the benefit of the Tenant and the Tenant’s authorized occupiers together, and other users of The Building (including but not limited to walkways, corridors, stairs, rooftop spaces or hanging gardens (if applicable), toilets and areas used to place or maintain machines, equipment and installation system necessary for providing Public Utilities (if any));

“Public Utilities” means electromechanical services and other services, utilities and amenities (if any) provided by the Owner and / or Building Manager to serve the Leased Area and the rest of the Building and for the general use of or for the benefit of the Tenant and the Tenant’s authorized occupants together with the Building’s Tenants, occupants and other users.

II. INTRODUCTION ABOUT THE BUILDING AND BUILDING MANAGER

1. General introduction about the Building

Capital Place consists of two 37-story office towers and a commercial basement. The design of the Building was inspired by the image of Thang Long Dragon. When launching onto the property market, Capital Place stands out with strong features such as:

- Large "no column" floor area
- High speed elevator
- QR Exit/Entry system using QR code
- Standard raised floor, convenient for interior and office aesthetics
- Air filter system for PM (Particulate Matter)
- Smart camera system recognizing suspicious faces and behaviors
- Built according to LEED Gold certificate standards (international certificates for green buildings).
- Professional operation management

Capital Place promises to bring a modern, friendly and efficient working space to Tenants.

2. Building Manager ("BM"):

VISAHO Joint Stock Company – The Sankei Building Group, one of the best leading property management companies in the world, was appointed as property management consultant for Capital Place Building to ensure Tenant's requirements effectively.

The Building Management Office is located on the **11th Floor - Tower 2** of the building, consisting of 6 main departments as follow:

- Management
- Administration and Accounting
- Reception
- Technician and Maintenance
- Security
- Hygiene, landscape, insects, waste handling, etc.

Building Manager's working hours:

Office	From Monday - Friday: 8:00 – 18:00 Saturday: 8:00 – 12:00
Reception	From Monday to Friday: 7:30 – 19:00 Saturday: 7:30 – 12:00
Technician & Security	24/24h

During office hours, in case Tenant has requests, please contact directly with the Building Management Office. The Building management Office will be responsible for coordinating with the relevant departments to solve the Tenant's requests. Contact information is given at the Necessary Phone Number section above.

Tenant may contact in case of emergencies or security issues: **Hotline 24/7: 0363.928.988/ 0339.658.988**

COMPLAINTS AND RECOMMENDATIONS

With ongoing effort to respond to the Tenant's inquiries, for any complaints or requests of the Tenant, please immediately notify the Building management telephone number 0363.928.988 or fill out the form attached in the Annex of this Tenant Handbook or email to cap-bqlvh@visaho.vn or transfer directly to the Building Management/ Reception Desk of the building.

III. GENERAL INFORMATION

1. Working hours of the Building

Office:	8h00 - 18h00	From Monday - Friday
	8h00 - 12h00	Saturday
Retail:	8h00 - 21h30	From Monday to Sunday

The Building allows Tenants to access 24 hours/day, 7 days/week. However, if the Tenant needs to work overtime or overnight, there must be prior written notice to the Building Management and all employees must present a valid employee ID and register into the building's working overtime tracking book. For safety reasons, if the Tenant wishes to stay in the Leased Area after 18:00 PM, the Tenant must notify Building Manager or the Reception in the lobby of the Building before 16:30 pm on the same day.

2. Working overtime

Overtime working hours are determined to be all hours outside the above normal working hours. If there is no official notice sent to the building management regarding overtime working, systems such as air conditioning, public electricity, etc. will automatically be turned off at the end of the working hours as mentioned above and only restarted at the beginning of the next normal working day (for office areas, if it is Saturday, it will be restarted on Monday).

Air conditioning - Air conditioning system of the office area will be out of service at 18:15 pm (Monday to Friday) or 12:15 pm (Saturday) unless the building management or the reception receives a complete registration form for work overtime before 16:30 pm (Monday to Friday) or 11:00 am (Saturday) the same day. The price of air conditioning for over time working hours is **VND 1,320/m²/hour** (VAT included).

If the Tenant wishes to provide air-conditioning service on Sundays or National Holidays or New Year, please fill out the registration form and send to us at least 02 days before on office

hours, specifying the time of arrival and departure (if possible) with a signature signed under the Tenant's authorization. Air-conditioning service will be started 01 hours before the Tenant arrives and will stop operating at the end registered by the Tenant or as soon as the Tenant signs to confirm of leaving.

Remarks:

- Overtime air conditioning is only operated as Building management receives registration form for using air conditioning overtime from Tenant.
- The price of overtime air-conditioning service may change from time to time and according to the notice of the building management.

Common area electricity system - The building's public electricity system will be turned off right after normal working hours unless the Tenant is registered to work overtime. We do not charge extra for this service.

3. Employee Registration

Before moving into the building, Tenant is required to register with Building Manager as follows:

- **Tenant's employee registration:** All employees working regularly at Capital Place, including Vietnamese and foreigners, must register with the Building manager. The Building Manager has the right to reject entrance or deport any individual without a specific registration with the Building manager. Tenant who is staying in the Building is obliged to present his/ her Identity Card or equivalent identity document at any time if requested by the BM/Security.

Employee registration is also necessary in order for the BM to issue QR codes and/ or access cards to the Tenants accessing the Building.

- **Contact person:** Each Tenant company appoints a representative to be the main liaison between the Tenant and the building management; and an alternate representative to ensure uninterrupted contact in the event the principal contact is absent. The authorized representative is responsible for making requests/ suggestions to the Building management office and who the Building manager will contact in emergency. Please fill out the form in the attached Appendix and send it to the Building management office before the Tenant office's operation starts.

The Tenant is responsible for informing the building manager of the above changes in employee registration and will be responsible for employees who are not registered with the building manager.

4. Handover and return of the leased area

4.1. Handover

After signing the Lease contract, the Tenant is required to follow the following procedures:

1. Pay all fees according to the lease contract and regulation of the BM;
2. Survey the leased area together with the building management to check and promptly detect any damage, record the condition of all facilities, etc.
3. Sign the hand-over minute;
4. Submit application for fit-out construction to BM for approval (please find the requirements in the Fit-out Guidelines);
5. Inform the building management of the specific plan for using elevators to move materials and equipment in and out of the Building
6. Arrange for vehicle registration and monthly parking cards to the BM and pay all fees accordingly (if required).
7. Move into the Building.

4.2. Return the leased area

The BM shall be notified in writing of any decision on the Tenant's moving out and return of the Leased Area in accordance with the relevant terms and conditions of Lease Agreement. If there is no specific lease term in the Lease Agreement, there must be a notice to BM at least 60 days in advance. If fail to return the Leased Area in appropriate time, Tenant may be subject to a penalty of a part of or whole deposit.

The Tenant shall contact BM and return all parking tickets before returning the leased Area or one week prior to the expiry of the Lease contract. The building management will arrange elevators (outside working hours) for Tenant to transport furniture and equipment outside. The leased area will be returned to the Owner and / or the building management in the manner specified in the Lease contract. The Tenant and BM will check together to identify any defect / damage that needs to be repaired by the Tenant before officially handing over the key to the building management.

If any of the Owner's furnishings, equipment or furniture in Leased Area is found to be damaged during the inspection and not due to normal reasonable depreciation, the Tenant shall be responsible for repair and restoration at its own expense and must meet the requirements of the Owner and/ or the Building Manager. The deposit will be refunded to the Tenant after deducting compensation.

5. Customer service

The Building Manager is always pleased to assist Tenants with recommendation on the necessary services:

- Additional security service
- Additional insecticidal service

- Interior Painting service
- Telecommunication service
- Maintenance service
- Cleaning service

If Tenant needs the above services, please fill in the Tenant's "**Service Request Form**" form in the attached Appendix and submit to the Building management office. The BM is always ready to provide all necessary information to the Tenant.

IV. ACCESS TO THE BUILDING

1. Mailing address of the building

For mail delivery, Tenants can use the address following this standard template

[The Tenant's company name]
[The Tenant's Floor] Floor, Capital Place building
Office area – No. 29 Lieu Giai, Ngoc Khanh ward,
Ba Dinh District, Hanoi, Vietnam

2. Main Entry/Exit

The main lobby of the Building is accessible from Lieu Giai street. Tenants can access the Building from the basement parking by stairs and/or elevators.

3. Reception

The reception counter locates in the main lobby of the first floor of the Building. During working hours of the Building, receptionist(s) will be at the counter to assist welcoming, registering guests to the Building, guiding Tenants and customers about the basic procedures, services, utilities of Building.

4. Building access control system

Office Tenants from the 2nd floor - 37th floor will enter/ exit via the access control system located on the 1st floor lobby of the Building.

The building is equipped with modern access control systems, using QR codes through My Port system installed on smartphone to access the Building to enhance the convenience and safety of Tenants. Only employees, visitors who have previously registered with the BM will be granted to access the Building.

For Tenants' employees, visitors who do not use smartphones, the Building Management will issue the physical access card.

The QR code and/ or access card for each registered employee will be pre-set by the BM to limit the access to the Tenant's designated floors and some public floors (if any) of the Building.

When changing personnel or losing a card (if issued), the Tenant is responsible for immediately notifying the BM to cancel and/or re-issue the new code and/or card. In case of losing or damaging the card, the card re-issuance fee is VND 200,000/card. This fee is also applicable if the Building visitor loses or damages the card.

5. Visitors

To ensure the building's security, each Office Tenant needs to appoint 2-3 employees of their company, to whom the BM will grant them the right to send QR code to invite visitors. (Please complete the attached registration form in the Appendix and submit it to the BM).

For pre-registered Tenant's Visitors, Tenant's designated employee can proactively issue QR codes to guests entering/ leaving the building through the My Port app. The Tenant is solely responsible for granting code and managing these visitors.

For Tenant Visitors who do not pre-register or do not use a smartphone, please register at the Building Front Desk. The receptionist will provide you with a QR code or access card for these Visitors. Building receptionist and / or Building security may ask the Visitor to provide identification for the purpose of registering and controlling the building's security.

Visitors are only allowed to access the building's office area during normal office hours.

6. Goods delivery

Tenants on the 1st floor will use the entrance/ exit in their area as the delivery door. Tenants from 2nd floor and above will deliver goods through the building's basement entrance.

Delivery time is only allowed from 09:00 AM to 05:00 PM from Monday to Saturday, except for some special cases when prior notice of Tenant is approved by the Building Manager. Elevators must be carefully protected so as not to damage the inside of the elevators. The use of elevators to transport goods must be registered with the Building Manager, otherwise the Building security will not allow the work to be performed.

The Tenant should notify the Building Manager in advance if there is a need to transport goods after normal working hours (e.g. food or goods ordered on-site) to avoid security problems that may arise.

Please contact to the Building Manager for further details and to arrange for delivery.

7. (Un)Loading goods

All deliveries must be conducted in accordance with the instructions of the Building Manager and security. The transport of goods is only permitted to be carried out in designated areas. In order to maintain the floor in the best condition, all deliveries must be transported through the Building by rubber wheeled trolleys.

If loading and unloading equipment is not available, the driver of the freight vehicle may be required to return later or to wait, as instructed by the security. Freight vehicles must leave the service area immediately after loading and unloading.

All drivers must obey the traffic directions and other traffic systems. In all cases, vehicles must not stop and obstruct the way to the basement area and must secure the space in case of emergencies.

The Building Manager requires Tenants to schedule the use of elevators to ensure the delivery to be convenient and minimize inconveniences to other Tenants in the Building.

8. Mail Delivery

Tenants will actively receive post at their office. In the case of confidential mailing and parcel that requires recipient's signature, the Receptionist will contact Tenant's representative and

ask for specific instructions. To ensure absolute safety and confidentiality, all parcels and goods must be received by the Tenant's representative at the Reception or at the Tenant's office.

V. PAYMENT

1. Deposit

All deposit and relevant fee(s) must be paid according to Lease Contract and regulations in Fit-out Guideline before handing over leased premise and commencing fitting out or repairing.

2. Leasing and service fee

Tenant responses to pay leasing and service fee according to terms and conditions in Lease Contract between Owner and Tenant. Building Manager can apply interest penalty and/or other strict methods if Tenant does not comply these regulations.

Service fee includes: electricity, water in common areas, backup generator, air-conditioner during regular working time, sanitary in common areas (including restrooms), 24h/24h security for asset and furniture in common areas, maintenance and upgrading of machines, equipment, system and public utilities in Building. Service fee is subject to adjustment. Any change or adjustment will be informed in written form in advance to Tenant according to terms and conditions of Lease Contract.

3. Utility fee

Tenant will pay directly to relevant suppliers according to their receipt for the fee of mobile network, telegraphy, fax or other telecommunication services.

Tenant's **electricity consumption** within Leased area will be measured by electric meter. Tenant will pay for their actual monthly electric consumption amount based on the debit note from Owner and/or Building Manager.

Tenant's **water consumption** within Leased area will be recorded by water meter. Tenant will pay for their actual monthly consumption based on the debit note from Owner and / or Building Manager.

Tenant has to pay for electricity and water fee within 05 working days starting from the date of receiving debit note. If this fee is not paid by Tenant within 15 working days, all relevant utility will be suspended until payment is completed.

Electricity and water receipt will be delivered by Building Manager.

4. Payment method

Payment method is based on the agreement between 2 parties in Lease Contract, paid in Viet Nam Dong and transferred by: cash, cheque, telegraphic transfer or direct payment. Although Tenant can pay directly by cash or cheque to Building Manager, bank transfer is preferred, as directed in the debit note.

Detail of Owner's bank account as below:

Beneficiary	TWIN-PEAKS JOINT STOCK COMPANY
Bank name	UNITED OVERSEAS BANK (VIET NAM) LIMITED, HA NOI BRANCH
Bank address	PAN PACIFIC, NO 1 THANH NIEN ROAD, BA DINH DISTRICT, HA NOI, VIET NAM
Account number (VND)	103-300-186-5
Swift code	UOVBVNVXXX

Place for **cash payment**: BM office - 11F tower 2 - Capital Place Building (contact directly to accountant)

VI. COMMON SERVICE AND MAINTENANCE

Building Manager is in charge of maintenance for common areas inside and outside of Building, excepted the damage caused by Tenant. If Tenant finds any item or area that needs to be repaired, please don't hesitate to inform BM for inspection, rectification and repair. Please properly check the leased premise and inform BM immediately if any damaged item is found. BM has the right to deny repairing if Tenant does not inform this kind of issues timely.

BM kindly requests Tenant to apply appropriate security methods at all time in order not to cause any harm or danger to human or common amenities of Building including: elevators, lobbies, utilities and other common areas. Tenant is responsible for all damage caused by the carelessness or non-compliance to Building regulations of Tenant.

1. Cleanliness

The cleaning for common area is performed by the Sanitary Contractor appointed by Owner and/or Building Management. Sanitary arrangement within Tenant's Leased area should be conducted by Tenant. The same contractor working with BM is recommended. All tenants are responsible for conserving the Building (including leased and common area) to be clean, neat and safe at all time.

Sanitary contractor appointed by Tenant is requested to send BM all relevant information such as: working hour, staff list, used chemicals, job scope to insure the best -co-operation among suppliers.

2. Garbage disposal

Tenants are required to place their garbage neatly into standard trash bags and to gather in the prescribed central waste collection area from 16:00 to 17:00. Building sanitary staff will collect and dispose garbage. If Tenant has large-size, bulky waste, or in large quantities please contact BM for special arrangements.

Confidential waste will be collected like any normal waste. However, Owner and/or BM will not be responsible for any incident or damage if any loss of information occurs as a result of waste disposal.

Please do not dump garbage at common area such as service area, lobbies, staircase, emergency exit or near the entrance of Building. The Tenant will be responsible for inappropriate garbage disposal, misuse of trash bags. Improper garbage disposal at common area will be removed at all actual costs plus a 10% management fee charged to the Tenant. At all time, do not dispose toxic and hazardous substances into drainage system.

3. Pest control

A professional pest control company is appointed by Building Manager. We kindly request all Tenant to ensure that all waste must be disposed properly at prescribed places to avoid creating an ideal environment for the growth of pest and insects. Windows (if applicable) and doors must be closed after working hours and overnight.

In order to effectively control insects, pests and rodents in Building, Tenants need to comply with the following hygiene issues:

- Restrictively bring in and store food and drinks in leased area.
- Daily sweep and clean the rented area.
- Collect and dispose waste to the prescribed place.
- Trash bins must have lids and must be dumped daily.
- Do not keep standing water in leased area as this is an ideal environment for the growth of mosquitoes and rodents.

4. Restroom

There are restrooms for men, women and for the disable (Executive toilet & shower) at each level of Building. Contractor can only use the restroom appointed by BM.

Cleaning toilets, toilet paper, and hand-washing water will be done regularly by the Building's cleaning staff during normal working hours.

Please do not shower (except in the designated area), wash, or put personal items in the restroom. Keep common area clean is the sharing responsibility of everyone in Building. Please notify Building Manager of any issues or dissatisfaction regarding the sanitary area.

5. Pantry room

There is a public pantry room set up at each level for the purpose of simple cleaning, drink preparation, etc.

This area may not be used for cooking or for keeping Tenant's personal belongings. Please keep this area clean, tidy and do not put chemical waste or garbage in the sink.

6. Signage and decoration

Building will provide signages and placeholders to attach the Tenant's name according to Building's designed form and pattern.

All visible signage from the common area of Building must be approved by Building Manager. Only signs related directly to the Tenant's name, logo and business will be approved. These

signs are not allowed in any area of Building (except Tenant leased area) unless approved by Building Manager. Please contact Building Manager regarding to the issue of additional signs. All signs that appear to be unhealthy, indecent or improperly installed will be displaced by Building Manager without prior notice and the Tenant committing this offense will be subject to a penalty.

7. Worshipping management

We do understand the importance of festivals, but worshipping, burning incense, candles, votive objects in the Building will be dangerous and cause fire, therefore it shall be strictly prohibited.

8. Lost & Found

Please report missing, lost or found items to the reception desk or BM office.

9. Insurance

The Owner has purchased insurance for property all risks as well as public liability for common areas. Tenant is required not to perform any act or activity, whether intentional or unintentional, invalidating this insurance of the building. Tenant will be responsible for any loss that is not covered by the insurance policy due to violation of insurance policy from his or her negligence.

Tenant is required to purchase insurance for your leased area for any loss, damage, loss of property, liability to third parties and affect to people in their leased area.

SAFETY- SECURITY

Security Guards are always available 24 hours/day as regulated by Building Manager.

The safety of Tenants and other users working in the building is the most important. As a result, Tenants are required to notify Building Management or the Building Security of any incidents that affect or potentially affect the safety, security or health of any person working in the Building that they are aware of.

Please notify Security immediately if any suspicious characters are found in the Building.

1. Leased area

Although Building is equipped with 24-hour surveillance security cameras, it is highly recommended for Tenants to always be careful to avoid unexpected situations in their leased area. Building Manager highly encourages the use of a separate alarm system in the leased area. Please provide information on the installation of any equipment, systems and contact phone numbers in case of an alarm failure.

The Tenant shall submit a written proposal to Building Management if special Security Guard needs be used for their leased area. The application must list in details the name of the security unit, the quantity, personal information of the security guard and their working hours. If approved, this service is restricted to the leased area only. The appearance of a guard not assigned by BM in the public area of the Building can be misleading to Tenants and other visitors.

2. Public area

Building Security is responsible for maintaining order in the public area of the Building and monitoring service areas. Specific tasks of the security team include but not limited to:

- Security guards latch at each entrance to keep general order.
- Security guards patrol all common areas and parking areas 24 hours a day, 7 days a week.
- Security camera system in the main corridor, entrance and other areas operates 24 hours a day and is always monitored by security guards.
- Building Manager establishes a good and long-term relationship with the local security agency.

3. Fire prevention

Wall fire hydrants and smoke detectors, automatic fire extinguishing systems and central speaker systems are installed in the Leased area. Fire hydrants, fire alarms, water valves and fire extinguishers are installed on all floors of the Building. The building's alarm system is connected to the central control cabinet located in the FCC room on the first floor.

We recommend Tenants to have their own standard fire extinguishers in their leased area. It is suggested that Tenants and employees know the location of the alarm buttons, fire hoses, fire extinguishers, emergency exits. Particularly, attention should be paid to the following terms:

- Do not overload the allowed electric power. Turn off the main breaker (if possible) immediately after hearing the alarm.
- Turn off all electric equipment when not in the office (except for main servers and power systems).
- Check and maintain electric equipment, wires and fire extinguishers regularly.
- Do not store flammable goods in leased area.
- Maintain escape corridors to be always open, empty and fireproof doors must be closed.
- Designate two specialized staff members responsible for fire safety and compliance with relevant regulations. Each Tenant appoints a fire safety officer - who is responsible for counting the numbers, guiding colleagues and visitors to the emergency staircase and gathering point during fire protection training sessions, real fire evacuation and any other emergency.

Fire protection equipment is very sensitive so we always emphasize that Tenants are not allowed to touch, modify, obstruct or change these devices at their own discretion.

MECHANICAL & ELECTRIACAL SYSTEM

1. Electrical

The Building is supplied with 2 electrical power source of total capacity 22/0.4KV: 5 transformers with capacity of 2500 KVA onto 7th floor supplied by sub stations within Hanoi,

02 generators with 3000 KVA, 02 generators with 2600 KVA will provide 100% back up power automatic switching in the event that city power supply is interrupted.

2. Backup power

Under the circumstance that city power supply is interrupted, the backup power generator will start automatically. Switching time is designated at 20-25 seconds. The backup generator supplies 100% power to the Building to ensure continuity of services.

In the event of main power interruption, please press the Alarm or Intercom Button to alert technical staff who will open lifts doors in case they do not open automatically after resetting. Please do not try to force to open lift doors from inside, as this might cause damage, which could make doors more difficult to open.

3. Ventilation and Air conditioning

Capital Place is utilised with modern central air-conditioning system and central remote controlling system connective and compatible with Building Management system (BMS). The central air-conditioning system is capable of self-controlling temperature, humidity, fresh air, air reverse-cycle and cooling capacity as well as system alarm and protection.

Any repair and modification to the access to air-conditioning system must be carried out by the contractor nominated by Owner and/or BM. The cost will be charged to Tenant.

For server room air-conditioning, Tenant shall pay for monthly consumption to BM and/or Owner according to the fee listed by BM.

4. Lifts and Escalators

The Building is equipped with 32 passenger lifts with a capacity (08 lifts at low zone & 08 at high zone) with 1.800 kg/lift each with average speed 3.5 m/s – 6m/s, 02 podium lifts (B4-1st floor) with a capacity of 1600kg; 02 escalators (B1 – 1st floor).

When tenants wish to take delivery of very heavy objects, which are within the structural loading specifications of the Building and the lifts, permission to use the lifts for moving such items must be acquired from the Building Management.

5. Lighting

Tenants have control over the individual lighting and all electricity is metered according to the actual consumption within the Leased Premises. Tenants will be charged on the actual electricity consumption. However, in case the meter is out of order, or does not function properly, the Management will charge tenants according to the leased area during the repair/replacement period.

Common area lighting will be controlled by the Building Management and operated in accordance with the normal business hours.

6. Telecommunication

For telecommunication registration (Internet, telephone) for leased Premises, Tenant shall contact directly with the Building Management for supplier' s information and contact. Contract signing and fees and charges will be payable directly to the service provider by Tenant.

7. Noise Reduction

Tenants are reminded that noise (e.g. music, public address announcements, within the Leased Premises etc.) must be controlled so that it is inaudible in the Common Areas and other tenancies. The Management has been instructed that this provision is to be strictly complied with. The co-operation of all is sought to achieve a harmonious working environment.

PARKING

The designated zone for parking is located at 03 Building basements B2, B3, and B4. In addition, electric car parking is also provided in B2 basement.

All vehicles must be parked in appropriate lot. Tenant's driver has to comply with Parking regulations and guidance from parking managing staffs or security staffs.

Tenant shall register the number of vehicles as per Lease Contract. The information of monthly parking must be provided for BM to monitor and issue parking card accordingly.

In case the parking card is lost or broken, please inform BM immediately for support. The reissuance fee is VND 200,000/card. This fee is subject to adjustment by BM. This also applies to visitors, contractors and other Building users.

The basement parking is operated 24/7 and secured always.

EMERGENCY

1. Fire

- Should you discover any fire no matter how small, remain calm.
- Break the nearest fire alarm glass in order to sound the alarm.
- Should you consider the fire to be beyond your control, leave the Building via the Fire staircase and fire exit to the assembly area at ground level.
- Notify the nearest Security Staff or on-site management staff of the exact location of the fire.
- If the fire is small, try to extinguish the fire using the hose reel or fire extinguisher until help arrives.
- If the fire involves electrical equipment, use the nearest CO² fire extinguishers. **"DO NOT USE WATER"**.
- If evacuation is necessary, switch off all electrical connections and ensure all doors are tightly secured before leaving.
- Do not use the lifts for evacuation.

The following are some precautions that can be taken:

- Be familiar with the nearby fire exits, stairs and places to where they lead.
- Be familiar with the local area around your Leased Premises / Building.
- Be familiar with the location of the fire alarm panels, hose reels and fire extinguishers.

- Do not overload the electrical outlets, if you wish to make any additional electrical installations, please consult the Management in advance.
- All electrical equipment such as heaters, radiators and stoves etc. should be switched off when left unattended.
- Flammable liquids or other dangerous goods are not permitted to be stored in the Leased Premises.
- Passageways and fire-fighting equipment should be clear of obstruction at all times.

2. Fire staff

Each tenant is required to appoint two members of staff (one primary, one alternate) as “fire officer”. Please complete Tenant’s Fire officer form (see attached form) and return to the Management Office right after moving into the building.

In case of a fire emergency within the building, the Fire Officers’ duties will include:

- Organizing office fire evacuation if necessary.
- Preparing the office for fire evacuation.
- Accounting for the whereabouts of all staff members during a fire emergency.
- Liaising with the building’s chief fire officer with regards to the whereabouts of all staff members during a building evacuation.
- Ensuring that general fire safety conditions within the Leased premises are met on a continuing basis.
- Implementing emergency procedures during fire and other emergency situations.

The chosen individuals will, from time-to-time be trained in all fire, and other emergency procedures by Building Manager and the relevant civil authorities.

The building also conducts regular fire drills in which all members of tenant’s staff are requested to take part. The Building Management will advise all Tenants of the schedule for the Fire Drill(s).

The Building Management must be notified in writing of any tenant’s staff changes which affect the status of the appointed fire officer.

3. Black out

- Should you experience or discover any power failure, notify the nearest Security or Management Staff of the location of the power failure.
- Stay calm at your Premises for further report on the situation. Do not attempt to use cigarette lighters or matches or candles for illumination purposes. Should you wish to leave your Premises, secure all doors and exit the Building via the Fire Staircase.
- Only use exit stairs for evacuation & observe directives from the Security Staff. Emergency lighting will be provided in the exit stairs and corridors.

4. Flooding

- Should you discover any floodwater, notify the nearest Security or Management Staff of the location of the flooding.
- If the floodwater is in the vicinity of your premises, take precautions to safeguard your property.
- Close nearby doors or windows to prevent further spillage.

- If evacuation is necessary, make sure that all doors are secured and electrical appliances are disconnected before leaving.

5. Accidents, Theft, Burglary

- Should you witness accidents or incidents of theft or burglary etc., notify the nearest Security or Management Staff of the location of the accident or incident.
- Ensure the scene remains unchanged pending the arrival of Security Staff or Police.
- If it is safe to do so, please remain at the scene until help arrives, and co-operate with Security or Police to give any relevant information about the incident.

GENERAL REGULATION

1. Capital Place is a NON-SMOKING Building.
2. It is not allowed to wear jeans, top shirt, shorts and other clothes that might expose too much of your body.
3. Do not boil water, cook or bring any smelly food into the Building.
4. It is forbidden to bring into the Building flammable materials, store dangerous chemicals or goods or weapons.
5. It is not allowed to produce, distribute, own and use forbidden substances: cocaine, alcohol, beer inside the building, or come to work while being drunk or under the control of forbidden substances.
6. No structural alteration shall be done to the Building or any part thereof and no alteration to the external facade of the Building shall be made.
7. No air-conditioning units or plants or any other fixtures shall be installed through the windows or external walls of the Building without the prior written consent of the Building Manager.
8. Do not attach or put up any radio or television aerial on/from the exterior of the Building without the prior written consent of the Building Manager.
9. Do not play or use any musical instrument, loudspeaker or tape recorder, gramophone, wireless or television set or any other equipment which produces loud sound in the Leased Premises so that it can be heard outside the Leased Premises unless prior consent is obtained from the Building Management. Do not use machinery or apparatus which causes noise or vibration or electrical or magnetic radiation which can be heard or felt outside the Leased Premises.
10. No heavy articles shall be kept in the office area unless prior consent from the Building Manager is obtained.
11. Do not overload or destroy the floors or structure of the Leased Premises.
12. Do not use equipment, machines that may overload the power system.
13. Plumbing fixtures shall be used only for the purpose for which they were constructed.
14. No debris, rubbish, rags or other waste shall be deposited therein. All cost for making good damage resulting from any misuse of the plumbing fixtures shall be borne by the Tenants.
15. Do not use (except in cases of fire or other emergency) or obstruct fire escapes and please comply with the regulations issued by the fire authority in relation to their use.
16. Tenants are not permitted to do anything whereby the insurance of the Building may be rendered void. Tenants are required to absorb the additional premium, which is required by reason of any act or default of such Tenant.
17. Under no circumstances may the premises be used for any purposes other than those specified in the Lease Agreement. Tenants shall not use their Leased Premises for any immoral or illegal purposes, nor carry out any offensive or noxious trade or business.
18. No advertisement/sign/lettering is permitted to be displayed from the interior or exterior of any Leased Premises which may be visible from outside the Building; project beyond the frontage of any unit; display in or over the Common Areas of the Building unless written consent of the Building Management is given.

19. Not to hang-up clothing or laundry outside the Building or in the Common Areas.
20. Not to place or leave any rubbish in any of the entrances, staircases, corridors or passageways of the Building used in common.
21. Do not obstruct or stain any of the lifts or other Common Areas.
22. Do not stay overnight, cook, store and engage in unrelated or restricted activities in the Leased Premises.
23. Do not hold any auditions in the Building.
24. No animals or pets are to be kept in the Building.
25. Do not transfer, sublease, lend or share the Leased Premises without the prior written consent of the Building Manager.
26. Other than regulations, general regulations listed in here, Tenant also has to comply with the regulations agreed in Lease contract between Owner and Tenant.

PARKING RULES

1. Vehicles such as motorbikes, cars, bicycles, etc. must be in the right places and according to the signs as well as the guidance of parking lot and security guards.
2. The Building Management is not responsible for any loss arising in the parking lot without a vehicle card. In case of lending vehicle to another person, when the vehicle is taken out, the vehicle owner must be present for handle it.
3. Vehicle owners are responsible for compensation for damages to the Building caused by the negligence of their drivers.
4. Parking staff has the right to refuse to accept vehicles in cases the parking lot is full, the vehicle has no number plate and the vehicle is damaged.
5. Smoking, indiscriminate littering, gambling, drinking, jostling disorder in the parking lot are prohibited
6. When parking in the basement, drivers must not shout, talk loudly, listen to music at high volume.
7. Car washing in the parking lot is prohibited
8. Vehicle speed must not exceed 5 km / h and observe all warning signs in the parking lot. Control the vehicle according to the entrance and exit directions of the Building. From 2 times of excessive reminders will not allow the offender to park the vehicle in the building.
9. Any change of license plate number or others will not be allowed into the parking lot without a written notice to the Building Management.
10. The owner / operator of vehicles is solely responsible for the property on the vehicle. For cars the owners / operators of vehicles must lock the vehicle doors before leaving the parking lots.
11. All items on the vehicle are preserved by the owner. Parking staff and / or the Building Management are not responsible.
12. In case of losing the vehicle card, the vehicle owner must immediately notify the parking staff and / or the Building Management. The vehicle owner presents the vehicle registration certificate and ID card for the security to make a "record of the loss of the vehicle card" and renew the new card. Card replacement costs are paid by the vehicle owner.
13. Losing the vehicle card is only solve when the owner presents all relevant documents (vehicle registration certificate, ID card).
14. Drivers are not allowed to sleep over night in the building and have strictly obey the Building Rules.

ANNEX: LIST OF BUILDING FORM

Below list of form is applied for Tenant at building, for Tenant's reference during operation period within the Building.

This list of form can vary at times by Building Manager as they see fit for the operation of the building. For updated list of form, please kindly contact BM.

NUMBER	FORM
BM-KH-01	TENANT'S REGISTRATION
BM-KH-02	TENANT'S CONTACT REPRESENTATIVE
BM-KH-03	TENANT'S FIRE OFFICER REGISTRATION
BM-KH-04	VEHICLE TICKET REISSUANCE REQUEST
BM-KH-05	TENANT'S SERVICE REQUEST
BM-KH-06	AUTHORISED SIGNATURE FOR PROPERTY PASS GATE
BM-KH-07	TENANT'S INCIDENT REPORT
BM-KH-08	GATE PASS REGISTRATION (IN)
BM-KH-09	GATE PASS REGISTRATION (OUT)
BM-KH-10	OVERTIME REGISTRATION
BM-KH-11	TENANT'S QR CODE REGISTRATION

Notice: Complimentary forms available at Building Management office.

ĐĂNG KÝ KHÁCH THUÊ / TENANT'S REGISTRATION

Khách Thuê/ *Tenant* : _____

Số phòng/tầng/Unit/Floor : _____

Số giấy phép kinh doanh/
Business License No. : _____
Có giá trị đến ngày/*Due Date*: _____

Trưởng đại diện / Tổng giám đốc : _____
HOD/General Director

Giờ làm việc/ *Working hours* : Thứ 2 - thứ 6/ *Mon - Fri*: _____
Thứ 7/*Sat*: _____

Số điện thoại khẩn cấp 24/24h/ *Emergency Telephone No.* : Người nước ngoài/ *Foreigner*: _____ Tel: _____
Người Việt Nam/*Vietnamese*: _____ Tel: _____

	Tên đầy đủ <i>Name</i>	Quốc tịch <i>Nationality</i>	Số CMTNN / Số hộ chiếu <i>ID No./Passport No.</i>	Chức danh <i>Title</i>
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Nếu có bất kỳ nhân viên tàn tật nào, xin nêu rõ tình trạng cụ thể./ *Please state clearly the condition of the disable person, if any.*

Đại diện có thẩm quyền/*Representative*: _____

Chữ ký/*Signature*: _____ Ngày/*Date*: _____

ĐẠI DIỆN LIÊN HỆ CỦA KHÁCH THUÊ
TENANT'S CONTACT REPRESENTATIVE

Khách Thuê / *Tenant* : _____ Số phòng/Unit: _____

Đại diện liên hệ/ *Tenant's representative:*

Tên/ *Name* : _____

Chức danh/ *Title* : _____

Số điện thoại văn phòng/ *Office Telephone No.* : _____ Số máy lẻ/ *Extention:* _____

Số điện thoại khẩn cấp/ *Emergency Telephone No.* : _____

Đại diện liên hệ (lựa chọn 2)/ *Tenant's Representative (2nd choice)*

Tên/ *Name* : _____

Chức danh/ *Title* : _____

Số điện thoại văn phòng/ *Office Telephone No.* : _____ Số máy lẻ/ *Extention:* _____

Số điện thoại khẩn cấp/ *Emergency Telephone No.* : _____

Vui lòng cập nhật với Ban quản lý toà nhà nếu có bất kỳ thay đổi nào so với những thông tin trên./

Please inform us, if there are any changes to the above information.

Đại diện có thẩm quyền/ *Representative:* _____

Chữ ký/ *Signature:* _____ Ngày/ *Date:* _____

BM-KH-03

ĐĂNG KÝ NHÂN VIÊN CỨU HỎA CỦA KHÁCH THUÊ
TENANT'S FIRE OFFICER REGISTRATION

Khách Thuê/Tenant : _____

Tầng/Floor:_____ **Số phòng/Unit:** _____

Điện thoại/Office Tel:_____ **Số fax/Fax No.:**_____

Ngày/Date:_____

Nhân viên cứu hỏa 1 <i>Tenant's Fire Officer 1</i>	Chức danh/ Title	Ban/Department	Số ĐT liên hệ <i>Tel. Number</i>
Nhân viên cứu hỏa 2 <i>Tenant's Fire Officer 2</i>	Chức danh/ Title	Ban/Department	Số ĐT liên hệ <i>Tel. Number</i>

Chữ ký/Signature (Đầy đủ tên/Full name):_____

ĐỀ NGHỊ CẤP LẠI VÉ XE
RENEW VEHICLE TICKET REQUEST

Công ty Khách Thuê/
Tenant's Company : _____

Tầng: _____ Số phòng/*Unit*: _____

Người đề nghị/*Requested by* : _____

Bộ phận/*Department* : _____

Biển số xe/*Plate number* : _____ Hãng xe/*Brand type*: _____

Ngày đề nghị/*Request date* : _____ Ngày cấp/*Date of issued*: _____

Người yêu cầu

Requested by

Đại diện Khách Thuê

Tenant's Representative

Đại diện Ban quản lý

Building Management Representative

YÊU CẦU CUNG CẤP DỊCH VỤ
TENANT'S SERVICE REQUEST

Khách Thuê/*Tenant* : _____
Tầng/*Floor* : _____ Phòng/*Unit*: _____
Ban/*Department* : _____
: Người yêu cầu/*Requested by*: _____
Số liên hệ/*Contact No.* : _____
Ngày yêu cầu/*Request Date* : _____
Nội dung yêu cầu/ : _____
: _____
Service request : _____

DÀNH CHO VĂN PHÒNG QUẢN LÝ / MANAGEMENT OFFICE USE ONLY

Tiếp nhận yêu cầu của Khách Thuê: Giờ: _____ Ngày: _____
Tenant's Request Attended by: Time: _____ Date: _____
Ý kiến của Văn phòng quản lý: _____
Building Management Office Comments: _____

PHẢN HỒI CỦA KHÁCH THUÊ / TENANTS' CONFIRMATION:

Giờ/ *Time*: _____ Ngày/ *Date*: _____
Người liên hệ/ *Contact person*: _____
Xác nhận hoàn thành công việc : _____
Work completed confirmation
Nhận xét của Khách Thuê (nếu: _____
có)
Tenant's comments (if any)

**ĐĂNG KÝ CHỮ KÝ ỦY QUYỀN ĐƯA TÀI SẢN
RA NGOÀI TOÀ NHÀ**
AUTHORISED SIGNATURE FOR PROPERTY PASS GATE

Khách Thuê/Tenant: _____

Tầng/Floor: _____ **Số phòng/Unit:** _____

Điện thoại/Office Tel: _____ **Số fax/Fax No.:** _____

Ngày/Date: _____

STT No.	Đại diện có thẩm quyền <i>Authorized person</i>	Chức danh <i>Position</i>	Chữ ký <i>Signature</i>

- Khách Thuê phải nộp mẫu này cho Ban quản lý ngay khi chuyển vào Toà nhà. Vui lòng thông báo cho Ban quản lý trong thời gian sớm nhất nếu có bất kỳ thay đổi nào.
- Bộ phận an ninh của Toà nhà sẽ kiểm tra chữ ký trước khi cho phép mang / vận chuyển bất kỳ đồ nội thất hay trang thiết bị văn phòng nào ra khỏi toà nhà. Trong trường hợp không có chữ ký có thẩm quyền (như đã đăng ký) thì phải có dấu xác nhận việc vận chuyển của Khách Thuê.
- Tenant shall immediately send this form to the Building Management right after moving in. Please inform to the Management as soon as possible in case of any changes. The Building's Security team will check the signature before allowing any office furniture or equipment to be moved out of the Building. Where the authorized signatory is not available, the Company seal may be applied to the Gate Pass to prove that the removal of the item(s) is officially allowed by the Tenant concerned.

Người phê duyệt: _____ Chữ ký: _____ Ngày: _____
Approved by: Signature: Date:

THÔNG BÁO SỰ CỐ CỦA KHÁCH THUÊ
TENANT'S INCIDENT REPORT

Khách Thuê/ *Tenant* : _____

Người báo cáo/ *Reported by* : _____ Phòng ban/ *Department*: _____

Số tầng / Khu vực
(*Floor/Premise*) : _____

Ngày thông báo
(*Date of report*) : _____

Sự cố/ *Incident*:

STT (<i>No.</i>)	Hạng mục (<i>Items</i>)	Khu vực/Tầng (<i>Area/Floor</i>)	Tình trạng (<i>Status</i>)	Ghi chú (<i>Notes</i>)

Người thông báo/Đại diện Khách Thuê
Reported by Tenant

Xác nhận của Ban quản lý toà nhà
Received by the Building Management

ĐĂNG KÝ VẬN CHUYỂN HÀNG VÀO TÒA NHÀ
GATE PASS REGISTRATION (IN)

Khách Thuê/Tenant :

Nhà thầu/ Contractor :

Đăng ký thang máy/Request lift : **Có/Yes** **Không/No**

Thời gian vận chuyển/ **Từ/ From:.....Đến/ To:.....**

Transportation time : **Ngày/Date.....**

Danh sách hàng hoá & tài sản vận chuyển / List of transported goods & assets

STT/ No.	Hàng hoá / Tài sản/ Goods/Assets	Số lượng/ Volume	Ghi chú / Lưu ý/ Notes/Comments

Người yêu cầu
(Đại diện Nhà thầu)
Requested by Contractor

Người yêu cầu
(Đại diện Khách Thuê)
*Requested by Tenant's
representative*

Người phê duyệt
(Đại diện Ban quản lý)
*Approved by Building
Management's representative*

Ngày/ Date:
Tên/ Name:

Ngày/ Date:
Tên/ Name:

Ngày/ Date:
Tên/ Name:

ĐĂNG KÝ VẬN CHUYỂN HÀNG RA TÒA NHÀ
GATE PASS REGISTRATION (OUT)

Khách Thuê/Tenant :

Nhà thầu/ Contractor :

Đăng ký thang máy/Request lift : **Có/Yes** **Không/No**

Thời gian vận chuyển/ **Từ/ From:.....Đến/ To:.....**

Transportation time : **Ngày/Date.....**

Danh sách hàng hoá & tài sản vận chuyển / List of transported goods & assets

STT/ No.	Hàng hoá / Tài sản/ Goods/Assets	Số lượng/ Volume	Ghi chú / Lưu ý/ Notes/Comments

Người yêu cầu
(Đại diện Nhà thầu)
Requested by Contractor

Người yêu cầu
(Đại diện Khách Thuê)
*Requested by Tenant's
representative*

Người phê duyệt
(Đại diện Ban quản lý)
*Approved by Building
Management's representative*

Ngày/ Date:
Tên/ Name:

Ngày/ Date:
Tên/ Name:

Ngày/ Date:
Tên/ Name:

ĐĂNG KÝ LÀM VIỆC NGOÀI GIỜ
OVERTIME REGISTRATION FORM

Khách Thuê/ Tenant : _____

SĐT liên hệ/ Contact number : _____

Số lượng người/ Number of people : _____

Giờ làm thêm/ Overtime Hours : **Từ/From:** _____ **Đến/To:** _____

Ngày/ Date : _____

Đăng ký sử dụng điều hòa/ Registered Air – conditioning : **Có/Yes** **Không/No**

Ghi chú/Remark:

Tổng chi phí sẽ được nhân theo tổng số giờ đăng ký. Chi phí điều hòa ngoài giờ theo như bảng phí đính kèm.

The charges will be assessed in hourly increments. The overtime air-conditioning fee as per the attached fee scale.

Xác nhận
bởi đại diện Khách Thuê
Confirmed by Tenant

Xác nhận
bởi đại diện Ban quản lý/
Approved by Building Management

Tên/ Name:
Ngày/ Date:

Tên/ Name:
Ngày/ Date:

BM-KH-011

**ĐĂNG KÝ NHÂN VIÊN CẤP QUYỀN MÃ QR
DÀNH KHÁCH MỜI CỦA KHÁCH THUÊ**
TENANT'S QR CODE REGISTRATION

Khách Thuê/Tenant : _____

Tầng/Floor: _____ **Số phòng/Unit:** _____

Điện thoại/Office Tel: _____ **Số fax/Fax No.:** _____

Ngày/Date: _____

Nhân viên 1 <i>Tenant 1</i>	Chức danh/ Title	Ban/Department	Số ĐT liên hệ <i>Tel. Number</i>
Nhân viên 2 <i>Tenant 2</i>	Chức danh/ Title	Ban/Department	Số ĐT liên hệ <i>Tel. Number</i>

Chữ ký/Signature (Đầy đủ tên/Full name): _____