



Правила распорядка Бизнес-центра АО «Estate Management Company»
«Estate Management Company» АҚ Бизнес-орталығының тәртіп ережелері
Rules of procedure of JSC «Estate Management Company» Business center

APPROVED BY
«Estate Management Company» JSC Management Board
Protocol No. 107/EMC-EB dated December «30», 2021



RULES OF PROCEDURE OF “Estate Management Company” JSC BUSINESS CENTER

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1. Terms, definitions and abbreviations

Lessor – “Estate Management Company” JSC

Lessee – an individual, individual entrepreneur or legal entity temporarily using the premises and / or parking area (parking spaces) located in the building of the Business center on the basis of a lease agreement and on a fee basis

Building/Business center – a Business-center with the adjacent territory owned by the Lessor by the right of ownership

Lease agreement – the Lease Agreement, all appendices to it, including Applications for Accession, additional agreements that are an integral part of the Contract, based on the requirements of the current legislation of the Republic of Kazakhstan.

Premises – a part of the Building leased to the Lessee under the terms of the Lease agreement

Parking or Ground Parking – ground or underground parking spaces on the territory of the Building leased by the Lessee from the Lessor

Manager – an employee who provides management of the Business center, its services, with the provision of service for Lessees

Public areas – areas of the Business center accessible to employees, partners, customers, visitors, guests, representatives of the Lessor and the Lessee, other lessees, in the manner prescribed by the Lessor (lobbies, halls, corridors, vertical spans, sanitary facilities, parking, etc.), except for the leased Premises

Damage – damage or destruction to the Premises and / or Building, any utilities of the Building, etc.

Visitors – guests of the Lessee and other persons invited by the Lessee

TS – Technical service of the Business center

FS – Firefighting service of the Business center

SM – Safety measures



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2. General provisions

2.1 Present rules of procedure of business center (hereinafter- the Rules) establish the procedure of Business centers owned by the Lessor.

2.2 The Rules are designed to protect health, life and property of the Lessor, the Lessee and the Visitors of the Business center and to create favorable working conditions, environmental protection and fire safety in the Business center.

2.3 The Rules define the order of interaction between the Lessor, the Manager, the Lessees and the Visitors of the Business center for its optimal use.

2.4 The rules are an integral part of the Lease agreements and are binding on Lessees in full regardless of their legal form.

3. General rules

It is requested to understand the following requirements providing for security and comfortable stay in the Business center:

All Lessees of the Business center must:

3.1 In case of emergency, contact the emergency services of Almaty city by contact phone numbers and the Manager at the same time;

3.2 Not clutter the Public areas, evacuation corridors and exits of the Business center with furniture and garbage;

3.3 Familiarize themselves with the storage areas at the fire cabinets (PCs) with primary fire extinguishing equipment (fire extinguishers) and fire hoses;

3.4 Familiarize themselves with the evacuation plans in case of an emergency;

3.5 In written form, agree with the Lessor on installation of advertising signs, banners and stands in Public areas and on the facade of the Business center, as well as on changes to the exterior of the Premises and the facade of the Business center;

3.6 Smoke (including e-cigarettes) only in a specially designated area adjacent to the Business center, as specified in Annex No. 1 to the Rules;

3.7 Comply and ensure compliance by the employees, the partners, the customers, the visitors and guests to the sanitary and epidemiological norms and rules, safety regulations, rules of civil defense, rules for the operation of electrical appliances and electrical installations, fire safety regulations and to be responsible for violation of such requirements.

3.8 Develop organizational measures and to conduct personnel training in emergency situations, to train personnel to act in such emergency situations as well as to familiarize them with the location of all emergency exits and evacuation routes from the Premises. It is possible to contact the Manager to develop such activities. The Manager is ready to assist every Lessee in such development.

The following is prohibited to perform in the Business center and on adjacent territory:

3.9 To bring and store flammable, chemical or explosive liquids and substances and firearms;

3.10 To use defective or excessive electrical equipment;

3.11 To place heavy objects with the weight exceeding 400 kg/m² in the distribution of the area of the Premises without the consent of the Lessor in the Building/Premises. The Lessor reserves the right to determine the position and size of the space for the installation of heavy objects in the Premises which should be placed on special supporting devices for weight distribution;

3.12 To dispose of garbage in the sewers of the Business center and to not leave garbage and waste in places unintended for this purpose in the Building and in Public areas;

3.13 To carry out any political propaganda, to collect signatures and votes, to conduct trade and other similar actions in the Public areas of the Business center contrary to the legislation of the Republic of Kazakhstan;

3.14 To take photos and videos in the Public areas of the Business center without prior approval of the Lessor.

Fire safety rules of the Business Center:

3.15 When using electrical appliances, it is FORBIDDEN:

- to use electric heating devices in the absence or malfunction of thermostats;



- to use electrical appliances in conditions that do not meet the requirements of the manufacturer's operating instructions, or electrical appliances that have malfunctions;
- to use electrical wires and cables with damaged or lost protective properties of insulation, install homemade inserts ("bugs") when the fuse-link blows out (this leads to overheating of the entire electrical wiring, short circuit, and fire);
- to charge smartphones/all kinds of gadgets from a computer/laptop.

3.16 Do not use damaged switches, sockets, etc.

3.17 It is not allowed to paint or cover the exposed electrical wiring with wallpaper.

3.18 It is not allowed to connect electrical appliances to sockets/extension cords/ mains filters whose power exceeds the rated power of the corresponding sockets/ extension cords/mains filters.

3.19 It is not allowed to connect several electrical appliances with increased power consumption (air conditioners, refrigerators, heating electrical appliances, etc.) to one extension cord /mains filter in order to avoid overloads, large transient resistance and overheating of the wiring.

3.20 If there is a smell of molten insulation or excessive heating of the wire during operation with the extension cord / mains filter, it is necessary to immediately disconnect the extension cord /mains filter from the mains.

3.21 It is not allowed to leave plugged-in sockets with devices (extension cords, surge protectors, heating appliances, laptops, computers) after working hours.

3.22 It is not allowed to leave plugged-in sockets with electric heating devices (electric stoves, boilers, fireplaces, irons, heating pads, etc.) for a long time, as well as the use of flammable materials as lampshades for electric lamps.

3.23 If malfunctions are detected in electrical installations and household electrical appliances (excessive heating or damage to the insulation of cables and wires, smoke emission, sparking), it is necessary to immediately de-power them, restarting is allowed only after the elimination of the problem.

3.24 The switched-on electric heaters must be installed on non-combustible thermal insulation pads.

3.25 Before leaving the premises for a long time, make sure that all-electric heating and lighting devices are turned off.

3.26 It is not allowed to store and stack goods (flammable goods, paper cartons, etc.) close to the walls, columns, and ceilings of buildings.

3.27 It is not allowed to block up passages, exits, corridors and vestibules when placing goods (flammable goods, paper cartons, etc.) for storage, including permanent or temporary.

3.28 It is not allowed to place (store) near electrical panels, electric motors, and starting equipment (including flammable) substances and materials.

4. Access to the Business center

4.1 The Business center has access control in order to normalize the access of Lessees and Visitors of the Business center, to prevent theft and unauthorized removal (export) and import of property and tangible assets, as well as to address other issues related to the security of Lessees, their Visitors and property.

Access to the Business center is as follows:

- through the main entrance of the Business center and then through the turnstiles which are equipped with Access Control System;
- through the entrance group from the Parking lot.

4.2 Lessees have 24/7 access to the Business center subject to availability of access cards. In case of scheduled meetings and reception of guests on holidays/weekends, the Lessee must inform the Manager in writing 2 (two) working days in advance, attaching a list of guests.

4.3 To access the Business center, access cards (the individual passes) are used both for the Lessees (and their employees) and for their Visitors.

4.4 Contact the Manager with a written statement and a list of all employees working in the Business center for registration of access cards. When changing the employees, the Lessee must inform the Manager and Security service of the Business center about this. The Lessee must promptly notify the Manager in case of any changes in the staff of the Lessee.

Each Lessee is required to provide the Manager with the names, phone numbers and addresses of two full-time employees who can be contacted in case of an emergency.



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The following validity periods are set for access cards:

- permanent access cards are valid for the duration of the Lessee's lease of the premises of the Business center or for the duration of the Lessee's employment relationship with the staff;
- guest (one-time) access cards are issued for a single visit, only during the Lessee's working hours, with logging of the Visitor's identity document, time of entry and exit in the Service Log of Front desk of the Business center.

4.5 In case a Lessee (or a Lessee's employee loses or damages the access card, the Lessee must immediately make an application to the Manager with explanation of circumstances of loss (damage) of the access card with the date and time of this event.

4.6 Guest (one-time) access card is issued for each Visitor individually and gives the right to enter the Business center only once, in the day of issue. Guest (one-time) access cards are issued with the verbal permission of the Lessees. When the Lessee's Visitors enter using guest (one-time) cards, it is logged in the Service Log of Front desk of the Business center. Visitors' exit is logged as well.

4.7 Guest (one-time) access cards are stored at the front desk, located at the main entrance of the Business center (1st floor).

4.8 In case of dismissal of employees or termination of the Lease agreement, the Lessee must hand over all access cards to the Manager of the Business center not later than the last working day of the dismissed employee.

4.9 In case of non-compliance with the rules set forth in this article, the Lessee shall be responsible in accordance with Annex No. 1 to present Rules.

4.10 The following persons are not allowed to enter the Business center:

- persons under the influence of alcohol or drugs;
- persons who do not have a permanent or temporary pass or identity document.

5. Keys / Magnetic cards (ACS) from the rented premises.

5.1 The Lessee must provide the Manager with a spare set of keys/magnetic cards (ACS) from all Premises in the Business center, if the Lessee does not have 24-hour security. A spare set of keys/magnetic cards (ACS) from the Lessees' Premise is stored in envelopes sealed by the Lessee's seal at the Security service of the Business center. Envelopes with keys/magnetic cards (ACS) can be inspected by the Lessee at any time for integrity.

5.2 The use of this set of keys/magnetic cards (ACS) is allowed only for elimination or localization of emergency situations in case of absence of the Lessee in the Premises. Usage of a spare set of keys / magnetic cards (ACS) is immediately reported to the Lessee by the phone numbers specified by the latter to the Manager, in accordance with article 4 of present Rules. In each case of usage of spare keys/magnetic cards (ACS) of the Lessee, an act of opening the envelope is executed in the presence of an officer of Security service and the Lessee (if present) and other staff services of the Business center. A copy of this act is provided to the Lessee.

5.3 In case the Lessee replaces the locking devices in the Premises, the Lessee must give the Manager a spare key/magnetic card (ACS).

6. Parking and parking rules in the Business center.

Parking on the territory of the Business center is a paid service. For Lessees of the Business center, the numbers of Parking spaces on the Ground Parking and their quantity are determined by the Lease agreement.

6.1 Distribution of the Parking spaces allocated by the Lessor in the Parking area and control of their use is carried out directly by the Lessee.

6.2 The entrance of the Lessee's vehicles to the Parking area of the Business center is carried out only if the Lease agreement provides for the Lessee to rent Parking spaces in the Parking area of the Business center.

6.3 The entrance of the Lessee's vehicles to the Parking area of the Business center is carried out on the side of the Business center where the barrier is installed, and the security officer is located.

6.4 The entrance of the vehicles of the Visitors of the Lessee (without unloading) to the Parking area of the Business center is permitted only after prior verbal notification of the Security service of the Business center. Parking of vehicles of specified persons should be temporary and only on the guest parking spaces of the Parking area, specified by the Security service of the Business center, or on the Lessee's Parking spaces.

6.5 Vehicles of the Lessee or the Lessee's Visitors, carrying out the delivery of cargo and other tangible assets to the Lessee, stop at the place of unloading.

6.6 The Lessee and the Visitors of the Lessee are prohibited to park vehicles in other people's Parking spaces and/or guest parking spaces not specified by the Security service, and during unloading goods – not at the place of unloading.



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6.7 Vehicular traffic on Parking area of the Business center and adjacent territory is carried out at speeds not exceeding 5 (five) km/h. The drivers of the Lessee or the Visitors of the Lessee must observe traffic regulations of the Republic of Kazakhstan and the road markings and are required to stop on demand of the Security service of the Business center.

6.8 It is forbidden to smoke, litter, leave vehicles idling with the engine running for more than 5 (five) minutes on the territory of the Ground Parking. It is not allowed to leave vehicles in a faulty condition (leakage of oil, brake fluid, antifreeze, etc.). The Lessee is not allowed to repair vehicles on the territory of the Ground Parking of the Business center. In case of urgent repair, the Lessee must notify the Manager, and, after obtaining approval, perform urgent repair, cleaning the territory from dirt and litter afterwards.

6.9 If the Lessee needs to leave the vehicle on the Ground Parking spaces rented by him for a period of more than 3 (three) calendar days, the Lessee must notify the Manager in writing.

6.10 Control over compliance with the Rules set forth in this article is entrusted to the Security service of the Business center.

6.11 In case of non-compliance with the rules set forth in this article, the Lessee shall be responsible in accordance with Annex No. 1 to present Rules.

7. Arrival and departure of Lessees to / from the Premises.

The procedure of arrival/departure of Lessees to/ from the Premises of the Business center is as follows:

7.1 It is needed to inform the Manager about the arrival or departure in writing 3 (three) working days before the date of arrival or departure to/from the Premises. Arrival/departure to/from the Premises of the Business center is permitted only on weekdays from 7:00PM to 01:00AM or on weekends/public holidays.

7.2 In order to avoid damage to the Public areas, it is necessary to take appropriate measures to protect the elevators, floors, ceilings and walls of the Public areas of the Business center with cardboard, plastic foil, etc. during the unloading or loading of property, equipment and materials.

7.3 After the arrival or departure procedure, the Lessee must clear the Premises and Public areas of garbage and foreign objects.

7.4 Upon departure, the keys to the Premises and access cards of all employees of the Lessee must be given to the Manager and the access control system to the office space must be dismantled.

8. Import and export of goods and materials.

8.1 Import and export of the Lessee's goods and materials including the delivery of everyday items (drinking water, stationery, small loads, consumables, etc.) to the territory of the Business center is carried out at the loading station.

8.2 Import and export of the Lessee's goods and materials is carried out by using only the fire escapes of the Business center. Using passenger elevators of the Business center for the transportation of goods is strictly prohibited.

8.3 Works on import/export of goods and materials should not create any inconvenience for the Lessor, other Lessees and Visitors of the Business center or interfere with the normal functioning of the Business center. The Lessee shall bear all associated costs and expenses.

During the import/export of goods and materials to/from the Business center, the Lessee is responsible for the following:

- During transportation of large-size materials, furniture and equipment around the Business center and adjacent territory and during arrival/departure to/from the Premises, the Lessee (or his chosen shipping company) is responsible for causing any damage to the Lessor and/or other Lessees and/or third parties by his actions/inactions (or the actions/inactions of his chosen shipping company);

- The Lessee is responsible for ensuring that the chosen shipping company has all the necessary licenses to carry out works/services;

- The renter is responsible for cleaning up boxes and other garbage, including that left by the shipping company. All packaging containers from the delivered furniture and equipment or other bulk waste must be removed from the Business center and disposed of by the Lessee at his own expense. It is forbidden to leave packaging materials (paper, sawdust, plywood, boxes, boards, etc.) in the Public areas of the Business center. The Manager has the right to suspend the above works performed by the Lessee and /or the shipping company chosen by the Lessee in violation of present Rules until such violations are eliminated. All Damages and/or material loss caused by the Lessee and /or the shipping company chosen by the Lessee as a result of import and export of goods and materials to/from the Business center or caused by the items belonging to the Lessee, shall be repaired at the Lessee's expense and/or reimbursed by the Lessee.



8.4 An Act determining amount of damage and/or loss and the order of its elimination/compensation of the Lessee shall be made about damage and/or material loss caused by representatives of the Lessor, the Lessee, the Manager or the shipping company (if any).

9. Elevators.

9.1 The Business center is equipped with elevators for passenger transportation.

It is strictly forbidden to use the passenger elevators of the Business center to move any loads, boxes, etc., as well as to transport ready-made food products that emit odor; chemical, toxic and explosive substances.

9.2 The Lessee and his employees shall not overload the elevators of the Business center and shall consider their maximum permissible load indicated on the wall of the elevator cabin.

9.3 All elevators of the Business center are equipped with two-way communication with the elevator service company. In the event of an emergency stop of the Elevator cabin, please remain calm, press the call button and wait for a response on the necessary actions before the arrival of the duty elevator mechanic to take measures to repair the elevator.

It is forbidden to open the doors of the Elevator of the Business center and try to get out of it, even if the Elevator stopped directly on the floor.

Remain calm and follow the instructions of the duty officer or elevator mechanic.

9.4 In case of non-compliance with the rules set forth in this article, the Lessee shall be responsible in accordance with Annex No. 1 to present Rules.

10. Garbage collection/disposal.

10.1 Lessees are allowed to store municipal waste and trash in designated areas for the collection of waste and garbage located in the territory adjacent to the Business center (in the backyard).

10.2 Cardboard boxes should be disassembled and stacked in a container specially designed for this purpose, located in the territory adjacent to the Business center (in the backyard).

10.3 Lessees take out bulk waste and construction garbage from the territory of the Business center independently at their own expense. Until the date of removal agreed with the Manager, the Lessee stores garbage in the Premises.

10.4 It is forbidden to store any garbage in Public areas as well as to dump and store bulk and construction waste in containers for municipal waste. In case of non-compliance with the rule set forth in this article, the Lessee shall be responsible in accordance with Annex No. 1 to present Rules.

11. Rules for the Premises.

11.1 The Lessee must familiarize employees, visitors, partners, customers and guests with the rules of presence and carrying out works in the Business center.

12. Mail delivery

12.1 Mail addressed to the Lessee is delivered through the main entrance of the Business center by couriers and is left at the front desk of the Business center.

12.2 Mail addressed to the Lessee (or employees of the Lessee) which requires a receipt is delivered directly to the addressee. In this case, the courier should be registered as a visitor of the Business center.

13. Lost and found.

13.1 All things and objects forgotten by the Lessee or the Lessee's Visitors in the Public areas of the Business center and found by security officers or the Manager are stored at the Head of Security.

13.2 All finds found inside the Business center are marked with the location, date and time of their discovery.

14. Services of the Manager.

To provide services in the Business center, the Manager has the following services:

- Technical service;
- Occupational Health and Safety service;
- Cleaning service;
- Firefighting service;
- Front desk service.

14.1 Building manager



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Manager in the Business Center provides the provision of all necessary services for Lessees and considers their questions, suggestions and complaints.

During off-hours, as well as on weekends and public holidays, there is a duty shift of technicians, Security service officers and cleaning service specialists in the Business Center.

Front desk service working time is Monday to Friday, 9:00AM- 6:00PM. On the rest of the days, a dispatcher on duty receives the phone calls.

14.2 Payment for utility services

The amount of monthly payment for the consumption of municipal water and sanitation services is paid by the Lessee according to meter readings.

The amount of monthly payment for the consumption of municipal water and sanitation services is paid by the Lessee according to meter readings.

Also, the Lessee shall reimburse a Lessee's share of the heating value during the heating season to the Lessor:

The calculation is performed according to the formula:

$D = S_{ap} / S_{gross} * K$, where

D - the amount of the Lessee's share of the heating value;

S_{ap} - the area of premises leased by the Lessee;

S_{gross} - the areas leased in the Building;

K - heating costs in the Building according to invoices of the utility supplier.

The Lessee's obligation to the electricity consumed in the Building is defined as follows:

- in the Premises- according to indications of meters;
- electricity consumed by power equipment, elevators, chillers, duty night lights and other auxiliary equipment necessary for the normal functioning of the Building is distributed to all Lessees according to the formula:

$E_{share} = Q_{w/o m} / S_{gross} * S_{la} * T$, where

E_{share} is the amount of the Lessee's share of electricity, excluding consumption by meters of all Lessees of the Building (tenge);

Q_{w/o m} is the amount of electricity consumed in the Building (in kW/h) excluding consumption by meters of Lessees;

S_{gross} is the areas leased in the Building;

S_{la} – the area of the Lessee's Premises.

T is the average tariff for 1 kW/h according to the invoice of the electricity supplier.

14.3 Functions of the front desk service:

- visitors' registration;
- informational support;
- acceptance of Lessees' applications and transmitting requests to the relevant services of the Manager;

14.4 Security service

Security of Public areas of the Business center is carried out by a professional organization licensed for security activities contracted by the Lessor.

The functions of the Security service are to organize access control to the Building (including: Public areas, Premises, Ground Parking and area adjacent to the Business center), including round-the-clock video surveillance.

Within the Premises, the Lessee is solely responsible for his own safety.

14.5 Technical service

TS is tasked with maintaining all engineering systems in the Business center, keeping Public areas in working order and ensuring the specified parameters of the functioning of engineering equipment in the Business center.

TS is represented by a staff of technical specialists of the Manager working 24/7, as well as engineers working 8 hours and 5 days a week. TS is managed by the Manager. TS specialists wear a special uniform with the logo of the service companies.

14.5 Cleaning service

Cleaning service of the Business center ensures that the Business center's adjacent area and Public areas are kept clean.

Comprehensive cleaning services are only available in the public areas of the Business center.

Lessees are prohibited from draining food waste and any liquids that contribute to clogging the drain and damaging the surfaces of the plumbing equipment of the Business center, into sinks and toilets.

14.6 Firefighting service



FS is responsible for conducting general training on evacuation from the Business center at least 2 times a year. The Lessee (employees of the Lessee) must participate in trainings and to observe all requirements of FS in the Premises.

In order to comply with the rules of fire safety in the Business center, the Lessee and his Contractors must:

- comply with fire safety requirements, as well as to observe and maintain the fire regime;
- conduct regular briefings with employees in order to prevent false alarms. It is forbidden to carry out any work near the smoke sensors, as well as to include humidifiers or similar devices, disperse dust, touch the sensors, carry/move them;
- obtain the approval of the head of the Occupational Safety and Health Service during hot works;
- during performance of hot works, receive the order of the admission on carrying out these works from the head of the Occupational Safety and Health Service. By hot works, this paragraph refers to the production operations associated with the use of open fire, sparking or parts (structural elements) heating to temperatures that can cause ignition of substances, materials and structures (welding, cutting, soldering using the energy of an electric arc, gas flame and plasma arc, heating structures, equipment and communications electric heaters, blowtorches, gas and liquid burners, metal machining with the formation of sparks), etc.;
- appoint, on the basis of the order, the person responsible for a fire condition in the Premises and transfer a copy of the order to the Manager;
- not allow smoking inside the Business center;
- place fire safety regulations, as well as evacuation plans in prominent places of the Premises. Fire safety regulations for the Premises must be signed by the Lessee's employee responsible for fire safety and approved by the Lessee's supervisor. Evacuation plans should be posted in prominent places of the Premises so that each employee of the Lessee has the opportunity to familiarize with them.

The Lessee is forbidden to:

- allow storage of any flammable, combustible, explosive and toxic liquids, materials and substances in the Premises of the Business center, Underground Parking, Ground Parking, Public areas;
- lock the doors from the lobby of the freight Elevator of the Business center. To ensure security, the Lessee may install an access control system (ACS) with mandatory unlocking in case of fire alarm in the Business center;
- leave working electric heaters unsupervised.

The doors of the emergency exits of the Business center and other doors on the escape routes must be opened in the direction of the exit from the Business center.

The doors of emergency exits from the floor corridors of the Business center, halls, foyers, lobbies and stairwells should not have locks that prevent their free opening from the inside without a key.

15. Medical help

15.1 In case of an accident that occurred in the Business center or on the area adjacent to the Business center, the Lessee must:

- immediately call an ambulance by calling 103;
- notify the Manager of the accident, which will quickly provide assistance to the victims, if necessary;
- stay close to the victim until the ambulance arrives;
- draw up a tripartite Act on an emergency, signed by representatives of the Lessee, Security service and the Manager.

16. The order of repair works in the Premises.

16.1 All the Lessees must:

- get approval for repair/reconstruction of the Premises from the Lessor;
- provide the Lessor with a letter indicating the list of contractors involved (name, identity card/passport), place and period of works, as well as to update the lists, if necessary;
- coordinate works related to the intervention in the general systems of the Business center (water drain, fire sensors turning off, etc.) with the Manager beforehand;
- provide written requests for the entry of trucks and follow the instructions of the Manager on the time and route of movement in the Business center;
- provide the original of project documents approved by the authorized bodies of the Republic of Kazakhstan, and transfer a copy to the Manager;



- carry out noisy works, painting and welding works outside working hours.
- carry out works in accordance with the building codes of the Republic of Kazakhstan (hereinafter SNiP RK) and with the approval of the Manager;
- remove all accumulated construction garbage and waste on a daily basis;
- familiarize all contractors with the rules of presence in the Business center.

16.2 The Lessees and their contractors are forbidden to:

- use passenger elevators of the Business center for transportation of building materials and waste;
- clutter and contaminate evacuation routes and Public areas with construction materials and waste;
- store gas cylinders and flammable liquids in an amount exceeding the need for one work shift;
- close waterproofing and heat-insulating coverings, electric gaskets, heating, water, drainage and sewer networks without certification.

A survey with participation of the Manager is made with registration of the corresponding acts for concealed works;

- drain water from cooling systems without written notice;
- dismantle, transfer of fire hydrants from the design position;
- dismantle, transfer from the design position and disconnection of fire alarm sensors;
- carry out sanitary and technical works on the operating rising mains of heating and hot and cold water supply;
- supply of three-phase power supply to the reconstructed premises without prior application to the Manager;
- use of non-certified materials;
- for employees of contractors carrying out repair and construction works in the Business center, to be present in the Business center wearing dirty working clothes;
- use passenger elevators in the Business center by contractors' representatives wearing working clothes;
- drink alcoholic beverages, being under the influence of alcohol and in a state of intoxication in the Business center;
- accommodate in the Business center.
- carry out noisy work and activities in the Business center from 11:00PM to 6:00AM.
- carry out noisy and painting works inside the Business Center from 8:00AM to 7:00PM.

17. Responsibility of the Lessee

17.1 The Lessee is responsible for violation of present Rules.


17.2 The list and amount of penalties charged to the Lessee for violation of present Rules is specified in Annex No. 1 to the Rules.

17.3 The Lessor / the Manager records violations committed by the Lessee's employees and/or visitors of the Lessee and / or contractors of the Lessee in the Act. The act is drawn up by the representative of the Manager in the presence of the Lessee and a representative of the Security service. One copy of the Act is sent to the Lessee, the second remains with the representative of the Security service and the original remains with the Lessor.

17.4 The Lessee is responsible to the Lessor for any damage or loss caused by acts or omissions of his employees or visitors of the Lessee and/or his contractors, such as direct and actual damage of Public areas or violations of public order as provided in the Rules, and repair works, refundable within 3 (three) calendar days from the date of the Lessor's request.

17.5 The Lessor shall issue a written warning to the Lessee based on the Act of detected violations. If the case of violation is repeated, the Lessor, on the basis of the Act of detected violations, shall make the Lessee a claim for payment of penalties in the amount established in Annex No. 1 to present Rules. Penalties must be paid by transferring funds to the account of the Lessor, no later than 5 (five) working days from the date of receipt of the relevant requirements by the Lessee.

17.6 In case of violation of present Rules by an employee of the Lessee, penalties shall be applied to the Lessee and shall be payable to the Lessor on the basis of the invoice issued by the latter. The Lessee undertakes to familiarize all his employees with present Rules with signed acknowledgement.

	<p>Правила распорядка Бизнес-центра АО «Estate Management Company» «Estate Management Company» АҚ Бизнес-орталығының тәртіп ережелері Rules of procedure of JSC «Estate Management Company» Business center</p>
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Annex No. 1

**PENALTIES
FOR VIOLATION OF RULES AND REGULATIONS OF THE BUSINESS CENTER**

No.	List of violations	Violation
1	Smoking in undesignated areas (including e-cigarettes)	10 MCI
2	Non-compliance with the rules of parking vehicles	10 MCI
3	Non-compliance with road markings	10 MCI
4	Exceeding the speed limit on the territory of the Business center	10 MCI
5	Violation of the rules of use of elevators in the Business center	10 MCI
6	Violation of the order of waste disposal, cluttering Public areas of the Business center	10 MCI
7	Dumping and storage of building materials in public areas	10 MCI
8	Uncoordinated placement of advertising signs, banners or stands in Public areas or on the facade of the Business center	10 MCI
9	Presence of doors on the escape routes without ACS	10 MCI
10	Clutter of emergency exits and elevator lobby	10 MCI
11	False fire alarm triggered by the fault of the Lessee or his Contractor	10 MCI
12	Violation of the rules of repair work by the Lessee or his Contractor	10 MCI
13	Loss of access cards	10 MCI

Term of elimination of any of the above violations occurs immediately after drawing up the Act of the detected violations.