

IFS

国际金融中心
CHENGDU IFS

Tenant Handbook

Office

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Our Mission

It is our objective to provide quality management service and an ideal working environment for our tenants. Our IFS staff would do their best to accommodate tenants' needs. We welcome any comments and suggestions on improving our service standards. We are committed to bring total customer satisfaction to all our tenants.

As the managing agent acting on behalf of the Landlord, we provide our tenants including but not limited to the following services:

- Coordinating tenants' fitout works
- Tenant-related services
- Handling tenants' enquiries and complaints and providing assistance
- Maintaining proper operation of facilities and equipment in the public area
- Keeping the public area in clean and hygienic conditions
- Providing security service to the office area and maintaining the order therein
- Providing an ideal environment, including holiday decorations

Official Website	:	www.cdifs.cn
Business hours of Management Office	:	09:00 - 18:00
Address of Management Office	:	9 th Floor, Office Tower 1, Chengdu IFS
Phone number of Management Office	:	(028) 6939 9111
Fax number of Management Office	:	(028) 6939 9966
Email address of Management Office	:	cs@cdifs.cn
Address of Customer Service Center (CSC)	:	LG1, Chengdu IFS Shopping Arcade
Fax number of Customer Service Center	:	(028) 6939 9900
24-hour Service Hotline	:	+86 (28) 6939 6939

Handling of tenant's enquiries and provide assistance:

Leasing Department	(Tel:) (028) 6250 7378
Centre Operations Department	(Tel:) (028) 6939 9625
Tenant Services Department	(Tel:) (028) 6939 9738
Technical Department	(Tel:) (028) 6939 9110

Introduction



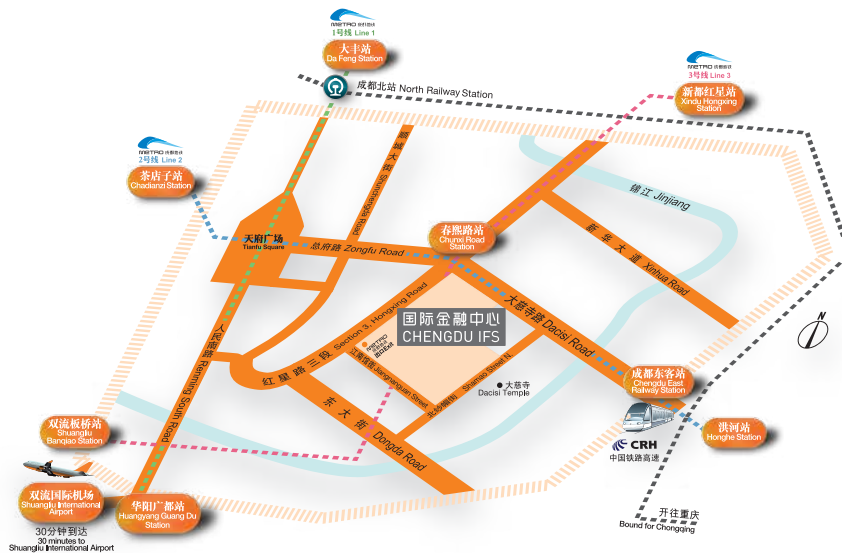
IFS is owned by Hong Kong's The Wharf (Holdings) Limited and managed by Harriman Property Management Ltd, a management arm under Wharf, which enjoys comprehensive international management experience and distinguished reputation in the industry.

We have compiled for you this handbook to provide extensive details of facilities and services you can enjoy as one of IFS privileged tenant.

Perfectly situated at the heart of Chengdu's Central Business District, IFS is an iconic architecture newly defining the skyline of the city. Blessed with the heritage of over a century's business legend, the mega retail and commercial complex features distinctive landmark design, state-of-art technology and easy accessibility which make it easily stand out in the vibrant hub of the city. IFS is definitely the ultimate destination for insightful multi-national enterprises seeking to further expand their prominent presence.

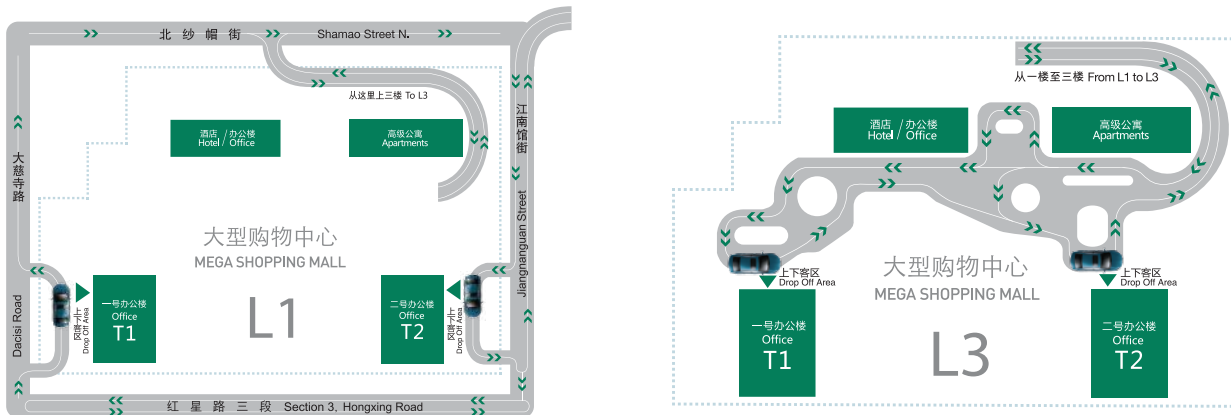
IFS sits strategically atop the premium core of CBD right next to Chunxi Road Pedestrian Street, located at the intersection of Metro line 2 and 3, it takes only about half an hour to reach Shuangliu Airport visa metro line. The metro line is connected with high-speed rail line; you can take metro line and change for high speed rail line to Dujiangyan, Leshan and Chongqing. It takes just about ten minutes to arrive Chengdu East Rail Way Station and you can change for high speed railway there. There are 11 bus lines making it available to reach the whole city, offering unparalleled commuting convenience.

Introduction



IFS comprises of two office towers, with a total construction area of 260,000 square meters. Standing at 248 meters high, the towers are one of the tallest buildings in Chengdu. The standard floor area is about 2,800 square meters with ceiling height of 3 meters, whereas the 20th and 41st floors are the refuge floors. The trading floors are located on 19th, 40th and 50th Floors with 3 meters ceiling height on 19th and 40th Floors, and 3.2 meters on 50th Floor. This forms the one of the tallest grade A office buildings in Chengdu.

The basement car park has approximately 1,700 parking spaces between LG3 and LG5. All hourly parking spaces are built-in with a parking assist system. Loading dock is on LG3 with height restriction at 4.0 meter.



There are several drop off area on L1 and L3 of the office building, making it convenient for you to reach the office by car.

Building Facilities

Automated Office Management System

The major automated facilities of the office building includes building management system, power and water supply system, fire control system, air-conditioning system, water leakage detection system, remote meter reading system, background music broadcasting system, intercom communication system, communication system and security system etc. These systems are managed by the automated office management system, which is controlled by designated officers to ensure the safety of the tenants and the normal operation of the system.

Public Lighting System

Monday to Friday 08:00 to 19:00

Saturday 08:00 to 13:00

Other than the abovementioned time slots and public holiday, the office building will retain the emergency lighting for the public area only.

Elevator System

There are 24 high-speed passenger elevators, 2 freight elevators and 3 garage elevators in Tower 1 and Tower 2 of the office buildings. The passenger elevators are to meet the daily needs of the tenants when using the office buildings.

Elevators in the main building	Elevator	Quantity	Service area/floor	Speed (meter/second)	Capacity (kg)	Lift area (width*depth*height) mm
	L1-L6 Office building Passenger elevator	6	3,7-19	4.00	1,800	2000*1800*3200
	L7-L12 Office building Passenger elevator	6	3,7,21-30	4.00	1,800	2000*1800*3200
	L13-L18 Office building Passenger elevator	6	3,7,31-40	7.00	1,800	2000*1800*3200
	L19-L24 Office building Passenger elevator	6	3,7,42-50	7.00	1,800	2000*1800*3200
	L25-L26 Office building Fire freight elevator	2	B5-1,3,7-50	6.00	1,600	1800*1800*3200
	L27-L29 Office building Shuttle elevator	3	B5-B3,1,3	1.75	1,600	1600*2000*3000

The above information is for reference only. Details to be finalized after installation.

Outside office hours, the passenger elevators will provide limited service while the freight elevator will be stopped. The tenants can contact the customer service centre for assistance.

Building Facilities

Air-conditioning System

The office lobby adopts quantitative low wind-speed single duct ventilation system. The office in the office tower uses air handling units with dual duct air ventilation system. The dual duct serves the inner and outer zone. The inner zone is provided with cool air only. In response to the room temperature of the outer zone, the system will provide either cool or warm air. The end of air ventilation system is connected to a number of crack diffuser. The ceiling ventilation system specializes in recirculation. Central supply via Variable Air Volume System, air handling units and ducting on each floor which design for typical floor to 1, 2, 3, 4 zones of the building.

Air conditioning service hours

Monday to Friday	08:00 to 19:00
Saturday	08:00 to 13:00 (Except National Public Holidays)

If tenants need extra air-conditioning service, please fill in "Application Form for Additional Air-conditioning Supply" (Appendix 1) and fax it to the Customer Service Center (CSC). Tenants can also obtain the form from the Customer Service Center at the lobby, or download it from official website of IFS.

To ensure our provision of the extra air-conditioning service, tenants are kindly reminded to lodge the application form to the customer service center in not less than 3 hours before.

Power System

The office tower is powered by the "Individual 2 phases 10KV". At the same time, the office tower is equipped with emergency electricity generator to provide back-up electricity (such as fire system, emergency lighting, tenant's IT room (prior application required) in emergency situation) if the "Individual 2 phases 10KV" breaks down to ensure the electricity supply to the major systems of the office tower is not being interrupted in a certain period of time.

Security System

To ensure the security and operation of the building, the office tower is installed with IC Card Access Control System, CCTV Surveillance System, Security Alarm System Access Control and Wireless Patrol Electronic System.

All the main entrances and exits are installed with computer IC Card Gate System. The system will alert the security when any non-registered person tried to pass through it. The system also automatically stop any non-registered person from entering the building.

Fire System

The office building is installed with Automatic Sprinkler System, Fine Powder Extinguishing Equipment, Heptafluoropropane Gas Flooding Fire Extinguishing Equipment, Automatic Fire Alarm System, Emergency Lighting and Emergency Power Systems, Fire Broadcast System, Outdoor Fire Extinguishing System, Indoor Fire Extinguishing System, Fire Reel System, Portable Fire Extinguisher, Natural Smoke Exhausting System, Staircase Pressurization System.

Regular tests will be provided to the Fire System to ensure its normal operation. If any fire accidents occur, the Fire System will send alarm signal to relevant parties. The security guards and the fire fighters will arrive at the scene as soon as they can to manage the crisis so as to ensure the safety of the tenants and the visitors.

Building Facilities

Public Broadcasting System

Each floor of the office building is installed with broadcasting equipment that is connected to the building's public broadcasting system. This system is mainly used for broadcasting emergency message and background music.

Cable Television Broadcasting System

The office building is installed with cable television broadcasting system and provides high-definition digital television channels for tenants.

Wireless Network

The Lobby of Level 1, 3 and 7 of the office building provides wireless broadband internet service, allowing the tenants' uninterrupted communication with the outside.

Telecommunication Facilities

To meet the variety of needs of the tenants, the office building is installed with a dual mode fiber system.

Pantry

There is a pantry on each floor of the office building, equipped with water supply and drainage system.

Toilet

There are one male, female, accessible toilet and two executive toilets (with shower facilities providing hot and cold water) on each floor.

The toilet is cleaned with imported cleaning equipment. The floor is covered with quality non-slippery tiles while the walls are covered with matted tiles. The ceiling is covered with fire-resistant gypsum boards.

Building Services

Concierge Service

The Customer Service Center is located at the lobby of the office building. Tenants only need to give them a call, our staff will promptly answer any queries from the tenants concerning the office building and provide services at their request.

The office also provides other one-stop five-star luxury hotel services, including:

- Doorman and bellboy service
- Umbrella borrowing service
- Taxi booking service
- Ticket reservation service
- Restaurant and hotel recommendation and booking service
- Chinese-English translation service
- Accommodation leasing advisory service
- Luxury car rental service
- Car parking service
- Luggage storage service

Lost and Found

If you found any item that does not belong to you in the public area of the office building, please take it to the Customer Service Center at the lobby of the office building, and provide the following information:

- The place where the item is found
- The time when the item is found
- The name and contact information of the person who found the item

The customer service officer will record the information of this item and will keep the item in their custody for three months. If they find any identification documents in the item, or the item is a luxurious object such as watch or jewelry, we will pass the item to the police. If it is just an ordinary item, after the expiry of the three-month-period, we will handle it according to law and regulations.

If tenants need our help to look for their lost belonging, please contact our Customer Service Center at the lobby or call our 24-hour-hotline. If the lost item is not found, the customer service officer will record the personal information of the tenant and the information of the lost item, in order to return the lost item to them if it is found.

Mailing Service

We provide outsourced professional postal service, dedicating staff to handle mails, newspaper, magazines and express mail. Please call our 24-hour hotline for more information.

Maintenance Services

Our maintenance team consists of experienced and veteran professionals to provide 24 hour repair and maintenance service.

Tenants will be responsible for the renovation and maintenance work of the facilities in their own units. If the facilities in the tenants' offices need to be repaired, they can contact the 24-hour-service hotline and get in touch with the engineering department for paid repairing services.

Should testing and maintenance works need to enter your premises, Customer Service Center will give prior written notice. During operation, please be with escorting participation. In case of emergency, the customer service center will give prior oral notice. We seek the kind co-operation of the tenants.

Building Services

The Public Information Services of the Building

There are real-time broadcasting services provided in the lobby of the first floor and the passenger lift to provide updated financial reports, weather forecasts and news highlight etc. In case of emergency, the office building will alarm through the emergency broadcast system, together with mass alarm through SMS (Short Message System) and notify forthwith all the tenants' representatives.

The office building also provides LAN services. Tenants can find out the current status of the building and make reservation of a variety of our service through the LAN service system.

Information Display on the Monitor

The screen in the lobby only provides tenants' information guideline, but not advertising services. The tenants have to submit a written application (see Appendix 2) to the Customer Service Center one week in advance and provide the multimedia file.

The passenger lift is installed with screen to display specific information of the office building and the company name and logo to tenants who leased the entire floor of the office building. When the passenger lift reaches the floor of the tenant's office, the screen will show the particular company name and logo. For more details, please call the 24-hour service hotline.

Parking Service

The underground car park is installed with an automatic identification system. The entry and exit charges are managed by an advanced barcode card system. There is a shroff office at every entrance and exit of the car park and car parking charging machine at the lift lobby of LG3 to LG5 to facilitate the traffic.

Parking Hours: 24 hours

If tenants need to rent parking space, please call the 24-hour service center to contact the Customer Service Center.

Cleaning Services

Cleaning Team

Our professional cleaning team is solely responsible for the cleaning of all the public areas of the office building. If the client needs special arrangements, please inform the Customer Service Center in the lobby or call our 24-hour hotline.

Pest Control

Our professional cleaning team will carry out pest control in all public areas of the office building on a regular basis.

Cleaning Time

Cleaning work will be conducted in the public areas of all the floors of the office building outside normal office hours. Schedule of such cleaning work is as below (to be adjusted from time to time):

Monday to Saturday	07:00 to 08:30 and 19:00 to 22:00
Sundays and National Public Holidays	Full Day (if necessary)

The carpet in the public areas is cleaned and applied with pesticide on a regular basis. Regular cleaning, sterilization and pest control will be conducted in the refuse collection room and the surrounding areas.

Cleaning Service in Tenants' Rented Unit

Tenants will be responsible for the cleaning of their own units. In consideration of the general security issue of the office building and the quality of our service, the Customer Service Center will recommend a particular cleaning company to provide cleaning service for tenant upon request.

If tenants need to dispose large amount of rubbish, they can inform the Customer Service Center. We will designate manpower to clean up the rubbish in a timely and effective manner at tenants' cost.

The Customer Service Center will conduct auditing of the recommended cleaning company's quotation, and provide a reasonable daily cleaning quotation for the tenants' reference. The charge stated in the quotation varies with the costs of labor and materials. The Customer Service Center will have to approve such amendment first and give prior notice to the affected tenants.

If the tenants retain their own cleaning companies to conduct cleaning work in their units, they have to provide the company information and cleaning time of these cleaning companies to the customer service center for better co-operation and management. In this circumstance, we will not be responsible for the quality of the cleaning work and charges of this cleaning company.

If you need any help, please call us at the 24-hour service hotline.

Security

A team of professional security staff who received rigorous training to provide a comprehensive security service to the entire office building. Close-circuit television monitoring system is installed in the lobby area, lifts, underground car park, all major passages, refuge area (device zone), major engineering room. These security systems operate for 24 hours and are managed by the office building's automated system.

Goods Management System

If the tenants or their employees need to transport goods, equipment, furniture or other bulky items from the building, they must have an exit slip stamped with the company chop and signature of the authorized signatory of the tenant (copy not accepted).

1. If the tenants need to move items out of the building, they are asked to fill out the "Gate Pass" (See Appendix 3), and pass the form to the security guards at the entrance for review. Tenants can obtain this form from the Customer Service Center in the lobby, or download it from the main page of IFS website.
2. For better management of the logistics, if the tenants plan to move more than 3 items of office furniture or equipment, they have to apply to the Customer Service Center for special arrangement.
3. Transportation of bulky items must be taken to the security screening room on the LG3 floor near the unloading platform for standard checking.

IC Access Card

The main entrances of the office building are installed with the IC card access system. The system will read the tenants' pre-registered IC access card and allow the tenants to enter the building. All visitors or contractors will be required to make prior registration and specify their visiting purpose. Tenants are advised to remind your employees, servicing officers, agents and visitors about this arrangement.

Before settling down in the office tower, the new tenants have to submit their written application of the IC access card to the customer service center. The tenants have to specify the number of IC card required, the time limit of the cards on application form (see Appendix 4), which is to be stamped with the company stamp. Upon receiving the application form from the tenants, the Customer Service Center will provide the IC access card to the tenants after 5 working days. If the tenants need more IC access card, they have to follow the above application procedure as well.

Delivery officer of water / food / mail delivery have to enter the office building through the security office to finish the registration process and obtain a IC access card, which allow them to use the freight lift to reach the floor they want to go to. After finishing their work, they can go back to the security room on LG3 to return the IC access card and leave the building.

The entry of the building outside office building is managed by the IC card access system. The office building's lifts are also controlled by the IC card access in order to stop suspicious and unregistered persons hanging around the office building.

Security

Entering the Building Outside Office Hour

If the tenants need to enter the office building outside office hour, please swipe your card at the IC access card system at the lift to reach the floor the tenant leased. If anyone do not have the IC access cards but want to enter the building, they have to register at the lobby. After registration, they will be escorted to the particular floor. Our staff may refuse to allow anyone who has not registered at the lobby to enter the office building. We seek your kind understanding that this is to ensure our quality security service to the office building.

Emergency Contact with Authorized Persons

For the building management staff to contact the tenants or their authorized agents outside office hour or in emergency situation, we invite the tenants to fill in the "Tenant Emergency Contact Information" (see Appendix 5) providing the contact information of the person-in-charge. Tenants can obtain the form from the customer service center or download it from IFS website.

In case of the any changes in personnel, please fill in a new form to provide the update to the Customer Service Center.

Reporting Crime or Accidents

In case of crimes (such as theft, robbery or fraud) or accidents (such as falling or trapped in lifts), please inform the customer service center or call the police directly. If you report such incident to the police, please also call the customer service center so that we can provide immediate assistance to the police when they arrive at the scene.

Co-operation with the Tenants

We invite the tenants to co-operate with us on our security service by complying with the office building's security regulations. Please report to the Customer Service Center if you notice any suspicious circumstances.

Management Fee and Other Service Charges

Monthly Dues

Please settle the management fee and other service charges as stated during office hours. We charge a monthly interest for any overdue payments. Interest to be calculated from the due date to the date the payment is settled in full and there are no other outstanding amounts.

Due Day: 1st day of each calendar month

Interest: the total overdue payments \times 0.03% \times the days of overdue

Payment Method:

For your convenience, you can deliver your payment to the Management Office during office hours or by post.

Office Location: 9th Floor, Office Tower 1, Chengdu IFS Office

Hours: Monday to Friday, 09:00 to 18:00

Or simply by bank transfer to the account Landlord requested.

No matter whether the unit is used, the tenants still have to pay according to the management fee stated in the tenancy agreement.



Management Fee and Other Service Charges

Other Service Charges

Tenants need to be responsible for the utility bills of the facilities in their units. The consumption will be charged according to the billing table.

Tenants should directly settle the payment of the provision of drinking water, postage, courier, indoor greening and maintenance and cleaning service to their units. The management company may recommend these services to the tenants, but will not charge the tenants for any additional service charges.

If the tenants need extra air-conditioning service, they have to give prior written notice to the Customer Service Center so that we can make timely arrangement. The tenants will be responsible for the expenses of this service.

The management fee and other service charges will be adjusted according to the costs of labor, material and other operation costs. For any price adjustment, the property management company will give one month written notice in advance to all tenants.

For more information concerning the charges, please do not hesitate to call our 24-hour service hotline.

Rules and Regulations

The following tenants' regulations are only a summary of tenants' responsibilities. The company management is entitled to make necessary amendments to or add or delete the terms and conditions of the tenants' regulations.

Normal Office Hours

Monday to Friday 08:00 to 19:00

Saturday 08:00 to 13:00

(other than Sundays and Public Holidays)

If the tenants and their employees need to enter the office building outside office hours, the customer service center is entitled to require registration and invite them to leave the building as soon as possible.

The Use of Lift

The tenants, tenants' employees, servicing officers, agents and visitors shall take the passenger lift using their IC access card to reach the particular floors as soon as possible.

When they use the passenger lifts, they cannot bring oversize parcels, cargo racks, food racks or other bulky items that occupy a lot of spaces. They have to take the freight lifts to carry these items.

Renovation and cleaning staff or anyone who deliver materials have to take the freight lifts.

Transport of Bulky Items

Renovation staff, building materials and construction waste cleaning officers, transporting office equipment or other bulky items, express courier, meal delivery and other visiting working staff have to register at security office on the lower ground third floor before going to the particular floor. After finishing their work, they have to take the original route back to the security office to complete the registration procedure and leave the office building as soon as possible.

To avoid occupying the service elevator during peak time, the transportation of bulky items may be scheduled outside office hours. We seek your kind co-operation.

Please use the trolley with rubber wheels of the office building to move bulky items. Other transportation means or dragging the bulky items on the floor are strictly prohibited.

Tenants must use freight lift and trolley with plastic wheel to move their goods, furniture, equipment and other bulky items. The employees of the tenants can carry smaller belongings (total volume is less than 0.3 cubic meters and can be carried by individual) by themselves using the passenger lift, but they cannot drag the item on the floor or use carts.

Tenants have to protect the public ground and walls from being damaged when transporting materials. The material left over after unboxing should be moved to the refuge room and cannot be left in the public corridors or stairways. If any places in the public areas were damaged due to careless transportation, the tenants have to pay the compensation, including the repairing fee.

Unloading Area

Unloading area is located on LG3

Opening hour of the car parking space at the unloading area: 24 hours

Rules and Regulations

Waste Handling and Stacking

If the tenants have any bulky waste items they want to dispose of, they can notify our customer service center in the lobby area or call our 24-hour service hotline, we will arrange manpower to deal with them in a timely and efficient manner. Tenants will have to settle the expenses in the process of disposal.

Disposal of any rubbish or waste items are not allowed in the office building or its vicinity. If the tenants breached the above regulations, the management company is entitled to clean up and dispose any rubbish and waste items in any event. The tenants will be responsible for any expenses in the process of disposal by the management company. On this matter, the management company will not be responsible for any tenants or other persons.

Garbage Categorization and Collection

Tenants have to take their garbage to the designated garbage collection area. Do not dispose the garbage or any other items at the fire exits. If any items can be recycled, please put them into the nearby recycle boxes for environmental protection.

Fitout

No such work is allowed without the prior approval of the building management company.

The tenants have to comply with the regulations set out in the "Fitout Guide" whenever they enter the building, do renovation work, carry out ordinary office work and leave the building. They have to take sufficient measures to protect all the facilities of the office building when they move materials and carry out renovation work. Tenants will be responsible for any damage caused.

For more details, please read the office building's "Fitout Guide".

Non-smoking Office

All indoor areas of the office building are non-smoking area. Please don't smoke in these smoke-free zones.

Purpose of Usage

In any event, the rented units cannot be used for purposes other than those stated in the tenancy agreement. The tenants cannot use the units for any illegal or improper purposes.

Marketing and Retailing Activities

Direct selling, distributing, retailing and any other similar sales activities are strictly prohibited in the office building. All tenants shall not carry out these kinds of activities.

Change of Name

Without the landlord's prior written consent, the tenants cannot change their name or sub-let the units to other tenants. If there is a need to change or add new tenants, please call our 24-hour service hotline or contact our Tenant Services Department.

Erection of Flagpole, Flags and Antenna

Without the consent of the property management company, tenants are not allowed to erect in any part of the building any flagpoles, banners, signs and antennas and any other items such as advertising and neon lights in any conspicuous parts of the building, except those that are said in the tenancy agreement.

Nuisance

The tenant should not disturb the other tenants, such as play or allow any noise, music or smell that will interrupt the normal operation of other tenants.

Rules and Regulations

Obstruction in Public Area

Tenants are strictly forbidden to leave their belongings or do any other acts that interrupt the order in the public areas.

The packing and unpacking of goods should not be done outside the leased unit.

No tenants' employees, agents, contractors or visitors are allowed to obstruct the public passages, such as office building's entrances, stairways, corridors and lift lobbies etc.

Dangerous Goods

The tenants shall not store any weapons, ammunition, saltpeter, gunpowder, fireworks, radiated products, contaminants and other dangerous goods and inflammable and explosive materials in the building.

Staying Overnight

Tenants shall not allow their employees or any third parties to stay in the office overnight. They should not provide their office for others to stay overnight.

Cooking

No cooking or processing of food is allowed in any area of the building, unless otherwise specified in the tenancy agreement, or in areas that are approved by prior written consent from the landlord.

Pets

No animals or pets are allowed to enter the office building area (except guide dog and the explosive detection dogs).

Amendments of Terms and Conditions

To maintain the order of the building and to protect the rights of all the tenants, the property management company is entitled to amend, add or delete any terms and conditions when necessary, provided that it will give immediate prior notice to all the tenants.



Tenant Liabilities

Insurance

In order to guarantee the legal interests of the Landlord and all tenants, IFS has taken out a property (all risks) insurance policy and a public liability insurance policy (which covers only the common area). In spite of such insurance policies, please note that: any decoration, facility and equipment in the leased premises of the tenants is NOT covered under such policies.

To guarantee your profit and minimize the risk, in accordance with the terms of your Tenancy Agreement, you are required to retain Public Liability Insurance and All Risks Insurance for contents in the leased premises with reputable insurance companies for the duration of the Agreement. When employing contractors to carry out any work to your premises, you are required to buy Contractor's All Risks Insurance with third party liability cover as required.

Extend of Insurance cover

The limit of Public Liability Insurance and Contractor's All Risks Insurance (third party liability coverage) vary from the leased area and not less than the following request:

Below 500m ²	5 Million RMB
501m ² to 1000m ²	10 Million RMB
Above 1000m ²	20 Million RMB

All Risks Insurance for contents in the leased premises including Landlord's property therein should be in full replacement value.

Name of Insured

You shall insure in the joint names of the Landlord (Long Jin Development (Chengdu) Company Limited & Long Jin Development (Chengdu) Company Limited - Chengdu Commercial and Property Operation Branch Company), Property Management (Chengdu Harriman Property Management Limited) and the tenant, in such a manner that the Landlord and the Tenant are covered for the duration of the Tenancy Agreement. The policy shall not be cancelled, modified or limit the interest of Landlord without prior written approval from the Landlord.

Production of Insurance Policy

Please instruct your insurer to issue a Certificate of Currency together with a copy of the policy to us for record. Your contractor will not be allowed to commence any work unless we are provided with evidence of Contractor's All Risks Insurance.

Tenant Liabilities

Repair and Maintenance of the Leased Premises

Tenants are responsible for repair and maintenance of any fixtures and fitout in their leased premises. If there is damage on any public service facility, such as sewage, fire safety facility or air-conditioning, in their leased premises, tenants should inform CSC in a prompt manner. Tenants agree that officers from the Engineering Department may visit the leased premises for necessary repair and maintenance of public equipment and facilities.

Miscellaneous

We sincerely advise all tenants to observe their responsibilities and obligations as specified in this Tenant Handbook and keep a copy of it for reference. You are welcomed to make any enquiry anytime. Our professional management team is committed to offering quality service, exceeding your every expectation and providing a pleasant and harmonious business environment for you.



Emergency Procedures

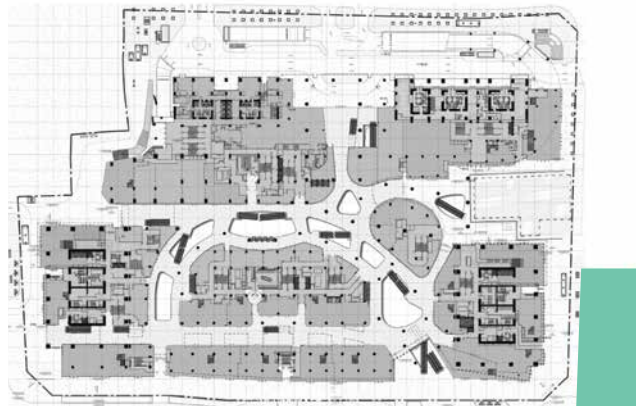
IFS has advanced emergency system, alarm system and other equipment that prevent any emergency situations from happening (such as: fire, earthquakes, terrorist attacks, etc.). We will also conduct regular training and rehearsals to protect the lives and ensure the safety of the tenants and their employees.

In case of any emergency situation, please call our 24-hour service hotline immediately.

Evacuation Assembly Point



Earthquake Evacuation Assembly Point



Evacuation Assembly Point at the Intersection of Jiangnan Guan Road & Hongxing Road (Metro Exit)

Emergency Plans

Fire

- In case of fire accident, please stay calm and take the following measures:
 1. Break the glass of the nearest manual alarm button box to report to the police.
 2. Notify the Customer Service Center(CSC).
 3. Try to use nearby fire extinguisher or fire hydrant to put out the fire, but take care not to use fire hydrants to combat fire on electronic appliances.
 4. If the fire accident is out of control, please leave the scene by going down the nearest fire emergency stairways to a safe area and wait for the arrival of the firefighters and give them detailed information of the location and circumstances of the fire accident.
- If you hear the fire alarm, please stay clam. In case of fire accident, the fire alarm of the floor where the fire accident occurred and its adjacent floors will ring at the same time. You should:
 1. Inform everyone to evacuate to a safe place in an orderly manner.
 2. The person-in-charge of the tenants will have to go to safe area immediately, count the numbers of person of his/her units and ensure all employees to evacuated safely and report to the CSC immediately.
 3. Do not take the lifts.

Emergency Procedures

- Evacuation instructions

If you learned that a fire broke out in other places of the building, but the fire alarm of your floor does not ring, you should remain in your unit and wait for the instructions of the CSC or firefighters.

1. While waiting for instructions, you should:

- (1) Remain calm and do not panic;
- (2) Lock or carry all expensive items;
- (3) Turn off all electricity;
- (4) Stop using telephones.

2. While receiving emergency instructions, please stay calm and:

- (1) After all employees of your company leave, lock all the windows and doors of your units;
- (2) Do not take the lifts;
- (3) Leave the scene in an orderly manner by taking the nearest fire emergency stairways. Do not panic. Do not run or push against each other. Go to the nearest safety zones;
- (4) Do not carry bulky items;
- (5) Follow the instructions of the property management staff and firefighters;
- (6) If there is thick smoke, try to move forward with a crawling position and use a wet towel to cover your face;
- (7) The person-in-charge of the tenants should count the numbers of employees arrived in the safety zone and ensure everyone in his/her unit safely evacuated and report to the CSC immediately.

- Alarm system

1. Manual alarm system

The manual alarm button is installed in a box embedded with a glass cover. It can be found on the wall of the public passages or near the fire hydrants. The boxes bear the wording of "Breakglass Fire Alarm". In case of fire accident, please use hard object to break the glass. The fire alarm automatic system will then send alarming message to the system control center, and the audio visual alarming system will also be triggered automatically.

2. Other systems

All the public areas and units of the office building are installed with smoke detectors. When smoke is accumulated to a certain extent, it will be detected by the sensors of the smoke detectors and triggered the alarm signal. The automatic fire alarm system will be alerted and the audio and visual alarm system will be triggered automatically.

3. Communication

The fire emergency broadcasting system is installed in all public areas and units of the office building. It will broadcast instructions in case of emergency.

Emergency Procedures

- Fire preventive measures
 1. Most of the fire accidents occurred due to negligence. To effectively prevent the happening of fire accidents, all tenants should comply with the instructions of fire prevention measures printed in this handbook to prevent fire accidents.
 2. Before leaving the unit, please make sure all the electronic appliances are turned off, and whether any inflammable and explosive materials, cigarette butts and garbage left in the unit.
 3. Check the electricity wires and electronic appliances regularly.
 4. Do not overload the electricity wires and connect it to random electricity powers.
 5. Storing of inflammable and explosive items are strictly prohibited.
 6. Use standard power sockets and plugs.
 7. Do not repair the electronic appliances yourself. Let a qualified electrician repair it.
 8. Do not start a fire and never use stoves to cook.
 9. Do not block fire emergency passages.
 10. All fire emergency passages and fire doors should always be closed but not locked.
 11. Familiarize yourselves with the fire extinguisher, fire hydrants, fire emergency stairways, location of the buttons of the manual fire alarm system and know the evacuation route.
 12. Do not place any goods or items on the passages and stairways. Do not obstruct the way to the fire hydrants, fire extinguishers and fire alarm systems.
 13. Participate in the fire emergency training and fire prevention rehearsal regularly.

Injury or Emergency Medical Service

- Immediately after an accident, the injured person should be assessed for the severity of his / her injury. If the injured person fell from a height and his/her head and neck was injured, do not move him/her.
- Use the emergency telephone to report the situation to the customer service center. In the meantime, provide necessary help and comfort to the injured;
- Security officers will arrive to the scene to provide emergency service;
- If the injury is severe, please contact the customer service center to request for emergency medical care;
- If the person is obviously suffering from heart attack or epilepsy, you should provide immediate help and comfort to him / her while calling the medical emergency service.
- The security officers will immediately arrive at the scene and the ambulance will be ready for service.

Lift Entrapment

- In case of lift entrapment, those who are trapped should stay calm and press the emergency button and use the calling system to notify the control room about the situation, and wait for the arrival of the rescuing officers.
- The customer service center will immediately arrange staff to arrive at the scene to rescue. They will at the same time contact the lift maintenance company so that they can arrive as early as possible to do emergency repairing work.
- If children, elderly or pregnant woman are trapped, or if too many people are trapped in the lift that leads to shortage of fresh air, resulting in suffocation of the entrapped people, but yet, the repairing staff has not arrived yet, the customer service center will call 119 for fire-fighting department and 120 for emergency medical help.

Bad Weather Condition

- Listen to the weather forecast and stay calm;
- When the red signal of heavy rain is hoisted, tenants are suggested to wait in indoor areas until the signal decreased to a lower alarming level.
- In case of strong wind, please stay away from the window, ceiling window and objects installed in the ceiling etc.
- In case of broken glasses, please take temporary sealing measures to prevent glasses from falling further apart and notify the customer service center immediately.

Emergency Procedures

Flooding

- Notify the Customer Service Center(CSC) immediately
- Turn off all electricity power in the affected areas (only if it can be done safely)
- Move all the equipment to a safe place;
- Follow the evacuation instructions.

Gas Leakage

- In the event of gas leakage, warn everyone present in the scene and do not touch of any buttons of lights, air-conditions or lifts to avoid producing any sparks.
- Stay away from the leakage area and use telephone to call the customer service center;
- Open all the windows of the floors affected by gas leakage to emit the gas;
- Unless evacuation order was issued, it is usually not necessary to evacuate;
- Building management officers and firefighters will arrive at the scene at their earliest convenience;
- The management company will repair the gas leakage at their earliest convenience.

Power Outage

- Notify the Customer Service Center (CSC) immediately;
- Turn off all the electronic appliances;
- Use torches if necessary. Do not use candles to avoid any fire accidents.

Earthquake

- Stay calm and do not run to outdoor areas to avoid being injured by falling objects;
- Hide under desk and office desks to minimize the damage caused by falling objects;
- Stay away from windows;
- In the course of evacuation, take precautions to falling objects to avoid injury;
- If the event of fire accident, break the glass of the nearest "Breakglass Fire Alarm" to trigger fire alarm;
- Immediately clean up all inflammable objects and close the gas valve of the floors.

Demonstration

- If you are satisfied that there are mass demonstration against your employees, please notify the customer service center;
- If the mass demonstration will reach your building, please follow the instructions of the building security or management officers to enter the mall;
- When meeting the demonstrators, please do not take any actions;
- If during the demonstrations you want to leave the office building, please follow the instructions of the building security and management officers.
- If you notice any demonstrators or suspicious persons at your building, please inform the customer service center instead of expelling the demonstrators by yourself.

Emergency Procedures

Discovery of Suspicious Items

- If any employees found any suspicious items, please report to the customer service center or their supervisors;
- Do not touch, move and handle the suspicious item;
- Do not cover the suspicious item. Close all the door of the room where the suspicious item is found.
- Do not turn off any lights or air-conditioning in the area where the suspicious item is found;
- Do not use mobile or any wireless appliances near the area where the suspicious item is found;
- Warn people around the area where the suspicious item is found, do not let anyone touch or move the unknown item.

Bomb Threat

- If you receive a threat of bomb, please inform the Customer Service Center (CSC) and report to your supervisor. Before ascertaining the bomb threat, please do not call the police directly;
- If you receive the bomb threat message in the telephone, please reply in a courteous and calm manner. Do not interrupt his/her speech and try to keep the conversation going so as to obtain more information;
- When you receive bomb threat letter, please do not touch the letter and leave it at a safe place until the security officers of the building arrive;
- If you receive the threat through email, please do not delete the email as it can be used to track the sender;
- Treat the threatening message as highly confidential information. Do not disperse the message to the mass media. Only inform the relevant parties.
- If necessary, please assist the building security or management officers.

Explosion

- Stay clam and assess the situation after the explosion.
- If you are injured but you still can walk, please hurry to a safe place and immediately inform the security officer to provide first aid service and any possible assistance. Then, the police, firefighters and medical officers will arrive at the scene.
- If the explosion happens at your building, please follow the instructions of the building security or management officer and be prepared to assist the others;
- If you receive evacuation instructions, please take the nearest fire emergency stairway and leave on foot in an orderly manner;
- Do not take the lifts;
- If in the course of evacuation, anyone needs help, please inform the building security or management officers immediately. If the injury is very bad, please do not move the injured before the medical officers arrive.

Telephone Directory of Chengdu

24 hours hotlines

Telephone number

(1) Emergency

Medicial Emergency	120
Fire Department	119
Police Department	110
Traffic Accidents	122

(2) Information

Weather Enquiry	96121
Time Report	12117
Call Number Enquiry	114
Postal Code Enquiry	11185
EMS Express Service	11185
Electricity Enquiry/Hotline	95598
China Integrated Telecommunication Service	10000
China Unicom Integrated Telecommunication Service	10010
China Mobile Customer Service	10086

(3) Government Departments

Chengdu Mayor Hotline	12345
Jinjiang District People's Government General Duty	86626188
Jinjiang District Central Business District Authority	86728771
Jinjiang District State Tax Branch	65567600
Jinjiang District Local Tax Bureau	84531313

(4) Consulates

U.S. Consulate in Chengdu	85583992
French Consulate in Chengdu	66666060
German Consulate in Chengdu	85280800
Singapore Consulate in Chengdu	86527222
South Korean Consulate in Chengdu	86165800

(5) Hospitals

West China Hospital of Sichuan University	85422114
Sichuan Provincial People Hospital Checking Number	87393999
Sichuan Provincial People's Hospital Registration Consulting	87393927

(6) Hotels

Celebrity City Hotel Chengdu	86833333
Crowne Plaza Chengdu City Center	86786666
Jinjiang Hotel Chengdu	85506666
Shangri-La Hotel Chengdu	88889999

Telephone Directory of Chengdu

Sofitel Wanda Chengdu Hotel	66669999
Sheraton Chengdu Lido Hotel	86768999
Sichuan Minshan Hotel	85583333
Haiyatt Garden Hotel Chengdu	81918888

(7) Traffic Ticket Advisory

Chengdu Railway Station Inquiries	96006
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(8) Airlines

China International Airlines	95583
China Southern Airlines	95539
Hainan Airlines	950718
Dragon/Cathay Pacific Airlines	4008886628
Sichuan Airlines	88888888
Air Canada	4008112001
All Nippon Airlines	4008828888
Asiana Airlines	4006508000
Japan Airlines	4008880808
Swiss International Air Lines	4008820880
KLM Royal Dutch Airlines	4008808222
Emirates Airlines	4008822380
Air France	4008808808

(9) Banks

The People's Bank of China Chengdu Branch	85214789
Agricultural Bank of China	95599
Bank of China	95566
China Construction Bank	95533
Industrial and Commercial Bank of China	95588
Bank of Communications	95559
Citibank	8008301880
Citibank Chengdu Branch	96110066
Standard Chartered Bank	8008208088
Bank of East Asia Chengdu Branch	86202020
Royal Bank of Scotland Chengdu Branch	86732888
HSBC Chengdu Branch	8008208878

(10) Postal Services

DHL Express	8008108000
Speedpost	11185
FedEx	8009881888
UPS (United Parcel Service of America)	8008208388

加时空调申请表 APPLICATION FOR ADDITIONAL AIR-CONDITIONING SUPPLY

日期: _____
Date

我司 _____ 的办公单元 _____
Tenant (公司名称) Unit No. (办公单元号)
(Company name) (Office unit)

以下区域: _____
(*整个单元/楼层)
(*Unit No. / Floor)

申请以下详述时段内加时空调供应，并保证支付相应之全部费用。
Applying for additional air-conditioning supply during the said period below and will be responsible to pay the relevant expense.

正常空调供应时间:

Normal Air-conditioning Supply Schedule:

星期一至星期五 (Monday -Friday) 08:00 - 19:00

星期六 (Saturday) 08:00 - 13:00

星期日及国家法定节假日除外 (Except Sunday & National Public Holidays)

租户申请加时供应时段 Additional Air-conditioning Supply Schedule		
空调加时供应日期 Date	开始时间 Start Time	结束时间 End Time

注意事项:

- 请于正常空调供应结束前最少3小时将此申请表传真至我司客户服务中心 (传真号码: (028) 6939 9900)。
- 未按规定时间提前申请或/及申请表内容不完整将不提供超时空调供应。

Remarks:

- This application should be submitted to Customer Service Centre at least 3 hours before the suspension time of Normal Air-conditioning Supply by fax.
- Incomplete application form will not be accepted.

联络人: _____ 传真: _____
Contact person Fax number

联系电话: _____
Contact number

*请划掉不需填写之项目
*Please delete the inappropriate

屏幕信息播放申请表 APPLICATION FOR USING MONITOR

租户: _____
Tenant

租赁单元号: _____
Unit No.

负责人: _____
Responsible Person

联系电话: _____
Telephone No.

传真号码: _____
Fax No.

电邮: _____
Email

申请事由: _____
Reasons for Using

申请播放时段: _____ 年 _____ 月 _____ 日 至 _____ 年 _____ 月 _____ 日
Broadcasting Period Y M D To Y M D

_____ : _____ 至 _____ : _____
To

显示资讯:
Content

租户代表签字及公司盖章: _____
Signature of Tenant's Responsible Person with Company Chop

日期: _____
Date

客户服务中心:
Customer Services Centre

审核人员签字: _____
Signed by

日期: _____
Date

物品出门申请单 GATE PASS

日期: _____
Date

租户: _____
Tenant

租赁单元号: _____
Unit No.

申请人: _____
Responsible Person

租户公司批准者: _____
Authorized by (Tenant's Company)

携出物品:
Items to Be Taken Out

说明 (物品规格及数量):
Description (Specification and Quantity)

租户负责人签字及公司盖章: _____
Signature of Tenant's Responsible Person with Company Chop

管业运作部:
Centre Operations Department

批准上述物品搬出大厦
The Above Listed Items Can Be Taken Out Of the Building

检查人员(当值保安员签字): _____
Inspected By (Security Officer on Duty)

日期: _____
Date

时间: _____
Time

门禁卡领用申请表 APPLICATION FOR IC CARDS

租户: _____
Tenant

租赁单元号: _____
Unit No.

申请总数: _____
Total Number of Cards

序号 No.	姓名 Name	性别 Sex	身份证号 ID Number	职位 Post	有效期限 Exp.

租户负责人签字及公司盖章: _____
Signature of Tenant's Responsible Person with Company Chop

日期: _____
Date

客户服务中心:
Customer Services Centre

审核人员签字: _____
Signed by

日期: _____
Date

紧急联络表 TENANT EMERGENCY CONTACT INFORMATION

租户: _____
Tenant

租赁单元号: _____
Unit No.

负责人: _____
Responsible Person

联系电话: _____
Telephone No.

传真号码: _____
Fax No.

电邮: _____
Email

如在非办公时间遇紧急事故，请通知下列负责人员：
In case of emergency outside working hours, please contact the following responsible persons

姓名 Name	职位 Post	联系电话 Telephone Number	手机号码 Mobile Number

租户负责人签字及公司盖章: _____
Signature of Tenant's Responsible Person with Company Chop

日期: _____
Date

The rules and procedures specified in this document may be subject to change by the Landlord or the Property Management Company from time to time without prior notice. If there is any discrepancy between the Chinese and English versions of this Handbook, the Chinese version shall prevail. If there is any discrepancy between the contents of this Handbook and the Tenancy Agreement, the Tenancy Agreement shall prevail.