

YOUR CLINIC ... YOUR WAY







AL MAZAYA HOLDING CO. K.S.C.P (HOLDING)

KUWAIT HEAD OFFICE

P.O. Box 3546, Safat 13036, Kuwait Mazaya Tower 01 | 25th Floor | Al Murqab Tel +965 22243333 | Fax +965 22411901

Hotline: +965 185 8885 www.mazayaholding.com

DUBAI OFFICE

P.O. Box 116488, Dubai Mazaya Business Avenue | Jumeirah Lake Towers AA1 Tower | 45th Floor Tel +971 4 3635455/6 | Fax +971 4 3635457/8

Hotline: +971 80010101

TURKEY OFFICE

Cevizli Mah.Zuhal Cad. Ritim İstanbul | A1 Block No:46/A Floor:36 Maltepe | İstanbul Tel. +90 216 225 4100 | Fax +90 216 504 77 85













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Al Mazaya Holding has created this Tenant Guide to provide you with a resource book. You can find useful information regarding your lease and your responsibilities as a tenant.

It also gives an overview of what services you can expect from us, our responsibilities and how we work to maintain healthy, inclusive, safe and affordable communities.

You will be in regular communication with Mazaya staff. Working together to build stronger communities is key to both our successes, ours as a landlord and yours as a tenant. Keep this Tenant Guide within easy reach for future reference.

WELCOME TO YOUR NEW CLINIC!

INTRODUCTION

About Mazaya

ABOUT US

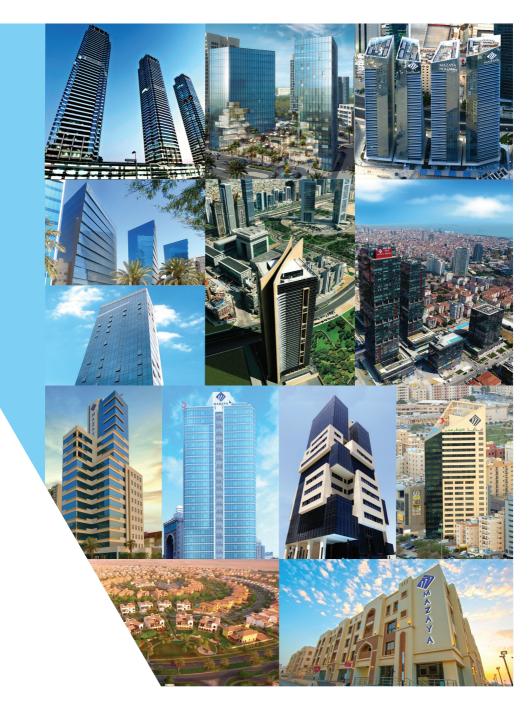
The company was established in 1998 and started operation as Al Mazaya Holding Company in 2004 with a paid up capital of KD 15 million to reach KD 68.8 million . Al Mazaya is a publicly-traded company dually listed on both Boursa Kuwait and Dubai Stock Markets. Al Mazaya provides various comprehensive real estate products and services in several fields, among them housing projects such as deluxe villas and high-class residential buildings, commercial projects such as office and retail buildings, and health projects such as medical centers.

MISSION

- DEVELOP Land Mark PROJECTS.
- SUSTAIN a value added QUALITY of PROJECTS.
- DEVELOP high CALIBER HUMAN CAPITAL.
- DIVERSIFY the Projects to Encompass THE WIDE Spectrum of Real Estate SEGMENTS/SECTORS.

VISION

To be **ONE** of the **MARKET LEADERS** in REAL ESTATE Development working in targeted prospective **MARKETS** with a **STRONG BRAND** that provides distinguished PRODUCTS.













ABOUT the Project

Mazaya Clinic (IV) aims to bring forth a high quality healthcare tower and deliver world class healthcare and clinical excellence to Kuwait's private healthcare sector.

The Tower consists of a high-rising development:

- **16** floors.
- multiple space clinics.
- 37 multi-specialization clinics.



Location

Mazaya Clinic (IV) is located in a prime location on the 3rd ring road in the Hawally Area. The Hawally Area has become one of the main medical hubs in Kuwait.

A 16 Floor high-rise soaring directly on the 3rd ring road with access directly off the Highway. The tower enjoys direct views overlooking the skyline of Kuwait City, the blues of the Arabian Gulf, as well as breathtaking views of Kuwait's horizons.

- Directly on the 3rd ring road way.
- 10 Minutes from Kuwait City.











MAZAYA AS A LANDLORD

We Promise To



Serve You With Respect And Dignity.



Keep you informed when we will get things done.



Listen to your questions or concerns to serve you with accuracy.



Offer you the best information to assist you in making informed decisions.



Respond to your inquiry in a timely manner.



Make sure you get to the right person when you contact us.



YOUR RESPONSIBILITIES

AS A Tenant

As a tenant, you and anyone working with you must comply with the obligations of your lease.

This includes the following responsibilities:

- Use, operate and manage the entire clinic invested directly from the inside according to its intended purpose.
- Not to place any advertisements or signs or boards or any advertising or advertising purposes outside the clinic or in the surrounding area only after obtaining the written consent of the lessor and then the competent official authorities.
- Do not store or place any materials or goods that can cause damage of any kind to the clinic or public health or be contrary to the law.
- No storing or placing any material or goods that can cause damage of any kind to the clinic or the public health or be contrary to the law.
- Follow the rules of security, safety and non-violation of the laws and regulations in force in the State of Kuwait and public order and ethics, don't cause any inconvenience to others.
- Carry any fees, fines or fines imposed by the government authorities on the clinic as a result of practicing the contracted activity, without any liability to the owner.
- Any improvements, modifications or additions to the clinic shall be made after the Lessor agrees in writing and the lessor undertakes to respond to the request for amendment, addition or improvement, either by approval or refusal within fifteen days from the date of notification. The investor undertakes at his expense to return the clinic to the lessor If the contract term is terminated or canceled, and the lessor shall deduct any costs in respect thereof from any sums to the investor under his hand.
- Assume full liability to third parties for any damages that may result from his actions and activities with the clinic, and the investor is not entitled to refer to the owner any damages resulting from these action.





YOUR CLINIC

In Your Hand



TENANT CONTACTS

To ensure that our Management Team is able to provide consistent service to our Tenants, the Landlord shall utilise the Tenant contact name, number and other details provided by the Tenant in its Lease unless advised otherwise.

After Hours Emergency Contacts – Tenants are responsible for providing the Landlord with after-hours emergency contact information in the event that these are different than those provided in their Lease.



BUILDING OPERATING HOURS

Medical Clinics seven days a week 08.00am - 12.00 midnight **Pharmacy** seven days a week 08.00am - 12.00 midnight Café' seven days a week

08.00am - 12.00 midnight

Working hours may be amended to accommodate certain periods in the year to facilitate peak trading (Ramadan, Eid etc). Any requests for working hours other than those set out above must be submitted to the Clover Clinic management for review and approval.



NON SMOKING

Mazaya building has a non-smoking policy; smoking inside the clinics or in common areas of the building is strictly forbidden.



PAYING YOUR RENT

Rent is paid on or before the 5th day of every month. Any payment received after this day is late. Late payments are recorded in your file.

YOUR CLINIC

In Your Hand



TENANT INSURANCE

Protect yourself and your belongings – purchase tenant insurance. All Tenants are required to provide annual proof of valid insurance coverage, in accordance with the provisions of their Lease as and when requested by the Landlord in the signed leasing agreement.



LAND LORD INSURANCE

The property owner (Mazaya) has purchased an insurance policy for the tower coverage without any commitment to the invested leasing area The company insurance policy covers only general areas.



KEYS & LOCKS

All tenants are requested to supply the property management with a list of key-holder details. Details to include: Name of person, Contact number/s of person. These details will be used to contact key-holders to Clinics, in

the event of an after-hours emergency related to a unit. Tenants are requested to please update the property management of any changes relating to persons and contact numbers.



INSPECTION

Your Clinic must be returned to its original condition. If we have to repair any damage or do cleaning, you will be charged for the work done.



PFTS

Pets are not allowed in or around the rental premises.



LOADING AND UNLOADING

You are allowed to move between 8 a.m. and 10 p.m. During loading and unloading of your belongings, vehicles should be parked in the parking areas only. Remember to dispose of moving boxes and other garbage in the appropriate area and containers.



SMOKE DETECTORS

All rooms and spaces inside the building equipped with smoke detectors connected to the fire alarm system. Smoke detectors are installed over and under false ceilings and effective for any fumes or vapors. Strictly forbidden to cover the smoke detector or tampering with its electrical connections or put any obstacles at a distance of less than 30 cm of the device.



PEST MANAGEMENT

Contact Mazaya Team at the first sign of any pest in your clinic or building. Pests include cockroaches, bedbugs, ants, mice or other rodents. Al Mazaya has a regular pest control on a quarterly basis.



AIR CONDITIONERS (A/C)

You need permission before installing A/C in your clinic. Contact Mazaya property team to obtain an information sheet on how to properly install the A/C.



MAKING CHANGES TO THE PROPERTY

Any changes to your clinic must be approved by Mazaya before they are done. You must communicate with Mazaya Property team prior to making changes.

YOUR CLINIC

In Your Hand



PRAYER ROOMS

Prayer rooms are available for both Ladies and Men in the facility.

Tenants are requested to please respect these areas by keeping them clean and tidy so that other tenants and visitors to the facility may make use of them.



THE ELECTRIC GENERATOR

The building is equipped with a diesel generator, works automatically in the case of power outage. Generator provides the electricity needed to run the fire-fighting system, elevators, emergency lighting and ventilation system.



TENANT MOVING IN/OUT HOURS

Tenant move in / move out hours are between 6pm and 6am Sunday to Thursday and during public holidays. Arrangements must be made with Mazaya team. Please make your request in writing to Mazaya team. Service Lift reservations are on a "first come" basis and must be made at least 24 hours in advance. Requests of less than 24 hours' notice may result in delay of service.



EMERGENCY ACCESS:

Should for any reason a tenant require access to the clinic outside of normal Access hours, then the tenant is required to please contact Mazaya Team and identify themselves and reason for wishing to access the clinic.

A visitor log will need to be signed by the concerned party, stating name, time and reason for entering clinic outside of normal access hours.

Emergency access shall only be granted to tenants listed on the "Tenant Contact Details" Form, no representatives other than the listed tenants shall be allowed access to the clinic after normal operating hours.



ELECTRICITY CONSUMPTION AND BILLING

Tenants are liable to pay electricity charges on a monthly basis and invoices for the same will be issued on or before the 5th of the succeeding month for their consumption based on the readings from their individual energy, water and BTU meters installed on their respective units.



WASTE MANAGEMENT

Waste disposal facilities are located in the basement of the building (please see attached floor plan).

The facility is provided to tenants to dispose of all general waste with the exception of toxic, corrosive or flammable materials or any other dangerous items that may pose a Health and Safety risk to other tenants.

Each tenant is responsible for transporting their own waste from their clinic or clinic unit to the disposal site.



TOILETS

Toilets are provided on Ground floors for both tenants and customers. As such we ask all tenants to please assist by keeping these facilities clean and presentable for the sake of other tenants and visiting customers.

Please ensure no valuables are left in these facilities as property management will not be liable for any losses.



NOISES

- Out of respect for other tenants and visiting customers, noise levels are to be kept to an acceptable level inside Clinics and common areas.
- Care is to be taken when playing music in clinic units that it is not too loud and a nuisance to other tenants and visitors to the facility.

YOUR CLINIC

In Your Hand



REPAIRS AND REQUESTS

For Maintenance of your clinic is a shared responsibility between you and Mazaya. We provide regular maintenance and upkeep of the buildings and properties. We also make repairs to damages caused by normal wear and tear. It is your responsibility to maintain your clinic. Call Mazaya Management team to report any needed repairs as soon as they occur. Mazaya charges tenants for: Repairs/maintenance due to willful or negligent damage by you, members of your clinic or guests, or to your failure to maintain tenancy conditions; either during the tenancy or when moving out.



FIRE ALARM SIRENS & VENTILATION SYSTEM.

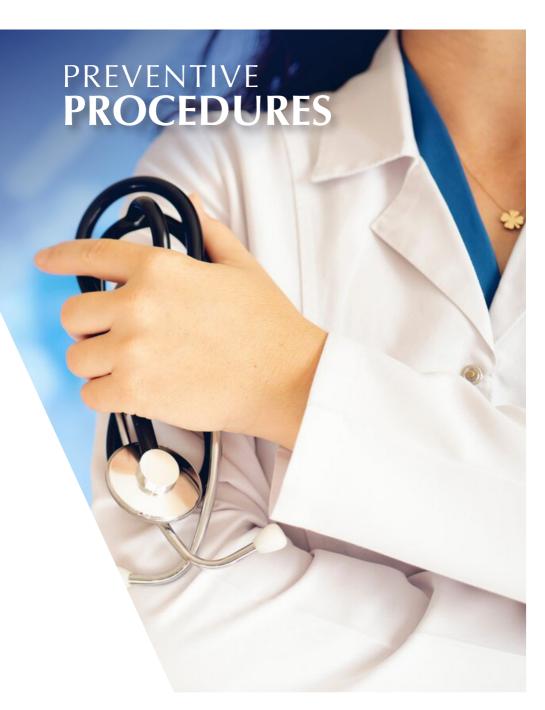
Fire alarm system in building equipped with warning sirens, run in cases of fire automatically, and transmitting with the instructions the populace how to deal with the emergency situation. Fire alarm speakers installed in the false ceilings in some rooms, corridors and public areas. Strictly forbidden tampering with the speakers or disconnected from the fire alarm system.

As the building operational with air ventilation system, working automatically in case the rise of smokes, In case of fire, air conditioning is shouting down automatically and ventilation system start running.

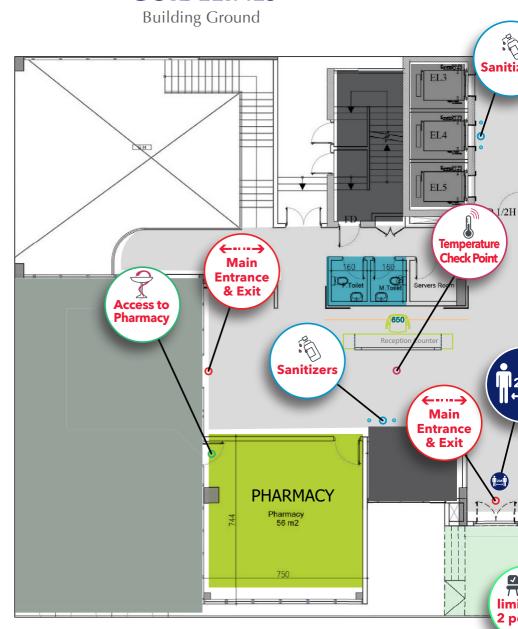


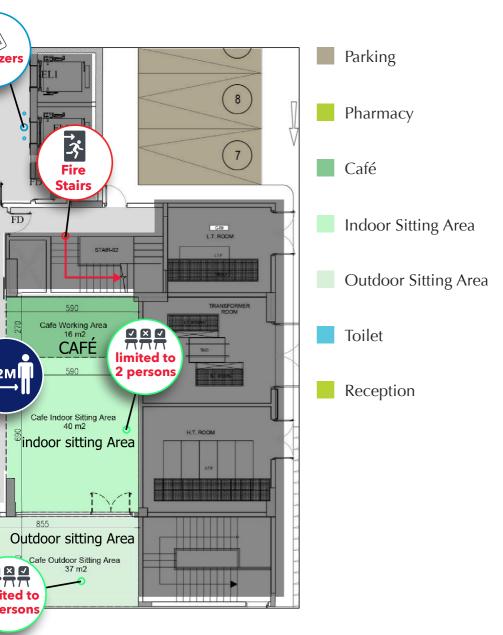
TENANT DIRECTORY

- The Facility features an index sign board at the ground floor lobby:
- The Property Management Department will be responsible for ensuring all clinic names, clinic numbers and location are available on the index sign board, how-ever it will be the tenants responsibility to keep the Property Management Department updated of any changes that may take place with regards any of the information displayed there-on.



SPACE GUIDELINES





PREVENTIVE

Procedures





Wash your hands with soap regularly for no less than 20 seconds



Avoid handshakes and close contact with other employees and visitors



Maintain the disinfection and sterilization of the clinic premises and the medical equipment



Always get the updates and news from the official accounts of Ministry of health



Eat healthy food, take vitamins and drink more water



Do some physical exercises



Avoid touching your face, mouth, nose and eyes without washing your hand

PREVENTIVE

Procedures





Avoid social gatherings and stay home as much as you can



Dispose used tissues, napkins, masks and gloves in a safe way



Cover the mouth and nose when you are sneezing or coughing











TENANT FIT OUT WORKS

Handing Over Procedure

STEP # 1

A. Submission of Design Layouts

- Lighting layout
- Power Layout
- HVAC ducting Layout
- Reflected ceiling plan
- DB schedule with total connected Load
- Flooring Details
- Fire Fighting Layout
- Fire Alarm Layout

B. Signing the Commencement form.

The commencement form has to be signed after submission of the above mentioned design layouts

STEP # 2

A. Submission of Insurances

Tenant to avail from a reputed insurance company the following insurances

- Work men's compensation insurance
- Contractors' All Risks Policy
- B. Signing the Handing over inspection list.

The handing over checklist has to be signed after mutual inspection of the leased area and the floor will be handed over to the Tenant.

Note:

- The tenant is not allowed to raise the floor with concrete. They can rise with foam concrete or "Mechanical Raised Floor System".
- Kuwait Fire Service Directorate (KFSD) has to be obtained on all the design layouts prior to commencement of the works

TERMS & CONDITIONS FOR FIT OUT WORKS HVAC

- 1. Opening or closing of valves is forbidden to the tenant
- 2. Internal distribution of ducting and diffusers is tenant's responsibility.
- 3. Operation of AHUs like adjustment of speed, switch ON and OFF etc will be done by Property Management and it is forbidden for the tenant.
- 4. Access doors need to be provided for maintenance

ELECTRICAL

- 1. Shifting of DB or isolator is NOT allowed
- 2. The internal connected load (lighting & power)should not exceed the design load
- 3. Load calculation and catalogue cuts for fixtures, receptacles etc to be

provided for review.

4. As per KFD regulations smoke detectors to be provided if the offices are partitioned. Any additional detectors other than the existing ones need to be programmed. The detectors used in the facility—are multi type i.e. it will sense both heat and smoke. The same detector in order to be compatible with the existing Fire Alarm System will be purchased by the property Management department after payment by the tenant 5. Emergency lighting to be provided inside the clinics

FIRE FIGHTING

- 1. All firefighting works are provided.
- 2. If the tenant wishes to change any sprinklers, it is Property Management responsibility to drain and pressurize the entire firefighting network, the tenant will be charged for that job.
- 3. For any additional sprinklers other than the existing ones you need to get Kuwait Fire Brigade approval.

GENERAL

- 1. Solid block work is not allowed in the clinic.
- 2. Partitions above the false ceiling(slab to slab) are not allowed
- 3. The ventilation louvers should not be blocked.
- 4. The office layout should not hamper the access to the fire exits
- 5. The tenant is not allowed to raise the floor with concrete. They can rise with foam concrete or "Mechanical Raised Floor System".
- 6. Any changes in electro-mechanical work should be done with the permission of Mazaya Property Management.
- 7. The corridors to be protected against damage while shifting materials.
- 8. Any extra load on floor or ceiling should be done with the permission of Mazaya Property Management.
- 9. Mazaya Property Management will not be responsible for the safety of tenant's materials and tools.
- 10. The tenant has to ensure the safety of their, personnel, materials and tools at their own cost.
- 11. The tenant will be held responsible for any damage or breakage of glass curtain wall after hand over of the leased space.
- 12. General cleaning of the surroundings of the leased space after completion of modification work is the responsibility of the tenant.
- 13. The tenant should not remove any glass or wooden & stone dummy column from the elevation (corridor or main elevation).
- 14. Do not use the toilets for the purpose of cleaning the tools.
- 15. Coordination between the tenant & Mazaya Property Management

TENANT FIT OUT WORKS

Handing Over Procedure

should be done prior to loading /unloading finishing material for the leased space.

- 16. All materials should be kept inside the tenant's leased space.
- 17. Tenants cannot start their finishing without the handing over permission on their leased space.
- 18. Provide access doors in the false ceiling for the services.
- 19. The edges adjoining the aluminum curtain wall and the floor slab to be protected (water proofed) properly to avoid water leakage to the lower floors.
- 20. All material mobilization is allowed only through Basement # 1 on service elevator. The half lorry height to be less than 2 M 10 CM to avail access to basement.
- 21. Provide adequate protection for elevator and elevator lobby to avoid damages
- 22. Provide adequate emergency lighting on the floor as per KFSD
- 23. No drilling or fixation of screws is allowed on the aluminum/glass curtain wall hence power sockets cannot be installed on it
- 24. No cutting, drilling or fixation of screws is allowed on the columns as it is main load bearing element of the tower.
- 25. Kuwait Fire Department approval is required for any modification on the existing firefighting layout with additional sprinklers other than the existing ones.
- 26. All lamps inside the leased area inclusive of the toilets has to be replaced by the tenant
- 27. In case of any modification on the existing layout, design drawings need to be submitted prior to any work for approval from property management.
- 28. Works to be carried without causing any inconvenience to the neighboring tenants

AUTOCAD DRAWINGS (SOFT COPY) HANDING OVER

As built drawings (soft copy) for both Architectural and Electromechanical drawings for Mazaya Towers will be handed over to the tenant.

KEYS HANDING OVER

The common area keys are part of master key system and cannot be duplicated or cylinders cannot be replaced and hence the tenant should take care not to lose the keys as the keys cannot be duplicated and any additional/replacement keys needs to be shipped from Germany and all the replacement costs inclusive of shipment has to be borne by the tenant.

CRITERIA FOR ANY PHOTOSHOOT

For any photo/ video shoot the concerned should take prior approval well in advance by sending an official letter signed by the higher authority with official stamp mentioning the following:

- 1. Exact time of the shoot inclusive of duration
- 2. Number of crew
- 3. Equipment in use
- 4. Exact coverage location
- 5. Purpose

The shoot does not create any problems to Mazaya's image. In case of usage of trolleys, their wheels to be of a material (preferably rubber) that will not damage the floors.















FACILITY MANAGEMENT SERVICES













BUILDING OPERATIONS

Maintenance & Services

Operation and Maintenance

Property management Division at Mazaya Real Estate will assure a proper operation and maintenance for the facilities equipment and accessories by coordinating with the contractors during the warranty period by implementing the following:

- Ensure proper maintenance of facilities on a daily, weekly & monthly basis by implementing a complete plan for scheduled preventive maintenance on individual equipment.
- Respond to service requests, emergency breakdown or other non-routine maintenance activities.
- Using automated work orders to allow for failure causes and downtime.
- Maintain a complete record of all equipment as well as related maintenance activity and costs
- Record of important warranty information, type, model, location and history of equipment.
- Preparing life cycle costing for the equipment maintenance and scheduled down time.
- Supporting an unlimited number of customers and to prepare a database of customer information.
- Monitor and develop work schedule for facility services staff
- Survey and identify losses or damage to facilities after convention or event or natural calamities.
- Providing proper training to the employees on the usage of tools and the best procedures and methods of works which will enhance quality, productivity and employee morale.
- Assuring that employees have the proper tools readily available to perform tasks which has a significant impact on the productivity.
- Assuring the availability of quality equipment which increases the productivity as well as assuring the usage of personal protective equipment like safety glasses, harnesses, shoes, helmets etc.
- Implementation of proper checklists and formats and their documentation.

Maintenance Request

- Our Property management services are available from 08.00am until 22.00pm daily, seven days a week.
- For all Electrical, Air Conditioning, Plumbing, Sanitation, Firefighting, telephone requests please contact the Customer services desk or the Property Manager (page 64).
- The customer desk will pass the information/request to the Property Manager/Supervisor.
- A work order will be generated and the reference number will be fed back to the respective tenant.
- The tenant could follow up on the work progress/completion by providing the reference number either at the Customer service desk or with the Property Manager's office.
- The Property management team will coordinate with the concerned contractors/service provider in rectifying the problems.
- The work status will be informed to the tenant and if there is any cost involvement it will be informed to the tenant for approval.
- An invoice will be provided to the tenant if there is any cost involvement on successful completion of the work/problem rectification.
- Enquires /information will be routed back and forth to the Property Manager via the Customer Desk.

Maintenance on Tenant Floors

- Maintenance on tenant floors are restricted to maintenance of air conditioning units, electrical power supply up to the tenant area isolator, repair of major leakage from concealed pipe lines, replacement of fused lamps at elevator lobby and the stair cases.
- Replacement of fused lamps in toilets, pantry and its corridor and office area to be done by the tenant. Replacement of ablution hoses in the toilets to be done by the tenant as it is considered as consumables

BUILDING OPERATIONS

Maintenance & Services

Marketing and Display

- All tenants are supplied with a Tenant Guide book which is the facility guide relating to all property standards within the facility.
- Should you not be in possession of a copy of the Tenant Guide book, please contact the Property Management Department who will ensure that you receive one copy.
- Tenants may not market or display any promotional signage outside of their clinics without the permission of the Property Management Department.
- Tenants may not distribute leaflets or fliers or any other property related materials outside of their respective units without first receiving the permission or approval of the Property Management Department.

Visual Standards

- The tenant must at all times, maintain proper window standards in order to maintain the high standard Property Management wishes to set.
- These would include:
- o All Spotlights working
- o Display window floors and glass kept clean at all times
- o No signs, posters, stickers etc will be permitted on the outside of glass fronts without the permission or approval of the Property Management Department
- o Promotional banners and signs need to be of a professional standard and may not be hand drawn.
- o Internal window banners or signs can be attached by suspension from the ceiling or alternatively by use of suction cups on the glass no items may be affixed to glass with tape etc.
- Tenants are encouraged to change their window displays on a regular basis as this will enhance the visual aspect of your clinic and create a higher level of interest with visiting customers.

Promotions

- The Property Management Department has an active calendar that has been created to maximize on certain periods of the year as well as to launch various events thru-out the year to promote public awareness off the Facility and ultimately generate footfall into the facility.
- Tenants will be made aware of planned promotions in advance, allowing them time to decide on their level of participation in the event.
- Tenants will how-ever be responsible for acquiring their own sale/ discount/promotion permissions from the relevant authorities.

External Clinic and Clinic signage

 These have been agreed and installed as per the "Tenant Guide book" and as such may not be altered in any way without first consulting with the Property Management.

Property advertisement boards

- Facility has a number of advertisement boards available for rental to both tenants and external customers, how-ever tenants will be given first option on these advertisement boards over external customers.
- Types of media available for rental in and around the facility are:
- o MUPI Boards in Car park
- o LCD Screens in lobby
- o External showcases
- o Static, illuminated bridge signs in car park
- o Selected spaces in and around facility please check with Property Management Department for further details on these.
- To rent any of the advertisement boards, a request form is required to be filled up and submitted to the Property Management Department.
- Copies of this document will be made available to all Tenants on request via the Property Management Department.
- Once all relevant details have been submitted, type of media required, duration required, and sample of imagery/message required, the Property Management Department will confirm availability and costs of chosen advertisement with the tenant before proceeding further.
- Please take note that a rental costs will be amended from time to time, so please check with Property Management Department for current rates.

BUILDING OPERATIONS

Maintenance & Services

Parking

Tenant Parking

The Facility has a parking capacity of 265 spaces. Tenants are assigned 1 parking lot per clinic at basement or external multi storied car parking facility as per the availability. Access to the parking will be controlled by means of an access barrier which will be operated by tenants via a magnetic card which will be issued by property management. Reissue of the card (in case of lost) will have a cost impact of K.D 50/- (Kuwaiti Dinars Fifty only) which has to be borne by the tenant. Parking any additional cars in the parking lot other than the assigned parking lot will be subjected to cancellation of parking card. The card will be deactivated in case of delay in signing contract renewals by the tenant, thereby denying tenants access to parking lot. The handed over parking access cards has to be returned back in case of cancellation of lease contract agreement.

- Customer Parking Street side and upper level parking areas will be for the exclusive use of visiting customers to the facility.
- Valet parking Specialized valet parking service provider has been assigned to assure safe and hassle free parking for tenants and visitors.
- Special Needs (Handicapped) Parking Parking for the disabled can be found on the Ground level as well as basement parking, next to the main entrance to the elevator lobby of the facility.
- Parking in any area indicating a No Parking sign or in an area designated for Handicapped persons, Fire escape, ramps entrances will result in the vehicle being towed or clamped.
- Washing or cleaning of cars is not permitted in the Facility Car Park.





BUILDING OPERATIONS

Maintenance & Services

Security

Property management at Mazaya Real Estate will assure a high level of security through specialized safety and security provider that have all the necessary infrastructure, resources, expertise and abilities to guard secure and insure the protection of the facility individuals, property and assets. The service provider will carry out the delivery services in an entirely professional manner, meeting with the highest international standards of security.

Part of the scope will be: (inspection, access control, loss prevention, surveillance etc.)

- » Screen and control access through the gates in accordance with regulations, procedures and policies (inspection and access control).
- » Maintain movement of all property being brought in and / or removed from the facility (inspection and access control).
- » Guard the facility against theft, shoplifting, fire and vandalism (loss prevention).
- » Inspect and verify that all Firefighting system and Fire hydrants are in good and proper working condition

CCTV Surveillance

- » The Facility is covered and protected by CCTV cameras and guards, 24 hours a day, 7 days a week.
- » Security is overseen by an onsite security supervisor who reports into the Property Manager. Any security related concerns or queries can be routed directly to the Security at the above number and extension.
- » CCTV surveillance is active across all locations within the Facility.
- External: Fully covered parking, car-park entry and exit point surveillance is in place. All entrance ways to the facility, including fire exits and main exits on rooftop, Mezzanine and ground floor are covered by CCTV surveillance cameras.
- Clinic floors: All entry and exit points are covered by cameras with strategically places static cameras monitoring all public passageways and space.
- Ground Floor: All entry and exit points are covered by cameras.
- Car parking: Basement and external multi storied car parking facility is monitored 247/ by CCTV cameras at both point of entry and exit, along with strategically placed cameras

Security Guards

- The Facility is permanently manned by a security guards, 24 hours a day, and 7 days a week.
- The Guards will assure the required security for the projects and their belongings, controlling the in and out movement of the people and vehicles on day-to-day basis, and reporting any kind of accident or any un-normal action that may happen on site.
- Rotating Supervisors are available 247/ and ensure that all guarding duties are performed to the highest of standards, with regular unannounced visits by supervisors from the main guarding room.
- External areas inclusive of all levels of the car-park are covered by roaming guards, both day and night.
- All public areas and back areas such as stairwells are patrolled on an ongoing basis to ensure H&S levels.

Crime Prevention & shoplifting

- Report any suspicious activities noted in the facility directly to the Security office.
- The property management will not be held responsible for any loss or theft related to the internal clinics and premises of the tenants. Such matters must be dealt with via the relevant authorities.



BUILDING OPERATIONS

Maintenance & Services

Suspicious Items

• In the event any suspicious items are seen or found in the facility please do not attempt to pick up or look inside. Please contact the Security office immediately with all relevant details such as the nature of the item and its exact location in the facility—for further investigation and auctioning by the relevant security personnel.

Lost & Found

• Any items found within the facility can be given to the security office where the item will be logged and kept for a period of one (1) month, after which it will be disposed of or donated to a local charity.

After Hours entry to tenants units

• Should in the event there be any issues inside the clinics (fire, water leaks etc) then the contact person will be contacted to be informed of the issue. If the contact with the listed person not be possible then the security supervisor with his team will enter the unit to rectify the issue, after which a full report will be given to tenant and Property manager.

Opening & Closing – Tenant Units

- While the Property management will supply full surveillance facilities and guarding services, the tenant is obligated to ensure that his/her premises are made secure prior to leaving. This would include:
- o Switching off any appliances that do not need to be running
- o Switching off lighting (except emergency lighting)
- o Ensure that door/s to clinic or clinic are properly locked
- Should a tenant fail to lock their premises, the roaming guards will notify the Security office who in turn will call the name and number of the person provided on the Key-holder list who will then be obligated to come in and secure their premises.
- The security office will not be obligated to secure tenant premises, how-ever will monitor the immediate area via CCTV until the tenant arrives to lock their unit.
- Security and the Facility will not be held responsible for any loss of property due to negligence on the tenants behalf.

Delivery Services

• The delivery services will be carried out in an entirely professional manner, meeting with the highest international standards of security.

Access Control

- Screen and control access through the gates in accordance with regulations, procedures and policies (inspection and access control).
- Maintain movement of all property being brought in and / or removed from the facility (inspection and access control).

CCTV camera footages

• CCTV footages will be provided only to Ministry of Interior. The tenants are allowed to view the footage on producing official letters signed by the authorized personal as per the leasing contract agreement



BUILDING OPERATIONS

Maintenance & Services

Cleaning

Property management at Mazaya Real Estate will assure cleanliness through a comprehensive schedule on daily, weekly and monthly cleaning in the facility.

- The property management implements high quality cleaning service (Cleaners, supervisors, materials & equipment) to maintain the facility in a very clean and tidy condition.
- Cleaning of all external areas of the facility inclusive of car parking and landscaping
- All glazing area of the facilities such as windows and skylights.
- External facade of the facilities.
- Common areas, corridors, facility entrances, prayer rooms and common restrooms, ground floor area, lobby area, mechanical & electrical rooms, elevators & exit stairs
- Deep cleaning will be done during off peak the hours

Cleaning on Tenant Floors

Cleaning on tenant floors are restricted to the elevator lobby and the stair cases. Toilets, pantry and its corridor and office area to be cleaned by the tenant. Tenants will be solely responsible for the following:

- Internal cleaning of their clinics
- Cleaning the inside of their glass windows





- Disposal of own waste materials as set out in Waste Disposal section of this document
- Cleaners will not be provided by the property management for this purpose.
- Cleaners belonging to property management may not be employed/ utilized by tenants to do cleaning of any type on their (tenants) behalf.

Pest Control Services

Property management will assure a proper pest control by implementing the services on a periodic basis to ensure its effectiveness.

- Treatment will be for crawling insect (cockroach) by gel treatment and placing bait traps and glue traps at common areas.
- Treatment inside drains with chemical application to control American cockroach.
- Rodent control will be done by placing different attractive traps (glue trap - window traps) to make more control and defiance against rodents (mice)
- Tenants are requested to refrain from leaving old or unfinished foodstuff in their clinics at closing as this will encourage pests.



FIRE HEALTH

and Safety

Introduction

- In order to prevent any loss of life or property, it is important that all tenants are familiar with the Fire, Health & safety aspects of this section and are in full adherence with local regulations as set down by the Kuwait Fire department (KFD).
- It is the tenants sole responsibility to ensure that all their employees within the Facility are familiar with the Fire Procedures and are familiar with the location of (1) clinics Fire Fighting Equipment (FFE), the location of the Facility Fire Fighting Equipment and more importantly the Fire exits to enable escape if required to do so.
- The Property Management will conduct ongoing maintenance on all FFE within the Facility (excluding tenants FFE) and will conduct periodical tests to test the system in its entirety.
- For the benefit and safety of yourselves, other tenants and visiting customers, please familiarize yourself and your employees by seeing the attached floor plans for each floor, which indicate the location of all Fire Fighting Equipment and Fire Exits.

Fire Prevention

Should you see or smell any smoke either in or around the facility, please immediately report the matter to the Security office. The same applies should any smells be noticed, such as electrical wires burning etc.

The most common reasons for fires are listed below and care needs to be taken in each tenant unit.

- Electrical appliances please ensure that extension cables are not overloaded with appliances that could result in a short or heating up of the cable. Please also ensure that the correct adaptors are being used when plugging in electrical appliances to wall sockets or extension cables
- Please ensure all unnecessary electrical appliances are switched off each time your premises are vacated each day this will cut down the risk of shorts and possible fire hazards.
- Adaptations to the facility s existing wiring plan is strictly forbidden by tenants.
- Any electrical adaptation requirements will require permission and approval from Facility management.
- Flammable and/or corrosive materials may not be stored on facility premises unless the express approvals are received from Facility management.

Sprinkler heads

- Please ensure the Minimum distance between any object and the fire sprinkler head is adhered to as per local FD regulation.
- The minimum allowance between any item (cabinets, racking etc.) from

the sprinkler head is 30 centimeters. This is to allow the sprinkler to function properly in the event of fire.

• Failure to comply with this will result in a penalty being issued to the tenant by the KFD.

Fire Fighting Equipment (FFE)

- The Facility is equipped with Fire Hose reels as well as water and dry powder extinguishers in all common areas.
- The Property management will periodically test all FFE to ensure it works correctly. Tenants are requested to do the same with their internal extinguishers to ensure adherence to KFD regulations.
- Fire Hose reels may not be used for any other purpose other than Fire emergencies.
- Stacking near the Fire Hose Cabinets is strictly prohibited. These cabinets should be easily accessible.

Fire Exits

- The Facility has adequate fire exits per floor, including the two ground floor entrances
- Fire exits will be alarmed and as such are not to be used as delivery points or entrances by tenants. Please ensure that no obstruction such as refuse is placed in passageways leading to fire exits or in way of actual exit.
- Care should be taken not block exits, extinguishers or stairs by storage or rearrangement of furniture or equipment.



ACTIONS TO BE TAKEN

















EVACUATION PLAN

Precautionary Measures

Precautionary Measures

- Tenant should take care not block exits, extinguishers or stairs by storage or rearrangement of furniture or equipment
- Gathering point to be well indicated with sign boards which are visible for a distance.
- Gathering point to be cleared from having anything over the area. The area should be vacant.
- All the security supervisors will be given training on how to reset the Alarm, CCTV operation and PA system operation.
- Torches, batteries for walkie talkies (Hand held radio sets) etc will be stocked in excess to use them on emergency.
- Maps of the facility with all routes, Gathering point , Incident Control Point etc will be placed in the Operation room.
- Marked maps showing the location of Hospitals to be placed in the operator room to assist drivers to take the causalities to the Hospital.
- There should be first aid kits as well as at least one stretcher & wheel chair in the Facility.
- Fire Drills and evacuation drills will be conducted on a regular basis and the awareness of the participants to be analyzed.
- Major route as well as the Gathering point maps will be illustrated upon the drills or training sessions.
- Evacuation plans/layouts to be hanged in office sections which show the emergency exits as well as the Gathering point.
- All Gathering point should have an alternate gathering point designated in case the incident or fire is at the gathering point itself.
- Training on how to use the fire extinguishers, fire hose reels, landing valves and fire hydrants.
- First aid training to be conducted on a periodic basis.
- Names of all employees of tenants, Management's staff, facility Management staff and contracted staff to be updated and recorded on a daily basis.
- Anyone who receives information or observes an emergency situation should immediately call 112 and raise the alarm. All the Facility personal will be notified of emergencies by the raise of alarm system.

A. Fire

Anyone who receives information or observes an emergency situation should immediately **call 112** and raise the alarm. In this building, occupants will be notified of emergencies by hearing the raise of the alarm system.

Walk, don't run.
Follow the fire exits signs
Keep conversation level down
Take your valuables and outer garments
Close all doors behind you
Use the stairs, not the elevators
Assist others in need of assistance.

Go to the designated assembly area at the main entrance or as instructed during the notification. After exiting the building, move at least 200 feet to from the assembly area of the building to allow others to also safely exit the building.

B. Bomb Threats

If you receive a bomb threat, carefully note all information the caller gives you and then call 112 immediately and then notify the occupants by raising the alarm system.

Walk, don't run.
Follow the exits signs
Keep conversation level down
Take your valuables and outer garments
Close all doors behind you
Use the stairs, not the elevators
Assist others in need of assistance.

Go to the designated assembly area or as instructed during the notification. After exiting the building, move at least 250 feet from the assembly area of the building to allow others to also safely exit the building.

Occupants do not block exits, extinguishers or stairs by storage or rearrangement of furniture or equipment. Good housekeeping is everyones responsibility.

EVACUATION PLAN

Safety And Security Procedures

Actions to be carried out in the event of discovering a fire

- 1. On discovering a fire you should shout "Fire, Fire, Fire," and sound the nearest alarm (if this hasn't happened already).
- 2. If there is no convenient alarm nearby, consider the use of an alternate method of communication to raise the alarm (e.g. use someone as a runner, mobile phone, radio, etc.) You should inform the Operations Room as soon as possible and tell them the exact location of the fire.
- 3. Make an immediate assessment of the fire. This should take into account the size of the fire, the nature of the fire (solid, liquid, electrical, etc.), if you have suitable and sufficient firefighting equipment to tackle the fire.
- 4. You should assist (if possible) any casualties present in moving from the area of the fire and out of danger.
- 5. If this action is not possible, you should proceed quickly to your designated Gathering point continuing to inform others of the fire, to await further instructions or the arrival of your designated representative.
- 6. If your Gathering Point is unsafe or near the fire, or you are instructed by the PA system, you should proceed to your designated Alternate Gathering Point.
- 7. Ensure that you inform your representative or the Operations Room of any casualties with you or still inside the building.
- 8. Await further orders from your representative or the Operations Room.

Actions to be carried out in the event of hearing the fire alarm

- 1. Should the Fire Alarm sound at any time you should stop what you are doing immediately and proceed to make your way via the safest route to your designated Gathering Point.
- 2. On route you should make everyone aware that there is a fire and ensure they themselves comply.
- 3. If your Gathering Point is unsafe or near the fire, or you are instructed by the PA system, you should proceed to your designated Alternate Gathering Point.
- 4. Await the arrival of your designated representative.
- 5. Follow their, or the Operations Room's, further instructions.

EVACUATION PLAN

Safety And Security Procedures

Actions to be taken in the operations room in the event of fire

- 1. The Operations Room will become aware of the existence of a fire as:
 - · The Fire Alarm will sound
 - It will receive a phone call informing them
 - It will receive a radio transmission informing them
 - A runner will inform them
- 2. The Fire Alarm should immediately be sounded (if not done so already)
- 3. The Operations Room should immediately inform the Fire Brigade that there is a fire at the Facility by ringing 112.
- 4. If the alarm has been activated outside of the Operations Room, it should establish the location of the fire.
- 5. Inform the entire site using the Public Address (PA) system of the location of the fire and to avoid it by use of safe routes and Gathering Points that are located away from it.
- 6. If any casualties are reported to the Operations Room, they should firstly inform the nearest hospital (ring 112) and describe the number and nature of the casualties and secondly, if safe, despatch (at least) one qualified First Aid or Trauma medic with a First Aid kit to the site of the casualties (by vehicle if possible).
- 7. These casualties once removed from the danger and stabilised by the medic should be moved to a convenient location for speedy evacuation to hospital. If possible, and considered the appropriate form of action, the casualty could be moved directly by a site vehicle to the hospital.
- 8. The Operations Room should inform the relevant guard that Emergency Service vehicles will be arriving at a particular gate, so as to speed up their access to the site.
- 9. At least one site representative should be able to meet the Emergency services at their entry point to escort them to the site of the emergency quickly and accurately and via a safe route.
- 10. The Operations Room should assess as to whether or not it will be necessary to evacuate the site totally (e.g. if a blaze is out of all control). If so, it should assess which exit gates it should use and to which location it would want people to travel once they have left the site. This will be dependent on the reason for evacuation.

- 11. Once this has been decided, all personnel should be informed via the PA system to report to the relevant Gathering Point located by the correct exit gate.
- 12. At this point (at least) one of the Operations Room Staff will need to go to that Gathering Point and check when all parties have moved to their location. From there he/she should lead the entire group to the chosen secure location.
- 13. As soon as it is reported that all personnel have successfully vacated the site, the remaining Operations Room staff should do the same, via the same route, in order to meet up at the same secure location.

Actions to be carried out in the event of discovering a major terrorist threat to the facility

- 1. On discovering a major terrorist threat you should sound the nearest alarm (if this hasn't happened already). If there is no convenient alarm nearby, consider the use of an alternate method of communication to raise the alarm (e.g. use someone as a runner, mobile phone, radio, etc.) You should inform the Operations Room as soon as possible and tell them the location and nature of the threat.
- 2. You should assist (if safe and possible) any casualties present in moving from the area of the threat and out of danger.
- 3. If this action is not possible, you should proceed guickly to your designated Gathering Point continuing to inform others of the threat, to await further instructions or the arrival of your designated representative.
- 4. If your Gathering Point is unsafe or within 250m of the threat or in sight of the threat location, or you are instructed by the PA system, you should proceed to your designated Alternate Gathering Point.
- 5. Ensure that you inform your representative or the Operations Room of any casualties with you or still inside the building.
- 6. Await further orders from your representative or the Operations Room.

EVACUATION PLAN

Safety And Security Procedures

Actions to be carried out by designated representatives in the event of a major terrorist threat or incident at the facility

- 1. On hearing the alarm you should make every effort to move as soon as possible to your designated Gathering Point (if safe to do so).
- 2. If your Gathering Point is unsafe or within 250m the threat/incident or you are instructed by the PA system, you should proceed to your designated Alternate Gathering Point.
- 3. Once there you should make a list of names and take control of all personnel that report to you. No-one should leave the Gathering Point without your permission.
- 4. You should establish communication with the Operations Room by whatever means (e.g. use someone as a runner, mobile phone, radio, etc.) and inform them of the number of personnel at your Gathering Point and if anyone is obviously missing. Also inform them of the number and nature of any casualties that are either with you or still inside the buildings.
- 5. If a casualty has been left inside as one person has been unable to move them on their own, if safe to do so, consider sending a small team back in to effect a fast rescue.
- 6. If the threat is from explosives make sure that everyone is kept out-of-sight of the threat if possible and stay 250m away from the threat.
- 7. Await further orders from the Operations Room.

Actions to be taken in the Operations room in the event of a major terrorist threat or incident at the facility

- 1. The Operations Room will become aware of the threat/incident by the following means:
 - the Fire Alarm will sound
 - it will receive a phone call informing them
 - it will receive a radio transmission informing them
 - a runner will inform them
 - they will hear/see evidence of the incident/threat
- 2. The Fire Alarm should immediately be sounded (if not done so already)
- 3. If the alarm has been activated outside of the Operations Room, it should establish the location of the trigger for the alarm. This area should then be avoided and only routes and Gathering Points 250m away should be used.
- 4. Inform the entire site using the Public Address (PA) system of the location and nature of the incident and to avoid it by use of designated routes and Gathering Points that are away from it.
- 5. The Operations Room should immediately inform the Emergency Services of the nature of the incident and their plan to initially deal with it, by ringing 112.
- 6. The Operations Room should inform the relevant guard that Emergency Service vehicles will be arriving at a particular gate, so as to speed up their access to the site.
- 7. At least one site representative should be able to meet the Emergency services at their entry point to escort them to the site of the emergency quickly and accurately and via a safe route.

EVACUATION PLAN

Safety And Security Procedures

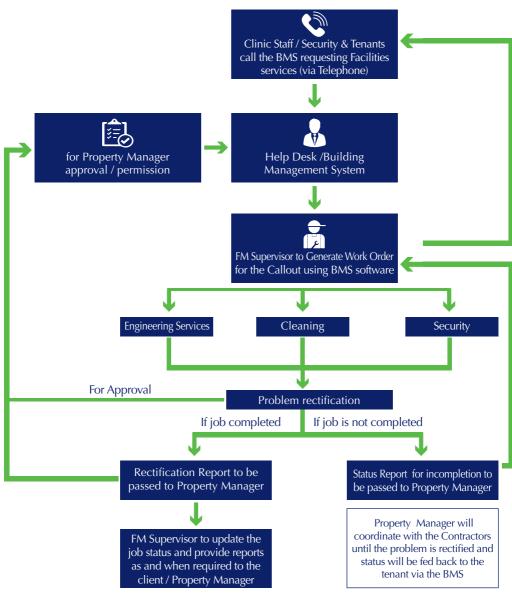
- 8. If unsafe for the Emergency Services vehicles to come as far as the site the decision should be made where to establish an Incident Control Point (ICP) and then one member of the Operations Staff should move there via a safe route to meet the Emergency Services and prevent them straying into what could be a hazardous area. This member of staff should be able to brief the Emergency Services on the following:
 - a. The nature of the threat/incident
 - b. The location of the incident
 - c. Casualties locations and the nature of their injuries
 - d. What the Operations Room has done so far
 - e. What all staff on site have been ordered to do
 - f. Any other relevant information
- 9. If any casualties are reported to the Operations Room, they should firstly inform the nearest hospital (ring 112) and describe the number and nature of the casualties and secondly, if safe, despatch (at least) one qualified First Aid or Trauma medic with a First Aid kit to the site of the casualties (by vehicle if possible), via a safe route.
- 10. These casualties once removed from the danger and stabilised by the medic should be moved to a convenient location for speedy evacuation to hospital. If possible, and considered the appropriate form of action, the casualty could be moved directly by a site vehicle to the hospital, via a safe route.
- 11. The Operations Room should assess as to whether or not it will be necessary to evacuate the site totally .This should only be done if none of the Gathering Points are judged to be safe for personnel to stay in until the incident/threat has receded/been dealt with. If so, it should assess which exit gates it should use and to which location it would want people to travel once they have left the site. This will be dependent on the best way for personnel to stay the maximum distance away from the threat.
- 12. Once this has been decided, all personnel should be informed via the PA system to report to the relevant Gathering Point located by the correct exit gate.
- 13. At this point (at least) one of the Operations Room Staff will need to go to that Gathering Point and check when all parties have moved to their location. From there he/she should lead the entire group in the direction and to the secure location decided.
- 14. As soon as it is reported that all personnel have successfully vacated the site, the remaining Operations Room staff should do the same, via the same route, and meet up with the Emergency Services.

ENQUIRY Process Flow



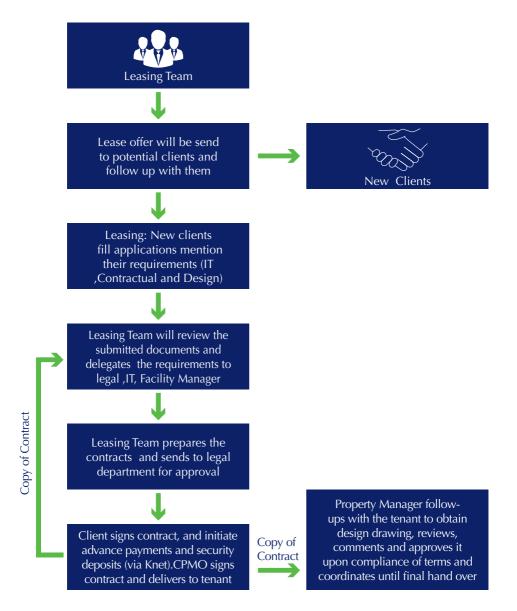
FACILITY MANAGEMENT

Process Flow (10.00 a.m. – 10.00 p.m.)



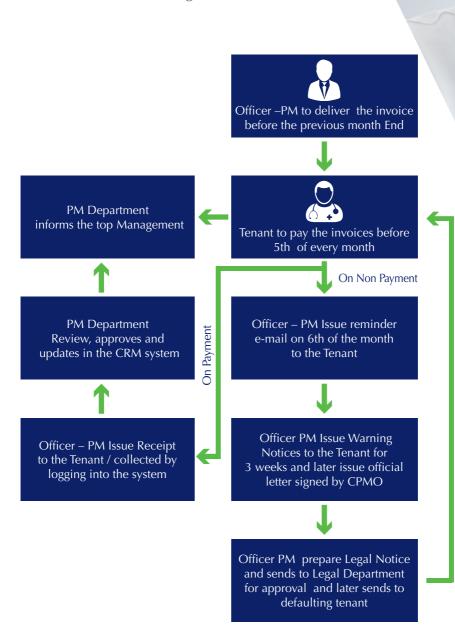
LEASING & CONTRACTS

(New Clients)- Process Flow



RENT COLLECTION

(Existing Clients) – Process Flow







IT SERVICES

Internet, Telephone & Satellite

The Al Mazaya Real Estate IT department is able to provide the tenants with the following IT services as requested as chargeable services:

- Internet and Data Connections
- Telephone and Fax Lines
- Central Satellite
- Security Camera Surveillance System

INTERNET AND DATA CONNECTIONS

Mazaya IT will provide a dedicated internet connection for each clinic and office. The provided bandwidth will be dependent on the amount purchased by the tenant from Mazaya.

Each clinic will have a dedicated 8 ports switch to deliver the required IT services. The tenant is responsible to connect it to the IT cabinet on each floor. If the tenant require to establish his own internal network infrastructure, then he should connect the his network to the closest Mazaya IT cabinet.

Also, if the installed network points be Mazaya is not enough, then the tenant should order a new switch for the extra points.

KINDLY NOTE

 Neither Mazaya, nor the ISP is responsible for the internal network cabling within each clinic. This is the responsibility of the tenant and their IT network contractor.

IT SERVICES

Internet, Telephone & Satellite

TELEPHONY AND FAX

- The telephone system used in Mazaya Clinic 4 is an IP based system. Analogue phones and MOC phone lines are not supported.
- All telephone devices, telephone lines and fax lines to be used in Mazaya Clinic 4 must be purchased through Mazaya and the services will be provided by our Internet Service Provider (FastTelco).
- The tenant cannot transfer their old Ministry of Communication (analog) telephone lines or request new lines from the Ministry of Communication.

KINDLY NOTE

- Neither Mazaya nor the ISP is responsible for the internal network cabling within each clinic. This is the responsibility of the tenant and their IT network contractor.
- Neither Mazaya nor the ISP will be responsible for connecting/supporting any telephone devices not purchased from Mazaya.

CENTRAL SATELLITE

The building is supplied with central satellite system, to deliver the service, the tenant will need to purchase each satellite point connection as a one-time fee of 75 KD which is inclusive of the cabling and a basic satellite receiver.

The satellite channels supported are:

- 1. Arabsat
- 2. Nilesat
- Hotbird

KINDLY NOTE

- One satellite point is provided for each clinic. Any additional satellite points will need to be purchased.
- The above-mentioned cost does not include the following:
- 1. Any civil work.
- 2. Conduit /piping for cable.
- The satellite cable connections should only be connected by Mazaya through its satellite vendor.
- Mazaya is not responsible for the transmission quality in case of usage cable splitter by the tenant.
- Mazaya will not be responsible for the use of a satellite receiver not purchased through Mazaya or its satellite vendor.

WHO SHOULD YOU CALL

Contact Information

PURCHASE OF CONTRACT, DESIGN & ANY GENERAL INFO

MAZAYA PROPERTY MANAGEMENT Dept.

Contact name: property management Dept.

Email: propertymgmtdept@mazayarealestate.com

Telephone: 22063370

Working hours: Sun. – Thurs. 8am – 3:30pm

PURCHASE OF INTERNET, TELEPHONE, FAX AND SATELLITE SERVICES

Mazaya IT Dept.

Contact name: Mazaya IT Dept.

Email: itservices@mazayarealestate.com

Telephone: 22063344

Working hours: Sun. – Thurs. 8am – 3:30pm

INTERNET, TELEPHONE AND FAX SUPPORT

FastTelco Support

Contact name: FastTelco Support support@fasttelco.net

Telephone: 1834567 Working hours: 24x7

SATELLITE SERVICE SUPPORT

Mazaya IT Dept.

Contact name: Mazaya IT Dept.

Email: itservices@mazayarealestate.com

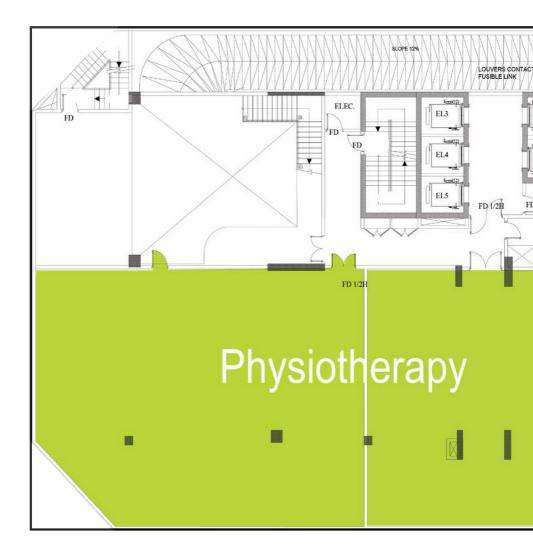
Telephone: 22063344

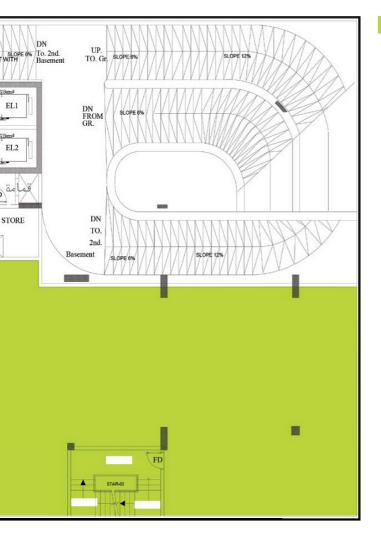
Working hours: Sun. – Thurs. 8am – 3:30pm



BUILDING BASEMENT

Floor Plan

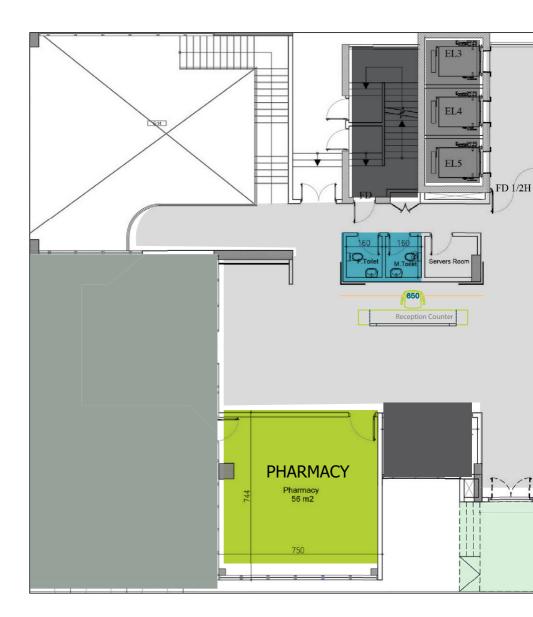


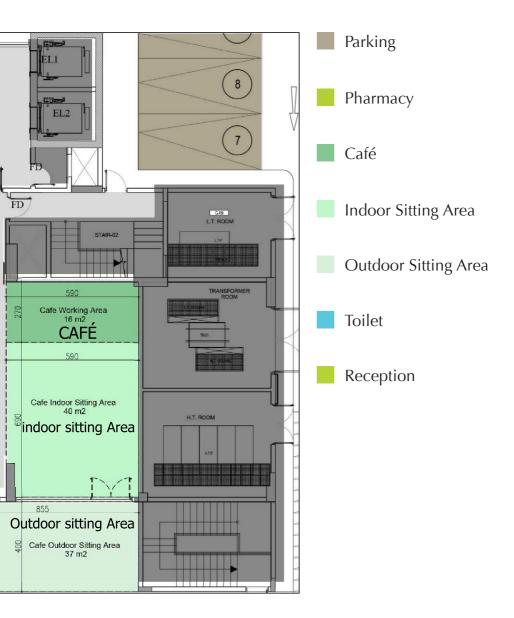


Physiotherapy

BUILDING GROUND

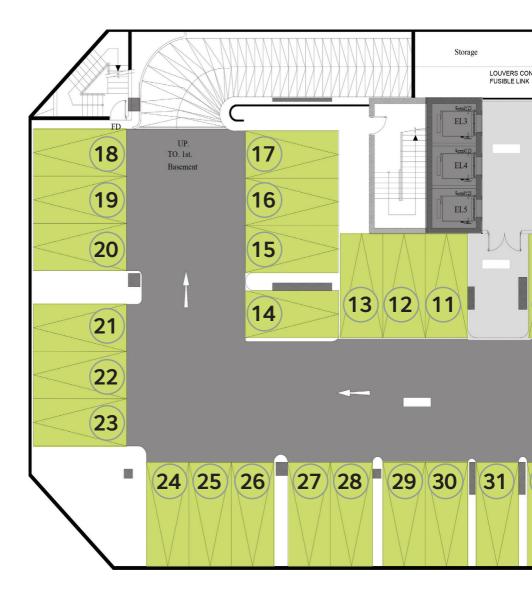
Floor Plan

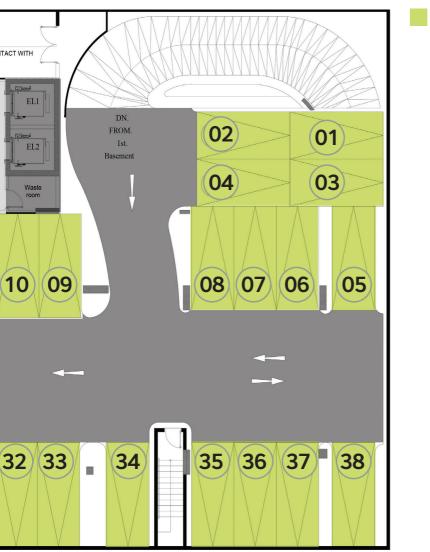




PARKING

Floor Plan



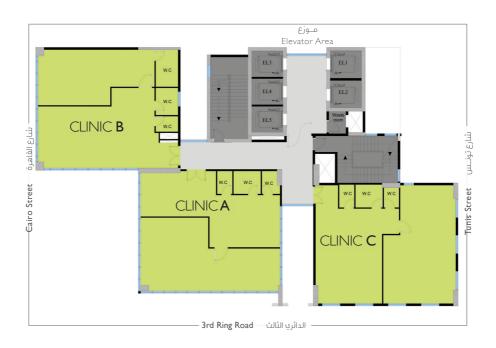


Parking

BUILDING TYPICAL

FLOOR 01-09

- Clinic
- Elevators

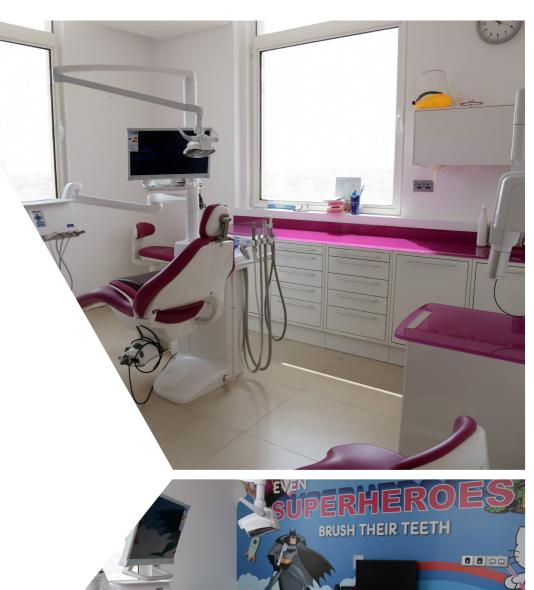






- Clinic
- Elevators



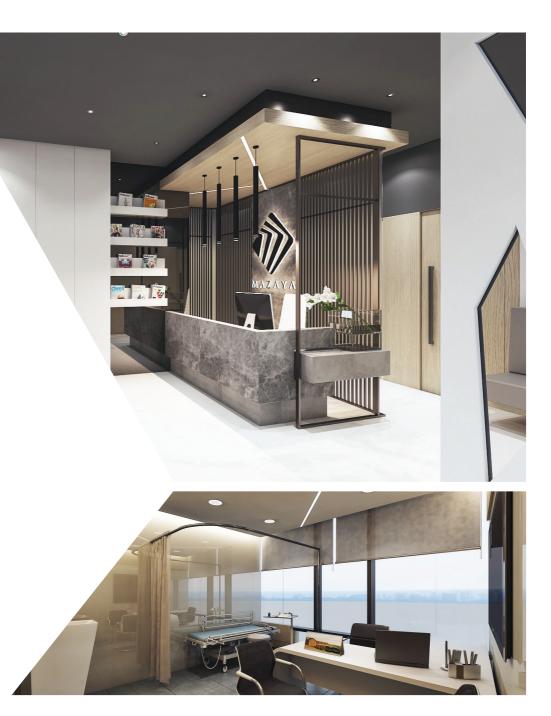






- Clinic
- Elevators

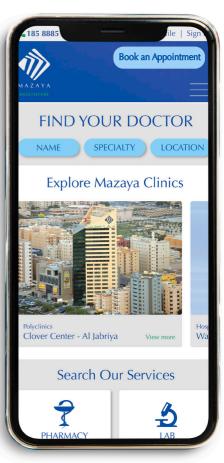




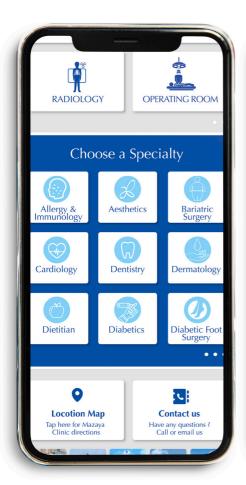
MAZAYA CLINIC

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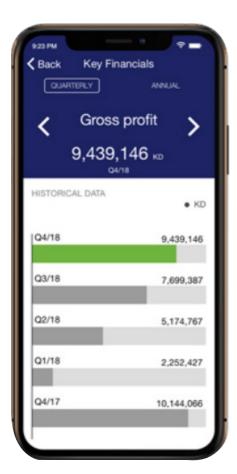














DISCLAIMER

Any statement contained in this presentation that refers to activities estimated or anticipated future results or future activities are forward-looking statements which reflect Al Mazaya's current analysis of existing trends, information and plans. These forward-looking statements are subject to a number of risks and uncertainties that could cause actual results to differ materially depending on factors such as the availability of resources, the timing and effect of regulatory actions, the success of new projects, the strength of competition, the success of research and development issues, unexpected contract breaches and terminations, exposure to product liability and other lawsuits, the effect of currency fluctuations and other factors. Al Mazaya does not undertake the obligation to update or alter these forward-looking statements beyond its duties as an issuer of listed securities on the Kuwait Stock Exchange.



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YOUR CLINIC ... YOUR WAY

