

MALL OPERATIONS MANUAL



Infiniti Mall, Malad

3rd Mezzanine Floor, Link Road, Malad (West), Mumbai-400064

022-42340000

www.infinitimall.com

* Subject to change/modify/revise without prior notice or intimation.

* Decision taken by Mall Management Team is deemed final.

Dear Licensee,

Greetings from Infiniti Mall, Malad

Congratulations and a warm welcome for becoming our Retail partner of this great shopping destination.

This manual is a clear brief and a valuable resource for general information, asset Management regulations and code of conduct. It will also help enhancing great shopping experience for the Guests and would provide uniformity towards the Mall operations.

Your suggestions are always welcome for the optimum result of your outlet sales.

Wishing you flourishing tenure ahead!!!!

Mukesh Kumar

**CEO
Infiniti Malls**

EMERGENCY CONTACT NUMBERS

Sr. No.	Category	Name	Contact No.	Address
1	Hospital	Evershine Nursing Home	Tel:+(91)-(022)-28823903/28822079 /28821828	Evershine Nagar, Saibaba Park, Marve-Link Road, Malad (west), Mumbai-400064.
		Saraswati Hospital	Tel:+(91)-(022)-65291245/65291250	Divya Smruti, opposite Toyota showroom, near Ichhapurti Hanuman Temple, Link Road, Malad (west), Mumbai-400064.
2	Ambulance	Evershine Mobile Critical Care Ambulance	Tel :+(91)-(022)-28821828	Evershine Nagar, Saibaba Park, Marve-Link Road, Malad (west), Mumbai-400064.
		Mumbai Health Care Service	Tel: +(91)-(022)-61618141	Mithchowki, Marve-Link Road, Malad (west), Mumbai-400064.
3	Police Station	Bangur Nagar	Tel:+(91)-(022)-28810121/28810165	Bangur Nagar, Link Road, Malad (west), Mumbai-400064.
4	Medical Store	Wellness Forever (DAY & NIGHT)	Tel:+(91)-(022)-49176960/9167394097	Shop no. 1, M.C. Market, Near Vikas Park, Link Road, Malad (west), Mumbai-400064.
5	Fire Station	Chincholi Bunder	Tel: +(91)-(022)-28769101	Chincholi Bunder, Link Road, Malad (west), Mumbai-400064.
		Malad	Tel: +(91)-(022)-28071010	Malwani, Marve Road, Malad (west), Mumbai-400064.

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Section 1

1. PREFACE

This manual covers the basic guidelines and procedures to be followed by and adhered to, by the employees, agents, contractors, architects and any other representative of the Licensee (as defined hereinafter) and other agencies permitted by Infiniti Mall, Malad (as defined hereinafter)/the Mall Management (as defined hereinafter) to operate or otherwise provide their products/services at Infiniti Mall, Malad (as defined hereinafter).

This manual is to ensure smooth operations at Infiniti Mall, Malad and in turn, help enhance the shopper's retail experience at the Mall (as defined hereinafter).

This manual cover policies and guidelines with respect to the opening hours of the Licensed Units, employee access and movement, services provided at the Mall, and specified emergencies.

Section 2

2. INTRODUCTION

2.1 Mall Profile:

Infiniti Mall, Malad, Mumbai, spread across approximately 28,275 sq. mt. of land, is located at New Link Road, Malad. The Mall developer also has another Mall in one of the prime location of Mumbai suburb, Andheri, Lokhandwala. This Mall is operational from May 2011 with having many international and leading national brands.

Infiniti Mall, Malad has total area of approx. 8,50,000 sq. ft. consisting of a lower basement, an upper basement, a lower ground floor, an upper ground floor (podium level), first floor to third floor, a mezzanine floor within the third floor and a terrace above the mezzanine floor and is to comprise inter alia of various areas for shopping, multiplex theatre complex, entertainment and games, food court, recreational area, multipurpose hall/unit, offices, storage, parking, services etc.

Infiniti Mall, Malad caters to the needs of the prime catchment areas from Andheri to Borivali, residences to many celebrities, film and TV stars and prominent business communities having high disposable income.

Approximate population of the area is of 3.5 to 4.5 million people. The Mall is also surrounded by many multinational companies and BPO's.

This destination Mall is host to a 5 screen multiplex, an indoor gaming area of approximate 60,000 sq. ft. Food Court that spreads over 35,000 sq. ft; with eight restaurants and many food counters.

At Infiniti Mall, Malad, joy has no limit! Whatever you desire - formal and casual apparels, footwear, jewellery, furnishings, artifacts, electronics, home appliances, toys, games, all are on offer in infinite array.

Come discover it - the Infiniti way...!!!

2.2 Key Highlights of Infiniti Mall, Malad:

- Built by K. Raheja Constructions.
- Blend of Shopping, Leisure and Entertainment.
- Built area of 8,50,000 sq. ft.
- One of the best designed Malls in India.
- A 'complete family destination'.
- Premium retail destination located at, Link Road, Malad.
- Affluent catchment zone.
- Elegantly designed foyer.
- Podium level grand entrance.
- Well-placed anchor stores for even flow of Guests.
- Wide corridors.
- Naturally lit main atrium with three satellite atriums.
- All stores faces atrium of various zones.
- Multi cuisine food court and fine dine option.
- Baby care room on every floor to assist the parents.
- Parking space for around 1000 four wheelers and 400 two wheelers.
- Seventeen escalators, twelve elevators and four car elevators.

2.3 General Information:

By Road:

- 3 kms from Western Express Highway.
- 3 kms from Goregaon Bus Depot.
- 3.2 kms from Oshiwara Bus Depot.

By Rail:

- 2 kms from Malad Railway Station.
- 3.5 kms from Goregaon Railway Station.

By Air:

- 13 kms from Domestic Airport.
- 13.5 kms from International Airport.

2.4 Mall office - Working Hours:

The Mall Management Office is open from 10:00am till 7:00pm (Monday to Saturday). Operations team, Helpdesk and Mall Maintenance team works through the Mall Operational hours (365 days a year).

A representative of the Mall Management team is on site during all hours of operations and can be reached through either the Guest services or the Security personnel.

2.5 Mall Trading Hours:

The Mall is open all 365 days a year.

The Mall Trading Hours for Infiniti Mall, Malad, are currently specified by the Mall Management as:

	Weekdays	Weekends
Vanilla and Anchor Stores:	11:00 hrs to 22:00 hrs	11:00 hrs to 22:00 hrs
Food Court Stores:	11:00 hrs to 22:00 hrs	11:00 hrs to 22:00 hrs
Hypermarket:	11:00 hrs to 22:00 hrs	11:00 hrs to 22:00 hrs
Specialty Restaurants:	11:00 hrs to 22:00 hrs	11:00 hrs to 22:00 hrs
Fun City (FEC):	11:00 hrs to 22:00 hrs	11:00 hrs to 22:00 hrs
Bounce Inc.:	11:00 hrs to 22:00 hrs	11:00 hrs to 22:00 hrs

The Mall Trading Hours/Operating Hours specified above are subject to changes by the Mall Management, based on rules and regulations specified by the local Police/Municipal Corporation/other local authorities.

The Licensee need to take necessary permissions and licenses from the Police, Municipal authority, Labour Department and all other relevant NOC's to ensure that they adhere to the Mall Trading Hour's policy.

2.6 Mall Overview:

Infiniti Mall, Malad is divided into five levels for trading and five levels of parking:

Trading Area - Retail space at following levels:

- Lower Ground
- Upper Ground
- First Floor
- Second Floor
- Third Floor and Mezzanine Floor
-

Parking available at following levels:

- Lower basement and Upper basement
- Lower Ground
- Upper Ground

- Terrace

2.7 For Queries:

1. Related to Finance:

For matters related to License Fees and Common Area Maintenance (CAM) charges, please contact:

Mr. Jayawant Sawant

Senior Manager – Accounts

42340000 Ext 004

E-mail: accounts.malad@infinitimall.com

2. Related to Marketing and Branding Support:

For all events, promotions and marketing related assistance please contact:

Mr. Gaurav Balani

AGM - Marketing

42340000 Ext 008

E-mail: marketing@infinitimall.com

3. Related to Maintenance:

The Licensees' may contact their telephone service providers (MTNL/TATA INDICOM/OTHERS) for billing and for other complaints at their respective helpline numbers. For power supply issues, kindly contact TATA Power on their helpline number – 1800 209 5161. In case if any other technical assistance is required from the Mall, please contact:

Mr. Joseph Godinho

Chief Engineer

42340000 Ext 046

E-mail: engg.malad@infinitimall.com

4. Related to Operations:

For matters related to Guest complaints, retail, employees, fit-out, housekeeping and other day to day operations, please contact:

Mr. Rohit Kaul

DGM – Operations

42340000 Ext 002

E-mail: operations.malad@infinitimall.com

5. Related to Leasing:

For matters related to the Leasing, the Licensees' may contact:

Mr. Mukesh Kumar

CEO

E-mail: mukeshk@infinitimall.com

Section 3

3. OPERATIONS:

3.1 Mall Regulations:

1. AHU Maintenance:

Filter cleaning for the AHU's is supposed to be done by the Licensor and Maintenance team will visit the store as per the schedule.

2. Fire exit door at the Licensed Unit (if applicable):

To be kept open when the Licensed Unit is operational and should not be locked.

3. Garbage Disposal for the Licensed Unit:

Separate wet/dry garbage must be disposed off at their respective garbage rooms provided by the Mall near the service yard. The Licensed Units need to organize their own garbage trolleys for the movement of the same.

4. Pest Control:

It is mandatory for all the Licensed Units to have a pest control treatment by an authorized agency on a regular basis.

5. Stock Take/Audit:

There should not be any stock take/audit etc. happening during the Mall Trading Hours. All such activities should be done during Non-Trading Hours, with prior approval from the Management.

6. Staff /Employee Washrooms:

All Licensees' employees are required only to use the staff washrooms located on the lower ground, upper ground, first and second floors.

7. Points to be observed by Food Court Licensees and Licensees having food and beverages units:

Only food products whose shelf life has not expired shall be sold. Hygiene standards to be observed at all times while preparing, serving, discarding the food as per HACCP norms Staff grooming and hygiene should be the top most priority. It is mandatory for such Licensed Units to clear the microbiological tests which will be conducted randomly. All such Licensed Units are required to achieve HACCP certification.

8. Stock/Merchandise in the Licensed Unit:

Please ensure that 100% stock is available on display/sale; in any event minimum 75% stocks should be on display/sale. At no time the Licensed Unit should be out of stock. The Licensee can strictly sell only that goods/merchandise that is mentioned in their respective Leave and License Agreement with Infiniti Mall, Malad.

9. Picnics/Birthdays/Anniversaries/Celebrations/Other Occasions Conducted by the Licensed Unit:

The Licensed Unit cannot remain shut for any of these reasons. It is the Licensees' responsibility to ensure that they arrange sufficient staff and the Licensed Unit is operational on such occasions.

10. Fire exit staircases to be accessible at all times:

Fire exit staircases are only to be used in the emergencies and for no other reason. However the same needs to be accessible at all times.

11. Store-up/Housekeeping:

The same must be completed before the Mall Trading Hours.

3.2 Other Services:

3.2.1 Housekeeping Services:

The Mall Management maintains the cleanliness of the Common Area in the Mall. In addition to this, in case the Licensee requires housekeeping services inside their individual Licensed Unit, the Licensee may arrange for a housekeeping agency of their choice which fulfills requisite statutory and legal obligations.

3.2.2 Pest Control Services:

The Common Area is protected very stringently by the Management. Licensee needs to appoint a reputed agency on annual maintenance contract. The responsibility of payment and schedule will lie with the respective Licensee and the Licensee will submit completion reports to the Mall Management Office for pest control within the Licensed Unit. Each Licensee is responsible for keeping the Licensed Unit free from all pests like termites/white ants, flying insects, mosquitoes, cockroaches, lizards/geckos and other rodents but not limited to the same.

- Pest control schedule to be followed on a weekly and monthly basis and as and when required. .
- All bins and trash disposing areas to be cleaned and sanitized every night.

3.2.3 Security Services:

The Mall Management secures the Common Area in the Mall. In addition to this, in case the Licensee requires security services to be deployed inside their individual Licensed Unit, the Licensee may arrange for a security agency of their choice which fulfills requisite statutory and legal obligations.

Access before/after Mall Trading Hours:

- The Food Court and food and beverages stores can operate for three hours prior and two hours post Mall Trading Hours, to complete preparatory work for doing their business.
- Entry to the Mall for deliveries of stock shall be from 9:30pm till 11:00am through the delivery dock, all days of the week.
- All employees are allowed access to the Mall/Licensed Unit, one hour prior to or after Mall Trading Hours.
- All Licensed Units requiring entry/access to the Premise earlier or later than the above specified time need to furnish details and credentials of the employees to the Mall Security Team at least a day prior, keeping the business hours and working days in mind.
- Overnight stay is not permitted within the Mall Premise.
- All overnight stays should be informed in writing and permitted by the Retail Coordinator and Chief Security Officer.

Access Control

- The Guest entry doors to the Mall will be opened as per the Trading Hours, however appropriate Guests within the Mall will be allowed to exit latest by 1:30am.
- A list of all names and phone numbers of people who will require after hour access is to be provided to the Mall Management office. This should include all key holders to each Licensee.
- It is essential to give at least 48 hour notice in writing to Mall Management office if after hour access is required, even if working late, to enable security arrangements to be made. The nature of work/task, with the names of people/agency (if involved) should be clearly mentioned.
- Access to the Mall will be allowed only to staff/contractors who possess valid ID cards.

- Licensee staff to enter Mall from designated staff entries only.
- Licensee should furnish to the Mall Management, names and credentials of personnel working in Licensed Units.
- Licensee to provide vendor and merchandise list with respect to each vendor.
- All personnel hired by Licensee should undergo Police verification before joining. Copy of the same should be submitted to the Mall Management.
- Licensee and their employees are prohibited from using Guest entrance and services like elevators and escalators. They may use service and staff elevators.

3.3 Material Movement:

The Mall has a defined delivery and service yard and two special service elevators to help the Licensees in loading and unloading goods. Material movement is restricted to non-Trading Hours and for any deviation to this, a special permission should be obtained from the Mall Management well in advance.

For further information please contact at Information Desk.

3.3.1 Trolley:

Trolley collection shall be the responsibility of the Licensee, and their contractors and staff.

They should be made aware of the following:

- Every effort should be made to keep the basements, Mall Common Area and fire exit clear of material movement trolleys in order to provide a safe and comfortable environment.
- Movement of trolley by the Licensee collection staff/contractors through the Mall shall be limited to a maximum of two at any one time.
- All the goods trolleys will be lined up near the staff entry.
- A Security Guard will always man the staff entry area and will be responsible to issue the trolleys and to monitor the condition of the trolleys when deposited.

- All the trolleys will be maintained by the Mall Management and any damage to the trolleys during operations will be billed in actual to the respective Licensed Unit to whom the trolley was issued.
- Once the trolley has been damaged by a particular Licensee then no more trolleys will be issued to that particular Licensee till the time the amount has been recovered for the damage caused to the trolley issued earlier.
- Each trolley should not carry weight which is more than the prescribed load for it on the card being issued. All trolleys should be returned to the staff entry area by the end of the use, and in case if the trolley is being used for more than an hour, by the Licensed Unit, then, Security should be informed immediately.

3.3.2 Gate pass procedure for Licensee:

- Authorization letter from Licensee should be submitted to Security Department with the specimen signatures of the authorized signatories to sign the gate passes.
- Representative of Licensee will produce the necessary gate pass to Security at service gate on appropriate letter head, duly stamped.

3.3.3 Loading Dock:

- The Licensee shall not use or permit to use the said loading dock for the storage of goods or for any other purpose other than the prompt loading and unloading of goods. Likewise, the movement of all material from the loading dock to the Licensed Unit shall only be, as far as practically possible, through the service elevators provided and through the service corridors provided, and such movement may, as far as possible, be done only outside business hours so that the movement does not put to inconvenience the Guests visiting the Mall.
- The service yard and two special service elevators are to help the Licensee in loading and unloading material. Material movement is restricted during Mall Trading Hours and

for any deviation a special permission should be obtained from the Mall Management.
For more information, please contact our Information Desk.

3.3.4 Parking of Delivery Vehicles:

- The Licensee shall not permit trade vehicles while being used for delivery and pick up of merchandise to or from the Licensed Unit to be driven, parked or stopped at any place or time within the Premises except within the loading dock of the Building and except at such other place or places and at such time or times as the Mall Management or its agent may specifically allow and the Licensee shall prohibit its employees, service suppliers and others over whom it may have control, from parking delivery vehicles or doing loading or unloading in any place other than the said loading dock or such other places which the Mall Management may, from time to time, allot for such purposes and from obstructing, in any manner howsoever, the entrances, exits and driveways in and to the common parking areas and also the pedestrian footways in or to the Common Areas.

3.4 Car Parking for Licensees and staff:

There is no provision for separate car parking for the Licensee staff or their employees unless until specified and agreed in the terms of Leave and License Agreement. All employees and personnel of the Licensee will have to pay parking charges as applicable and as decided by the Mall Management. One may utilize subsidized parking rates for monthly parking else avail further discount by availing quarterly parking facility. Kindly contact the Security Officer on + 91-22-42340044/9920112551 for further information. Parking in the loading dock/truck turning area is not permitted. The loading dock is available purely for the unloading of goods. Vehicles have to be parked only in the defined parking areas, as identified by the Mall Management and are subject to change considering the operational challenges.

3.5 Engineering

3.5.1 HVAC:

If the Licensed Unit is not getting cooled, the Licensee needs to:

- Contact the Information Desk to seek assistance from the Mall's maintenance team.
- Contact the A/C maintenance agency to clean the AHU filters.
- Contact its architect to check the ducting and their electrical load in the Licensed Unit, which may cause heating.

3.5.2 Electrical:

In case of power tripping within the Licensed Unit, this is typically an indication of extra load with insufficient cable; in such case, the Licensee needs to contact its Electrician for immediate action.

The Licensee need to note that if their meter burns due to excess load in the Licensed Unit, the charge of a new meter will be debited to the Licensee.

In case of power failure to partial or entire Mall, it's the responsibility of the Licensees' employees to change over to DG power within its electrical panel. Licensee needs to contact the Information Desk for detailed information and guidance.

3.5.3 Power:

If the Licensed Unit is without power:

- Contact the Information Desk for immediate assistance.
- If need be, contact the Help Desk of TATA Power.
- Check the actual load and the applied load from your electrical consultant.

3.5.4 Kitchen Exhaust:

- Kitchen exhaust must be turned on whenever cooking is in progress.
- The cleaning of kitchen exhaust hoods and filters is the responsibility of each Licensee.
- Where Licensees have their own exhaust duct work and motors it is the responsibility of that Licensee to clean and maintain them in good order.

3.6 Waste Management:

- Waste is to be strictly stored inside the Licensed Unit in a proper and hygienic manner. Same to be disposed at the garbage rooms provided at the loading dock. All dry garbage needs to be separated from the wet garbage. They need to be bagged separately. The garbage bags need to be of 150 gsm, black colour bags for disposing dry waste, blue colour bags for metal waste and green colour bag for food waste/wet waste, tied, labeled with unit/store name and sealed with a masking tape and not leaking before they are taken out of the Licensed Unit. Every effort should be made to recycle.
- All cartons should be flattened and similar sized boxes should be tied together in bundles up to a minimum height of 1 ft (after flattening) and up to a maximum of 3 ft and should be neatly stacked in the Dry Garbage room.
- Both garbage rooms would be locked at all times and the keys will be with the Security on duty at the location.
- It is not permitted to sell any garbage once it has been deposited into the garbage room.
- No garbage buyer would be allowed inside the Mall Premises during the Mall Trading Hours.
- All hazardous, inflammable, and dangerous waste which could cause damage or cause injury to the Guests, property, personnel, or employees should be stored separately and this should be indicated on a separate bag. Security should be informed about the same and its contents.

- All garbage should be taken from the service corridor only and not from Guest access areas.
- All Anchors should designate, in coordination with the Mall Management, one area for stacking up their dry garbage and should deposit it into the garbage room at the specified time. All cartons should be properly stacked as per the size of the carton and properly secured by a strong rope/plastic cord before depositing the same into the garbage area.
- Sinks, if any, in the Licensed Units shall be used only for water waste.
- Damage/repair resulting out of improper use of sinks must be repaired/ replaced by the Licensee at its cost and expense.
- Mall's bins shall not be used at any time for waste disposal of individual Licensed Unit.
- Licensee must place cardboard cartons in the earmarked facility at the loading dock after suitably flattening the cartons.
- Licensee shall be responsible for the removal and movement of waste through the Common Area to the garbage room. Care is to be taken so that the Mall Guests and staff are not inconvenienced or endangered in any way, and no nuisance is caused to anyone at any time.

Section 4

4. OPERATING PROCEDURES

4.1 Trade Licenses and Taxes:

A. Trade License:

To obtain and pay for all applicable licenses for trading/operating at the Mall, keep the same valid and subsisting at all times and to provide a copy of the same to the Mall Management.

B. Tax and Other Charges:

To pay and discharge all rates, taxes, duties, cess, levies and charges, whatsoever, whether imposed by the local bodies or the State/Central Government which are now or may hereafter be imposed upon with respect to the business.

4.2 Use of Licensed Unit by Licensee:

4.2.1 Permitted Use:

- The activity (ies) and/or the line of business, carried out from the Licensed Unit shall strictly be as approved and permitted by Infiniti Mall, Malad as stated in the Leave and License Agreement. Licensee shall not allow the Licensed Unit to be used as a place of residence or sleeping or accommodation of any person.

4.2.2 Conduct of Business:

The Licensee shall at all times during the term of their license as per the Leave and License Agreement:

- Keep the Licensed Unit open for business on all the seven days of the week during Mall Trading Hours. It is incumbent on the Licensee to ensure all necessary approvals, sanctions, permissions, etc, from relevant authorities to be open seven days a week.
- Warehouse, store and/or stock in the Licensed Unit in a proper manner, without creating any mezzanine or using the false ceiling as a storage area (unless otherwise specifically permitted in writing by Infiniti Mall, Malad) only such goods, wares and merchandise hence intends to offer for sale in, at or from the Licensed Unit or as necessary to supply service to Guests, such services and goods shall be of an appropriate standard, to the satisfaction of the Mall Management.
- Licensee should not use additional chain lock to lock the door.
- Use for office, clerical or other non-selling purposes only such space in the Licensed Unit as is, from time to time, reasonably required for the Licensees' business therein and for the use of the Licensees' Manager in the same general area but not exceeding ten (10) per cent of the total area of the Licensed Unit.
- When applications are made to authorities the Licensed Unit should not be mentioned as registered office or as corporate office.
- Refer to the building by its proper name which is "Infiniti Mall, Malad" wherever the Licensee designates or refers to the building in any newspaper or other advertising, stationery, or other printed material, including any packing, packaging or carry bags. It is made clear that the Licensee is not permitted to use the "Infiniti" brand name and logo, the name and address maybe used only for identifying the business location.

- Licensee is supposed to submit monthly sales statements by 5th of each month for the preceding month.

4.2.3 Merchandising Display:

- The Licensee shall use to best advantage, all space available in the Licensed Unit for display and adequate merchandising of the Licensees' goods, ware and stock-in-trade and will keep the signage, display windows and other appropriate parts of the Licensed Premise adequately lit during Mall Trading Hours and such periods of time as may, from time to time, be required by the Mall Management in respect of all retail business in the otherwise, spoil, impair or detract from the architectural form or style or appearance of the Licensed Unit, the Common Area or the Building in general. The Licensee shall not leave unopened goods, ware and stock-in-trade in Guest areas during Mall Trading Hours.
- The Licensee shall not place or display any merchandise or advertising material of any nature whatsoever outside the Licensed Unit or in any part of the Common Area without the prior approval in writing from the Mall Management. No stickers to be stuck from outside of the façade.

4.2.4 Signage:

- The Licensee shall not, without the prior approval in writing of the Mall Management, erect, display, affix or exhibit on or to the exterior of the Licensed Unit or the interior face of the unit front of the Licensed Unit any signs, lights, embellishments, advertisements, name or notice which do not conform to reasonable requirements and standards of the Mall Management as to design, quality, size and appearance.

4.2.5 Mall Logo:

- The Licensee shall not, without the Mall Management prior written consent, use the name of the building or any picture or likeness of the Building or the Licensed Unit in its registered or trading name or for any advertising or purpose other than as the address and place of business of the Licensee.

4.2.6 Photo Shoot and Video Shoot:

- The Licensee is not permitted to conduct any photo shoot, video shoot or use any such media in the Licensed Unit or any part of the Mall Premises without prior written approval of the Mall Management.

4.2.7 Radio, Television, Aerials:

- The Licensee shall not, without the consent in writing of the Mall Management, erect or place upon, within or outside the Licensed Unit any radio or television aerial or antenna or any loudspeakers, screens or similar devices or equipment and will not, without the like consent, use or permit to be used any radio, gramophone, television or other like media or equipment likely to be heard or seen from outside the Licensed Unit or broadcast any video or other material provided, however that any consent so given as aforesaid may at any time be withdrawn, in full or in part, where the Mall Management so determines, having regard to the interests of the Building as a whole and/or the rights or interests of other Licensees or persons lawfully therein, but provided always that Licensees dealing in audio-visual equipment shall be permitted to operate such equipment in a reasonable manner in conformity with the reasonable requirements of the Mall Management as to volume and intensity and to the type of material broadcast.

4.2.8 Rules and Regulations of the Building:

- The Licensee shall at all times observe and comply with rules and regulations contained in this manual (and as from time to time varied, added or amended by Infiniti Mall, Malad), relating to the Management and care of the building and the conduct of Licensees, their employees, contractors etc; provided that no amendment or variation of such rules, regulations or any variation thereof shall be inconsistent with the rights of the Licensees as expressed in their respective Leave and License Agreement and the Licensee agrees that failure of the Licensee to comply with any of such rules and regulations, as may from time to time be in force, shall constitute a breach of the terms

of the Leave and License Agreement purposes or the display or advertisement of any goods or services except with the consent in writing of the Mall Management and in accordance with any conditions imposed by the Mall Management.

4.2.9 No Auctions:

- The Licensee shall not conduct or permit to conduct on the Licensed Unit any auction, clearance or liquidation sale or unethical business practice, but this provision shall not preclude the conduct of genuine periodic seasonal or promotional sales after obtaining the prior written consent of Infiniti Mall, Malad.

4.2.10 Pay for Utilities:

- As per the Leave and License Agreement.

4.2.11 Restrictions on Advertising:

- The Licensee shall not use the Common Area or any part thereof for any business or commercial purposes or the display or advertisement of any goods or services except with the consent in writing of the Mall Management and in accordance with any conditions imposed by the Mall Management.

4.2.12 Air Conditioning:

- Where any plant, machinery or equipment for cooling or circulating air is installed in or about the Licensed Unit, other than those provided by the Mall Management, the Licensee will, at all times use and regulate the same so that it is in reasonable balance with conditions in the Common Area and shall, at the Licensees' expense, keep such plant in good repair and condition and regularly serviced at least four times in a calendar year.

4.2.13 Infectious Illness:

- The Licensee will, in the event of any infectious illness occurring in the Licensed Unit, forthwith give notice thereof to the Mall Management and to the proper public authorities and will, at its expense, thoroughly fumigate and disinfect the Licensed Unit to the satisfaction of the Mall Management and such public authorities and otherwise comply with their reasonable and lawful requirements with regard to the same.

4.2.14 Notice of Defects:

- The Licensee will give to the Mall Management prompt notice in writing of defect or want of repair in any services or fittings in the Licensed Unit (provided by the Licensee) and of any circumstances likely to be a danger or cause any danger, risk or hazard to the Licensed Unit or to the Building or any person therein.

4.2.15 No Touting:

- The Licensee shall not by himself, his employees etc; carry out any touting activities in the Common Area or in any other part of the Building/Premises.

4.2.16 Lifts and Escalators:

- The Licensee shall not use any of the Guest lifts/escalators in the Building for the transport of its goods, merchandise, garbage or equipment of any nature, whatsoever. Only designated service elevators may be used for this purpose during timings specified by the Mall Management for such activities.
- Infiniti Mall, Malad/Mall Management shall not be under any liability to the Licensee or to any other person arising from any inability beyond the control of Infiniti Mall, Malad/Mall Management to operate or maintain any lifts or escalators installed in the Building at any time or times for any reason, whatsoever and to the extent to which the Mall Management has control over the same the use and operation of such lifts and escalators shall at all times be at the discretion of the Mall Management.

4.2.17 Access to Licensed Unit:

- The Licensee shall ensure that the Infiniti Mall, Mall Management and/or their representatives have obstruction-free access to the Licensed Unit for the purposes of taking inspection and carrying out repairs at all reasonable times, as and when necessary.

4.2.18 Water Supply:

- Please refer to the Leave and License Agreement.

4.2.19 Pay Telephones:

- The Licensee shall not apply for, install or allow the use of a pay telephone in the Licensed Unit, except where the Leave and License Agreement permits the same as the business of the Licensee to provide such services.

4.3 Upkeep

4.3.1 Repair:

The Licensee will maintain, repair and keep the whole of the Licensed Unit in good and substantial working order and condition. Refer Annexure II for Safety Clearance Form.

4.3.2 Specific Obligations:

- Ensure all laws, bylaws and regulations of the Mall as contained in the Leave and License Agreement and Municipal/Government laws and bylaws are fulfilled.
- Guest complaints that are brought to the attention of the Mall Management are to be dealt with by the store Manager within 48 hours of notification.
- Work permits are to be obtained from the Mall Management prior to any work commencing within the Licensed Unit. Work permit form to be filled at the information desk prior to 18:00 (on the day of work). Post 18:00 no work permits will be permitted to be filled.

- Ensure that Mall Management has names and contact details of all store Management personnel.
- No posters, notices, photographs or visuals may be placed onto the inside or outside of shop front windows. No adhesive material will be permitted.
- Licensee should ensure Police verification of its employees and vendors along with background verification.
- It is the responsibility of the Licensee to obtain and renew necessary licenses which are required to run the business from the concern authority (ies). Licensor does not hold any responsibility towards the same.
- The Licensee shall not without the prior written consent of the Licensor affix or place any signages, advertisements, posters or boards on the exterior of or at any place outside the Licensed Premises or at any of the show-windows in the said Mall Premises.
- The Licensee shall not make use of any other amenity, service or facility available in the Mall Premises (i.e. other than the amenity, service or facility permitted by the Licensor to be used by the Licensee), without the prior written consent of the Licensor.
- The Licensee shall not obstruct any staircases, lifts, passages or other Common Areas of the Mall Premises or any open areas in the said property and shall not do anything whereby any amenities, services or facilities in the said property are damaged or the use thereof is affected in any manner whatsoever.
- The Licensee shall not do or cause to be done anything in or from the Licensed Premises (including playing music/ any instrument loudly) which may cause nuisance or annoyance to the Licensor or to the persons using the other areas or Premises in the said property or their visitors or Guests or which may cause damage to their person or property.
- The Licensee shall not throw any dirt, rubbish or garbage or permit the same to be thrown outside the Licensed Premises or in any other part or portion of the Mall

- Premises. It shall be the responsibility of the Licensee to collect all dirt, rubbish and garbage from the Licensed Premises in the manner required by the Licensor and deposits the same at the spot/garbage collection room designated by the Licensor.
- The Licensee shall bring in and unload goods and materials required for the business permitted to be carried on in the Licensed Premises, during the hours and through the routes in the said property specified from time to time by the Licensor and without damaging or disturbing the other areas and Premises in the said property and the users, Guests and visitors thereof.
 - No person shall reside/live in the Licensed Premises and no person including any Officer or employee of the Licensee shall remain in or be entitled to have any access to the Licensed Premises after the general working hours and the extra working hours, if any, notified by the Licensor.
 - The Licensee shall not change the existing locking device of or apply additional locking devices, chains, gadgets, etc to or put any rolling shutter over the existing entrance door to the Licensed Premises.
 - The Licensor and its agents shall be entitled at all times to enter upon the Licensed Premises inter alia to view and examine the state and condition thereof and also for the purpose of carrying out any repairs in or to any Common Area or any other spaces, Premises or area of the Mall Premises/property or any service, amenity, facility or infrastructure therein.
 - The Licensee and its employees shall behave in decent, disciplined & orderly manner and observe and abide by the terms and conditions.
 - It is mandatory for all the Retailers to ensure that the store is adequately manned to meet the business requirements throughout the Mall Trading Hours.
 - It is prohibited to use Mall documents such as electricity & phone bills etc. to attain government documents or licenses.

- Copy of all relevant documents of all payroll and outsourced staff needs to be kept at store

4.3.3 Cleaning:

The Licensed Unit (including internal and external facade and doors) to be cleaned by the Licensee or its agents in a proper and professional manner. The same to be kept clean and free from dirt, dust and rubbish. The Licensee shall particularly store and keep all trade waste, trash and garbage in proper receptacles and arrange for the regular removal thereof from the Licensed Unit. Stores need to take water for cleaning purpose from utility room/ Janitor's Room situated on south east side of the mall.

4.3.4 Equipment:

Keep and maintain clean and in good order, repair and condition, all fittings, plants, furnishings, and equipment of the Licensee, and in particular to have maintenance contract for a quarterly service with a competent agency.

4.3.5 Replace Breakages:

Immediately repair and replace all broken glass, including exterior show-windows with glass of the same or similar quality and all damaged or broken lighting, electrical equipment (including light bulbs and fluorescent tubes) and plumbing installed in the Licensed Unit. Any damage to the Common Area or fixtures thereof, and/or any adjoining Premises or any facility to be replaced or the cost of the same would be recovered.

4.3.6 Appliances:

Without affecting the generality of the preceding paragraph hereof, the Licensee will not, without the consent of the Mall Management, install any water or electrical fixtures, equipments or appliances or any apparatus for illuminating the Licensed Unit which would exceed the allowable limit of maximum demand stipulated. In the event the allowable limit is exceeded in practice, the Mall Management reserves the right to charge the Licensee a penalty for the same.

4.3.7 Machinery:

The Licensee will not bring upon the Licensed Unit any heavy machinery or other plant or equipment or goods without the written consent of the Mall Management and in no event shall any such machinery, plant, equipment or goods be of such nature or size as to cause or, in the opinion of the Mall Management, be likely to cause any structural or other damage to the floor or walls or any other parts of the Mall Premises (including the Licensed Unit or the Common Area). Before bringing any such equipment or goods upon the Licensed Unit or the Common Area, the Licensee shall inform the Mall Management of the Licensees' intention to do so. The Mall Management may direct the routing, installation and location of all such machinery, plant, equipment or goods and the Licensee shall observe and comply with all such directions.

4.3.8 Janitor's Room:

Janitor's Room has been provided on UG, 1st & 2nd floor at the south east side and the Licensee is requested to use the same for basic cleaning and washing.

4.3.9 Entrances:

The Licensee shall not change or otherwise alter the type or the size or location of the entrances of the Licensed Unit except with the prior written consent of the Mall Management.

4.3.10 Food and Kitchen Audits:

The Licensee shall permit the Mall Management, its employees, servants, agents and/or representatives to enter into the Licensed Unit (including the Kitchen Area) for the purpose of removing and taking away samples of food, water and ice for nominated laboratory testing by an outside agency.

4.3.11 Air Conditioning:

Maintaining the AHU in the Licensed Unit is the responsibility of the Licensor. For effective cooling, the Licensee needs to follow these simple guidelines:

- a) Recommended that machine to run at constant speed.
- b) Fan speed and setting must not be changed frequently.

4.3.12 Use of Washrooms:

The Licensee shall not use or permit nor allow to use the rest rooms, sinks and drainage and other plumbing facilities that may exist in the Licensed Unit or the Common Area for any purposes other than those for which they were constructed or provided and shall not deposit or permit to be deposited there in any sweepings, rubbish or other matter and any damage thereto caused by misuse and/or non-permitted use, shall be replaced by the Licensee forthwith. Licensee should use the Washrooms provided for the staff.

Only designated staff washrooms on the lower ground, upper ground, first and second level on the north side of the Mall are permitted to be used by the Licensees staff or contractors.

Please note that, the restroom and WC cubical need to be used with utmost care as it is a facility shared with other retail partners too. The western style commodes are provided in each block, it should be used in appropriate manner. Use of hand dryers for drying handkerchief/other cloth/hair etc. is prohibited. Bathing, shaving, washing of feet etc. is prohibited and disciplinary action would be taken if found in violation. No graphic else graphitic else other mean of slangs should be written on the wall panels else on doors. The non-adherence on the same will attract penalty of Rs.500/- .

4.3.13 Use of Water Coolers and Water Cups:

Drinking water facility is provided on each floor, close to the washrooms. Water may be consumed without wasting the same. Do not fiddle, play else strain the taps.

Filling of industrial drinking water bottles is prohibited, however one may refill the small bottle up to one liter from these facilities during Trading Hours and not more than five bottles at one time during non-Trading Hours.

Give preference to Guests to utilize the facility first and await your turn.

Section 5

5. RESERVED RIGHTS OF INFINITI MALL, MALAD

5.1 Temporary Structures in Common Area:

Infiniti Mall, Malad reserves the right, from time to time during the term hereof, to erect, remove and re-erect temporary structures and other structures in any part of the Common Area and to allow any person the use of all or any part thereof for such purposes, for such periods and upon such terms and conditions as Infiniti Mall, Malad may, in its absolute discretion, deem fit and to receive, retain and appropriate to Infiniti Mall, Malad all incomes, gains and profits there from.

5.2 Functions in Common Area:

Notwithstanding anything herein contained or implied to the contrary, Infiniti Mall, Malad may permit any person or organization to hold any function or exhibition or display any merchandise or organize any parade, theatre, display or show in any part or parts of the Common Area at such times and upon such terms and conditions as Infiniti Mall, Malad may in its absolute discretion think fit and to receive, retain and appropriate to the Infiniti Mall, Malad, all receipts, accruals, incomes, gains and profits there from.

5.3 Public Address System:

Infiniti Mall, Malad may (but shall not be compelled to) provide and install a Public Address System throughout the Common Area or any part thereof and may play, relay ,broadcast and/or permit any other person to play, relay or broadcast recorded music or public announcements thereon, upon such terms and conditions as Infiniti Mall, Malad may in its

absolute discretion think fit and to receive, retain and appropriate to Infiniti Mall, Malad, all receipts, accruals, incomes, gains and profits there from.

5.4 Consent or Approval of Infiniti Mall, Malad:

In any case where pursuant to these presents or to any rule or regulation made hereunder, the doing or executing of any act, matter or thing by the Licensee is dependent upon the consent or approval of Infiniti Mall, Malad, such consent or approval may be given or withheld by the Mall Management in its absolute discretion.

Section 6

6. MARKETING AND EVENTS

6.1 Space Promotion procedures:

Any promotions planned by Licensees should be first directed to the Marketing Manager and would, as a general rule, be subject to the following:

- No speakers/noise/music of individual Licensee should be heard outside their Licensed Unit.
- No display material, stock, or merchandise shall be permitted on, or to obstruct paths, halls, columns, glazing, walkways and passages. This is necessary so as to enhance the appearance of the Mall and create better in-store merchandising.
- No selling is allowed in the Common Area.
- No clearance sale, fire sale, auction, bankruptcy, bankrupt stock, closing down or liquidation sale purporting to be in connection with the closure, cessation or termination of any business is permitted.
- No flashing lights shall be permitted outside the Licensed Unit.
- No handing out of flyers/promotional leaflets/handouts or other promotional material shall be done anywhere in the Mall Premises.
- Placing of fliers, etc; or sticking of promotional stickers on cars is prohibited.
- All signages, advertising cards, labeling and other material must be of a professional appearance. Handwritten material is prohibited.
- Prior permission of the Mall Management is necessary for the placement of any signages, fliers, or display material in the Mall and Common Area.
- Promotions should be staffed at all times and prior approvals to be taken from Mall Management.

- The Licensee shall not, by its employees, solicit business in the parking or other Common Area, nor distribute pamphlets or other advertising matter in motor or other vehicles parked in the parking area or in any other Common Area and shall at all times comply with any rules and regulations from time to time laid down by Infiniti Mall, Malad or its representatives.

Section 7

7. EMERGENCY GUIDELINES FOR SAFETY AND SECURITY

All security breaches/incidents must be reported to Mall Management office immediately so that a profile of the same can be forwarded to the concerned authorities.

7.1 Shoplifting:

Prevention and action against incidences of shoplifting shall at all times will be Licensees responsibility, and not of Infiniti Mall, Malad and the Mall Management. Further it is necessary to contact local authorities in case such incident occurs. The Mall Management has to be informed in detail of all such occurrences.

7.2 Lost Property:

- The finder would deposit the article at the Information Desk.
- The finder would get the Lost and Found Receipt.
- Any article whose value is less than Rs. 1,000 and if unclaimed for more than one month, will be returned to the finder on producing the Lost and Found Receipt after due verification. If the finder does not claim the article within seven days after expiry of the aforesaid mentioned one month, the article shall be disposed or destroyed, as the Mall Management deems fit.
- Any article whose value is more than Rs. 1,000 and is unclaimed for more than one month will be given to the local authorities. Any comments to this effect will be logged by Security Manager.

7.3 Guest Accidents:

- If an accident occurs in any unit or in the Common Area of the Mall, it should always be reported as soon as possible to the Mall Management office. Should First-Aid be required, the Mall Management office must be contacted. If required, an ambulance may be called.
- All emergency contact numbers have been mentioned on page number 02 and 54, which needs to be used in case of emergency.

7.4 Safety Drills:

- The Mall Management conducts Safety Drills on a regular basis within the Mall, which should be attended by the Licensee and their staff and employees at the scheduled dates and times.
- As per Mall Protocol, there are four emergency calls which will also be practiced during a safety drill namely:

ALFA	Fire
MIRA	Medical Emergency
FOX	Other Emergency
EROS	Evacuation

A. "ALFA":

This is an alert call for all staff, employees and personnel of the Licensee within Infiniti Mall, Malad to be on high alert and take their respective positions as mentioned in their crisis card and perform duties mentioned there or as per the instructions of the Emergency Team.

B. "MIRA":

This is an alert call for all staff, employees and personnel of the Licensee within Infiniti Mall, Malad to be on high alert in case of a medical emergency with any on the Guest/staff within the Mall Premises.

C. "FOX":

This is an alert call for all staff, employees and personnel of the Licensee within Infiniti Mall, Malad to be on high alert in case of any conflict/mob involving the Guest/staff within the Mall Premises.

D. "EROS":

This is an emergency call for evacuation which would mean that all staff, employees and personnel will take position as per the Alpha call and guide Guests and other personnel, who are not part of the emergency team to evacuate the Mall through all the exit routes mentioned in the emergency exit map.

7.5 Training and Documentation:

- It is most important that all Licensees and their staff/employees take appropriate steps to familiarize themselves with the potential hazards and develop in their staff an awareness of the dangers associated with the hazards and the necessary measures to be taken to contain them. All Licensees shall display, in a position to their staff, the map of the Mall provided, showing fire appliances and exits, and the steps to be taken in an emergency.
- All Licensees shall ensure that its Manager/unit in-charge along with atleast 20% of their staff is adequately trained for handling emergency situations and crisis.

- All Licensees would need to co-operate with Mall Loss Prevention Team to ensure safety of Guests and assets.

7.6 Duties of Licensees and their staff/employees:

The prime duty of Licensee is to ensure the safety of their Guests and staff/employees:

- Licensees' staff/employees must be conversant with the contents of this document.
- Licensees' staff/employees must be aware of the location of the closest fire-fighting appliance and how to operate the same.
- Licensees should prepare their own fire and evacuation drills for their respective Licensed Unit and train/instruct their staff in using the same.
- Licensees and their staff/employees shall make themselves aware of the quickest route by which they can evacuate their Guests from the Mall.
- The assembly points are at the lower ground level, periphery.
- No person should be permitted/ instructed to assemble on any areas other than the designated fire assembly points in the event of an emergency.

7.7 Procedures when evacuation call is sounded:

- The Mall Management and Mall staff shall clear the Common Areas.
- Licensees' staff/employees shall be responsible for clearing the Licensed Units of all Guests.
- The Mall Management office will supervise evacuation, making suitable announcements over the PA system as may be required to instruct Guests where and how to leave the Mall.
- No person shall enter the Mall until instructed by Mall Management once the "All Clear" is given by the appropriate authorities.

7.7.1 Suspicious package/device:

- Do not open, smell, examine, touch or taste

- Treat it as a suspect
- Report incident to the Mall Management on +(91)-9920112373/+(91)-9321689812/+(91)-9920112551
- If you suspect that the package/device is contaminated with a chemical or biological agent:
 - a) Close all doors
 - b) Minimize physical contact with other people
 - c) Wash your hands with soap and water
- List all people who may have been in contact or close proximity to the suspicious package/device and provide this list to appropriate authorities.
- Clear the immediate area where the package was discovered.

Notify supervisory staff and provide the following information:

- a) Object location
 - b) Object description
 - c) Any other useful information
- Notify Mall Management of the potential emergency
 - Attempt to establish ownership of the object
 - If necessary, initiate evacuation procedures
 - No person should attempt any action that puts other's life in danger.

The Mall Management's office must be notified or contact the nearest Information Desk.

Report calmly.

7.8 Fire - fighting procedures:

- a. Chemistry of fire:

Fuel + Energy + Oxygen = Fire

To be able to put out a fire, we have to cut off one of its three elements.

- b. Fire - fighting:

- To fight fire, we have equipped the entire Mall with smoke detectors, sprinklers and fire extinguishers.
 - The Licensed Unit too has been provided with smoke detectors and sprinklers.
 - Do have adequate fire extinguishers for each of the class of fire mentioned below and also a First-Aid kit available at all times.
- c. How to identify the class of fire

Class - A: Fire involving combustible materials like wood, paper, cloth, etc.

Class - B: Fire involving inflammable liquids like petrol, kerosene, organic solvents etc.

Class - C: Fire involving domestic and industrial gas like butane, propane, etc.

Class - D: Metal fires.

Class - E: Electrical fires due to short circuit, etc; which lead to other fires.

7.8.1 In case of fire:

- Do not panic. If the fire is of minor nature, qualified personnel can reach for the fire extinguisher and aim towards base of the fire.
- Understand the usage of the fire extinguisher as soon as you join the Licensed Unit.
- Shut off the gas supply. If it is a gas leak, do not touch the electrical switches.
- Without creating panic, abandon the area, inform Mall Management office immediately.
- Evacuate Guests immediately. The Mall Management will take the call on what has to be done in terms of evacuation.
- Efforts to extinguish the fire should be made if you are qualified, or wait in the safe area for assistance.
- Licensed Unit's Door should not be locked.
- The Mall Management office will notify:
 - a. The Fire Brigade
 - b. The Police
 - c. The Ambulance, if required.

- The Mall Management will assess the situation and take appropriate action.
 - a. When instructed to evacuate the area, all persons must proceed in a calm, orderly manner to the designated safe assembly point area (as illustrated in the map of the Mall). Door should not be locked while leaving.
 - b. All persons must stay in the “safe” area/assembly point until everyone is counted and has been allowed to go by a Fire Warden.
 - c. Under no circumstances shall any person re-enter the building until authorized to do so by the Emergency Controller.

7.8.2 Safety Guidelines: general fire safety points:

Do’s:

- Stack the material properly and away from power lines/inflammable material.
- Always switch off the appliance after use.
- Never ignore gas leakage. Inform the Mall Management office of any leaks.
- Always keep your kitchen and gas bank well ventilated.
- Always obey signs and instructions.
- Always keep emergency exits clear.
- Always know the location of fire extinguishers.
- Always inform the Manager of the Licensed Unit and the Mall Management office if you suspect any sign of fire.

Don’ts:

- Do not smoke, except in designated areas as defined by the Mall Management.
- Do not leave dusters to dry on the hot equipments.
- Do not overheat oil or fat.
- Do not put wet food into hot oil.

- Do not leave any equipment unattended in switched on mode.
- Do not keep dusters or paper near electrical panels.
- Do not operate electrical equipments without proper plug top. Do not go near machinery with loose or synthetic clothes.
- Do not overload electrical circuits.

7.8.3 Safety Norms:

For Anchor and Vanilla stores:

- Checking of extinguishers for refilling date, if properly mounted and accessible.
- Combustible material not stored in front of electrical panel and pathway.
- Regularly scrap combustible material.
- Emergency lighting system in the store.
- Electrical panel properly tagged.
- No temporary wiring and wiring with joints in place of permanent wiring.
- To check if staff has adequate knowledge of fire and how to operate extinguishers.
- To check if staff has adequate knowledge of basic First-Aid.

For Food Court stores and Restaurants:

- Checking of extinguishers for refilling date, if properly mounted and accessible.
- Restaurant and kitchen should have their own fire alarm system.
- Checking for material stored in front of electrical panel.
- Checking for material lying and blocking fire exit, corridor, and kitchen pathway.
- Any grease, oil, water spill left unattended in the kitchen.
- Liters of cooking oil stored in the kitchen (max. 50 liters).
- Emergency lighting system in the store.
- Electrical panel properly tagged.
- No temporary wiring and wiring with joints in place of permanent wiring.

- To check if staff has adequate knowledge of fire and how to operate extinguishers.
- To check if staff has adequate knowledge of basic First-Aid.

7.9 General First-Aid:

- Each Licensed Unit shall have to maintain a First-Aid kit at a handy location.
- In case of emergency, First-Aid can be availed at Information Desk and Guest and staff entry points.

Serious Burns:

- Do not allow crowding around the patient.
- Remove/cut away clothes from the affected parts of the body.
- Call the doctor, preferably the one approved for the Licensed Unit, otherwise the closest doctor you find.
- Always inform the Manager of the Licensed Unit.

Electrical shock:

- Make sure the electrical source is disconnected first.
- If patient perspires, body is cold and has low pulse:
 - a. Cover with warm cloth (do not touch the burnt part).
 - b. Call for ambulance to take the patient to hospital immediately.
- It is important that any reserve stock is stored in accordance with the regulations.
- Fire exits and corridors **MUST BE KEPT CLEAR AT ALL TIMES** and the “exit” signage should be clearly visible. No stock, cartons, etc; shall be placed in corridors.
- There should be a minimum clearance of 500mm between the sprinkler and stacking of stocks. All fire extinguishers **MUST** be positioned at appropriate locations.
- All extinguishers must have placards/signages above them nominating type and use
- A laminated fire exit plan should be stuck at all the fire exit points.
- Fire hose, fire hydrant, reel cupboards must remain clear and accessible at all times.

Any breach of regulations will result in a fine from Fire Department, which is payable by the offender.

7.10 Bomb threat call:

Whenever telephone call is received informing about bomb in the Mall Premises, person attending call should try to take maximum information from the caller and should write down all the information in Bomb Threat Card neatly (Annexure-1).

Following actions should be followed afterwards.

- Call receiver should complete the bomb threat form.
- Inform on duty Security Officer confidentially.
- Secrecy to be maintained as information to the public will cause panic, which may lead to accidents. .
- Mall to depute Security Guards to search for unattended bag, parcel or suspicious article.
- Take proper precautions to avoid confusion and accidents.
- Assist the Police and other government agencies in all possible way.
- Shut down all major electrical installations.
- Shut down the gas bank.

On location of parcel is informed by caller or found by the searching party.

- DO NOT TOUCH THE ARTICLE at any cost.
- Cordon off the area.
- Clear the area where the suspected article containing bomb is found.
- Kindly assist Mall Management if Police or Bomb Detection Squad confirms about the bomb.
- Here onwards, Police will take over the situation.

ANNEXURE - I

BOMB THREAT CARD

Name of employee _____ Outlet/Department _____

Telephone number on which call was received _____ Extension _____

Time call received _____ Time call ended _____

Exact words of Caller (continue on back of form)

Background noise of the Call

Questions to ask

Type of threat (What is it?)

What time will it go off?

Description of threat (What does it look like? Where is it?)

Reason for calling you (why did you call me?)

Reason for planting the item (why did you plant the bomb?)

Name of the caller (Who are you?) _____

Gender of the caller Male-Female _____

Approximate age of the caller _____

Accent of the caller _____

Manner of Speech of the Caller:

Defective	Fast	Frightened
Lisping	Obscene	Polite
Slow	Stuttering	Vulgar

State of the Caller:

Calm	Cool	Crying
Drugged	Emotional	Excited
Immature	Intoxicated	Irrational

Was the Caller's voice familiar? No/Yes _____

7.11 Mall Evacuation:

On many situations evacuation of the Mall will be necessary, such as major fire, bomb threat, natural calamity, morcha or political bandh call. If the decision to evacuate the Mall is taken by the Management, following procedures are to be followed to evacuate the Mall.

Pre Evacuation preparations

- Keep all the doors of the staircases in OPEN position to avoid delay. Ensure that the entrance is clear of obstacles.
- Wheel chair, Stretcher, First-Aid box to be kept ready.
- Stop entry to the Guests.
- Shut down the gas bank (especially in case of fire).
- Shut down major electrical installations (especially in case of electrical fire).

Evacuation Process

When Management decides to evacuate the Mall:

- Evacuate your store along with the Guests peacefully and in a systematic way.
- Care should be taken to avoid panic and confusion which may lead to a stampede. Ensure no Guest goes to the basement.
- Assist old age people, physically challenged and others who need help.
- Cordon off the area which is having a problem like fire or unattended parcel.
- In case of fire or gas leaks, open the staircase windows to avoid suffocation. In case of major fire, SWITCH OFF main electrical supply.

7.12 The Mall Management Team:

Roles and Responsibility	Name	Designation	Mobile Number	Email Id
First Point Of Contact	Manager On Duty - Operations		+ (91)-9321689812	dm.malad@infinitimall.com
	Security Officer On Duty		+ (91)-9920112551	
	Engineer On Duty		+ (91)-9920112576	
Operations	Mohd. Syed Manzoor	Asst. Duty Manager	+ (91)-7506651205	dm.malad@infinitimall.com
	Riyaz Dewan	Asst. Duty Manager	+ (91)-7498887704	dm.malad@infinitimall.com
	Ram Sharma	Duty Manager	+ (91)-7506651202	dm.malad@infinitimall.com
	Mahendra Rai	Deputy Manager – Licensee Coordination	+ (91)-7506651203	helpdesk.malad@infinitimall.com
	Yogesh Ghosalkar	Deputy Manager - Operations	+ (91)-7506651201	operations1.malad@infinitimall.com
Engineering	Yogesh Jadhav	Senior Engineer	+ (91)-8879648547	engg1.malad@infinitimall.com
	Joseph Godinho	Chief Engineer	+ (91)-9920112485	engg.malad@infinitimall.com
Security	Deepak Chand	Asst. Security Manager	+ (91)-9920112445	Security1.malad@infinitimall.com
	Mangesh Meher	Chief Security Manager	+ (91)-9920112373	security.malad@infinitimall.com
Marketing	Purtee Lele	Sr. Executive - Marketing	+ (91)-9321689826	marketing1@infinitimall.com
	Rahul Tuli	Asst. Manager - Marketing	+ (91)-7498887701	marketing.malad@infinitimall.com
	Gaurav Balani	AGM - Marketing	+ (91)-9324801893	marketing@infinitimall.com
Accounts	Satish Arsul	Executive -Accounts	+ (91)-(22)-42340016	ap.malad@infinitimall.com
	Rikesh Shah	Asst. Manager - Accounts	+ (91)-(22)-42340019	ar.malad@infinitimall.com
	Jaywant Sawant	Senior Manager - Accounts	+ (91)-9321689813	accounts.malad@infinitimall.com
Escalation Point	Rohit Kaul	Deputy General Manager - Operations	+ (91)-8879648548	operations.malad@infinitimall.com
	Mukesh Kumar	CEO	+ (91)-(22)-42340000	mukeshk@infinitimall.com

8. OTHERS

8.1 Renovations:

Any plans of expected works, or renovations require the Mall Management’s prior written approval and the same shall be given as per the Manual. Ref: Annexure II for Safety Clearance Form. Any renovations of the store to be planned from 1st March to 16th April and from 16th August to 30th September of every year.

All planned renovations, design changes and permanent changes in structure need to be approved by the Mall Management via submission of appropriate CAD drawings.

8.2 Designated Smoking Areas:

- Licensees/employees are prohibited from smoking in the Mall Premises. The employees are also prohibited from chewing tobacco, pan and guthka etc. Failure of the same would result in fine of Rs. 500/-.
- Mall has authorized smoking zone outside the building on lower ground floor for retail staff (next to staff entry).
- For Guests – the retail staff need to guide them to upper ground floor (outside area) or else on mezzanine floor, to the smoking zone.

9. ANNEXURE

Night work permit process (non-project work):-

- Night work permits to be filled at the information desk prior to 18:00 (on day of work).
- Post 18:00 no work permits will be permitted to be filled for work to be carried out on the same day.
- On completion of work the contractor needs to call the Security Officer on (+91 992 011 2551) & Mall team will visit the store for exit clearance.
- The store contractor team will not be permitted to exit the Mall till the same has been signed off by all concern departments on the Contractors copy of the work permit form (white copy).
- On exit the contractor's copy of the work permit form (white copy) needs to be deposited at the security gate.

9.1 Work permit & security clearance form:

Date: _____ Sr. No.:- _____

To,

The Duty Manager/Security Officer

Request you to inspect the site and authorize to start following work;

Organization: _____ Dept: _____

Service Provider: _____ Location: _____

Name of Contact Person:

Complete Address:

Telephone No: _____ Emergency Contact: _____

ID No/SSN No/PAN Card No: _____

Nature of Work: _____

	Set-up for promotion		Signage removal
	Set-up for shooting		Repairing the signage
	Signage installation		Uploading data on screens / LED Wall
	Repairs & Maintenance		Change of signage creative
	Stock Movement/Stock Audit		Others (Please specify) _____

Area Allocated for Work: _____

Duration of Work: _____

Date of Commencement: _____

Plan /Drawing Submission (If Any): YES NO NA

Permission Granted For: 0900hrs to 2100hrs 2100hrs to 0900hrs 24hrs

NAME OF THE EMPLOYEES/CONTRACTORS/VENDORS/LABOURS ETC:

1		6	
2		7	
3		8	
4		9	
5		10	

In case of large number of workers, contractors have to attach certified labour list along with the security clearance form).

Please Note:

_____ (Agency/Organization) indemnifies Infiniti Malls against damages or claims caused due to the work happening at site.

TO BE SIGNED BY RETAILER/AGENCY/COMPANY/VENDOR

Name: _____

Authorized Signatory

Signature

SAFETY PRECAUTIONS REQUIRED:

General Do's and Don'ts:

- Work permit & security clearance form should be pasted on work site with labour list & indemnity.
- Duplicate key of work site should be available at Mall security (Applicable for board out work site).
- The Contractor should start work only after the site is safe for work.
- Physical fitness is must for all workers.
- No cooking or sleeping, no smoking, no spitting, no washing, is allowed in the Premises.
- No consumption of any kind of alcohol, cigarettes, pan and tobacco permitted in the area of work.

No smoking signage should be displayed at work site.

- Labour to be aware of Basic Safety, First-Aid, Emergency Exits and Emergency Contact numbers.
- Food should be consumed only in designated cafeterias and food should not be consumed in the guest/back area.
- All licensees should have uniforms, ID cards for their staff during work.
- No materials to be stored in the fire exits and back areas.

Access Movement:

- No work should happen in Guest area between 10am to 11pm.
- No labour movement in Guest area during Trading Hours.
- No disturbance should be caused to Guest.
- Identity card to be issued by Contractor & Site Card by Infiniti Mall, Malad.
- Emergency numbers should be visible on work site.

- All workers should carry/display ID cards.
- Only mentioned workers in security clearance are allowed to work.
- Contractors have to submit labour list with their residential address & contact numbers of relatives.
- All work area should be properly cordoned off with safety barricades/cones.

Mandatory safety Measures:

- Safety signage should be properly displayed at all work sites.
- Emergency light required at work site (applicable for board out work site).
- Safety helmets to be worn (mandatory for any work at 10 feet height & above).
- Safety Harness to be worn (mandatory for any work at 10 feet height & above).
- All ladders used for the work to be in good condition (only aluminium ladders).
- Required footwear to be worn while performing work in the Mall (to be decided by nature of work).
- Fire extinguishers should be available at all work sites (minimum 5Kg, DCP-Type).
Emergency medical kits to be available all work site.
- Work site should be kept combustibles free.
- Proper storage closets for combustible and hazardous material should be maintained.
- Fire exit to be kept free from obstruction.

Civil Safety Measures:

- A 10 feet safe zone in all directions from the welding area must be maintained by covering all combustibles with non-combustible material or removing them.
- If any work happens at a height of 20 feet or above then a Security Guard to be deployed.
- Any modification to the sprinkler to be notified to MOD in advance to isolate and depressurize the system. Proper cover of the sprinklers to be fixed to the sprinkler valves.

- Adequate ventilation to be maintained at work site.

Electrical Safety Measures:

- Electrical equipments should be in proper working condition.
- Joint free electrical wire should use at work site (connectors & two pins are mandatory).
- All electrical switches and lights should be placed in the proper place.
- Installation of temporary motor.

Please add more safety precautions as per the nature of work.

Rights of entry reserved with the Mall Management.

SECURITY DEPARTMENT TO DO THE FOLLOWING:

Inspect the site to see whether all safety precautions are followed.

Brief all workers about the safety aspects of the work.

The Operations Department will only allow the work to happen after authorization from the Security Department.

Manager on Duty

Chief Engineer

9.2 Pre Occupancy Checklist for Retailers:

Infiniti Mall- Malad	
Store Name :	
Store No.:	
Date: _	
<u>Pre Occupancy Checklist for Retailers</u>	
S No	Description
A	Fire alarm system
1	Testing of Fire alarm system (MCP and smoke sensors, sprinklers below and above ceiling) completed.
2	Integration of tenant Fire alarm system with BMS System completed.
3	Fire dampers in place (Checked automation of Fire dampers).
4	Sprinkler line pressure tested. Put ON butterfly valve and keep in operation/use.
5	AHU Fire damper to be integrated with Fire system.
6	Adequate Fire extinguishers (CO2 and ABC type) placed in the facility as per norms. (Thumb Rule: One in No. /250 sq. ft.) (A minimum of two 4.5 kg carbon dioxide portable Fire extinguisher (PFEs) for every 100 square meter floor so located as to be available within 10 m radius area? Preferably near electrical /UPS rooms / Data centre. One 5 kg DCP type for every 100 square meter floor so located as to be available.
7	If emergency Fire Exit is provided and is panic bar installed
8	Fire & safety training to be provided on first day of store opening.
	HVAC
9	Air Balancing completed.
10	No leakages in chilled water line/system.
11	Operation of fresh air dampers checked.
12	AHU room free of debris.
13	Kitchen exhaust system and fresh air system is installed.
14	Are the duct insulations provided with non- combustible materials?
15	Easy access is available at AHU room for maintenance purpose.

B	Electrical
1	Test report of electrical panel to be submitted and connected load status to be provided. Connected load checked with electrical vendor of Licensee.
2	All electrical panels levelled and SLD available at tenant's electrical room.
3	Backup power (DG) availability only to critical loads checked. (50 % DG back up available at upstream panel – in an auto mode).
4	Joint Meter reading of all energy meters is taken.
5	Adequate working space (3 feet) provided in front of electrical panels.
6	All the electrical panels are provided with dual earthing from two different earth connections.
7	Electrical panels installed in AHU rooms to be isolated by temporary gypsum wall.
C	PLUMBING
1	Proper connectivity of plumbing connections in plumbing shaft checked. (Pantry /soil and waste water trials completed/leakages stopped if any).
2	Proper connectivity of domestic and treated water connections in plumbing shaft checked.
3	Grease trap is installed and working properly (for food and beverage outlet).
4	Joint meter reading of all water meters is taken.
D	Others
1	Staircases/common area clearance to owner's satisfaction.
2	Fitment of dampers as per approved drawings in Fire staircases.
3	Fitment of CCTV camera in lobby areas.
4	Fitment of PA system speakers in lobby/checks completed.
5	Joint meter reading of all gas meters is taken.
6	Identity cards are issued to client's staff.
7	List of contact numbers of client's staff during emergencies.
8	Are first aid kit available with fully stocked with valid medicines?
9	Are first aid kits readily accessible?
10	Name of Security agency.
11	Lit up of signage's.

E	Licences Required
1	PPL (Phonographic Performance Ltd) and IPRS (Indian Performance Right society Ltd) license.
2	Shop Establishment license.
3	Police registration certificate
4	Sales tax registration under Bombay Sales Tax Act.
5	Health Licence (to serve food) (HACCP).
6	Health Licence (to serve liquor).
7	State Excise and prohibition license.
8	Medical / health certificate for kitchen staff.
9	Maharashtra licence under Food and Drug Control Act.
10	Fire NOC
F	Damages & Recovery
1	Energy charges during fit-out activity are paid.
2	Dues if any for the damages are paid.
G	Key Management
1	One set of key to be submitted to the mall management post store opening along with a key handover letter.
H	Store opening formality
1	Trading allowable with annexure
2	Welcome letter to retailer
3	Retailer contact details

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The mall with infinite experiences

Malad (W)
