

ANNEXURE 'H'



HIGHVELD MALL

HOUSE RULES

TENANT GUIDE

The aim of this annexure is to clearly explain to you, the tenant, the minimum requirements necessary for you to adhere to various basic house rules and to supply you with relevant information regarding the centre and the smooth and efficient running thereof.

This manual is divided into four sections: -

1. General Information

2. House Rules – Administration

- The day-to-day house rules are addressed in this section
- Kindly make note of such rules as the smooth running of the centre depends on your co-operation with our management team.

3. Emergency Procedures

- Emergency procedures are geared towards minimizing loss of property and life. You can assist in helping to ensure minimal loss in emergencies and this can only be achieved through your co-operation. Management will supply you with a copy of the emergency procedures.

4. Marketing Policy and Procedures

- The success of the day-to-day promotions and running of the centre depends on your co-operation. Kindly make notes of the rules stipulated in page 15.

The contents of this manual may have to be adapted with changes from time to time and Centre Management reserves the right to amend it at their discretion.

1. GENERAL INFORMATION

1.1 Building

The Centre is known as Highveld Mall and is situated on President Street, known as erf 1716 Del Judor Extension 27 in the Emalahleni Municipality of Witbank, Mpumalanga measuring approximately 19,0004ha.

1.2 Owners

The Centre is jointly owned by Resilient Properties (Pty) Ltd, Falcon Forest Trading 89 (Pty) Ltd, Changing Tides 91 (Pty) Ltd and Retraction Props (Pty) Ltd.

1.3 Managing Agents

N/A.

1.4 Centre Management Office

The Centre Management office is situated at the eastern side of the mall, just before the restaurant court

Postal Address:
Suite 1
Postnet Private bag X7297
Witbank
1035

Physical Address:
Highveld Mall Management Office
C/o N4 Highway & Mandela Drive
Del Judor x 27
eMalahleni

1035

Telephone: 013 – 692 6010
Fax: 013 – 697 2201
E.mail: info@highveldmall.co.za
Security and Emergency Telephone: 013 – 692 6010

Contact Persons:

General Manager: Sandra Vanderwalt
079 516 9946
gm@highveldmall.co.za

Facilities Manager: Riaan Stoop
083 230 5751
facilities@highveldmall.co.za

Accountant: Mrs. Martie Nel
013 – 692 6010
admin@highveldmall.co.za

Admin assistant: Thobeka Skhosana
013 – 692 6010
info@highveldmall.co.za

Marketing Officer: Mahlatse Chirwa
083 481 3568
marketing2@highveldmall.co.za

Promotional Court sales: Chrystal Smith
084 774 2097
sales@highveldmall.co.za

Tenant liaison & Public Relations: Anchun de Villiers
079 038 4396
marketing@highveldmall.co.za

Guest Relations: Nomsa Mutau

Thuli Moyane
Phindi Mkabela

General Assistant: Mrs. Agnes Rampisa

Security Manager: Cherel Gouws - Fidelity
079 649 0994

Cleaning: Howard – Kulingana
079 319 2534

Management offices are open:

Monday to Thursday	:	08H00 – 18H00
Friday	:	08H00 – 19H00
Saturday	:	09H00 – 17H00
Sunday	:	09H00 – 14H00

1.5 Highveld Mall's Compulsory Trading Hours

HIGHVELD MALLS (COMPULSORY):	MINIMUM	TRADING	HOURS
Monday to Thursday:		9am – 6pm	
Friday:		9am – 7pm	
Saturday:		9am – 5pm	
Sundays & Public Holidays:		9am – 3pm	

Note that if a public holiday falls on a Saturday, then normal Saturday trading hours apply, i.e 9am – 5pm.

1.6 Postal Facilities

Tenants have the option of renting a post box from Postnet located in the building.

1.7 Keys

Centre Management does not possess keys to any of the shops. Should either you or your staff lose keys or arrive without them, we cannot assist you beyond making our telephone available for emergency use.

Centre Management provide keys for the premises and the Lessee shall return to Centre Management, upon termination of the lease, all such keys and shall not permit such keys at any time to come into the possession or control of any other person other than the Lessee, its officials, employees or agents.

1.8 Access to the Building at Abnormal Times

Should a tenant require access to the building between the hours of 23H00 and 06H45, he/she should make prior arrangements with Centre Management or Security.

1.9 Insurance

Tenants are obliged to take out Plate Glass Insurance that covers all glass; window frames and temporary protection if broken glass cannot be replaced immediately, alternatively if plate glass insurance is taken out by the Landlord the cost will be recovered from the tenant.

It is also recommended that tenants arrange for the following insurance: -

- fire and allied hazards (fire insurance)
- loss of profits (consequential damage insurance)
- public liability (self-explanatory)
- house-breaking (self-explanatory)

- loss of money (self-explanatory)

1.10 Telephone Numbers

Centre Management requires after hour telephone numbers of all tenants. Kindly notify management of your telephone number and of any changes thereto.

2. HOUSE RULES AND ADMINISTRATION

2.1 Rental Payments

Rent is payable in advance on the first day of every month. Please comply with this legal obligation. Failure to comply with this regulation will result in a Late Payment Levy of R500.00 plus VAT being levied to the Lessee's rental statement.

2.2 Rental Payments

Proof of payments should be sent to the Centre Management Office. If payment is by cheque and posted, kindly ensure that it reaches the management office on or before the first day of each month.

Rental payments will also be accepted by telegraphic or bank transfer and the relevant bank account number is as follows:

Account Name: 'Stevens Finlay Retail t/a
Witbank Debtors"
Bank: ABSA
Branch: Sandton Business Centre
Branch Code: 63-20-05
Account Number: 40-6798-9794

The Agreement of Lease provides for monthly turnover figures to be forwarded to the Centre

Management Office. Kindly do so before the 7th of the following month.

2.3 Bicycles, Vendors, Hawkers and Pets

No bicycles, motor cycles, vendors, hawkers or pets are allowed in the building or in the Shopping Centre.

2.4 Common Areas

All common areas such as arcades, foyers, passages, staircases etc. are intended for pedestrians and tenants should not permit articles or goods to be placed or stored in such areas. Tenant co-operation in this respect will assist in maintaining the image of the building and keep walkways clear in cases of emergency. No articles of any nature whatsoever may be placed or stored in the back yards. Obstruction of malls, corridors etc. constitute a statutory offence in terms of the municipal bylaws and may result in prosecution.

The landlord arranges for all common areas to be cleaned on a daily basis. It may happen that certain areas that have already been cleaned are littered, and it is in everyone's interest to ensure that the building and adjacent areas are kept clean at all times.

Tenants should ensure that his/her employees do not use common areas for general recreation. Except with the written consent of Centre Management and in accordance with any conditions imposed by management, the tenant shall not sell merchandise or transact business in a common area or display or

advertise merchandise or service in the common areas.

The mall is fitted with revolving doors at 3 of the main entrances. No stock or heavily loaded trolleys may be brought through the revolving sections. There are doors either side of the revolving door for this purpose. Should any tenant cause any damage to our property whilst moving stock or by any other action, the Landlord reserves the right to claim the full cost of the repairs from the Tenant. Please ensure that due caution is taken when using the common area.

2.5 Loading Zone

Tenants should instruct their suppliers to adhere to the area demarcated for all deliveries.

There are 5 delivery yards at the front of the building through which tenants with back doors bordering the front of the building may receive deliveries. All other deliveries are to take place via the 4 service passages at the rear of the building. Under NO circumstances may a delivery occur through any of the 4 public entrances at the front of the building. Please inform your suppliers accordingly. Suppliers will be required to produce a delivery note at the gate before access is granted. Under NO circumstances may delivery vehicles double park or park in front of the main entrances.

Tenants should instruct their suppliers to adhere to the area demarcated for all deliveries. The landlord does not supply labour for unloading and/or transporting of goods. Tenants may not utilize security personnel to assist with such labour. Under no circumstances may tenants or their employee's park in loading zones.

Please also refrain from using the Pick 'n Pay / Woolworths trolleys to transport goods. Your delivery

people must ensure they arrive at the mall with a delivery trolley.

2.6 Parking

Tenants' parking is located at the rear of the building, and tenants and/or their staff are expressly forbidden from parking in prime customer parking located at the main entrances. Tenants vehicles so parked in these prime bays will be clamped and will only be released on payment of a fine of R100.

Parking rates (as at April 2007) are:

- Covered bays in secure area: R150 excl VAT per month
- Uncovered bays in secure area: R100 excl VAT per month.

Parking discs will be supplied and only tenants with a valid disc will be allowed access to the rear of the building.

2.7 Moving Stock Through the Centre and General Tenant Conduct

Stock deliveries which need to be brought in via front doors must as far as possible occur before 10am in the morning.

Where a tenant has a back door, deliveries are to happen strictly through this door and not via the mall walkways.

Tenants with loading yards at the rear of their stores are instructed to ensure their gate is closed once the delivery is complete.

Tenants are requested to be especially careful during the moving of stock and equipment through the centre. Repairs arising from such movement will be recovered from the tenant concerned. Stock and equipment may not be left in the arcades, passages and entrances of the building as this is in direct contravention of the council bylaws.

Tenants are required to comply with the relevant applicable minimum requirements regarding the disposal of hazardous waste. A fine of R1000 per occurrence will be levied on any tenants account if it can be shown that hazardous waste such as cooking oil has been illegally dumped into the sewer or stormwater system, or in adjoining veld areas. In addition to this, the Health Department will be contacted by the landlord and any other fines issued by them will not nullify the R1000 fine issued by the Landlord. The landlord reserves the right to increase this fine by way of notice to the tenant.

2.8 Floor Loads

Abnormally heavy equipment such as safes etc. may not be brought into the building without the landlord's permission. As the load bearing capacity of the floors is not the same throughout, tenants should consult the landlord in advance regarding the positioning of safes, large filing cabinets etc.

2.9 Alterations and Repairs

Tenants are not permitted to make any alterations or additions (including changes in electric layout, sewerage and water supply) to the rented premises before obtaining prior written approval from the landlord.

If the landlord approves alterations, he shall stipulate the conditions to be complied with before any work is commenced. All costs attached to alterations will be

for the tenant's account. Upon vacation of the premises, the tenant should remove the alterations and additions at his/her expense and restore the rented premises to its condition prior to alteration or addition.

Tenants are expected to keep the interior of the rented premises in good order and condition and on expiry or premature termination of the lease or on vacation of the premises to leave them in the same good order and condition.

Tenants are responsible for the cost of replacing or repairing floor coverings, power and telephone points, defective fluorescent lighting, globes, starters and ballast's, broken or cracked partitioning, glass panes, window and door panels, ventilation grids or any other item that forms part of the layout as supplied for the rented premises by the landlord.

Repairs to the building or its equipment arising from damage by tenants are carried out only by artisans or contractors approved by Centre Management and to our satisfaction. Such costs shall be for the account of the tenant concerned.

Any contractor appointed by Management or requested by tenant's, need an authorized permit. Application forms are available at the Highveld Mall security office. A permit, in form of a clip-on card, must be displayed at all times by any contractor. Centre management reserve the right to remove any contractor off site that fails to comply with such requirements.

2.10 Refuse Removal

Tenants are responsible to take their own refuse to the refuse compactor area, behind Truworths, unless otherwise arranged.

- Cardboard boxes should be flattened.
- Wet and small items must be put into black plastic refuse bags and placed inside the Compacter area.
- Wheelie bins, where applicable, are to be taken to the Compacter, where they can be swapped with a clean, empty bin. Tenants requiring wheelie bins may purchase the mall standard bin at a cost of R300 excl VAT. Only bins matching the mall standard issue will be allowed. If your bins do not match, you will be required to wait for your bin to be emptied and washed before returning to your store.

Refuse bags / wheelie bins may not be left in the malls or the service passages. Service passages are to be kept clear at all times.

The Landlord does not accept responsibility for the removal of waste such as carpets, planks, broken furniture etc. The tenants should arrange this personally with the local authorities. Such articles should be kept inside the leased premises and not placed in back yards or passages.

2.11 Air-conditioning

Each store is able to control its temperature independently. Air diffusers should not be obstructed on any account.

Shops may be sub-divided with partitioning, provided this is not full height and allows a minimum of 500mm clearance between the top of the partition and the underside of the ceiling tiles.

The tenant is to note that a standard symmetrical layout of grilles and diffusers will be applied to the premises to best suit the air-conditioning system.

The cost of changing the position of standard white painted grilles and diffusers and any change in colour or type, which involves additional cost, will be for the account of the tenant.

Wherever it is required that air be extracted from an air-conditioned space, a compensating ventilation air supply system will be provided at the expense of the tenant.

The public toilets are provided with mechanical ventilation where required in terms of the National Building Regulations.

The following room conditions have been used as a basis for design purposes. Such parameters should be obtainable, but cannot be guaranteed.

Summer	:	maximum 21.0°C
Winter	:	maximum 24.0°C
Tolerance	:	2.0°C

All odour and moisture-producing areas, such as beauty parlours, cloakrooms, restaurants, hair salons and the like will be provided with special exhaust systems as required by the local authorities. The costs of such systems will be for the account of the tenant.

The air-conditioning is designed to accommodate lighting and appliance load of _____ and an occupancy load of one person per 4m². Any additional lights or fittings could adversely affect the air-conditioning and changes required to the air-conditioning to accommodate the tenant's specific requirements would be for the account of the tenant.

A monthly service of the plant will be carried out and your premises will be without air-conditioning during the service.

2.12 Sign writing on Windows

The tenant shall, at all times, maintain reasonable displays of merchandise in the shop windows of the premises (or in the front section of the premises if there are no windows) or bright and attractive promotions in the case of tenants not selling merchandise. The general appearance of windows and premises shall be subject to the discretion of the General Manager with respect to whether they are in keeping with the character of Highveld Mall Shopping Centre.

No posters, paper or other advertising material is to be affixed to the brickwork, outside doors and windows of the common area.

No advertising posters may be press-sticked or cello-taped into your shop windows.

Tenants shall at all time participate in all promotions by decorating shop windows appropriately, throughout the year at the Centre.

Notices bearing the logo of your alarm or armed reaction service provide may under no circumstances be bigger than 15 x 15cm, and are to be positioned on the left hand bottom corner of your shopfront.

2.13 Electricity

Tenants are responsible for electricity consumption charges in respect of rented premises. Each tenant's sub-meter is read on a monthly basis. The charge pertaining to consumption is reflected on a monthly rental account and is payable with the rent.

If a tenant wishes to install additional electrical equipment on his/her premises, this is at his/her expense and prior approval should be obtained from the Centre Manager to ascertain whether the power supply to the premises is adequate. Electricity used by such equipment is for the tenant's account and will be calculated by the landlord or his consultants.

In terms of the Agreement of Lease, the tenant is responsible for replacement of and repair to power, TV/FM and telephone connections, defective fluorescent tubes, globes, starters and ballasts.

It is in the national interest to co-operate in conserving energy. Unnecessary use of electricity not only increases the consumption but also shortens the life of globes, fluorescent tubes and ballasts.

2.14 Water

All shops and toilets are supplied with cold water only. If a tenant wishes to install a hot water cylinder on his/her premises, he/she should contact the management office beforehand as there are certain details and conditions pertaining to the installation on which the landlord and tenant should reach prior agreement.

It is in the national interest to guard against wasting water. Leaking taps should therefore be attended to immediately.

2.15 Security Services

Security officers are on duty twenty-four hours per day all year round. Tenants are requested to report any suspicious persons, objects etc. to the security office in order to assist in maintaining a crime-free Centre.

2.16 Cleaning Service

Common Areas: The landlord arranges for cleaning of all common areas, in accordance with a specified work programme.

Shops: Tenants are responsible for the cleaning of the interior of rented premises as well as all shopfronts inside and outside the rented premises. The shopfront includes the aluminium strip around the glass. Please keep it free of dust and marks.

2.17 Lost Property

Should any person find lost property at any stage or any where in the Mall, please report this to Centre Management office or Security Department. Visitors to the Mall always contact Centre Management office and/or Security Office to report their lost goods.

2.18 Smoking

In terms of the new legislation of the Tobacco Products Control Amendment Act 1999, Highveld Mall is a smoke free building and under no circumstances will any customer / tenant or staff be allowed to smoke in the common areas or in your individual premises. Management will also not allow tenants / staff to stand at the front shopper entrances to smoke. Please use the rear of the building for this purpose. Cigarette stompies are to be disposed of in bins ONLY, and not simply flicked into the parking area.

2.19 POSTER BOARDS

There are several poster boards located in the mall and tenants are encouraged to use these. Please

deliver posters (size A1 or A4 only) to the management office and we will have the posters put up. Any posters found on walls in the Mall or car park will be removed. Also remember that posters may not be press-sticked or cello-taped onto (inside or out) your shop front.

2.19 Maintenance complaints

All complaints must be phoned through to the centre management office, who will in turn deal with the complaint. Should you have a problem after hours please contact our security office.

2.10 Fire Extinguishers and Fire Hose Reels

These items within the rented area have to be serviced annually and it remains the tenant's responsibility to ensure this is done by an ASIB approved service provider displaying the correct identification badge and clip-on authorization from Centre Management. The servicing of this equipment in the public areas remains the responsibility of Centre Management.

3. EVACUATION & EMERGENCY PROCEDURES

CONTACT TELEPHONE NUMBERS

Centre Management Office	013 – 692 6010
Security Control Room	013 – 692 6010
Bomb squad: M.van der Merwe	013 – 249 1740 083 235 4665
Ambulance	10177 013 – 243 1657 013 – 656 5000 082 911

Hospital Emergency	Cosmos 013 – 656 8000 013 – 655 8001
Fire Brigade	10177 013 – 690 6444 013 – 690 6222 013 – 690 6333
Police	013 – 655 5000 10111
Electricity	013 – 690 6418 013 – 690 6222/6333
Water	013 – 690 6322
Security Manager:	013 – 692 6010
Centre Control Room	013 – 692 6010

Security Function:

The security force comprises well-trained personnel whose function is to protect life and property & who are available to assist the public and tenants where possible. All staff are trained in dealing with emergencies and specific skills include first aid and fire fighting. It is, however, the responsibility of each tenant to ensure that his premises and possessions are secure.

Emergency Tenant Contact Numbers:

In order that security contacts the correct person in the event of an after hours emergency, it is important that tenants inform management of any changes in personnel or in the telephone number for the

responsible person who holds the keys for the store after hours.

1. EMERGENCY PROCEDURES

1.1. In the event of power failure:

1. Remain at the place of work.
2. Contact the security control room; Tel: 013 692 6010
3. Use emergency lighting, if available (not candles)
4. Secure your cash
5. Inform shoppers to remain calm
6. Do not tamper with any electrical fittings or appliances
7. Liaise with security personnel who will communicate by radio with the maintenance department

1.2. In the event of a natural disaster

1. Assess the situation
2. Contact the security control room; Tel: 013 692 6010
3. Determine the extent of the damage
4. If there are any injuries, assist with the removal of persons to a safe place
5. Be prepared for looters
6. Keep inquisitive persons away
7. If all the shops are involved, report damage to the security officer nearest to your shop

1.3. In the event of an accident

1. Inform the security control room; Tel: 013 692 6010
2. Report the type of accident and the nature of injury

3. Clear the area to ensure a safe environment for the injured person/s
4. Wait for the Emergency Services or the Qualified Medical Personnel
5. Assist these members only when asked for assistance

1.4. If you find a suspicious object

1. Contact the security control room: Tel: 013 692 6010
2. Give details of the object:
 1. Size
 2. Colour
 3. Form
 4. Sign of damage
 5. Wear and rear (general)
 6. Are any wires visible?
3. Do not let anyone near the object
4. The Security Personnel will close off the area
5. All radio's & cellphones should be kept away from the vicinity of the object
6. The Police Bomb Squad will examine the object
7. If evacuation is ordered it will be done after consultation with the SAPS
8. The SAPS will take control over the situation

1.5. In the event of an explosion

1. Inform the security control room: Tel: 013 692 6010
2. Give details of the explosion:
 - a) Location
 - b) Possible cause of the explosion
 - c) Any injuries
 - d) Extent of damage caused
3. Evacuate lightly injured people to a safe place, or evacuate the premises when instructed

4. Switch of all electrical appliances
5. Keep fire fighting equipment at hand
6. All radio's & cellphones should be kept away from the vicinity of the explosion. This is in the event of a second device that might cause another explosion
7. Doors to be kept open for SAPS investigative purposes

1.6 In the event of a fire

1. Inform the control room and supply them with the following information:
 - ❖ Extent of the fire
 - ❖ Exact location of the fire
 - ❖ Damage caused due to the fire
 - ❖ Any injuries sustained
2. Security will respond
3. Attempt to extinguish the fire using the correct equipment
4. Close all windows and doors
5. Switch of all electrical – and gas equipment
6. Stay calm and do not panic
7. Do not use lifts
8. Do not waste time to collect valuables or personal belongings
9. If possible, assist shoppers to vacate the immediate area – see “EVACUATION PROCEDURES” below.
10. In the event of any injuries sustained, assist with initial first aid and removal from fire area
11. Carry out instruction given by emergency team when they arrive
12. If the fire is in close proximity to your shop, make your keys available to the Fire department
13. Tenants are liable to follow prescribed regulations on fire safety

1.7 In the event of a telephone bomb threat

1. Stay calm, do not panic
2. Keep the caller talking for as long as possible
3. Ask the caller the following questions:

Questions	Answers
a) Where is the bomb located?	
b) What does the bomb look like?	
c) If possible ask the caller why the bomb was put there.	
d) When will the bomb explode?	

4. Ask the caller to repeat the message
5. Listen carefully to the callers message
6. Is it a male or female?
7. What language does he/she speak?
8. Does it sound like an adult or a child?
9. Does he/she speak with an accent?
10. Can you derive anything from the accent? Is it known?
11. Does the person sound fearful and nervous?
12. Try to establish where the call is being made from
13. Listen to any background noise

Reaction to a telephone bomb threat

1. Don't panic
2. Contact security; Tel: 013 692 6010
3. If the area was not indicated by the caller, security will do a search in conjunction with the SAPS
4. If any suspicious object is noted do not tamper with it, but inform security
5. All radio's, cell-phones and beepers should be kept away from the vicinity of the object
6. Evacuation procedures will be given by centre management in consultation with the SAPS if necessary
7. Devise a hand signal amongst the staff in the store to indicate that there is a bomb risk e.g. Shaking closed fist, in order to enable a different staff member to immediately notify security.

1.8 In the event of a flood

1. Secure your cash
2. Evacuate flood section
3. Switch off electrical – and gas supply
4. Ensure that no one enters the flooded area's (other than the emergency staff)

1.9 In the event of an armed robbery / hostage situation

1. Stay calm and do not panic.
2. Never offer anything, but wait for the request to hand over money (hand over the lowest values first).
3. Co – operate and comply with their instructions (give them what they ask for). Do not argue.
4. Use your panic button, if available.

5. Observe the robbers well but avoid eye contact.
6. Report to security as soon as possible; Tel: 013 692 6010.
7. Do not touch anything until the police arrive.
8. Keep in mind the number of people involved in the robbery and if possible what type of fire – arms were used.
9. Remember if possible the movement of hostages taken captive and in which direction they were taken.
10. Always act with the well being of hostages in mind

2. EVACUATION

2.1 Duties of shop owners and shop managers

1. To evacuate his premises when being told to do so, and to assist shoppers in this process
2. To close all the windows and doors
3. To switch off all electrical appliances
4. Secure your cash / all – important documents
5. Do not wait to collect personal belongings
6. Do not use lifts
7. Do not run or panic
8. Assist elderly, infirm people and children
9. To report to the allocated assembly area outside the Mall
10. Do not attempt to leave the premises by car
11. Tenants, staff or employees to stay at their designated assembly point and wait for further instructions from security
12. Never re-enter the building until “all clear” has been given by Security, Centre Management or the Police

2.2 Routine responsibilities (shop owner / - manager)

1. Keep all emergency exits accessible and clear at all times
2. Ensure that your extinguishers are serviced and accessible

EVACUATION ROUTES

It is vitally important that all tenants and their staff are aware of the procedures to be followed in the event of an emergency, in order to ensure their safety and that of their customers. Ensure that your staff is aware of your evacuation route and assembly area. A security guard will take a roll call at the assembly area after evacuation, to ensure that all stores are represented, and all staff is out of the building.

HIGHVELD MALL EVACUATION PLAN

ASSEMBLY POINTS

- | | |
|---|--|
| 1 | Front of building, in car park opposite Entrance 1 |
| 2 | Front of building, in car park opposite Entrance 2 |
| 3 | Front of building, in car park opposite Entrance 3 |
| 4 | Rear of building, next to parking bay marked # 16 |
| 5 | Rear of building, next to parking bay marked # 106 |
| 6 | Rear of building, next to parking bay marked # 110 |

SHOP No.	TENANT	EXIT AT:	ASSEMBLY POINT (see plan for location)
1	Stanley & de Kock	Entrance 1, via front door of shop	1
1A	Styles	Entrance 1, via front door of shop	1
2	Flair La Belle	Entrance 1, via front door of shop	1
2A	Hip 2 Go	Entrance 1, via front door of shop	1
3	Mozart	Entrance 1, via front door of shop	1
4	Sportscene	Your own back door	1
5	Musica	Your own back door	1
5A	Contempo	Your own back door	1
6	Quiksilver	Your own back door	1
6A	Look & Listen	Your own back door	1
7	News Café	Your own back door	1
	News Café	Your own back door	1
7B	Milky Lane	Your own back door	1
10	Mimmo's	Your own back door	6
8	Spur	Your own back door	6
9A	Braza	Your own back door	6
9	Ocean Basket	Your own back door	6
10A	Piatto	Your own back door	6
11	Fascination Books	Your own back door, then out through passage past toilets btwn Fascination Books & Mimmos	6
12	Fox	Your own back door	6
13	CUM Books	Your own back door	6
14	J'J's	Your own back door	6
15	Sweets from Heaven	Entrance 1, via front door of shop	1
17	Cape Union Mart	Your own back door	6
18	Woolworths	Your own back door	5
19	Jewellery Design Co	Entrance 1, via front door of shop	1

SHOP No.	TENANT	EXIT AT:	ASSEMBLY POINT (see plan for location)
20	NWJ	Entrance 1, via front door of shop	1
20a	Solemates	Entrance 1, via front door of shop	1
21	Clicks	Your own back door	5
21A	Rage	Your own back door, then out through passage btwn Rage & Uzzi	5
22	Cube	Your own back door, then out through passage btwn Rage & Uzzi	5
23	Truworths	Your own back door	5
24	Identity	Your own back door	5
25	Pick n Pay Clothing	Your own back door	5
27	BT Games	Your own front door, then out through passage btwn Rage & Uzzi	5
28	Jet	Your own back door	5
29	Jeep	Entrance 2, via front door of shop	2
30	Blue Junction	Entrance 2, via front door of shop	2
31	Davisons	Entrance 2, via front door of shop	2
32	Edgars	Your own back door	4
33	Markhams Relay	Entrance 2, via front door of shop	2
34	Cell C	Entrance 2, via front door of shop	2
35	Designer Shoe Outlet	Entrance 2, via front door of shop	2
36	C.N.A	Your own back door	4

0	TENANT	EXIT AT:	ASSEMBLY POINT (see plan for location)
38	Vodacom	Entrance 2, via front door of shop	2
39	Boardmans	Your own back door	4
40	Gospel Direct	Your front door, then down passage past toilets between Foschini & Jetmaster	4
41	Mr Price Sport	Your own back door	4
42	Foschini	Your own back door	4
43	Jetmaster	Your back door, then down passage past toilets	4
44	Incredible Connection	Your back door, then down passage past toilets	5
45	Delhi Delicious	Your front door, then down passage past toilets between Foschini & Jetmaster	4
46	Glomail	Your front door, then down passage past toilets between Foschini & Jetmaster	4
46A	Cartridge Depot	Your front door, then down passage past toilets between Foschini & Jetmaster	4
47	Kodak Express	Your front door, then down passage past toilets between Foschini & Jetmaster	4
47A	Multiserv	Your front door, then down passage past toilets between Foschini & Jetmaster	4
48	Pick 'n Pay	Your own back door	4
49	Pick 'n Pay Liquor	Your own back door	3
SHOP No.	TENANT	EXIT AT:	ASSEMBLY POINT (see plan for location)

			plan for location)
49A	King Pie	Your front door, then out via entrance 3	3
50	Sheet Street	Your own back door	3
51	Reggies	Your own back door	3
52	Yale Security Point	Your front door, then out via entrance 3	3
53	African bank	Your front door, then out via entrance 3	3
54	Crazy Store	Your own back door	3
54A	Wimpy	Your own back door	3
55	FNB	Your own back door	3
56	Dream Nails	Your front door, then out via entrance 3	3
57	Placecol	Your front door, then out via entrance 3	3
57A	Flight Centre	Your front door, then out via entrance 3	3
58	Vodacom 4U	Your front door, then out via entrance 3	3
58A	Health Shoes	Your front door, then out via entrance 3	3
58B	Vacant (Kohler Auto for 3 months)	Your front door, then out via entrance 3	3
59 & 60	Treasures 4 U	Your front door, then out via entrance 3	3
61	House & Home	Your own back door	3
62	Pep	Your own back door	2
63	Boesmanland Biltong	Your front door, then down passage past toilets between Foschini & Jetmaster	4
64	Cardies	Your front door, then down passage btwn Mr Price Home & Miladys	2

SHOP No.	TENANT	EXIT AT:	ASSEMBLY POINT (see plan for location)
65	Meltz	Your own back door	2
65A	Mr Price Home	Your own back door	2
66	Verimark	Your front door, then down passage btwn Mr Price Home & Miladys	2
67	Nashua Mobile	Your front door, then down passage btwn Mr Price Home & Miladys	2
68	Milady's	Your own back door	2
71	Naked Clothing	Entrance 2, via front door of shop	2
72	Galaxy	Entrance 2, via front door of shop	2
74	Torga	Entrance 2, via front door of shop	2
75	MTN	Entrance 2, via front door of shop	2
76	Nedbank	Your own back door	2
76A	Bidvest Banks	Your own front door	2
76B	Chowz	Your own front door	2
81	Est-Eliz Art	Your own front door	2
82	Est-Eliz Art	Your own front door	2
83	Postnet	Your own front door	2
84	Movie Majestic	Your own front door	2
85	Debonairs	Your own front door	2
86	Black Steer	Your own front door	2
88	Je ne sais Quoi	Entrance 2, via front door of shop	2
88a	ABSA	Entrance 2, via front door of shop	2
88b	Standard Bank	Entrance 2, via front door of shop	2
89	Le Monde	Entrance 2, via front door of shop	2
SHOP	TENANT	EXIT AT:	ASSEMBLY

No.			POINT (see plan for location)
90	Hair Technoque	Entrance 2, via front door of shop	2
91	Jean Andre Jewellers	Entrance 2, via front door of shop	2
92	Ciao Bella	Entrance 2, via front door of shop	2
93	Discount Lingerie	Entrance 2, via front door of shop	2
94	Ackermans	Your own back door	2
96	ABC	Your own back door	2
97	Home Comforts	Your own back door	2
98	Queenspark	Your own back door	2
98A	Kleins	Your own front door, then out through passage btwn Rage & Uzzi	5
99	Mr Price Weekend	Your own back door	2
99A	Legit	Your own back door	1
100	Shoe City	Your own back door	1
101	Studio 88	Your own back door	1
102	Spitz	Your own back door	1
103	Treasures for You	Entrance 1, via front door of shop	1
104	Caubouchon	Entrance 1, via front door of shop	1
105	Mugg & Bean	Your own back door	1
106	Flight Specials	Entrance 1, via front door of shop	1
107	ABSA	Your own back door	1
KIOSKS			
	Sotheby's	Entrance 1	1
	Funky Flowers	Entrance 2	1

SHOP No.	TENANT	EXIT AT:	ASSEMBLY POINT (see plan for location)
	Accessorize	Via service passage between Truworths and Identity	5
	Vacant		
	Skytech technologies	Entrance 2, via front door of shop	2
	Ochialli	Entrance 2, via front door of shop	2
	Guest Relations desk	Your front door, then down passage past toilets between Foschini & Jetmaster	4
	Seeff	Via Entrance 1	3
PAD SITES			
Pad 1	Outdoor Warehouse	Not yet built	n/a
Pad 2	Sportmans Warehouse	Not yet built	n/a

SECURITY HINTS

- o Management suggests that tenants change all locks of both front and back doors WHEN:
 - Occupying new premises.
 - There is a change of staff that had access keys.
 - When sets of shop keys are lost or misplaced.
- o Keep your back door secured at all times.
- o It is advisable to fit security doors and dead bolts locks to back entrances, provided that they do not protrude into the escape route.
- o Do not leave any stock or merchandise unattended in the service passage behind your store.
- o Please ensure that when receiving goods into your shop, that once the goods are signed for they are not taken away by the delivery man (or anyone posing as

- o such) on the pretext that the goods were delivered incorrectly.
- o Never leave or become distracted when working with the cash register. NEVER leave keys in the cash register.
- o When accepting cheques or credit cards, request identification whenever possible.
- o Ensure that your shop is securely locked at night and the alarm is operational. Do not hesitate to contact security to request an escort to your vehicles when leaving your premises at night.

SHOPLIFTERS

- o Shoplifting is a serious problem and usually increases during the holiday season.
- o Watch out for persons hanging around your store, inside and outside. Shoplifters will usually watch a store before shoplifting. They favour busy, one and two employee stores.
- o Shoplifter groups try and distract employees away from the areas they are going to steal from.
- o Be cautious of shopping bags, large purposes, tote bags, big coats and garments with large pockets.
- o Shoplifters will grab items at the front of the store if left unattended.
- o Be prepared to identify suspects as to race, sex, height, hair colour, weight, age, clothing and any other distinguishing features.
- o It is advisable to press charges against shoplifters. You will be required to make a statement to the SAPS and to attend a court hearing. *We cannot help you if you do not follow through and prosecute.*

4. **MARKETING POLICY AND PROCEDURES**

We have promotional courts in Highveld Mall, which we rent out on an ongoing basis to outside companies. Tenants may book these courts to promote their products but not to trade.

Sidewalk sales take place on a quarterly basis, throughout the Mall. This is the only time you are allowed to trade outside of your shop and/or if arranged with the Marketing department or Centre Management.

We have a no smoking policy throughout the Mall, it is the duty of Centre Management, Security and Tenants to adhere to the policy at all times and to assist where needed.

It is the responsibility of the Marketing Department of Highveld Mall to:

- Plan and organize all promotions and exhibitions held at Highveld Mall.
- Ensure that all promotions and exhibitions taking place at Highveld Mall are of a standard befitting the image of Highveld Mall.
- Ensure that all tenants maintain a high standard with regard to promotional material inside and outside stores.
- Co-ordinate and arrange promotions to generate additional income and to advise and assist tenants with their in-shop promotions.
- Establish and identify the growth and needs of Highveld Mall by the foot count on a daily and monthly basis.
- Supply the Tenant with a notice board, in case of a tenant not being in his/her shop for any reason that may occur. Should a tenant lose these notice boards, the replacement will be for the account of the tenant. (Should you need to leave your shop please state the time you will be back and not "back in five minutes")
- Keep all our tenants informed of the day- to-day activities in Highveld Mall on a monthly basis or when required.

- Establish the trading hours for Public holidays and December holiday period.
- Control and maintain the Customer Care kiosk at all times.
- Assist tenants to advertise their own in-house promotions by advising us thereof as far ahead of time as possible.

Highveld Mall does not allow the following: -

- Street collections and/or raffles
- Political and/or religious campaigns
- Sale of product by outside companies
- Bicycles, hawkers, vendors, motorcycles and pets in the Centre
- The promotion or sale of any product or service acting in opposition to any tenant of Highveld Mall.
- The pasting of any advertising and/or promotional material inside a window of any shop. All advertising and/or promotional material must hang neatly from the ceiling in your window, and must be relevant to your own brand.
- Any hand written notices pasted inside your window or door e.g.
The advertising of vacancies
The back " in 5 minutes" notice
The "No Trolleys" notice
The "Open, please come in" notice etc.
- The distribution of pamphlets, flyers and brochures in the Mall and parking area.
- No posters of outside companies will be displayed inside the Mall at any time. The poster boards throughout the center are there for corporate advertising and tenant use only.
- You are not allowed to have staff meetings and stock takes during trading hours. All meetings, staff training and stock takes must

please take place in the morning before 09h00 or after 18h00.

- No poster boards, advertising material or stock of any kind will be allowed outside of your shop. You will be asked to remove any such items immediately.
- Should you need to close your shop for any reason at all, you must inform Management immediately.

Rules for Approved Promoters

- No promotion should disturb normal trading of Highveld Mall tenants by means of using loud music, performances or announcements.
- No promotional material should be adhered to permanent Mall fixtures e.g. wall, pillars, windows, clock towers etc. Screens and poster boards are available for such purpose. No handwritten posters will be allowed. No promoters and/or exhibitors are allowed to put banners up without prior arrangement with Highveld Mall Marketing Department.
- No shop window or entrance will be obstructed in any way and sufficient foot traffic flow must be allowed.
- Should the promoter cause any damage to the property of Highveld Mall or that of its tenants, they shall be held responsible for any costs incurred.
- Should a promoter and/or exhibitor need any equipment from Marketing for a promotion, please book well in advance. (e.g. 14 days prior to promotion). Should you book too late the Marketing Department will not be able to assist you with the necessary equipment.

Highveld Mall Voucher System

- Highveld Mall uses a Tutuka Gift card system in the form of a VISA credit card.

Vouchers are available in any denomination from the Guest relations Desk located in the Mr Price Sport Court. When a client presents a HIGHVELD MALL GIFT CARD, it is to be processed via your normal pin-pad using the 'CREDIT CARD' option. You will receive your funds overnight together with the rest of your card transactions.

Window and merchandise display

Your window display and the way you display your merchandise inside your store tell a potential customer everything about your store. Please move your stock around on a regular basis and change your window display as often as possible. Do not put hand written signs all proper advertisement, please ask the Marketing Department personnel to assist you. **HAND WRITTEN NOTICES BRINGS THE STANDARD OF YOUR SHOP DOWN.**

YOU ARE NOT ALLOWED TO DISPLAY ANY PRODUCT OR ADVERTISING MATERIAL OUTSIDE YOUR SHOP IF IT IS NOT STANDING DIRECTLY INSIDE YOUR LEASE LINE AND IF YOU DO NOT HAVE PERMISSION FROM CENTRE MANAGEMENT. THE MARKETING DEPARTMENT WILL REMOVE SUCH ITEMS IMMEDIATELY.

Landlord's Right to Amend Rules and Regulations

The landlord has, at all times, the right to alter and add to the rules and regulations, should they deem it necessary or desirable to do so for the purpose of regulating the general use of the shopping centre, or part thereof, or for the purpose of maintaining the safety, care and cleanliness of the shopping centre generally, or part thereof.

The landlord shall notify the tenant of any change in any of the rules and regulations and shall furnish the tenant with a copy of any amendment or addition to the rules and regulations.

This manual in no way substitutes or replaces the Agreement of Lease. This manual is purely to assist in understanding the Agreement of Lease and assist in the running of the centre.

IN CONCLUSION

You and Your Customer

Whenever a customer enters your shop, you are given the opportunity of conducting business. Your profit depends on how you make use of this opportunity. A positive approach to selling is vital. It is important for you and your employees to always have the following: -

- a friendly smile
- genuine interest in customer's problems
- thorough knowledge of your product
- a courteous approach

We are here to serve the customer. The extent of our influence rests with you and your employees.

The Obligation of Centre Management to Tenants:
We will always approach you with: -

- a positive attitude
- an open mind
- a desire to assist

Our aim is to create a shopping experience above the average shopping mall, where shoppers can spend time in an up-market, clean and safe environment.