

REQUEST FOR PROPOSAL

CLIENT: PACIFIC TRUSTEES BERHAD AS TRUSTEE FOR
AMANAHRAYA REIT C/O AMANAHRAYA KENEDIX REIT
MANAGER SDN BHD

SERVICES: PROVISION OF CLEANING SERVICES

PROPERTY: SELAYANG MALL

PROPERTY MANAGER: KNIGHT FRANK PROPERTY MANAGEMENT SDN BHD

Closing Date and Time:

Date:	Monday, 9th March 2026
Time:	On/Before 12:00 PM
Notes	<ul style="list-style-type: none">• Submission will only be accepted one (1) working day in advance from the date and time of Closing.• Late Submissions will be disqualified.



REQUEST FOR PROPOSAL



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SECTION A

INSTRUCTION FOR RFP

REQUEST FOR PROPOSAL

SECTION A, PART 1: BID SUBMISSION CHECKLIST

You are required to refer to, complete and return this checklist as part of the Submission. Each Section is to be clearly indicated with the Section Number and the attachments as requested.

Failure to adhere to these instructions may affect your submission.

No.	Section Number	Description	Action & Mandatory		Tick if you have completed the submission
			HARDCOPY Submission Required	SOFTCOPY Submission Required (in Thumb drive)	
1	Section A, Part 1	Bid Submission Checklist	<i>(To be completed and returned)</i>	N/A	✓
2	Section A, Part 2	Bid Envelope Cover Page	<i>(To be pasted on envelope during submission)</i>	N/A	✓
3	Section A, Part 3	Instructions for RFP	<p align="center">Not Required To Be Submitted. This section is to be read, understood, accepted & declared in Section B, Part 1, Contract Amount Form</p>		N/A
4	Section A, Part 4	<p align="center">Standard Service Agreement:</p> <ul style="list-style-type: none"> • First Schedule - Contract Particulars • Second Schedule - Scope of Work • Third Schedule - Key Performance Indicators • Fourth Schedule - Penalty Mechanism • Fifth Schedule - Variation to Agreement 			
5	Section B, Part 1	Contract Amount (via Excel Table)	<i>(To be completed, printed and submitted)</i>	<i>*(To be completed and submitted in Excel Format via thumb drive)</i>	✓
6	Section B, Part 2	Consent Form	Not Required	<i>(To be completed and submitted)</i>	✓
7	Section C, Part 1	Questionnaire	Not Required	With attachments <i>(To be completed and submitted)</i>	✓
8	Section C, Part 2	List of KFPM / Non-KFPM Site References / Clients' Testimonial	Not Required	With attachments <i>(To be completed and submitted)</i>	✓
9	Section D, Part 1.	Vendor Code of Ethics	Not Required	With attachments <i>(To be completed and submitted)</i>	✓
10	Section E	Supplier Code of Conduct	Not Required To Be Submitted.		N/A

***Important Note: Failure to submit the Contract Amount Form in Excel Format shall disqualify your submission.**

REQUEST FOR PROPOSAL



SECTION A, PART 2: BID ENVELOPE COVER PAGE

You are required to cut and paste the below onto a plain envelope.

There shall be no indication of your identity.

RFP SUBMISSION - ENVELOPE

Private & Confidential

TO: PACIFIC TRUSTEES BERHAD AS TRUSTEE FOR AMANAHRAYA REIT
C/O AMANAHRAYA KENEDIX REIT MANAGER SDN BHD

LEVEL 46, VISTA TOWER, THE INTERMARK,
384, JALAN TUN RAZAK
50400 KUALA LUMPUR

ATTN: AZRI KHAIR BIN ABDULLAH

SERVICES: PROVISION OF CLEANING SERVICES

PROPERTY: SELAYANG MALL

PROPERTY MANAGER: KNIGHT FRANK PROPERTY MANAGEMENT SDN BHD

Acknowledgement Copy To Be Completed by Receiver and Returned To Your Dispatch

SERVICES: PROVISION OF CLEANING SERVICES

PROPERTY: SELAYANG MALL

Submitted by:

Name of Sender:

Date of Submission:

Time of Submission:

Acknowledged by:

Name of Receiver:

Date of Receipt:

Time of Receipt:

Company Stamp:

SECTION A, PART 3: INSTRUCTIONS TO BIDDER

This document is for the purposes of providing corporate, technical, and commercial information.

For communication regarding this Request for Proposal (“RFP”) Document please contact Knight Frank Property Management Sdn Bhd (hereinafter referred to as “KFPM”) Procurement Department:

- Name: Nithyakalyaani Manickam
Designation: Procurement Executive
Mobile: +6017 653 0859
Email: procurement.contract@my.knightfrank.com

For communication regarding Site Visit, please contact KFPM’s Assistant Operation Manager:

- Name: Umi Nazalia Binti Kharuddin
Designation: Assistant Operation Manager
Mobile: +6013 641 1330
Email: umi.kharuddin@my.knightfrank.com

1.0 **Definitions**

The words used in this RFP Document shall have the following meaning:

- 1.1 “RFP Document” means all documents listed in this document including its relevant Sections, Appendices and Addendums (if applicable).
- 1.2 “Closing Date & Time” shall mean the final date and time by which Submissions are to be delivered and received. Any Submission delivered and received after the Closing Date & Time shall be disqualified. No correspondences, queries, appeals or protests shall be entertained.
- 1.3 “Bid” shall mean the reply and submission from the Bidder upon receiving this RFP Document. The Bid shall consist of, but not limited to, the Submission and other relevant information.
- 1.4 “Submission” shall mean the offer from You or Bidders as proposed to fulfil the requirements of the RFP Document and the Services.
- 1.5 “Services” and/or “Works” shall mean the services specified in the Appendices of this RFP Document for the Property and the supply and provision of all supervision, labour, insurances, transport, materials and equipment and other related services for the performance of the said Services, including those which

may be instructed in accordance with the Services, and / or to be inferred from the Services in order for the Services to be affected.

- 1.6 “Property”, “Building” and/or “Site” means the area where the Services are to be provided.
- 1.7 The “Client” shall refer to the party described in Section A, Part 4, herein and shall include its successors and permitted assigns.
- 1.8 “KFPM” and/or the “Property Manager” shall mean Knight Frank Property Management Sdn. Bhd., it’s agents and / or it’s designated representatives who are appointed by the Client to manage the Property.
- 1.9 “You”, “Your” or “Bidder” means the individual, partnership or corporation tendering or offering a Bid to enter into the Service Agreement with the Client for the purposes of this RFP Document.
- 1.10 The “Contractor” shall mean the successful Bidder(s) who will be or has been awarded with a Service Agreement.
- 1.11 “Service Agreement” shall mean the legal document which shall be entered into by the Client and the Contractor. It will contain and refer to the RFP Document, the Bid, and the Services.

2.0 Intent of Invitation

KFPM hereby invites You to bid for the provision of Services including supply and provision of all supervision, labour, materials and equipment. The aim of this RFP Document is to ensure that Your Bid and Service Agreement are consistent with the Client and / or KFPM’s practices, expectations, and key performance indicators upon which the agreement will be based.

3.0 Bid

Your submission shall be as follows:

RFP Sections are to be submitted according to the instruction given in Section A, Part 1, Bid Submission Checklist. For the avoidance of doubt, the complete bid shall consist of the mandatory items as stated in “Section A, Part 1 – Bid Submission Checklist” herein.

- 3.1 For submission of pricing, the mandatory template as per “Section B, Part 1 Contract Amount Form” is to be used. The Contractor is required to submit the Contract Amount Form via the dedicated excel template (in softcopy thumb drive) AND printed hardcopy. Substitution of this Part with another shall disqualify your Bid and / or Submission due to non-compliance.

4.0 Extension of Bid

Extension of the Closing Date & Time will be at the sole discretion of the Client and / or KFPM.

5.0 Compliance to Request for Proposal

You will be evaluated on compliance to the instructions contained within this RFP Document.

6.0 Type Of Request for Proposal

Sealed Submission, Closed Envelope. Any Submissions received via email will be disqualified (unless otherwise notified in writing via any Addendums to this RFP).

7.0 Bidder to Inform Himself Fully

7.1 You shall be deemed to have thoroughly examined and evaluated the Services as specified in the RFP Document, and it is expected that you will visit, inspect and examine the Property and its surroundings.

7.2 You will fully satisfy yourself as to the form and nature of the Services, materials, equipment and labour necessary for the completion of the Services and in general shall obtain all necessary information as to the risks, contingencies and other circumstances which may affect your Bid.

7.3 It is especially emphasized that it shall be your responsibility to be self-informed fully of the RFP Document requirements, Service requirements, Agreement requirements, and familiarize with the prevailing working conditions and environment within and surrounding the Property. Thereto any claims relating to additional payment or adjustment of the Contract Amount on the grounds of ignorance of contractual obligations will not be entertained.

7.4 Any expenses incurred in connection with, or arising from, if any, of the Site Visit(s) and any expenses incurred incidental to or arising from the preparation and submission shall be borne by You.

7.5 You shall be informed of proposed Site Visits by the designated personnel in charge. You shall be made aware and comply with all house rules and by-laws as required.

8.0 Addendum To The RFP Document

KFPM may issue addendum(s) as necessary to the RFP Document prior to the date for the opening of received submissions, to clarify, revise, amend or modify any part

of the RFP Document. Every addendum issued shall be distributed to all and shall become part of the RFP Document.

9.0 Technical / Unpriced and Commercial / Priced Clarifications

Technical / Unpriced and Commercial / Priced related questions and clarifications in connection with, or arising from, if any, the RFP Document, and other matters incidental to or arising from the preparation of the Technical / Unpriced and Commercial / Priced submissions shall be requested via email on/before **12:00 pm on Tuesday, 3rd March 2026**. These clarification emails shall only be sent to procurement.contract@my.knightfrank.com.

10.0 Confidentiality

You or Bidder shall treat the details of the RFP Document as Private and Confidential, at all times. The Bidder shall not publish or release any Information relating to the Services except with the prior written consent of KFPM.

11.0 Intent or Decline to Bid

If you do not wish to participate, then all hardcopy(ies) of the RFP Document must be returned in full (where applicable). The reason(s) for declining to bid must be included for KFPM's due consideration. Failure to provide a reason may disbar or disqualify you from future opportunities with KFPM.

12.0 Contract Amount

Bidder shall price every item in the template as per "Section B, Part 1 - Contract Amount" and quote all-inclusive and non-escalating fixed sum in Ringgit Malaysia. Any item(s) un-priced shall be deemed to have been covered in the prices of other items, as a lump sum. No adjustments whatsoever shall be made to the quoted amount for any arithmetical error.

There shall be no claim for payment in respect of un-priced items. All prices and unit rates are firm and fixed. Any price adjustment(s) due to fluctuation in the cost of wages or any expenses payable to workers, fuel, construction plants, materials or goods prices, fees, charges, currency exchange rates, taxes, import duties or any other duties, expenditure arising out of any change in the legislation or other new laws will not be entertained.

13.0 Proposal Validity

Validity of the Bid is six (6) months from the Closing Date & Time of a valid Submission, unless otherwise advised in writing via any subsequent Addendums or official notifications to the Bidder(s).

14.0 Acceptability of RFP in Whole or in Part

Notwithstanding anything contained herein or elsewhere in this RFP Document and your Submission(s), KFPM reserves the right to accept or reject █ in whole or in part █.

any Bid whether it may be lower or higher or of the same Contract Amount than any other Bid without assigning any reason thereof. You are advised to take into consideration KFPM's right to accept whether in whole or in part of your Bid. Therefore, should only part of your bid be accepted, you shall be bound by such acceptance.

15.0 Insurance

The Contractor shall be required to submit all necessary insurance policies as defined in the Scope of Works for the duration of the Agreement with a reputable insurance company before the commencement of Services. Insurance will be arranged to indemnify the Client and the Property Manager on Damage of Persons / Property, Third Party, Public Liability, Workman's Compensation, etc.

15.1 As conditions precedent to the commencement of the works, you are required to deposit the Insurance Policies cover note with the Property Manager at least one (1) week before the date of commencement of services.

15.2 The actual Insurance Policies for the Services together with receipts of premium paid in respect thereof shall be submitted to the Property Manager within one (1) week from the date of commencement of services. The Client and the Property Manager must be included as the Principal of the said insurances to enable the Client and / or the Property Manager, as the affected party(ies), to make the necessary claims.

15.3 SOCSO registration of your personnel and / or workmen and Cover Notes of the said registration shall be submitted to KFPM within one (1) week from the date of commencement of Services.

16.0 Execution of Contract

The Contractor shall be required to enter into a Standard Service Agreement with the Client prior to the Commencement Date of Services. However, pending execution of the Standard Service Agreement, the final submission by the Contractor which has been accepted by the Client shall constitute a binding contract.

16.1 The Terms and Conditions of the Standard Service Agreement is appended herein as "Section A, Part 4 – Standard Service Agreement". All terms and conditions set forth in the Standard Service Agreement are non-negotiable and shall be accepted by you. Participation and submission by you to this RFP shall deem that you have read, understood and agreed to all the terms and conditions of in the Standard Service Agreement.

17.0 Notification

All Bidders participating in this RFP process will be notified of selection or rejection. Reasons for selection or rejection may not be disclosed.

18.0 Accuracy

The RFP Document is not guaranteed to be free from errors, omissions or deficiencies. In the event such errors, omissions or deficiencies are discovered, it shall be notified in writing within 48 hours from discovery.

19.0 Time

Time wherever mentioned is of the essence.

20.0 Currency

The Currency of payment of the Services will at all times be in Malaysian Ringgit. Any costs, prices, and sums where silent as to tax will be considered to be excluding Sales & Service Tax unless indicated to the contrary.

21.0 Obligations Not Covered By The Contract

All Bidders must not:

- (a) Offer or induce to the Client and / or the Property Manager any benefits in the form of loan, gift or entertainment;
- (b) Offer or induce to the Client and / or the Property Manager any goods and / or services for personal use other than those which has been duly authorized by the Client and / or the Property Manager designated personnel by way of an official purchase order;
- (c) Bidders' personnel shall not discuss or disclose the contents of the RFP Document and / or Bid to or with any other employee of the Client and / or the Property Manager, other than the abovementioned KFPM personnel for the duration of the Request for Proposal.

22.0 Consent Authorisation Under Personal data Protection Act 2010 ("PDPA Act") and Credit Reporting Agency Act 2010 ("CRA Act")

All Bidders agree and consent for the Client and/or the Property Manager to process the personal and/or company data provided for the purposes of this Submission.

23.0 Disclosure of On-Going Court Cases

All Bidders participating in this RFP process are required to disclose any ongoing or pending legal proceedings, lawsuits or claims ("Proceeding") involving the Bidder, its affiliates, or any of its key personnel that may have material impact on their ability to carry out the Services and obligations set out in the Standard Service Agreement.

Such disclosure shall include all relevant information including the nature of the Proceeding, suit number, parties involved, or any other pertinent information relevant to the Proceeding. The Client and / or the Property Manager reserves the right to request for any or any additional information regarding any disclosed or undisclosed Proceeding, which may include court documents, status updates and/or any other details necessary. Bidders shall cooperate fully and promptly provide the information in a timely manner.

Failure to disclose such Proceedings and the details thereof (whether or not requested by the Client and / or the Property Manager) shall be a breach on the part of the Bidder and shall entitle the Client and / or the Property Manager to take appropriate actions at its sole discretion including rejecting the Bid, or revoking or terminating the Standard Service Agreement if the non-disclosure is discovered after the issuance of the Standard Service Agreement, or availing of any other right or remedy in the Standard Service Agreement or under law or equity.

24.0 Compliance to e-invoicing requirements

All Bidders/Contractors participating in this RFP process are required to comply with the e-invoicing obligations stipulated by the relevant local authority. These obligations include, but is not limited to, obtaining necessary registrations, issuing accurate e-invoices, and submitting them within the prescribed timelines.

The Client reserves the right to withhold payments due to the Contractor, without any obligation to pay interest on such withheld amounts, if any non-compliance with the requirements required by law. The Client shall notify the Contractor of the non-compliance in writing and allow a cure period of 14 days for rectification. If the Contractor fails to remedy the non-compliance within this period, the Client may exercise further remedies, including imposing penalties, recovering losses, or terminating the contract in accordance with the terms of this agreement.

The Contractor acknowledges that compliance with e-invoicing obligations is a fundamental obligation under this contract, and failure to adhere to these requirements may result in the consequences outlined in this agreement.

The Client may, at its discretion, audit the Contractor's adherence to e-invoicing obligations and request relevant documentation to verify compliance.

The Contractor shall indemnify and hold the Client harmless from any liabilities, penalties, or damages arising due to the Contractor's failure to meet applicable e-invoicing requirements/regulations.

In cases of persistent or deliberate non-compliance, the Client may treat such actions as a material breach of contract, entitling the Client to terminate this agreement without further liability.

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REQUEST FOR PROPOSAL



SECTION A, PART 4: STANDARD SERVICE AGREEMENT (SAMPLE FOR REFERENCE)

Contract for the Provision of Cleaning Services

BETWEEN

**Client Name
Company No.**

AND

**Contractor Name
Company No.**

PROPERTY NAME

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REQUEST FOR PROPOSAL



THIS AGREEMENT is made this _____ day of _____ 202_.

BETWEEN the parties whose particulars are stated in **Section 1** of the First Schedule hereto (hereinafter referred to as “**the Client**”) of the one part and the party whose particulars are stated in **Section 2** of the First Schedule hereto (hereinafter referred to as “**the Contractor**”) of the other part.

RECITAL

- A. The Client has awarded the Contractor the provision of services as defined in **Section 3** of the First Schedule (hereinafter referred to as “Services”) subject to the terms and conditions set forth in this Agreement.
- B. The Contractor is a company formed and authorized to provide the Services in respect of the Property as defined in **Section 2** of the First Schedule.

NOW, THEREFORE, in consideration of the above recital and mutual promises and conditions contained in this Service Contract (hereinafter referred to as “Agreement”), the Parties agree as follows:

1. DEFINITIONS

1.1. In this Agreement and the Schedules hereto, unless the context or the subject matter otherwise requires, the following words and phrases shall be defined as follows:

“Agreement”	means this Agreement as may be amended, varied, or extended by the Parties;
“Client”	means the company as defined in Section 1 of the <u>First Schedule</u> ;
“Contractor”	means the company as defined in Section 2 of the <u>First Schedule</u> ;
“Property”	means the area as defined in Section 4 of the <u>First Schedule</u> .
“Property Manager”	means the company as defined in Section 5 of the <u>First Schedule</u> ;
“Sales and Service Tax”	means the tax imposed on the supply (or deemed supply) of good and/or services under the Sales Tax Act 2018 and the Service Tax Act 2018 or similar tax imposed by the prevailing government, statutory authority at the material time of this Agreement.
“Services”	means the scope of services or products to be provided by the Contractor defined in Section 3 of the <u>First Schedule</u> , and more particularly set out in the <u>Second Schedule</u> .

2. SERVICES & SCOPE OF WORK

- 2.1 The Contractor must provide the Services to the Client in accordance with the requirement of the Agreement.
- 2.2 The detailed terms and conditions and scope of works are described as per the Second Schedule herein.
- 2.3 The Contractor will report to the Client, or to the authorised representative of the Client, as and when requested to do so, in respect of the performance of the Services.
- 2.4 The Contractor will comply with all reasonable requests, directions, and instructions of the Client.
- 2.5 Other claims for expenses arising/resulting from the Services performed under this Agreement must be prior approved by the Client, failing which the Contractor will be liable for all such claims for expenses.

3. DURATION OF AGREEMENT

- 3.1 This Agreement shall be effective on the Commencement date as defined in **Section 7** of the First Schedule and shall continue until the Completion Date as defined in **Section 8** of the First Schedule.

4. CONTRACT AMOUNT & PAYMENT TERMS

- 4.1. The Client hereby agrees to pay the Contractor, for the aforesaid services, materials and labour, the sum as defined in **Section 9** of the First Schedule.
- 4.2. Payment shall be made upon each successful completion of Service and with an undisputed invoice, complete with relevant supporting documents and paid within a defined number of days from the date of receipt, as defined in **Section 10** of the First Schedule. Notwithstanding the above, there shall be no form of late payment interest.
- 4.3. All invoices are to be issued in accordance to the Invoicing Instructions & Details as defined in **Section 11** of the First Schedule. The Client shall not be held responsible for any delays in payment resulting from the delay in submission of invoice by the Contractor.
- 4.4. In the event that the Client discovers that the Services performed is unsatisfactory for any reasons whatsoever, the Client reserves the right to deduct part of the sum from the payment in accordance to the Penalty Mechanism as defined in the Fourth Schedule.
- 4.5. The Contractor is required to comply with the e-invoicing obligations stipulated by the relevant local authority. These obligations include, but is not limited to, obtaining necessary registrations, issuing accurate e-invoices, and submitting them within the prescribed timelines.
- 4.6. The Client reserves the right to withhold payments due to the Contractor, without any obligation to pay interest on such withheld amounts, if any non-compliance with the requirements required by law. The Client shall notify the Contractor of the non-compliance in writing and allow a cure period of 14 days for rectification. If the Contractor fails to remedy the non-compliance within this period, the Client

may exercise further remedies, including imposing penalties, recovering losses, or terminating the contract in accordance with the terms of this agreement.

- 4.7. The Contractor acknowledges that compliance with e-invoicing obligations is a fundamental obligation under this contract, and failure to adhere to these requirements may result in the consequences outlined in this agreement.
- 4.8. The Client may, at its discretion, audit the Contractor's adherence to e-invoicing obligations and request relevant documentation to verify compliance.
- 4.9. The Contractor shall indemnify and hold the Client harmless from any liabilities, penalties, or damages arising due to the Contractor's failure to meet applicable e-invoicing requirements/regulations.
- 4.10. In cases of persistent or deliberate non-compliance, the Client may treat such actions as a material breach of contract, entitling the Client to terminate this agreement without further liability.

5. REPORTING LINE

- 5.1. The Contractor shall report the delivery of its Services to the Client or its representatives or both as advised.
- 5.2. The Client or its representative or its agent reserves the right (with reasonable written notice) to audit the Contractor's Services (in terms of documentation and equipment), and the Contractor shall at all times allow the access to the Client or its representatives.

6. KEY PERFORMANCE INDICATORS (KPI)

- 6.1. The key performance indicators for the services performed by the Contractor for the time being as defined in the Third Schedule and as shall be revised from time to time by the Client with the concurrence of the Contractor.

7. INSURANCE

- 7.1. The Contractor shall insure, keep insured and pay the premiums for insurance the classes of which are defined in, but not limited to, **Section 12** of the First Schedule for the duration of the Agreement with a reputable insurance company indemnifying it against all legal liability for injury, death, and property damage arising from direct negligence, omission or wilful act by the Contractor or the Contractor's employees.
- 7.2. The Contractor shall ensure that the Client and the Property Manager shall be jointly insured within the insurance policies and related documents.
- 7.3. Where applicable, Contractor's All Risk insurance will insure the Client's existing property, and the Property Manager.
- 7.4. The Contractor shall also ensure that the insurance policies are valid at all times during the duration of the Agreement.
- 7.5. The Contractor is required to submit copies of the aforesaid insurance policies for the Client records prior to the Commencement Date.

8. INDEMNITY

8.1. The Contractor shall indemnify and keep indemnified the Client and the Property Manager and/or its directors, employees, agents, assigns and representatives against all claims, losses, liability for personal injury, accidents or deaths of any person and property damage which is a direct and foreseeable result of the sole negligence, omission wilful act of the Contractor or the Contractor's employees, representatives and or agents in performing the Services, obligations and covenants under this Agreement. The indemnity shall extend to any loss or damage suffered by the Client as a result of deduction undertaken by the Client in the payment of any fee due to the Client as a result of the conduct or breaches of and by the Contractor on the performance of its obligations.

9. APPOINTMENT OF PERSONNEL/REPRESENTATIVES

The Contractor shall ensure that:

- 9.1. All the approvals, licenses and permits from the relevant authorities required by law for the appointed personnel, employees or representatives providing the Services to the Client have been procured by the Contractor and are valid throughout the Contract Term.
- 9.2. All the employees have the relevant adequate experience and are competent to provide the Services to the Client.
- 9.3. All employees employed by the Contractor are consistent with prevailing labour law, employment law and any other relevant laws of Malaysia. The Contractor shall submit to the Client a copy of valid work permits for any foreign workers deployed to the Property.
- 9.4. All employees have been interviewed and a thorough background investigation has been conducted, including criminal conviction history and are found to be fit and proper persons to provide the Services.
- 9.5. In the event that the Client, in its absolute discretion, are not satisfied with the performance of any personnel for any reason whatsoever or any personnel shall be guilty of misconduct, negligence, fraud or any breach of non-observance of any of the conditions of this Agreement, the Client may, with written notice:
 - 9.5.1. request the Contractor to replace such personnel or,
 - 9.5.2. request the Contractor to repeat the affected Services of the Agreement (if applicable).

10. COMPLIANCE WITH THE LAWS

- 10.1. The Contractor agrees that it will comply with all applicable federal, state, and local laws, ordinances, regulations, and codes in the performance of its obligations under this Agreement, including the procurement of permits and certificates where required.
- 10.2. The Contractor further agrees to hold harmless and fully indemnify the Client against any loss or damages including legal fees that may be sustained by reason of the failure of the Contractor or its employee(s), agent(s) or subcontractor(s) to comply with the laws, ordinances, regulations and codes.

11. ACT OF GOD OR FORCE MAJEURE

- 11.1. Neither party shall be responsible for non-compliance with any of the obligations under this Agreement, if such non-compliance is due to an Act of God or Force Majeure, including but not limited to, invasion, fire, war, terrorism, act of government, laws or regulations, or any other act of nature or man that is outside the control of the parties and for which no blame or fraud can be imputed.
- 11.2. If a party's performance of the services or of its obligations under this Agreement is affected by Force Majeure, then:
- 11.2.1. the Party shall give written notice to the other party, specifying the nature and extent of the Force Majeure as soon as reasonably practicable;
 - 11.2.2. both parties will use all reasonable endeavours to mitigate the effect of Force Majeure on the performance of this Agreement; and
 - 11.2.3. the date for performance of such Services and obligation shall be deemed to be suspended for a period equal to the delay caused by such Force Majeure.
- 11.3. If the Act of God or Force Majeure continues for more than thirty (30) days, either party may terminate this Agreement by giving the other party a further thirty (30) days written notice.

12. COVENANTS BY THE CONTRACTOR

- 12.1. Possess all required material and valid license, authorisation, approval, or consent by the Local Authorities to carry out its business and Services required of the Property.
- 12.2. Ensure timely delivery of Services.
- 12.3. Ensure timely submission of progress reports, monthly and/or periodic reports, invoices, updates, and deliverables as per the Agreement with the Client.
- 12.4. Maintain close rapport with relevant government authorities.
- 12.5. Ensure that its employees perform their duties in compliance with all statutory safety regulations.
- 12.6. Ensure that its employees shall abide by the Rules of Conduct of the Property.
- 12.7. Enforce discipline and good order among its employees at all times and be fully responsible for the proper conduct and appearance of its employees while at the Property.
- 12.8. Ensure that its employees do not in any manner, cause any interference, annoyance, or nuisance to the Client and / or Property Manager, tenants, invitees, visitors, and customers at the Property.
- 12.9. Its employees assigned to replace and/or cover the duties and responsibilities of the Contractor's regular on-site employees shall have been fully briefed on the provision of services and the Contractor shall ensure that the replacements are made with no or minimal disruption to the Services.
- 12.10. Immediately notify the Client if any of its employee are discovered to have been suspected of, charged with and/or convicted of any crime.

- 12.11. Pay its employees their wages and all statutory deductions on time.
- 12.12. Properly supervise and monitor its employees so as to ensure that they carry out their duties diligently.
- 12.13. The Contractor shall liaise with the Client or Client's representative regarding the Services and / or work schedule(s) which the Contractor intends to carry out.
- 12.14. Immediately notify the Client or its representatives of any changes of time in services.
- 12.15. The Contractor must be registered and approved as the panel of the Contractor in the Client and/or Property Manager's dedicated digital platforms and applications.

13. TERMINATION

13.1. Right of Termination

Without prejudice to the Client's rights in Clause 13.3.1 below the Client shall be entitled to terminate this Agreement forthwith by giving the Contractor one (1) month prior written notice following the occurrence of any of the following events:

- 13.1.1. If the Contractor enters into liquidation whether compulsory, voluntary (other than for purpose of amalgamation or construction) or compounds with creditors generally or taken or suffers any similar action consequences of debt or becomes unable to pay debts as they fall due.
- 13.1.2. If in the opinion of the Client and / or Property Manager, the Contractor has committed an act or has conducted an act in a manner which may damage the Client and / or Property Manager goodwill and reputation;
- 13.1.3. If the Contractor breaches any term of this Agreement, including failing to provide the Services in accordance with this Agreement.
- 13.1.4. If the Contractor engages in corrupt or fraudulent practices;
- 13.1.5. If any material licence, authorisation, approval, or consent required by the Contractor to carry on its business is revoked by any local Authorities or withheld or modified or is otherwise not granted, or does not remain in full force and effect and shall continue to be so for a period of thirty (30) days.

13.2. Termination by Notice

In the event this Agreement is lawfully terminated:

- 13.2.1. The Contractor shall conclude the Services in a prompt and orderly manner, discontinue further commitments, obligations and account for any items expended;
- 13.2.2. The Contractor shall assign to the Client and / or Property Manager or its nominee to the extent required by the Client and / or Property Manager, any contracts in respect of the Services;

13.2.3. The Contractor shall deliver all such documents, accounts, reports, and all other documents relevant to the Services as are in possession of the Contractor to the Client and / or Property Manager who shall forthwith be permitted to retain copies of any documents so delivered; and

13.2.4. Any termination under this Clause 13 shall not prejudice any claims which either party hereby may have against the other prior to the termination.

13.3. Termination for Convenience without Cause

13.3.1. The Client shall, in its sole discretion, be entitled and be at liberty to terminate this Agreement, in whole or in part, for convenience and without cause at any time during the currency of this Agreement by giving the Contractor at least one (1) month prior written notice. For avoidance of doubt, the Client's right hereunder may be unilaterally exercised notwithstanding the absence of any breach by the Contractor.

13.4. Effect of Termination

Upon expiration of any of the above notices, this Agreement shall automatically terminate and be of no further effect. The Client shall, in addition to terminating this Agreement:

13.4.1. Recover any sums paid to the Contractor on account of any/all Services which have not been fulfilled or performed;

13.4.2. Recover from the Contractor the amount of any loss or damage (whether direct or consequential or special losses) sustained as a result of the termination;

13.4.3. Be discharged from any further obligations under this Agreement.

14. TAXES

14.1. Any tax imposed by the Government, statutory or tax authority on the Contract Amount, shall be made payable by the relevant party liable for the tax payment, and become payable at the prevailing rate as at the date of the delivery of Services.

15. NON-DISCLOSURE

15.1. The Contractor shall exercise their best efforts to maintain at all times the confidentiality of the contents of the Agreement, all documents and information associated with Services; and shall not make any press release or other publicity with respect to the Services at the Property (as referred to in the First Schedule).

15.2. The Contractor shall not disclose any information developed in connection with the Services or obtained from the Client to any third party, except if:

15.2.1. The information is already possessed by the Contractor before being obtained from Client;

- 15.2.2. The information has already been in the public domain when disclosed by the Client;
- 15.2.3. The information is disclosed for purposes of legal or statutory compliance;
- 15.2.4. The information is disclosed to attorneys, tax accountants or the like to whom such disclosure is considered reasonably necessary and in line with commercial practice; and
- 15.2.5. The information is obtained by the Contractor from a third party who owes no obligation of confidence to the Client in respect of such information.

16. PERMITTED HEIRS AND ASSIGNS

16.1. This Agreement shall be binding upon the successor-in-title permitted assigns personal representatives and heirs of the Contractor.

17. SETTLEMENT OF DISPUTES

17.1. Any disputes, controversy or claim arising out of or relating to this Agreement, or the breach, termination, or invalidity thereof, shall be settled in the courts of Malaysia.

18. MISCELLANEOUS

18.1. All Schedules hereto shall be taken read and construed as an essential part of this Agreement.

19. EXPENSES AND STAMP DUTY

19.1. Each party shall bear its own legal costs and expenses with respect to the preparation of this Agreement. The Contractor shall bear the stamp duty thereof.

20. ENTIRE AGREEMENT

20.1. This Agreement constitutes the entire understanding between the parties in relation to the matters referred to herein and supersedes any previous agreements, whether written or oral, made between the parties.

21. OTHERS

21.1. In the event of any additional requirement or terms and conditions required to this Agreement, a supplemental agreement is to be executed. In the event of any discrepancy in or divergence between this Agreement and any supplemental agreement, the Supplemental Agreement shall prevail.

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IN WITNESS WHEREOF the Parties hereto have executed this Agreement the day and year first stated above.

Signed for and on behalf of)
The Client)
(Company No.))
)
) Name :
) NRIC No. :
) Designation :

In the presence of:)
)
)
)
) Witness
) Name :
) NRIC No. :

Signed for and on behalf of)
The Contractor)
(Company No. :))
)
) Name :
) NRIC No. :
) Designation :

In the presence of:)
)
)
)
) Witness
) Name :
) NRIC No. :

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FIRST SCHEDULE CONTRACT PARTICULARS

(Which is to be taken read and construed as an essential and integral part of this Agreement)

NO.	ITEM	PARTICULARS
1	The Client	Name: Pacific Trustees Berhad As Trustee For Amanahraya Reit C/O Amanahraya Kenedix Reit Manager Sdn Bhd Company No.: 199401031319 (317001-A) Address: Level 46, Vista Tower, The Intermark, 348 Jalan Tun Razak, 50400 Kuala Lumpur. Office Contact No.: +603-2380 0606 Office Fax No.: 03-2026 6322 (In the event of any changes, the Client shall, in writing, notify the Contractor.)
2	The Contractor	Name: - <i>to be completed upon conclusion of tender</i> - Address: Office Contact No.: Office Fax No.: Email Address: Other Information: (In the event of any changes, the Contractor shall, in writing, notify the Client.)
3	Services	Provision of Cleaning Services
4	Property	Selayang Mall
5	Property Manager	Knight Frank Property Management Sdn. Bhd.
6	Contract Term	Two (2) years
7	Commencement Date	1st April 2026 (to be finalized upon award of tender)
8(a)	Completion Date	31st March 2028 (to be finalized upon award of tender)
8(b)	Renewal Term	The Client reserves the right to renew the Contract up to One (1) year upon the expiry of the Contract, subject to satisfactory performance of the Contractor.
8(c)	Probation Period	<u>Probationary Period:</u> There shall be a probationary period of three (3) months from the commencement date of this Agreement imposed on the Contractor. During this probationary period, the

		<p>Contractor's performance to provide the Service will be assessed as per the Client's standards.</p> <p><u>Performance Evaluation:</u> Regular performance evaluations shall be conducted by the Client or their designated representative. These evaluations will assess the Contractor's adherence to the terms of this Agreement, quality of work, punctuality, professionalism, and any other relevant factors. The Contractor will be informed of the evaluation results accordingly.</p> <p><u>Termination During Probation:</u> In the event that the Client determines, at their sole discretion, that the Contractor's performance during the probationary period is unsatisfactory or does not meet the required standards, the Client reserves the right to terminate this Agreement upon the completion of the probationary period. Termination upon completion of probationary period will not require the Client to provide any advance notice or severance payment.</p> <p>Upon such termination, this Agreement shall automatically terminate and be of no further effect.</p> <p><u>Extension of Probation:</u> If, at the end of the initial probationary period (of three months), the Client decides that further assessment is required, the probationary period may be extended for an additional three (3) months. During the extended probationary period, the same evaluation process and termination conditions will apply.</p>															
9	Contract Amount	<p>As Per Amount Quoted in Section B, Part 1 of the RFP Submission: Contract Amount Form and Ad-hoc Price List (as attached in the Second Schedule herein).</p> <p>Breakdown of manpower cost shall be as below:</p> <table border="1" data-bbox="643 1742 1445 1899"> <thead> <tr> <th>No.</th> <th>Descriptions</th> <th>Qty</th> <th>Rate per Personnel (RM)</th> <th>Total Cost / Month (RM)</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>Ad-hoc rate of manpower shall be as below:</p>	No.	Descriptions	Qty	Rate per Personnel (RM)	Total Cost / Month (RM)										
No.	Descriptions	Qty	Rate per Personnel (RM)	Total Cost / Month (RM)													

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		No.	Descriptions	Qty	Rate per Pull (RM)
		<i>(to be finalized upon award of tender)</i>			
10	Payment Terms	Sixty (60) Days upon receiving invoice with complete documents and satisfactory level of services delivered as per KPI agreed upon.			
11	Invoicing Instructions and Details	<p>All invoices shall be submitted by the 5th of every preceding month. Failure to submit invoice on the described date shall result in delay of payment.</p> <p>All invoices are to be addressed to the following company and details: Name: Pacific Trustees Berhad As Trustee For Amanahraya Reit C/O Amanahraya Kenedix Reit Manager Sdn Bhd Company No.: 199401031319 (317001-A) Address: Level 46, Vista Tower, The Intermark, 348 Jalan Tun Razak, 50400 Kuala Lumpur. Office Contact No.: +603-2380 0606 Office Fax No.: 03-2026 6322 Attention: Management Office</p> <p>The Contractor shall be required to adhere to e-invoicing requirements as per the Local Authorities' regulations.</p>			
12	Insurance Requirements	<p>Please procure insurance to indemnify the Property Manager and the Client as below:</p> <p>a) Public Liability Insurance Policy with a minimum sum insured of Ringgit Malaysia One Million Only (RM1,000,000.00).</p> <p>The actual Insurance Policies for the Services together with receipts of premium paid in respect thereof shall be submitted to the Client one (1) week prior to the Date of Commencement.</p> <p>The Client and the Property Manager must be included as the Principal of the said insurances to enable the Client and/or the Property Manager as the affected party to make the necessary claims.</p>			

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SECOND SCHEDULE

SCOPE OF WORK

(Which is to be taken read and construed as an essential and integral part of this Agreement)

(i) Detailed Scope of Work

The Contractor shall provide the Services to the Client according to the specifications attached hereto and made a part hereof. The Contractor will provide the Services using adequate numbers of appropriate trained and qualified employees under adequate supervision. The Contractors' warranty that it will perform the Services in a good, prompt, and workman like manner with reasonable care and in compliance with industry standards and applicable laws and regulations. Further, the Services are to be undertaken with maximum safety precautions and are to meet the highest standards of quality. The attendance registers to be signed by the Contractors' representative upon arrival and when exiting the premises.

Following are the summary of scope of services, duties and responsibilities of the Contractor. The staff(s), worker(s) and/or employee(s) of the Contractor who is/are assigned to carry out the Services in the Property is hereinafter referred to as "Personnel".

This shall be used as a minimum guideline on the duties and requirements of the Personnel on duty and shall be subject to changes as and when deemed necessary by the Client and / or the Property Manager. The Client and / or the Property Manager reserves the right to impose the penalties should the Contractor fail to comply with the Scope of Work and/or General Code of Conduct as stipulated under this schedule. The Client and / or the Property Manager reserves the right to increase or decrease the scope of work required, when deemed necessary, with prior written notice provided to the Contractor.

1.0 Bill of Quantity and Scope of Work

The location and areas of included in this Contract shall include but not limited to the following:

- a. All external compounds within the land boundary including landscape area.
- b. All internal areas of basement/upper car park floors.
- c. All roof top areas.
- d. All internal common lobbies.
- e. All internal staircases.
- f. All MEP plant rooms, risers and store rooms.
- g. All common toilets and surau.
- h. All ground floor space including control room.
- i. All fixtures and fittings at the common areas.

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- j. Management office.
- k. Loading Bay.
- l. Refuse Room.
- m. Mail Room.
- n. Promotion booth carts, poster board area, advertising panel.
- o. Nursing/Baby Room.
- p. Vacant floors/units
- q. Any other areas identified as “common areas” within the building.
- r. All mall lifts and escalators.

Items not included in the above but forming part of the scope of the cleaning works include:

- a. Main entrance and side entrance foyer at Ground Floor.
- b. Lift lobbies / common areas and corridors.
- c. Rubbish bins/ ashtrays at common area, lift lobbies, toilets and/or other areas.
- d. Signage's and signboards.
- e. Air-conditioning diffusers, ventilation grills/ducts.
- f. Light diffusers, ventilation grills/ducts.
- g. Floor mats, lift mats and toilet door mats.
- h. Mail boxes.
- i. Doors, handrails, railings etc
- j. Overhead exposed pipes and ducts..
- k. Fire extinguishers located at common area and MEP rooms etc.
- l. Smoking area near the canopy.
- m. Designated cleaners to cover toilets from Level LG, GF, Level 1, Level 2 and Level 4.
- n. Promotion area.
- o. Potted plants/planter boxes.

The above list of items is by no means exhaustive and the Contractor will be required to clean all other items contained in the areas to be cleaned not mentioned therein.

1. **Manpower Requirement**

Following are the requirements of Personnel to be deployed to the Property. Please note that these are initial requirements for the Property. The Client reserves the right to add and/or reduce the headcount as deem necessary by providing written notice to the Contractor depending on the occupancy rate of the Property.

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1.1 Working Hours: For Working Supervisor & Cleaners

Option 1: (Cleaners - 12 hours)

No.	Deployment	Quantity of Manpower
1	Full-Time Working Supervisor: (Foreigner) Monday to Sunday (Incl PH) (08.00am – 08.00pm)	1
2	Full-Time Cleaners: (Foreigner) Shift A (5 Pax): Monday to Sunday (Incl PH) (08.00am – 08.00pm) Shift B (5 pax): Monday to Sunday (Incl PH) (11.00am – 11.00pm)	10
	TOTAL	11

**Working hours are subject to change as and when deemed necessary by the Client.*

Option 2: (Cleaners - 8 hours)

No.	Deployment	Quantity of Manpower
1	Full-Time Working Supervisor: (Foreigner) Monday to Sunday (Incl PH) (07.00am – 07.00pm)	1
2	Full-Time Cleaners: (Foreigner) Shift A (5 Pax): Monday to Sunday (Incl PH) (07.00am – 04.00pm) Shift B (5 pax): Monday to Sunday (Incl PH) (2.00pm – 11.00pm)	10
	TOTAL	11

**Working hours are subject to change as and when deemed necessary by the Client.*

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1.2 Manpower Requirement & Deployment

No.	Deployment	Full Deployment of Personnel (pax)	Full Deployment of Personnel (pax)
		Monday to Sunday (Incl PH) Shift A	Monday to Sunday (Incl PH) Shift B
1	Full-Time Working Supervisor	1 (Male or Female)	-
2	Full-Time Working Cleaners	3 Female 2 Male	3 Female 2 Male
Total		6	5

Notes:

- The Client reserves the right to add/reduce Cleaners if deemed necessary by providing at least two (2) week's written notice to the Contractor.
- The Working Supervisor is required to manage all Cleaners deployed to the Property.
- When any manpower is added, the Working Supervisor is also required to manage the Cleaners who will be deployed to the Property.

2. Duties & Responsibilities of the Contractor

2.1 Common Area

No	Location	Work Specification	Frequency
1	External Perimeter and Compound	a. Spot sweep clean to remove litters and sand particles b. Remove rubbish and other objects to ensure smooth water flow of drain c. Water jet pressure clean perimeter floor (concrete stamping floor) d. To clean smoking dedicated area - Remove cigarettes from ashtray - Remove rubbish from dustbin - Clean smoking dedicated area floor (grass & concrete). e. Grass cutting within the mall compound. f. Weeding within the mall compound and a potted plant. g. Trimming of overgrown shrubs/ plants. h. Remove of dead tree branches.	Daily Daily Monthly / As and when required Twice a day / Whenever required Monthly / As and when required Monthly / As and when required As and when required

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No	Location	Work Specification	Frequency
		<ul style="list-style-type: none"> i. Removal and disposal of landscape/garden wastes. j. Scrub, wash clean water fountain/feature with appropriate chemical solution. 	<p>As and when required</p> <p>As and when required</p> <p>Weekly</p>
2	Main Entrance Areas and Side Entrance	<ul style="list-style-type: none"> a. Wipe and clean glass door/ panel (<10 ft height) b. Sweep and mop c. Vacuum floor mat d. Wipe clean fixtures and fittings e. Disposal rubbish and clean bins f. Cobweb dusting g. Spot cleaning required 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly/as when required</p> <p>Daily</p>
3	Ceiling, M&E Riser Room and Walls (height below 10ft)	<ul style="list-style-type: none"> a. Spot clean stained surface with damp cloth and approved diluted chemical. b. Manually wipe clean surface with diluted neutral multi-purpose cleaner to remove dust and dirt. c. Wipe and brush clean of any cobweb found on ceiling walls and M&E services d. Wipe clean of any undesirable deposits, marking on walls with appropriate chemicals. e. Sweep, scrub and mop the floor of all M&E rooms under the supervision of maintenance personnel 	<p>Whenever required</p> <p>2nd week every month</p> <p>2nd week every month</p> <p>Whenever required</p> <p>2nd week every month</p>
4	Homogeneous tiled floor / Ceramic tiled floor / Cement rendered floor, others floors and common area	<ul style="list-style-type: none"> a. Sweep, scrub and mop clean floor with neutral multi-purpose cleaner to remove dirt & dust. b. Spot clean spillage and removal of stain thereon. c. Machine scrub wash floor with approved chemical, rinse & mop dry to remove dust, dirt & stain thereon. Rinse floor with wet mopping to rid-off chemical residue, and vacuum up. Mop floor dry after rinsing. d. Pebble wash flooring scrub wash clean 	<p>Daily</p> <p>Whenever required</p> <p>Weekly</p> <p>Twice a Month</p>
5	Management	<ul style="list-style-type: none"> a. Sweep and mop floor area 	<p>Daily</p>

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No	Location	Work Specification	Frequency
	office / Meeting room / Reception / Pantry	b. Wipe table, chair, counter, glass partition and window c. Clear dustbins d. Deodorize and clean telephone e. Clean and wipe management tables and chairs f. Vacuum clean carpet (if any) g. Remove finger print marks/any undesirable marking on walls h. Remove cobwebs from ceilings, wall junction M&E installation	Daily Daily Daily Daily Daily Weekly/ Whenever required 2 nd week every month / Whenever required
6	Emulsion painted wall - Backroom corridor (height below 10ft)	a. Spot wipe clean stained surfaces using damp cloth – this process may remove some emulsion paint off the wall. b. Wipe clean surfaces with dry cloth to remove dust.	Whenever required Whenever required
7	Stainless Steel & metal finishes and/or bollard	a. Wipe, clean and polish with stainless steel and metal cleaning solution.	Daily
8	Male, Female & OKU Toilets (Level LG, G, 1, 2, & 4)	a. Cleaning of all toilet cubicles, urinal bowls and basins b. Mop dries and cleans the basins and surrounding area c. Clean the mirror with appropriate chemical d. Clean cigarette butt and other litters from urinal bowls and clear waste receptacles e. Thoroughly wash clean and disinfect the floor, floor mats and other sanitary fittings and fixture (inclusive of walls and tiles) f. Remove stain marks from wall tiles and other sanitary fittings g. Replace toilet rolls h. To check all hand soap dispenser and replenish hand soap (Hand soap is provided by the Client). i. Conduct thorough cleaning of floor, walls, ceiling, fixture & fittings j. Spot cleaning of toilets k. Machine scrubbing of toilets	Hourly Hourly Daily Daily Every Friday, After Mall Operation Hour Every Monday Daily Whenever Required Weekly

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No	Location	Work Specification	Frequency
			Whenever required Weekly
9	Male & Female Surau	<ul style="list-style-type: none"> a. Sweep and clear debris from the bays, compound b. Wash and clean all floors with appropriate chemicals c. Sweep, scrub and dry all floor area d. Vacuum clean carpets (if any) e. Clear dustbins and change the garbage bags f. Remove finger print marks/any undesirable marking on walls and pillars g. Remove cobwebs from ceiling and wall junction h. Remove dust and wipe with wet cloth air-con dusts, light diffusers, piping 	Daily 2 Days Once Daily Daily Daily Whenever required Monthly/Whenever required 3 rd week every month
10	Air-conditioning Ducts, Light Diffusers, Piping	<ul style="list-style-type: none"> a. Remove dust and wipe with wet cloth air-con dust, light diffusers, piping 	1 time every quarter, after mall operating hour
11	Fire Extinguishers, Hose Reels, Fire Exit	<ul style="list-style-type: none"> a. Wipe to remove accumulated dust on fire extinguishers, hose reels, break glass and others. b. Spot wipe clean all walls and doors to remove finger prints, grease marks, satins and other undesirable marking 	2 nd week every month Weekly
12	Glass Doors, Partitions, Mirrors and Others	<ul style="list-style-type: none"> a. Wipe all glass doors, partitions, mirrors with appropriate chemical 	Daily
13	Common Corridor to Garbage Disposal/Refuse Centre	<ul style="list-style-type: none"> a. Sweep cleans floors and remove spillage b. Wash and clean floor and wall with appropriate detergent and high-pressure washer c. Remove debris from trap to ensure free flow of water d. Wipe clean roller shutters, doors and other fittings & fixtures 	Twice Daily Daily Daily 2 x monthly and as when necessary
14	Internal & External Signboards	<ul style="list-style-type: none"> a. Damp wipes clean signage and tenant directory board b. Clean direction signage along the 	4 th week Every Month

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No	Location	Work Specification	Frequency
		service road with approved detergent c. Clean all reachable signage	1 time every quarter, after the mall operating hour Every Wednesday
15	Lift & Escalator	a. Lift & Escalator cleaning (scratches and graffiti removed) b. Cleaning of landing doors and jams c. Wipe clean handrails d. Clear rubbish/debris inside the lift car e. Polish and wipe clean	Daily Daily Daily Daily, Every 2 hours Daily
16	Internal Hoarding	a. Wipe the internal hoarding	Weekly, Every Wednesday
17	Promotion Booths, Carts Poster Board & Advertising Panel	a. Sweep and remove / clear rubbish b. Clean with damp cloth with approved detergent. c. Vacuum the carpet and clear rubbish d. Clear all stains after the event	Daily Twice Monthly, First Week and Third Week Every Month Daily As & when required
18	Staircases	a. Sweep clean steps and landing floors b. Mop clean steps and landing floor areas c. Spot clean to remove spillages d. Wipe clean the handrail e. Other fixtures and fittings f. Scrub wash clean	Daily Weekly Whenever required Weekly Monthly Quarterly
19	Car Park Area / Ramps (Level LG – Level 5)	a. Sweep clean floor b. Wipe clean fixtures & fittings c. Spot clean to remove spillages, bird dropping d. Remove Ponding Water e. Clear Rubbish Bin f. Cobweb dusting g. Wash clean by using water pressure jet machine	Daily Monthly Whenever Required Whenever Required Daily Monthly Every 4 months
20	Sanitisation of Key areas	a. To carry out sanitisation work on those frequently touched areas	Daily, 3 times per day
21	Baby Room	a. To sanitize clean room b. Sweep and mop clean floor c. Wipe clean fixtures and fittings d. Cobweb dusting e. Disposal of rubbish	Daily Daily Daily Whenever required Daily

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No	Location	Work Specification	Frequency
22	Rooftop (Level 5)	<ul style="list-style-type: none"> a. To remove any debris & rubbish found b. To remove any blockage and wild plants found c. Water jet pressure/scrub wash clean floor 	<p>Daily</p> <p>Weekly</p> <p>As when required</p>
23	Fire Control Room	<ul style="list-style-type: none"> a. Sweep and mop floor area b. Wipe all glass partition and window c. Clear dustbins d. Deodorize and clean telephone e. Clean and wipe management tables and chairs f. Remove finger print marks/any undesirable marking on walls g. Remove cobwebs from ceilings, wall junction M&E installation h. Conduct thorough cleaning of floor, walls, ceiling's & other fixture & fittings 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly/ Whenever required</p> <p>2nd week every month/Whenever required</p>
24	Storage of Cleaning Chemicals	To maintain adequately in accordance with the guidelines prescribed by the OSHA standard regulations.	Daily
25	Recycle Waste Handling	All housekeepers required to collect and segregate recycle waste implemented to the designated Main Recycle Waste Centre accordingly (plastic, tin, can, paper, E-waste & etc) accordingly.	Daily
26	Internal common lobbies	<ul style="list-style-type: none"> a. Sweep lobby floors thoroughly. b. Dust surfaces like skirting, door frames, handrails, and etc. c. Mop floors using appropriate cleaning solutions based on floor type (e.g., tiles, marble, vinyl). d. Remove fingerprints, smudges, and stains. e. Immediately clean any spills, stains, or marks on floors and walls. f. Empty rubbish bins regularly. g. Wipe down lift buttons, walls, and doors. h. Dust and wipe air vents, ceiling corners, and lighting fixtures. i. Wipe clean all signages and notice boards without damaging posted materials. j. Buff or polish floors (if applicable). 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Monthly</p> <p>Monthly</p> <p>Monthly</p>

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No	Location	Work Specification	Frequency
27	Loading bay	a. Sweep the entire loading bay area including driveways, dock areas, and surrounding walkways.	Daily
		b. Remove all loose debris, leaves, dirt, and trash.	Daily
		c. Mop and wash the bay floor, especially oil-stained or spilled areas by using appropriate cleaning agents for heavy-duty stains (oil, grease).	Monthly / Whenever required
		d. Wipe and dust loading bay structures: pillars, dock levelers, safety barriers, signage, roller shutter, etc.	Monthly
		e. Remove cobwebs from ceilings, walls and corners.	Monthly
28	Refuse room / chamber	a. Sweep cleans floors and perimeter	Daily
		b. Wash and clean floor and wall with appropriate detergent and high-pressure washer	Daily
		c. Remove debris from trap to ensure free flow of water	Daily
		d. Wipe clean roller shutters, doors and other fittings & fixtures	Daily

2.2 Vacant Units

Location	Work Specification	Frequency
1. Cement Rendered Floor	<ul style="list-style-type: none"> Thorough vacuum clean to remove loose dirt and dust / sweep and mop clean 	Monthly or as when required
2. Tiled Floor	<ul style="list-style-type: none"> Sweep/vacuum and mop clean 	Monthly or as when required
3. Entire Floor (tiled/cemented)	<ul style="list-style-type: none"> Thorough scrub clean floor 	Prior to the new occupants moving in as per requested by the management
4. Glass Panels / Windows / Frames / Blinds / Roller Shutters	<ul style="list-style-type: none"> Remove dust and wipe clean 	Monthly or as when required
5. Overhead Piping	<ul style="list-style-type: none"> Removal of dust with a cobweb duster 	Monthly or as when required
6. Fixtures and fittings (below 10ft)	<ul style="list-style-type: none"> Remove dust and wipe clean 	Monthly or as when required
7. Furnitures (if any)	<ul style="list-style-type: none"> Remove dust and wipe 	Monthly or as when

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Location	Work Specification	Frequency
	clean	required
8. All surfaces of areas	<ul style="list-style-type: none"> Inspection and thorough cleaning 	Prior to the new occupants moving In as per requested by themanagement

**Note: All cleaning requirements are subject to change should it be deemed necessary by the Client*

3. List Of Equipment & Materials

Below are the list of tools and equipment, which are to be provided by the Contractor upon successful award of this Request for Proposal. You are reminded that these are basic tools and equipment identified to carry out the scope of works at the Property. The Contractor is expected to provide any other tools, chemicals and equipment deem required to effectively perform the Scope of Works. All tools, chemicals and equipment are to be provided at the Property on the Commencement day of deployment at the Property and shall be in good working condition throughout the duration of the Service Contract:

No.	Description	Quantity
1	Janitor / Service Trolley (Set)	6
2	Color Mop – Blue, Green, Red	3 colour each cleaner
3	Dust Control Mop c/w Handle	Adequate
4	Normal Dustpan	Adequate
5	Flat Mop w/c Handle	Adequate
6	Microfiber Flat Mop – Refill	Adequate
7	Feather Duster	Adequate
8	Self-Closing Lobby Dustpan	Adequate
9	Cloth – Microfiber Towel Blue, Green, Red	3 colour each cleaner
10	Nylon Broom	Adequate
11	Scraper	Adequate
12	Cleaning In Progress Sign/ Safety Floor Sign/ Wet Floor	12
13	Window Cleaning Kits	Adequate
14	Pick Up & Reaching Tool	Adequate
15	Ladder – 8 & 10 steps	8 steps (1 unit) 10 steps (1 unit)
16	Garbage Bags (Black or blue only)	As required
17	13” Nitrile Glove	Adequate
18	Cotton Hand Glove	Adequate
19	Rubber Gloves (For Cleaning and Chemical Resistant Gloves)	Adequate
20	Face Mask, Face Shield & Eye Protection Goggles	Adequate

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No.	Description	Quantity
21	1 Litre Chemical Bottle	Require for janitor trolley/cleaners
22	Spray Bottles	Require for janitor trolley/cleaners
23	Toilet Brush and Toilet / Urinal Bowl Cleaner	Adequate
24	Brushes	Adequate
25	Wellington Boot	Minimum 1 pair per cleaner
26	Cleaning Pole with Extension	4
27	Safety Plug-in ELCB Adaptor	Adequate
28	Extension Wire Cable	Adequate
29	Rubber Hose + Hose Connector	Adequate
30	Pad (scrubbing & buffing)	Adequate
31	Toilet pump (plungers)	Adequate
32	Ladle/ Bucket c/w strainer	Adequate
33	Rubbish disposal tools	Adequate
34	Aluminium scaffolding	When required
35	Squeegees (for mop or cleaning tools for floor and window)	5
36	Drain Cleaner	1 unit (Big) 1 unit (Small)
37	Manual carpet sweeper	1
38	Utility Trolley (Big)	1
39	Other safety equipment, apparatus, tools and materials for washing, cleaning, dusting, drying, disinfecting, sanitizing, polishing, grass cutting, pruning/trimming, machinery handling works, etc.	Adequate

4. List Of Chemical (green certified/non-hazardous/eco-friendly)

No.	Description	Quantity
1	Anti-Foam Multipurpose for Auto Scrubber	Adequate
2	Multi-Purpose cleaner	Adequate
3	Jif/Jis	Adequate
4	Lemon Pledge or Wood Furniture Polish	Adequate
5	Stainless Steel Surface Cleaner	Adequate
6	Degreaser	Adequate
7	Pine	Adequate
8	Glass Cleaner	Adequate
9	Telephone Spray	Adequate
10	Sanitize Chemical Solution	Adequate
11	Heavy Duty Chemical Solution	Adequate

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No.	Description	Quantity
12	Air Freshener Liquid Solution	Adequate
13	Anti-Splash Urinal Screen Deodorizer (2 x monthly replacement) – <i>Supply and refill by cleaners.</i>	Adequate

5. List of Machineries

No.	Description	Quantity
1	Floor Blower	5
2	Wet & dry vacuum	2
3	Scrubbing machine c/w solution tank	2
4	High pressure water jet cleaner	1
5	Vacuum cleaner	2
6	Ride on Machine	1
7	Auto Scrubber (Walk behind) battery operated	1
8	Grass cutting machine (When necessary)	1

The Contractor shall comply to all safety and health procedures within the Property.

The Contractor must be aware of all procedures of handling chemicals, chemical reaction with two substances. For some tasks, cleaners may need to provide personal protective equipment like protective gloves, aprons and eye protection.

Practice good hand care – remove contamination properly and promptly. The Contractor also must handle best practices of storage chemical area/room and keep the workplace well-ventilated and well-equipped as per the Occupational Safety and Health Administration.

All tools and equipment are to be provided at the Property on the Commencement Day of deployment at the Property and shall be in good working condition throughout the duration of the Service Contract.

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(ii) General Requirements With Regards to the Scope Of Works

1. Contract Amount

- 1.1 The rates quoted shall include the cost of carrying out all works on-site, which shall be inclusive but not limited to staff salary costs, overtime costs, EPF, SOCSO, allowances, authority licenses, levies, work permits, tools, parts, material & equipment, machinery (where applicable), uniforms, transportation, head office monitoring, buffer manpower, insurances and any other relevant details and costs to efficiently carry out the operations.
- 1.2 No adjustments whatsoever shall be made to the quoted amount for any arithmetical error.
- 1.3 No adjustments whatsoever shall be made due to fluctuation in the cost of wages or any expenses payable to workers, fuel, trainings, accommodations, equipment prices, fees, charges, currency exchange rates, taxes, import duties or any other duties, expenditure arising out of any change in the legislation or other new laws.
- 1.4 Any tax (where applicable) may be imposed by any Government, statutory or tax authority on the Contract Amount or other fees and charges and will be charged to the Client and become payable by the Client at the prevailing rate, provided always that You have taken best efforts within applicable laws to mitigate the incidence of the tax.
- 1.5 Penalties will be imposed in any case of absenteeism, non-performance, poor quality etc. subject to the Fourth Schedule - Penalty Mechanism.
- 1.6 Payments shall be based on actual attendance in a month, less deductions if any.

2. Service Report / Monthly Report

- 2.1 The Contractor shall ensure that all service reports or monthly reports are signed by the Client or the Client's authorized representative.
- 2.2 The Contractor shall ensure all service reports or monthly reports are submitted to the Client and/or the Client's authorized representative before the 5th of every preceding the following month or dateline that could be revised from time to time. The Contractor may be issued a penalty for failure to submit a complete report upon the described deadline.
- 2.3 Monthly invoice must be attached together with Monthly Services Report.
- 2.4 Items to be included in the Monthly Services Report shall consist, but not limited to the following;
 - 2.4.1 All Personnel attendance reports (With Biometric Report where applicable).
 - 2.4.2 Periodical Cleaning Work Done/Services Done/Work Completed Report.
 - 2.4.3 Ad-hoc Request/Work Done Report (if any ad-hoc/special request).
 - 2.4.4 Audit and improvement report related to the Services (when applicable).
 - 2.4.5 Cleaning Equipment Condition Status Report/Checklist.
 - 2.4.6 Cleaning audit and improvement report (when applicable).
- 2.5 Any defects observed in any part or parts shall be reported to the Client. Any onward maintenance or rectification cost proposals that are beyond the routine scope of

maintenance/part replacements shall be issued separately and is subject to the terms being mutually agreed upon by both parties.

3. Documentation

- 3.1 The Personnel to be deployed at the Property shall be local Malaysians (unless otherwise described in the Agreement herein), holding valid Malaysian nationality and/or any other nationalities as approved by the Local Authorities.
- 3.2 The Contractor shall submit the following details of the Personnel (including assigned buffers) and other supporting documentation to the Property Manager at least one (1) week before the commencement date:
 - 3.2.1 Name list of Personnel to be deployed at the Property;
 - 3.2.2 Organization chart for the team;
 - 3.2.3 Copy of identification / valid work permit for each Personnel;
 - 3.2.4 SOCSO registration of the Personnel and / or Cover Notes of the said registration;
 - 3.2.5 Insurance Cover Note.
 - 3.2.6 Police vetting certificates/records from Police Department for each Personnel.
 - 3.2.7 All of the above documentation should be endorsed by the Contractors' official stamp and representative signature.
 - 3.2.8 Staff Deployment List.
 - 3.2.9 Checklists related to Services.
 - 3.2.10 Periodical Schedule related to Services.
 - 3.2.11 Daily Services Schedule of each Personnel.
 - 3.2.12 Chemical Register with Safety Data Sheet for chemical solutions.
 - 3.2.13 List of Personal Protective Equipment.
 - 3.2.14 List of Machinery (If any).
 - 3.2.15 Valid Chemical Health Risks Assessment (CHRA)
- 3.3 The age of the Personnel deployed at the Property shall be between 21 to 45 years old with a minimum of one (1) year of experience in a similar type of Property. All Personnel shall be able to converse in **Bahasa Malaysia** and/or basic **English**.
- 3.4 A list of Personal Particulars/biodata (including copies of passport, National Register Identification Number "NRIC", vetting documents/permits (*where applicable*) of which the original is to be shown for verification before the copies are submitted to the Client and / or the Property Manager for safe keeping) to be deployed to the Property are to be submitted at least one (1) week prior to commencement of the Services with the Contractors' official stamp and representative's signature.
- 3.5 Any changes of Personnel are to be reported in writing immediately to the Client. The Contractor is not allowed to remove any Personnel designated for the Property unless this is duly notified to the Client with a proper explanation for such action. New Personnel can only be deployed after completing the above requirements.
- 3.6 The Contractor shall ensure that there are no illegal immigrants employed in the execution of any services at the Property.

- 3.7 The Contractor shall ensure that all foreign workers (if any) have minimum 3 months of valid and proper visas and work permits to carry out the services, if applicable.
- 3.8 Renewal of permit for Personnel deployed at the Premises should be done within 3 months prior to the expiry date. Proof of submission to the local authority on renewal of the permit is required to be submitted to the Client and/or the Property Manager.
- 3.9 If there is no proof of submission of renewal of permit within 1 month prior to the expiry date, the Client and/or the Property Manager reserves the right to demand the immediate removal of the affected Personnel and to deduct the rate per First Schedule according to Contract Amount and Penalty Mechanism.
- 3.10 The Contractor shall take all necessary steps and precautions to minimize the risk of transmission of commonly transmitted illness by providing the Personnel with proper Personal Protective Equipment (PPE), providing Personnel with proper accommodation, educating and enforcing good hygiene practices to all Personnel. The contractor shall also have a proper Business Continuity Plan in place should any of the Personnel be infected with such illnesses which may impact the Personnel at the Property.
- 3.11 The actual Insurance Policies for the Services together with receipts of premium paid in respect thereof shall be submitted to Client within one (1) week from the date of commencement of services. **The Client and the Property Manager shall be jointly endorsed to enable the Client and/or the Property Manager as affected parties to insurances claims, if necessary.**
- 3.12 An Operation Meeting shall be conducted between the Contractor and Client to resolve any service-related issues. The operation meeting will be held at least once a month. The meeting is held to improve cooperation between Client and Contractor's management and provide updates and suggestions for future improvement on the Scope of Work and Equipment for the Property.
- 3.13 The Contractor shall submit/provide the Yearly Training Plan within one month of commencement of the service and the training attendance record shall be maintained for Client review.
- 3.14 The Contractor is to bear any cost of the penalty imposed by local authorities for mosquito breeding offenses due to misconduct in services.
- 3.15 The Contractor shall submit copies of payslip and bank-in/transfer slips as proof salary and authorities' contribution when requested by the Client.
- 3.16 Evidence of Payment to Personnel and Statutory Obligations
- 3.16.1 Upon request by the Client, the Contractor shall within seven (7) days of such request, provide to the Client the following documents as evidence of compliance with Local Regulations, employment and statutory obligations:
- (a) Salary Payment Evidence:
Copies of pay-slips and corresponding bank-in slips or bank transfer receipts for all Personnel deployed to perform the Services under this Agreement, demonstrating that salaries have been paid in full and on time, in accordance to local regulations;

(b) Statutory Contributions:

Proof of payment of all statutory contributions including but not limited to, Employees Provident Fund (EPF) contributions, Social Security Organization (SOCSSO) contributions, Employment Insurance System (EIS) contribution, Income tax deductions and remittances to the Inland Revenue Board (LHDN) and any other statutory contributions deemed required.

(c) Licenses and Permits:

Evidence of payment and maintenance of all necessary licenses, permits, and registrations required by law for the provision of Services under this Agreement and employment of Personnel.

3.16.2 The Contractor acknowledges that failure to provide such documentation or evidence of non-compliance with payment obligations shall constitute a material breach of this Agreement and may result in the Client withholding payments of invoices until satisfactory evidences are provided, without prejudice to the Client's right to terminate this Agreement.

4. Deployment

- 4.1 To ensure smooth transition, the Contractor shall deploy the key officers to the Property at least one (1) week before the commencement date at the cost of the Contractor.
- 4.2 Prior to the actual commencement date as mentioned herein in the Agreement, any deployment by the Contractor to the Property for training, familiarization, on-the-job training and transition shall be at no additional cost to the Client.
- 4.3 The Client reserves the right to instruct for removal of any Personnel in writing to the Contractor. The Contractor shall comply with the instruction and provide a replacement Personnel within the agreed timeline. The Client reserves the right to interview every candidate proposed to the Property and shall have the absolute final decision on the approval for the candidate to be deployed to the Property.
- 4.4 The Contractor shall supervise, train and check all Personnel on a regular basis in order to keep them informed of the latest development and progress. Trainings to be inclusive but not limited to security SOPs, emergency response, basic first aid, chemical handling at workplace (if applicable) and basic fire-fighting skills. **All the trainings should be supervised directly by the Operation Manager at the Property. Such trainings to be carried out at least once in a week or as required.**
- 4.5 Safety tool box meetings are required on a daily basis and to be recorded to ensure all employees understand and comply accordingly. It shall be the responsibility of the Contractor to ensure that all its Personnel/Staff/Contractors be briefed on all required safety matters accordingly.
- 4.6 The Contractor shall be trained on the Maintenance of Service management and monthly report data.

4.7 The contractor shall maintain all the safety equipment and tools in good & safe order and condition.

5. Language Requirement

5.1 Supervisor must be able to communicate with others in a clear and concise manner both verbally and in writing.

5.2 **All Personnel deployed must be able to communicate in basic English or Bahasa Malaysia.**

6. Standard Of Appearance

6.1 Personnel appearance must be neat, fit, well groomed, presenting a professional image at all times while in Property.

6.2 Personnel shall be required to wear proper attire, PPE (Personal Protective Equipment) and gear at all times during the provision of Services at the Property, i.e. including but not limited to safety shoes/boots, safety helmet, safety vest, etc.

6.3 Personnel must be physically fit to maintain a professional image.

6.4 Personnel may not be overweight to the extent that a professional image is not maintained

6.5 Personnel may not have visible tattoos that are obscene, gang-affiliated, advocate sexual, racial, ethnic, or religious discrimination, or are of an unprofessional nature.

6.6 Personnel are prohibited from attaching, affixing or displaying (body piercing) objects, articles, jewelry or ornamentation to or through the ear, nose, tongue or any exposed body part. (Exemption: Women may wear one (1) matching pair of earrings: one (1) small conservative earring per earlobe that fit tightly without extending below the earlobe).

6.7 Personnel work clothing (no t-shirt, must wear company uniform or collar shirt with company logo) must be clean and in well-pressed condition at all times. Footwear must be polished/cleaned and good condition at all times (Exemption: Personnel who are designated at construction/working sites if any).

6.8 Footwear must be in black color at all times unless requested otherwise by the Client.

6.9 Personnel holding earpieces must appear professional at all times.

6.10 Personnel assigned with walkie-talkies must practice professionalism when utilizing the equipment. In the public and common areas, the volume of the speaker should be reduced to maintain a professional image and public order.

6.11 Personnel at Ground Floor and main lobbies shall give special attention in cleaning details.

7. General Code Of Conduct

7.1 Personnel/Supervisors must be able to communicate with others in a clear and concise manner both verbally and in writing.

7.2 Personnel shall always adhere to the house rules/property rules and regulations

7.3 Personnel shall not use coarse, violent, profane, or insolent language or gestures.

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- 7.4 Personnel are responsible for everything that occurs within the limits of the duties and location while on duty.
- 7.5 Personnel shall investigate immediately every unusual or suspicious occurrence on or near the location provided he/she does not have to leave the duties to do so. If necessary, the Personnel will contact the Personnel/Supervisors for instructions.
- 7.6 All Personnel, regardless of rank, are required to respect members of the Contractor Personnel in the performance of their duties. The language used must be appropriate and polite.
- 7.7 Personnel will remain at the location and continue to perform all duties required at the location assigned until he/she is relieved by proper replacements.
- 7.8 Personnel shall not engage in any activity or personal business that may cause them to neglect or be inattentive to their assigned duty.
- 7.9 If Personnel requires relief because of sickness or for any other reason, he/she will notify the Personnel/Supervisor and wait until replaced by another Personnel or has permission to leave the assigned location.
- 7.10 If a Personnel is not relieved at the expiration of his/her shift, he/she does not abandon his/her location. He / She will contact the Personnel/Supervisor for instructions.
- 7.11 Personnel may leave their assigned location for meals only as specifically directed by the Personnel/Supervisor. Normally, this is accomplished by arranging for early and late meals for Personnel going on and coming off the location assigned.
- 7.12 Personnel shall familiarize themselves with the job scope for the location assigned prior to being located. The Supervisor/in-charge person shall ensure all the Personnel has been briefed and trained for each deployed location and duties. The Personnel will obey, execute, and enforce all orders pertaining to the assigned duties.
- 7.13 In addition to the job scope, Personnel are responsible to obey and carry out any orders or instructions from the Personnel/Supervisor and any other assigned representative from the Client and / or Property Manager. No other persons are to give Personnel orders or instructions. Any special instructions for Personnel should be issued through the chain of command.
- 7.14 Personnel at the assigned location will pass instructions to their relief when appropriate. The information is also given to the Cleaning Supervisor of the relief. Example: A Cleaner on duty at the perimeter discovers a stain on the floor during duty. Upon finding the stain, the Cleaning Supervisor is notified. The Cleaners will pass this information to his/her relief so that special attention can be paid to that portion of the floor until the stain is removed.
- 7.15 Personnel will perform their duties in a disciplined and orderly manner and serve as an example to others.
- 7.16 Personnel are to be courteous to all persons (if applicable). When persons make proper inquiries of a Personnel, he/she answers them in a courteous and polite manner.

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- 7.17 Personnel shall not, while on duty, possess business cards or other forms of advertisement relating to any personal or other business venture unless possession of such material is necessary to the performance of their duties.
- 7.18 In the performance of their duties, Personnel shall maintain a neutral and detached attitude without indicating disinterest or that a matter is petty or insignificant.
- 7.19 Personnel shall report all emergencies that occur on or near his/her assigned location. Personnel will take whatever action prescribed by the Personnel/Supervisor in an orderly and discreet manner in order to not create commotion to public. Anytime Personnel is in doubt as to what action to take, he/she will call the Personnel/Supervisor for instructions or assistance.
- 7.20 Personnel shall not consume alcoholic beverages at the Property, whether on-duty or off-duty.
- 7.21 Personnel shall not use intoxicating beverages off duty to the extent that it renders them unable to report for their next scheduled tour of duty, or discredits the performance of their Services.
- 7.22 Personnel that are involved in incident(s) that may result in a criminal or administrative investigation of their conduct shall not report to duty until the investigator deems the preliminary investigation has been completed. The Contractor shall provide a suitable replacement for such Personnel that is/are not able to report to duty.
- 7.23 Smoking is strictly prohibited.
- 7.24 Personnel shall not solicit or accept, either for themselves or other Personnel, gifts, gratuities, or compensation for services performed in the line of duty.
- 7.25 The Contractor shall ensure all the practices carried out by the Personnel/Supervisor and other staff to follow the Standard Operating Procedures and rules and regulations by Malaysia Government and Local Authorities from time to time.
- 7.26 Personnel shall abide by Property standards as Green Property Index grade (example: GBI, GreenRE, MyCREST) by following segregation criteria and the principle of reducing waste, reusing and recycling resources and products is often called the "3Rs." Reducing means choosing to use things with care to reduce the amount of waste generated. Reusing involves the repeated use of items or parts of items that still have usable aspects. Recycling means the use of waste itself as resources. Waste minimization can be achieved in an efficient way by focusing primarily on the first of the 3Rs, "reduce," followed by "reuse" and then "recycle."
- 7.27 The Contractor must be registered and approved as the panel of Contractor in the Client and / or the Property Manager dedicated digital platforms and applications (where applicable).
- 7.28 The Contractor shall be responsible to ensure that there are no water ponding and breeding of mosquito larvae within the common areas at the Property. Should there be any mosquito larvae detected and there are any fines/penalties by the local authorities, the Contractor shall be held responsible to bear the full cost of the penalty imposed.

7.29 The Contractor shall ensure that all employees employed by the Contractor are consistent with the prevailing labour law, employment law and any other relevant laws of Malaysia.

8. Storage Of Hazardous Chemicals

8.1 In considering a storage of chemicals, the Contractor must ensure as far as practicable, the safety and health of employees at the place of work. Section 15 of The Occupational Safety and Health Act 1994 stipulates the general duties of employer of place of work to make arrangements for the safe use, operation, handling, storage and transportation of plant and chemicals so that they are safe and without risks to health, and to provide information, instruction, training and supervision to ensure the safety and health of his employees at work.

8.2 The storage keeper/employees who are working in the storage are obliged to maintain safe work practices. This is in order to protect them from being affected by chemicals hazardous to health, and to take reasonable care for the safety and health of himself and of other persons who may be affected by his acts or omissions at work.

8.3 The Contractor shall ensure that chemicals to be stored should be classified, labelled and/or relabelled as per the Occupational Safety and Health (Classification, Packaging and Labelling of hazardous Chemicals). When a chemical hazardous to health is transferred to another container, other than that in which it was originally supplied, and the contents of that container are not used within a normal work shift, the employer shall ensure that the container is relabelled.

8.4 The Contractor shall maintain a chemical register which shall consists of the chemical usage and the Safety Data Sheets (SDS) for all the listed chemicals. For further information, refer to the Guidelines for the Preparation of a Chemical Register that is published by the Department of Occupational Safety and Health. Any new SDS and updated chemical register shall be presented the Client and / or the Property Manager for review.

8.5 The Contractor shall review and conduct training program to the employees based on Regulation 22(3) in Occupational Safety and Health (Use and Standard of exposure of Chemicals Hazardous to Health) Regulations 2000. All training programmes shall be documented and kept for inspection or audit.

9. Initial Audit and Training Plan

9.1 The Contractor shall carry out an initial audit to ascertain the level of services within the Property and to highlight critical aspects for improvements. An improvement plan shall be submitted to the Client within one (1) month of commencement.

9.2 An audit review report shall be submitted to the client by the end of the third (3rd) month from the commencement date where this report shall explain with changes to be discussed and agreed upon by both parties. R Y ANG will comply with new requirements of the Government of the third (3rd) Building Management with improvements.

9.3 Upon acceptance of this Agreement, the Contractor shall establish the Standard Operating Procedure ("SOP") for the Property within one (1) week of commencement. Upon Client's approval, a copy of the SOP shall be submitted to the

Client and another copy to be kept at the Management Office and/or where its accessible by the Personnel for reference.

- 9.4 The Contractor shall submit the training scheduled planned for the calendar year within one (1) month of commencement which shall include the internal SOP training. The contractor shall conduct training for all Personnel based on the scheduled and the training attendance record shall be maintained for Client / or the Property Manager review.
- 9.5 The Contractor is required to submit a complete set of SOP which is relevant to the Property's operation within one (1) month of commencement.
- 9.6 Non-compliance with the above requirements shall result in a penalty, as outlined in the Fourth Schedule of the Penalty Mechanism.
- 9.7 The Contractor shall supervise, train and check all Personnel on a regular basis in order to keep them informed of the latest development and progress. Training to be inclusive of emergency response, basic first-aid, basic fire-fighting skills, chemical handling, method of statement. The Contractor shall be trained on the Maintenance of Service management, emergency response and monthly report data.

10. Cleaning Service Operation

- 10.1 The listed Key Performance Indicators shall be adhered to ensure a smooth cleaning operation.
- 10.2 The contractor is required to provide a professional cleaning service standard which shall include, but not limited to the following:
 - 10.2.1 A responsive service to maintain the full use of the facilities and the safety and well-being of all users
 - 10.2.2 The contractor shall also provide additional housekeeping services as and when required by Client.
 - 10.2.3 Contractor shall bring in its own equipment and cleaning agents for this purpose and shall be responsible for maintaining this equipment and replenishing the cleaning agents at all time. All costs for purchase/repair / spares / maintenance etc. for this equipment will be borne by Contractor.
 - 10.2.4 Contractor to provide suitable capacity of the equipment/machinery for the cleaning service in order to provide and maintain the cleaning standard and quality performance at the Property.
 - 10.2.5 Contractor shall be responsible for the safekeeping of equipment and cleaning agents at Client's Property.
 - 10.2.6 Contractor is encouraged to take a holistic view of the Property and to adopt a proactive approach to the delivery of this Service. As such, Contractor is required to report immediately any defects, deterioration, or damage to Client property as soon as they become aware of such defects in the course of their duties under this Agreement.
 - 10.2.7 Replenishing of toiletries, etc. **The Contractor shall provide the Anti-Splash Urinal Screen Deodorizers at the Contractor's cost.**
 - 10.2.8 General cleaning of staff pantries.

- 10.2.9 Cleaning of all glass surfaces, internal and external windows below 10ft.
- 10.2.10 The clearing of gutters/roofs to remove debris (where applicable).
- 10.2.11 The removal of graffiti and other stains to the internal/external Property (where applicable).
- 10.2.12 Shampooing of carpet and chairs, when required.
- 10.2.13 Only Green Building / Statutory approved cleaning agents / Covid prevention cleaning/chemicals can be used. Proof of the same is required prior to the commencement of this service.
- 10.2.14 Routine Cleaning Tasks (where applicable)
The contractor to undertake all tasks normally associated with routine office cleaning, to ensure that the offices, toilets, meeting areas, dining areas, public areas and all other working areas, furniture and floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

- i) Dusting / polishing of all furniture, sills.
- All chairs and soft furnishings must be clean, dry and free from dust. All workstations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures, coat racks, etc must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents, in addition, they must be free from finger marks and smears.
 - All telephones should be free from dust and smears.
 - Light fittings must be free from dust.
 - All blinds and curtains should be free of stains, marks, and dust.
 - All signage, including emergency signage should be clean, dry and free of stains, marks and dust.
 - Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and placed in their original locations. Liners should be used in all containers.
- ii) Polishing / vacuum cleaning / cleaning of floors
- All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. The dressing must be complete and intact without evidence of powdering, discoloration or build up.
 - Chewing gum and other sticky substances shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover. Special care shall be utilized to ensure that all methods formulated agents and tools are not injurious to the surfaces being cleaned and redressed;

- All carpets, carpet tiles, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals;
- The pile in the main traffic areas must be evenly brushed and opened against the flow of incoming traffic;
- Care is to be exercised when staff is still on the Property. Wet floors should be sign-posted. Trailing cables and open sockets should be made safe;
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.

iii) Cleaning of all washroom

- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours;
- All furniture and fittings must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- All sanitary ware, including showers, shower heads, sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected;
- Floors should be cleaned to the same required standard. In addition, there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected;
- All walls, skirting, dado-rails, coving, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height. Walls, doors and cubicle partitions shall be washed by a disinfectant solution regularly;
- Mirrors must be clean and free from smears;
- Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears;
- All toilets should be kept fully stocked with supplies and should be made available at all times;
- Towel holders / dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears;

- Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times;

iv) Walls, Ceilings, Doors, Window and Staircase

- All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height;
- All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents;
- Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks;
- Treads and risers are to be treated same as floors;
- Walls and high-level surfaces and fittings must be free from dust, cobwebs and marks to the full height;
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent;

v) Corridors, Lifts and Lobbies

- All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. Some slight scuffing may be apparent but the dressing must be complete and intact without evidence of powdering, discoloration or build up;
- All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs and cobwebs;
- All carpets, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry;

vi) Pantry Area (where applicable)

- The floor, walls, ceilings, doors, Window Frames should be clean as per the specifications for other areas;

- The cleaning should be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours;
- Fridges within the areas should be kept clean inside and out, and defrosted when appropriate;
- Microwaves and other appliances provided the Client and / or the Property Manager within the pantry areas are required to be cleaned inside and out;

vii) External Areas

- The Contractor to provide cleaning service to the external areas of the Property;
- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the business day;
- Entrances, service areas, car parks, paving, paths, grounds and the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace in their original locations;
- All areas protected by security, screening, netting, protective cages etc shall have the protection removed temporarily to remove graffiti, debris, dirt dust, weeds and litter. The protection must be replaced to the original standard prior to invasion; and
- The Contractor shall report any defects encountered during carrying out external area's maintenance tasks to Client;

viii) Periodic Cleaning

- The Contractor is required to carry out any periodic or deep clean activities, not included in the routine cleaning activities, but is not limited to, the communal and public areas, central refuse chamber, pantry, vending points or any other area requested by Client;
- The Contractor shall sanitize telephone equipment using a suitable method to prevent cross-contamination from one handset;
- Server room, communication room and hub rooms cleaning will be scheduled by arrangement with the person responsible for giving access to that particular area. These areas must be free from dust, static electricity and be left clinically clean. There must be no evidence of dust, run marks, removable stains, finger marks or cobwebs on any surface under no circumstances must any computer or computer related equipment be disturbed in any way other than the cleaning actions. The use of water for cleaning in these areas is forbidden;
- The Contractor must ensure that only the appropriate cleaner's power sockets are used for cleaning equipment, not those specifically

dedicated for computer use. If in doubt the cleaners should consult Client;

- Mats and carpets must be free from dust, debris and stains. Their attendant mat wells must be free from grit, dust and debris and must be left clean and dry;
- Hard floor areas must be entirely free from dust and left clean and dry;
- Where possible items of furniture that are removable are not to be cleaned within the area. They are to be removed dirty, cleaned outside the area and returned in a clean anti-static state;
- All non-computer equipment and furniture must be suction cleaned free from dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted.

ix) Reactive Cleaning

- A reactive service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables and monitoring the cleanliness of the sanitary facilities; and
- Remove spills and treat to minimize damage to floor coverings and reduce the risk of staining. Use only approved specialist materials within the indicated timescales for the removal and treatment of spills.

x) Consumable Supplies

- The Contractor is required to provide Anti-Splash Urinal Screen Deodorizer and shall be responsible for supplying, managing and replenishing from time to time.
- The Contractor shall advise, and timely notify, Client of the required quantities of supplies so that such supplies and materials are procured in a timely manner.
- The Contractor shall be responsible to manage the inventory and shall submit to Client a monthly report detailing all consumption of consumable supplies (including type and quantity according to area and floor).
- The Contractor will be required to keep track on the adequacy of the consumable supplies at the Property.

xi) Cleaning Supplies

- The Contractor shall provide all cleaning supplies and materials (e.g., mops, buckets, brooms, brushes, dusters, pads, chemicals and solutions, trash liners, etc.) necessary for the performance of the Services.

- For "core" supplies, the Contractor may be required to only use products approved by the Client. The Contractor shall continue the Client's "green cleaning" initiatives.
- Prior to any such changes in approved suppliers, the Contractor must receive approval in advance and in writing from the Client.
- The Contractor will be required to keep an adequate inventory at the Property.
- The Contractor shall be responsible to procure any necessary fuel / oil for, e.g. garden blowers, used to perform the Services.

11. Frequency Of Cleaning

- 11.1 The frequency of cleaning mentioned herein is a general guideline. Some areas may require more frequent cleaning whilst others need not necessarily require the frequency of cleaning stated in this schedule. All cleaning must be undertaken strictly during the times specified in this schedule, where applicable.

12. Contractor's Operation Manager

- 12.1 The Contractor Operation Manager shall be required to attend the building's monthly operations meeting with the Client if necessary. Attendance for additional ad-hoc meetings would be at the Building Manager or the Client's discretion.

13. Building House Rules and Terms & Conditions

- 13.1 The Contractor shall ensure that all personnel deployed to be strictly adhere to the building house rules as well as any terms and conditions at all times, which the house rules and terms and conditions are to be given separately upon the appointment of work or shall be made available at the Management Office of the Property.

14. Contractor's Obligations

- 14.1 The Contractor shall possess valid licenses and documents from the relevant Local Authorities to perform the Services for the Property.
- 14.2 The Contractor must be fully insured against damages to persons and property and keep indemnified against any claims for damage to persons or property resulting from the execution of the Scope of Works. Insurance will include at a minimum Public Liability, Contractors' All Risk and Professional Indemnity Insurance (where applicable).
- 14.3 The Contractor will be required to make good any damage to the Client's property resulting from malicious, willful or accidental damage by the Contractor, its agents and / or personnel.
- 14.4 The Contractor will be responsible for any losses or theft, which may occur in the Property due to negligence of its Personnel and / or agents or representatives.
- 14.5 The Contractor shall be responsible for the cleanliness and good condition of designated locations during the work period. In the event of loss or damage to any part(s) of the location(s), the Client reserves the right to make deductions from payments, or claim from the Contractor.

- 14.6 In the event that omission of Service is found at the Property during the Service, the Contractor must attend promptly without further sums, cost and / or price incurred to the Client and / or the Property Manager.

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FINAL AWARDED CONTRACT AMOUNT

- As per attached Contract Amount Form, Ad-Hoc Charges, Overtime Charges, Callback Charges and Schedule of Rates (where applicable) -

(to be finalized upon conclusion of tender)

THIRD SCHEDULE KEY PERFORMANCE INDICATORS

(Which is to be taken read and construed as an essential and integral part of this Agreement)

The following Key Performance Indicators shall be read in conjunction with the Scope of Works detailed in the Second Schedule herein.

No	Key Performance Indicator	Indicative Performance Weightage
A	Scope of Work: Implementation and Management - Implementation of Scope of Work at the Property	30%
B	Scope of Work: Parts and / or Labour - Provision of Manpower and Tools/Parts required	30%
C	Contractor Operations (Maintenance & Upkeep) - HQ support, Compliance to Regulations, Administration matters	20%
D	Security, Safety and Emergency Management	10%
E	Occupant Satisfaction, Environmental & Health Compliance	10%
Total		100%

Performance Scoring, Rating and Status

Rating	Scoring	Status
Very Good	90% - 100%	Pass with Good Merits
Good	70% - 89.99%	Pass
Average	50% - 69.99%	Improvement Plans Required
Below Average	25% - 49.99%	Contract to be Reviewed
Poor	24.99% and below	Contract to be Reviewed and Suspended from KFPM panel until improvements observed.

No	Services	Response Time	Resolution (Delivery of materials/parts/service)
A	Minor cleaning-related work	Within 30 minutes	Within 1 hour
B	Major cleaning-related work – materials available on site		Within 24 hours but depending on extend of cleaning work required.
C	Major cleaning-related work – materials not available on site		Within 48 hours

a) Respond Time when Attending to Complaints during normal working hours

1. For critical and urgent services such as pipe leaks, etc. the response time shall be immediate.
2. For non-critical services such as toilet choke, etc., the response time should be no more than 30 minutes;
3. Records of all complaints must be kept in order.

b) Response Time to Clients requests during normal working hours

1. For critical and urgent requests, the response time should be within one (1) hour;
2. For non-critical requests, the response time shall be within 24 hours or the next working day, whichever is later.

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FOURTH SCHEDULE PENALTY MECHANISM

(Which is to be taken read and construed as an essential and integral part of this Agreement)

Attendance

No.	Item	Description	Penalty
1	Late Arrival	When Personnel were found late reporting for Duty. The Personnel from earlier shift is allowed to replace the late attendee for a maximum of four (4) hours. When replacement is provided there will be no penalty imposed.	RM 50.00 per hour per Personnel per day.
2	Leaving Shift	When Personnel were found leaving their shift one or two hour(s) early without prior consent from the Supervisor and/or Management Office.	RM 50.00 per hour per Personnel per day.
3	Exceed Stipulated working hours.	When Personnel worked for more than sixteen hours (16) per shift per day whether at the Property or elsewhere.	RM 50.00 per hour per Personnel per day.
4	Attendance Record	Failed to record attendance via Biometric as requested by the Company. Proof of attendance is required i.e., by providing CCTV footage. When the proof is provided there will be no penalty imposed.	RM 50.00 per Personnel per day.
5	Valid Documentation	No Valid employee identification e.g., IC/passport/valid work permit for the staff stationed at site.	RM 200.00 per Personnel per day and immediate dismissal of Personnel.
6	Standard Operating Procedures (SOP)	Failure to submit the complete set of SOP relevant to the Property's operation requirements	RM2,000.00 lumpsum deduction per month. Penalty shall be directly deducted from the amount payable to the contractor for that particular month. Continuous monthly deductions of RM2,000.00 shall remain until the complete set of SOP is submitted and received by the Client.
7	Documentation of	No Valid employee identification e.g., IC/passport/valid work permit,	RM 200.00 per Personnel per day and immediate

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No.	Item	Description	Penalty
	Replacement Staff	in the event the employees are replaced due to shortage of staff.	dismissal of Personnel.
8	No Show	<p>When the Personnel scheduled duty is unable to attend due to any reason, a suitable replacement or substitute Personnel must be dispatched to the Property within two (2) hours from the scheduled time.</p> <ul style="list-style-type: none"> Failure to provide replacement within two (2) hours but a replacement was given within four (4) Hours. The Personnel from earlier shift is allowed to replace the late attendee for a maximum of four (4) hours. When replacement is provided there will be no penalty imposed. Failure to provide any replacement for the entire shift. 	<p>RM50.00 per Personnel per day</p> <p>RM100.00 per Personnel per day</p> <p><i>Note: The Client and / or Property Manager reserves the right to carry out unannounced periodic inspections from time to time to ensure compliance.</i></p>

Reports / Service Docket (where required as per Second Schedule)

No.	Item	Description	Penalty
1	Late Submission	Failure to submit report / service docket on-time.	RM 50.00 per occurrence
2	Incomplete Report / Service Docket	Failure to submit a complete report / service docket.	RM 50.00 per occurrence
3	No-report / Service Docket	Failure to submit a report / service docket.	RM 200.00 per occurrence

RYANG will comply with new requirements or variances from the Government or Building Management, with enforcement to be discussed and agreed upon by both parties

Misconduct, Negligence and Non-Compliance

No.	Item	Description	Penalty
1	House Rule	Allowing contractors to start work without proper proved work permits	1st and 2nd Incidents – Issuance

REQUEST FOR PROPOSAL

No.	Item	Description	Penalty
		and working beyond approved time.	of warning letters.
2	House Rule	Allowing contractor to not using the proper loading and unloading bays.	3rd Incident – Issuance of final warning letter and dismissal of said personnel
3	House Rule	Failure to inform KFPM if other contractors or service providers ignore or do not follow the House Rules (guidelines and procedures)	
4	Standard Operating Procedure	Two or more Personnel found gathering / grouping at one location without valid reasons.	
5	Smoking or vaping, or sleeping while on duty	Personnel caught smoking or vaping, or sleeping while on duty;	
6	Using of Phone while On Duty	Personnel caught using phones while on duty.	
7	Proper tools/material/vehicle and equipment	Usage of improper tools/material/vehicle and equipment to carry out job scope	
8	Proper Outfit / Uniform	Personnel caught not wearing socks, name tag, head gear, proper uniform etc. Personnel caught not wearing proper uniform as per the standard operating procedure;	
9	Compliance with Property's Standard Operating Procedure	Failure to comply with Property's SOP including way of access, loading procedure etc.	
10	Consumption of Alcoholic Beverages or Illegal Substances	Personnel caught consuming alcoholic beverages or illegal substances within Property, especially while on duty.	Dismissal of personnel within the end of current shift by Contractor.
11	Disturbance and Harassment	Personnel caught causing disturbance or harassment towards other contractors, tenants, visitors, or users of Property.	Dismissal of personnel within the end of current shift by Contractor.
12	Access Card	Loss Of Access Card	RM300 per occurrence
13	Unsatisfactory Service	In the event the service provided by the Contractor is found to be unsatisfactory, the Client and / or Proprietor shall provide a written	All related cost pertaining to the remedial works shall

REQUEST FOR PROPOSAL

No.	Item	Description	Penalty
		notice to the Contractor to provide remedy within fourteen (14) days of the date of the notice. Should the Contractor fail to provide remedial actions within the stipulated period, the Client and / or Proprietor shall appoint an third-party contractor to provide such remedy and all related cost pertaining to the remedial works shall be borne by the Contractor.	be borne by the Contractor.
14	Damage to Client's Furniture, Fixtures and Equipment (FFE)	Damages are found on The Client and / or Proprietor FFE and proofed to be caused by Contractor or their personnel.	Contractor to bear replacement cost of damaged FFE. Failing which, Client and / or Proprietor may request a third-party contractor to carry out repair, replacement, and restoration work at the cost of the Contractor.
15	Chemical mis-handling (clean-up cost)	Chemicals mis-carried and fall on the floor or any surfaces.	Contractor must bear the cost to clean and make good the damaged surface due to mishandling of the chemical.
16	Disturbance	In the event of the occurrence of a major disturbance affecting the performance of the Services, which disturbance includes but is not limited to strike, protest by the Employees for any reason whatsoever, and other reasons attributable to the Client and / or Proprietor, the Contractor shall pay Client and / or Proprietor the penalty.	Ten percent (10%) of the monthly Service Fee for every day of disturbance

REQUEST FOR PROPOSAL

Notes:

- Any applicable penalty(ies) shall be deducted from the Contractor's payments without further reference with the Contractor.
- The Client reserves the right to recover from the Contractor any damage/loss caused to Client due to the negligence of the Personnel.
- Conditions for Termination of service due to non-material breach:
 1. 1st Warning Letter & Performance Improvement Plan will be issued to the Contractor.
 2. 2nd Warning Letter & Performance Improvement Plan will be issued to the Contractor.
 3. Final Warning of termination of service will be issued to the Contractor.
 4. Termination of the Agreement may be issued to the Contractor in accordance to Clause 13 of the Service Agreement.

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FIFTH SCHEDULE VARIATION TO AGREEMENT

(Which is to be taken read and construed as an essential and integral part of this Agreement)

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SECTION B COMMERCIAL / PRICED SUBMISSION

REQUEST FOR PROPOSAL

SECTION B, PART 2: CONSENT FORM

Date: 09.03.2026

To: KNIGHT FRANK PROPERTY MANAGEMENT SDN BHD

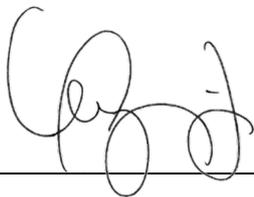
Dear Sir,

RE: Consent Authorisation

I/we the undersigned do hereby give my/our consent to you and CTOS Data Systems Sdn Bhd ("CTOS"), a registered credit reporting agency under the CRA Act to process my/our company personal data.

By this consent, I/we understand and agree that:

- i) You may conduct credit/trade check, CCRIS and DCHEQS checks on me/us and where applicable on our directors, shareholders, guarantors, etc. with CTOS at any time for as long as I/we have a trade relationship with you or where any dues remain unpaid and outstanding with you, for any one or more of the following purposes:
 - ✓ Contractor/Vendor/Supplier Panel registration
 - ✓ Opening of account
 - ✓ Credit/Account monitoring
 - ✓ Debt recovery
 - ✓ Credit/Account evaluation
 - ✓ Credit/Account review
 - ✓ Legal documentation consequent to a contract or facility granted by you.
- ii) You may disclose any information on my/our conduct of my/our account(s) with you, to any business entity/ies for bona fide trade checking at any time. I/We am/are also aware and understand that such information will be provided to CTOS, who may in turn share such information to subscribers of their service.
- iii) Apart from the above, I/we the undersigned do give my/our consent to you and the CTOS, to process my/our personal data as per the PDPA Act.



Signed By

Name: YANG MOHAMMAD ROSYEIDI BIN HAJI ABDUL LATIF

IC Number: 870502-875085

Designation: DEPUTY MANAGING DIRECTOR

Mobile number:

Company Stamp: (if any)



Witnessed By:

Name: SITI NURNADIA PUAD

IC Number: 920819-14-5120

Designation: BUSINESS DEVELOPMENT, SENIOR EXECUTIVE

Mobile number:

Company Stamp: (if any)



SECTION C

TECHNICAL / UNPRICED

SUBMISSION

REQUEST FOR PROPOSAL

SECTION C, PART 1: QUESTIONNAIRE

You are required to complete and return this Section as part of the Submission. Failure to submit based on this template may disqualify your submission.

No	Question	Answer
A	Manpower arrangement	
1	Will you be able to commence services with 1 month's notice?	<p>Please answer in Yes/No</p> <p>If no, how soon can you commence. Kindly answer in number of days.</p> <p>Number of days: <u>Within 14 Days</u></p>
2	What nationality of Supervisor and Cleaners will be deployed at site?	<p>State the nationality</p> <p>i) Supervisor nationality: Foreigner</p> <p>ii) Cleaners nationality: Foreigner</p>
3	Can you provide Indonesian Supervisor and Cleaners to be deployed at site?	<p>i) Please answer in Yes/No</p> <p>ii) Please provide the breakdown of Male and Female</p> <p>Workers are typically 40–50% male and 50–60% female, deployed based on site requirements and availability</p>
4	What is the language proficiency of your site supervisor? <i>Circle the language accordingly.</i>	<p>Bahasa Malaysia English</p> <p>Others: _____</p>
5	How soon you can change/ replace cleaners upon receiving complaint?	<p>Answer in number hours or days</p> <p>5 working days upon concerns raised</p>
6	When you would like to remove a cleaner/supervisor from site for promoting, resigning, permit end, transfer to another site, what is your procedure to change/replace personnel deployed at site? What is the notice period given to Client before replacing?	<p>Answer in number of days and the method of procedure.</p> <p>5 working days upon any concerns raised</p> <ul style="list-style-type: none"> - By transmittal - By notice in writing / inform client directly to the person in-charge
7	How many trained relief staff/ cleaners will you assign for this contract?	<p>Answer in number of pax.</p> <p>1 Person</p>

REQUEST FOR PROPOSAL

No	Question	Answer
8	How many hours' notice is needed to mobilise the relief staff as replacement?	<i>Answer in hours.</i> 4 Hours
9	What is the notice of period required if the Client request to reduce a Cleaner (due to unforeseen circumstances such as covid-19 pandemic, budget constraint, etc)	<i>Answer in number of days.</i> within 7 working days upon agreed by both parties
10	Are you aware on the below highlights of the SOW? <ul style="list-style-type: none"> • Final invoice is based on the actual manpower incurred for the particular month. • The Contractor should always provide full force of manpower as per above schedule. NO annual leave, medical leave, emergency leave entitlement for the manpower. If any shortage of manpower (due to any reason), the Contractor should provide replacement within the agreed timeline. • The above manpower deployment and work location may adjust from time to time, subject to Client's requirements and approval. 	Yes
11	Please confirm and agree that as highlighted in the SOW, you are required to supply and replenish the Anti-Splash Urinal Screen Deodorizers. Please note that this is included as part of your contractual duties and cost.	Answer in Yes / No
12	Please explain how you manage and optimize manpower during peak hours and for scheduled cleaning works.	Kindly answer this question. If the space are insufficient kindly provide as Appendix A12.
B	Standard Operating Procedure ("SOP") and Method Of Statement ("MOS")	
1	Kindly provide the list of your SOPs in carrying out the job. (The list shall include processes below but not limited to:)	Kindly attach the list of SOPs as Appendix B1 <i>Note: The list of SOP shall be in point/table form for the Client's reference</i>

REQUEST FOR PROPOSAL

No	Question	Answer
	<ul style="list-style-type: none"> - Hiring and Training <ul style="list-style-type: none"> • Equipment handling. • Cleaning techniques. • Chemical safety/usage training. - Cleaning Protocols <ul style="list-style-type: none"> • Cleaning of glass door, bathroom, carpet, etc. • Inspection checklist, daily task logs. • Restocking supplies. - Safety and Compliance <ul style="list-style-type: none"> • Personal Protective Equipment (PPE). • Emergency procedure for incidents such as spills, accidents, etc. • Incident reporting. 	<p><i>only. The Contractor is required to submit the complete set of SOP upon receipt of the award and within one (1) month of commencement of work at the Property.</i></p>
2	How does your company HQ team ensure all supervisors/cleaners understand and follow SOP/MOS?	By giving awareness and training
3	Do you understand that the Client reserves the right to decrease or increase the services required when deemed necessary, with 2 weeks' written notice to the Contractor? If yes, do you agree to remain the price quoted per Services?	Yes, price might be changed based on the number of manpower
4	What is the action taken if supervisor/cleaners fail to understand and follow SOP?	<ul style="list-style-type: none"> - Issue warning letter - Impose penalty as per agreed deduction rate
5	Kindly provide the title of Trainings Conducted In-House. Attach Training attendance as proof in Appendix B5.	<p>1. Induction Training * Frequency : Before projects starts</p> <p>2. Basic Training * Frequency : Before project starts</p> <p>3. Re-assessment * Frequency : After 6 months</p> <p>4. _____</p>
6	Is all your cleaning chemicals certified as non-hazardous and safe?	Kindly attach the specifications & brochures of detergent & chemical as Appendix B6.

REQUEST FOR PROPOSAL

No	Question	Answer
7	List the Personal Protective Equipment you will provide to your workers or any of your personnel entering the Building to follow the SOP implemented in day to day operation. (this may vary or adjust from time to time, if deemed necessary or any new requirement by local authorities).	1. <u>PPE Suit</u> 2. <u>Mask, Hand gloves & googles</u> 3. <u>Safety shoes</u> 4. <u>SAfety jacket/vest & Safety helmet</u>
8	What is the expected lead time required for each machinery to be mobilized and commence operation once award of the contract?	<i>Answer in number hr/days.</i> Approx. 2 to 3 weeks (10 - 40 days), depending on equipment availability and site readiness
9	What is your standard response time for providing a replacement or repair if a machinery breakdown occurs?	<i>Answer in number hr/days.</i> Estimated turnaround time for repair or replacement is 14 - 56 days, based on parts availability
10	Please state the frequency of training to be provided to cleaning staff and method of training to be conducted.	
Support from HQ		
C	1 Will you give us consultancy to improvise the cleanliness of the site/building at Free of Charge if you were awarded?	Yes
	2 If there is any major issue at Site with regards to Supervisor / Cleaner or Cleaning Services, who will be attending? And how fast can your response be?	<i>Answer in number hr/days.</i> Response Time: Immediate to within 1 hour
	3 How frequent HQ representative will visit the site? Who will attend meetings?	Once a month, or more if needed, to ensure service quality and contract compliance
	4 Kindly provide list of Buildings of Similar Services.	1. <u>Axiata Tower</u> 2. <u>Bangunan Malaysian RE</u> 3. <u>Kuantan City Mall</u>

REQUEST FOR PROPOSAL

No	Question	Answer
5	Do you agree to purchase the listed Insurance Coverage before the commencement date upon issuance of Service Agreement? Public Liability Insurance of minimum Ringgit Malaysia One Million Only (RM 1,000,000.00)	Yes
6	Kindly provide and attach sample of monthly report.	<i>Attach as Appendix C6</i>
D	Value Added Service	
1	If you are awarded, can you provide an Initial Report of the building? (one (1) month after commencement of service)	Yes
2	Can you provide Improvement Report (three (3) months after deployment?)	Yes
3	How do you promote recycling / awareness / Green Initiatives activities amongst your cleaners?	By routine Monthly Activity (Segregate and sell the recycling items)
4	Can you supply the listed Value Adhoc / Added Services, if yes circle accordingly? This shall be supplied and charged to Client upon request only as this is not included in this RFP	Supply of Equipment for Cleaning Services (Yes / No) Disinfectant Services (Yes / No) Granite/Marble Crystallization & Polish (Yes / No) Recycled Waste Collection Service (Yes / No) Landscaping Maintenance Services (Yes / No) Pest Control Services (Yes / No) Hygiene Services (Yes / No) Waste Disposal Services (Yes / No) Others (Please Specify) :

REQUEST FOR PROPOSAL

No	Question	Answer
E	Compliance to Law	
1	<p>Are your Cleaners (foreign worker) registered under your company and holding valid work permits?</p> <p>* Please be informed that upon award, the Contractor is required to submit all valid documentation of foreign workers for verification. Failure to submit such documents may result in termination of the award by the Client.</p>	<i>Please answer in Yes/No</i>
2	<p>Do you appoint Third Party company to supply manpower?</p> <p>If yes, do you have agreement with the Third-Party organization?</p> <p>*Please provide proof agreement signed.</p>	<p><i>Attach as Appendix E2</i></p> <p>No</p>
3	<p>If Third Party company to supply manpower, does your Public Liability Insurance covers these cleaners/supervisors?</p>	N/A
4	<p>Are all your cleaning chemicals with Safety Data Sheet (SDS)?</p> <p>The contractor is required to submit the copies of the SDS upon award of contract.</p>	<i>Please answer in Yes/No</i>
5	<p>Have your company performed Chemical Health Risk Assessment (CHRA) according to OSH – USECHH Regulations 2000?</p>	<i>Please answer in Yes/No</i>
6	<p>Does your company agree to comply, if any new requirement imposed by Government or Building Management?</p>	<p><i>Please answer in Yes/No</i></p> <p>R YANG will comply with new requirements or variances from the Government or Building Management, with changes to be discussed and agreed upon by both parties</p>
7	<p>Upon award of contract, please state how soon can you submit the full list of deployed workers complete with valid work permit.</p>	within 7 working days of contract award

REQUEST FOR PROPOSAL



SECTION C, PART 2: LIST OF KFPM / NON-KFPM SITE REFERENCE / CLIENT TESTIMONIAL

Please provide a minimum of two (2) Client Testimonials (received within the last one year) or a minimum of two (2) Property details in the table below; which your company is currently providing similar Services as per this RFP. Kindly indicate the Properties managed by Knight Frank under KFPM Testimonial/Reference (if applicable).

KFPM Testimonial/Reference				
A. Commercial Retail / Mall Building References			Contact Person	
Building Name	Location	Product / Service	Name, Post	Contact Number & Email
1.				
2.				
3.				

Non-KFPM Testimonial/Reference				
B. Commercial Retail / Mall Building References			Contact Person	
Building Name	Location	Product / Service	Name, Post	Contact Number & Email
1. Kuantan City Mall	Kuantan	Comprehensive Cleaning Services	Norsiah Marzukee (Admin Dept.)	09 - 531 6776 norsiah@kuantancitymall
2. IOI City Mall	Putrajaya	Contract Cleaning Services	S.Navin kumar Manager	03-8328 8882 navin.kumar@ioiproperties.com.my
3. IOI Mall Damansara	Tropicana Gardens	Landscape Services	Paul Benjamin Asst Manager	paul.benjimen@ioiproperties.com.my

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SECTION D

VENDOR CODE OF ETHICS



AMANAHRAYA

■ ESTATE ADMINISTRATION ■ TRUST MANAGEMENT ■ PROPERTIES ■ INVESTMENT ■ BANKING

VENDOR CODE OF ETHICS



1. INTRODUCTION

Amanah Raya Berhad is committed to the procurement process that fosters fair and open competition, is conducted under high ethical standards and enjoys confidence of the public. To achieve this goal, Amanah Raya Berhad has adopted the Vendor Code of Ethics, which may prescribe standards that exceed the procurement process standards currently used.

The Vendor Code of Ethics is applicable to all vendors, as per the term defined below, involved in the procurement process of Amanah Raya Berhad and its subsidiaries for the award or performance of contracts for goods, services, public works and miscellaneous procurement.

2. DEFINITIONS

The following terms are used in this code and shall have the following meanings:

AmanahRaya means Amanah Raya Berhad and its subsidiaries.

Vendor means any individual or entity dealing or doing business with AmanahRaya within the scope of this code, including those already appointed by AmanahRaya and who intend to enter into or has a contract with AmanahRaya.

Vendor representatives mean contractors, consultants, vendors, manufacturers acting on behalf of the vendor, as well as any sub-contractors, sub-consultants and sub-vendors of the vendor.

Gifts mean the transfer, without the equivalent value of any one thing or benefit, tangible or intangible, including but not limited to, loans, undertakings, services, entertainment, hospitality, pledges, entertainment or sports championship tickets, weekend trips, golf games, loan of equipment or other goods or interests that are intended to influence or reward an individual or entity.

Family member carries the same meaning as that of 'a member of a director's family' as defined under Section 122A of the Companies Act 1965 (Act 125) and shall include an employee's spouse, parent, child (including adopted child and stepchild), brother, sister and the spouse of his child, brother or sister.

Contact person means any employee of AmanahRaya assigned to be the AmanahRaya officer in charge of dealing with the vendors following the issue of notification of procurement via mail to vendors through tendering, quotation or direct purchase (purchases involving a total annual expenditure of up to RM50,000 for each unit of goods/services) up till the time when delivery has been completed by the vendor or vendor representative.

Prohibited contact means oral or written contact with any officer, member of the Board of Directors or other employee of AmanahRaya, other than the contact person, where it could be reasonably inferred that such contact was intended to influence, or could reasonably be expected to influence, matters pertaining to the procurement. This prohibition includes, but is not limited to, personal meetings, telephone communication, mail, faxes and e-mail. This prohibition does not include contacts with AmanahRaya employees for the purpose of discussing on-going work unrelated to the subject of procurement through tenders or quotations.

AmanahRaya employee means any officer or employee of the AmanahRaya Group, including all members of the Board of Directors of AmanahRaya Berhad and its subsidiaries.

3. LIMITATIONS ON CONTACT WITH AMANAHRAYA

A contact officer shall be appointed or assigned by AmanahRaya for each procurement tender, quotation and negotiation issued by AmanahRaya. Upon the appointment of the contact person, neither the vendor nor any person or entity acting on the vendor's behalf, including but not limited to those providing consultancy services, consulting or other services, may make contact with any other employees of AmanahRaya unless permitted to do so by the contact officer during the procurement process.

4. NON-COLLUSION

4.1 Independent Tender/Quotation Assessment

The vendor will calculate the price(s) contained in any tender or quotation independently without collusion, consultation, communication or agreement with any other competing vendor for the purpose of reducing competition during the submission of tender or quotation to AmanahRaya.

4.2 Non-Communication on Tender/Quotation

The price(s) quoted by the vendor in its tender or quotation shall not be divulged by the vendor, directly or indirectly, to any other competing vendor prior to the closing date of submission for the tender or quotation.

4.3 Submission of Tender/Quotation

The vendor shall not make any attempt to induce any other individual or entity to submit or not to submit a tender or quotation to AmanahRaya.

5. GIFTS OR CONTINGENT FEES

5.1 Zero Tolerance

No vendors may offer or give any gifts, either directly or indirectly, to any AmanahRaya employees. Similarly, no vendor may offer or give any gifts, either directly or indirectly, to any family members of AmanahRaya employees.

5.2 Personal Relationship

The giving of gifts is strictly prohibited when it is made under circumstances where it can be reasonably inferred that it was intended to influence an AmanahRaya employee in the performance of his or her official duties.

5.3 Contingent Fee

The vendor shall not utilise the services of or employ any individual or entity to solicit or secure an AmanahRaya contract upon any agreement or understanding for a commission, percentage, brokerage or fee that is contingent or dependent upon the outcome of the procurement.

6. CERTIFICATION

6.1 Distribution of Vendor Code of Ethics

As a condition for consideration of any contract, the vendor will be required to submit with its tender or quotation a certification of integrity executed by an officer of the vendor. This certification must attest that the vendor and all its officers, vendor representatives and personnel who may be dealing or have dealings with AmanahRaya have been given a copy of this Amanah Raya Berhad Vendor Code of Ethics.

6.2 Sub-Contractor's Declaration

The vendor shall obtain certification of receipt of the Vendor Code of Ethics from all sub-contractors, sub-consultants and sub-vendors under its charge as well as from any other sub-contractors, sub-consultants and sub-vendors currently undertaking or who have received proposals for work for the vendor on AmanahRaya tenders or quotations. The receipt and retention of certification from the vendor's charges or its representatives shall be subject to auditing by AmanahRaya.

7. PENALTIES

7.1 Determination of Responsibility

For violation of any provision in this Vendor Code of Ethics, AmanahRaya may take action in accordance with the law or as agreed upon by the parties in any contract, including but not limited to, in declaring the vendor as irresponsible or in breach of contract or terminated from the contract.

7.2 Civil/Criminal Penalty

The vendor shall comply fully with all applicable laws and regulations with respect to bribes, kickbacks and prohibited business practices. The violation of this Vendor Code of Ethics or any provision thereof may subject the vendor to criminal or civil penalties under the law.

8. REPORTING OBLIGATION

8.1 Reporting Gift Requests

Notwithstanding the provisions of Article 4 above, the vendor is obligated to report immediately to the Group Chief Integrity Officer any or all requests for a gift made to the vendor or vendor representative by any officer, member of the Board of Directors or employee of AmanahRaya.

8.2 Reporting Important Changes

The vendor is under a continuing obligation to report any change in circumstances which may have a major impact on any prior report to AmanahRaya, including but not limited to, disclosure of conflicts of interest.

8.3 Disclosure of Misconduct

The vendor is obligated to report immediately any misconduct involving unlawful or unethical practices and violation of the Vendor Code of Ethics by any employee of AmanahRaya. Issues or complaints made by the vendor arising from the use of this code will elicit every reasonable effort to ensure the confidentiality of the identity of the person(s) making the report.

The vendor may contact the following party to report a complaint or misconduct by an AmanahRaya employee in the implementation of this Vendor Code of Ethics:

Group Chief Integrity Officer, Amanah Raya Berhad

Address : Amanah Raya Berhad
Group Integrity Management Department
14th Floor, Wisma AmanahRaya
No. 2, Jalan Ampang, 50508 Kuala Lumpur

Telephone : 03-2055 7475

Fax : 03-2055 7565

E-mail : ethics_center@arb.com.my

9. VENDOR'S OBLIGATIONS

All prospective and existing vendors are required to comply with the principles and policies described in this Vendor Code of Ethics. To fulfil this responsibility, every vendor and vendor representative and all their personnel must:

- a. Read and understand this code of ethics;
- b. Monitor their own compliance with the code of ethics;
- c. Report any violation of the Vendor Code of Ethics to the, Group Chief Integrity Officer Amanah Raya Berhad, if a situation arises in which the operation is in conflict with these ethics;
- d. Cooperate fully in the investigation.

10. CERTIFICATION OF COMPLIANCE OF VENDOR CODE OF ETHICS

I/We hereby certify that I/we have read and understood the AmanahRaya Vendor Code of Ethics and I/we understand that the code of ethics covers all persons or entities who have interactions or business dealings with AmanahRaya, including but not limited to, sub-contractors, sub-consultants, sub-vendors and manufacturers acting on behalf of me/us, my/our officers and employees.

I/We hereby agree that I/we will fully comply with all the provisions of this Vendor Code of Ethics and understand my/our responsibility to report immediately any existing or potential violation of the Vendor Code of Ethics to Amanah Raya Berhad.

I/We also certify that I/we understand that for any violation of the provisions of this Vendor Code of Ethics, Amanah Raya Berhad may take action under the law or as agreed upon by both parties in any contract, including but not limited to, in declaring the vendor as irresponsible, in breach of contract or terminated from the contract.

		 09.03.2026
Company Stamp		Signature of Vendor
Name of Vendor	R YANG ENTERPRISE SDN. BHD.	

Certification by the Vendor

I/We, the aforesaid, hereby certify that a copy of the Vendor Code of Ethics has been presented my/our representative(s) and I/we acknowledge that they have read and understood the contents of the AmanahRaya Vendor Code of Ethics.

		 09.03.2026
Company Stamp		Signature of Vendor

GROUP INTEGRITY MANAGEMENT DEPARTMENT

14th Floor, Wisma AmanahRaya, No. 2, Jalan Ampang, 50508 Kuala Lumpur.
 Tel : +603-2055 7369 Fax : +603-2055 7565 E-mail : ethics_center@arb.com.my



SECTION E

SUPPLIER CODE OF

CONDUCT

Supplier Code of Conduct

Statement of Principle

Knight Frank recognises its role in sustainability, quality, and compliance with the regulations. As providers of professional services, we take pride in the part we play in ensuring quality, environmental protection, and improving people's welfare, safety, health, and wellbeing. Knight Frank expects its suppliers to uphold the same values, addressing the environmental, social, and governance responsibilities of their operations and workforce while providing high-quality products and services.

Applicability

This policy applies to all registered and non-registered suppliers ("Supplier") of Knight Frank entities in Malaysia including:

- Knight Frank Malaysia Sdn. Bhd. (Co. Reg. No. 200201017816 | 585479-A)
- Knight Frank Property Management Sdn. Bhd. (Co. Reg. No. 201601040834 | 1211775-H)
- Knight Frank Real Estate Sdn. Bhd. (Co. Reg. No. 202301050838 | 1544752-M)
- Knight Frank Project Services Sdn. Bhd. (Co. Reg. No. 2023010050839 | 1544753-H)

including but not limited to the contractor, sub-contractor, product supplier, consultant, caterer and service provider.

Our Expectations

We expect all suppliers conducting business in any of our corporate offices or managed buildings to adhere to our Environmental, Social, and Governance (ESG) and sustainability standards. This Supplier Code of Conduct has been established to underscore our commitment and set clear expectations, including the expectation that they work safely in our offices and managed buildings, take all reasonable measures to protect the safety of others, compete fairly in the markets in which they operate, and comply with the principles outlined in Knight Frank's policies.

Our Commitment

Knight Frank is committed to achieving zero harm through our business operations, encompassing zero environmental damage, zero safety-related incidents, zero adverse impacts on human rights and well-being, and zero breaches of ethical and governance standards. We are equally committed to promoting these values among all our suppliers, with the aim of addressing and mitigating all environmental, social, and governance impacts arising from their business operations.

To achieve our targets, we are committed to encouraging and collaborating with our suppliers to implement more efficient, safer, ethical, and sustainable practices and products that advance our ESG initiatives, while simultaneously reducing greenhouse gas emissions across our business operations and supply chains.

Our Principles

This Supplier Code of Conduct is developed based on three principles:

Human rights and labour practices: Knight Frank is committed to upholding human rights and fair labour practices within our suppliers to comply with national and international laws and standards, including the Universal Declaration of Human Rights, the International Labour Organisation (ILO) conventions, and other applicable regulations.

Health, safety and environment: Knight Frank is committed to safeguarding the health and safety of our employees, visitors, suppliers, and all individuals affected by our business operations. We are equally committed to minimising any adverse impacts on the economy, environment, and people including their human rights arising from the organisation's activities or business relationships.

Professional conduct: Knight Frank is committed to fostering ethical behaviour among our employees, stakeholders, and suppliers, thereby cultivating a culture of integrity, trust, and accountability throughout the organisation.

Human Rights and Labour Practices

1. Child Labour

Supplier shall not employ children below the legal minimum age for employment as defined under the Children and Young Persons (Employment) Act 1966. Knight Frank requires all suppliers to set a minimum working age of 18 years for individuals working in our offices and managed buildings, even in jurisdictions where local legislation permits employment of younger individuals. This requirement reflects the risks associated with the tasks performed in these environments.

2. Forced Labour

Supplier shall not engage in any form of forced, bonded, or compulsory labour, or any modern forms of slavery, as defined by the International Labour Organization (ILO). All workers must willingly and competently perform their duties. Workers shall retain control over their identification documents and be free from harassment, violence, intimidation, or threats. Any form of punishment, mental or physical coercion, or human trafficking is strictly prohibited.

3. Working Hours

Supplier shall comply with the Malaysia Employment Act 1955 and all applicable local laws regarding minimum wages, maximum working hours, including overtime, rest breaks, and rest days.

4. Accommodation

Supplier shall, where applicable, provide certified, safe, healthy, and suitable accommodation for workers in accordance with the Employees' Minimum Standards of Housing, Accommodations, and Amenities Act 1990. Supplier shall also, where applicable, ensure that workers are transported safely to and from the workplace.

5. Compensation and Benefits

Supplier shall ensure that workers are compensated fairly and on time in accordance with the Minimum Wages Order 2024, and that the basis of payment is clearly communicated in a language they understand. Supplier shall also make timely statutory contributions to the Employees Provident Fund (EPF) as stipulated under the Employees Provident Fund Act 1991, and to the Social Security Organisation (SOCSO) in compliance with the Employees' Social Security Act 1969. Additionally, supplier shall provide basic medical or insurance benefits to ensure workers have access to healthcare when required.

6. Freedom of Association

Workers shall have the freedom to join, or not join, any union or employee representation of their choice, without threat, intimidation, or retaliation, in accordance with Article 10 of the Federal Constitution, which guarantees freedom of association.

7. Diversity and Inclusion

Supplier should foster an inclusive and respectful work environment that values diversity and upholds equal opportunity in all employment practices. Employment decisions shall be based solely on legitimate business and operational needs. Supplier shall not engage in, or tolerate, any form of discrimination or harassment based on gender, race, colour, religion, ethnicity, nationality, disability, or any other characteristic protected by law, in accordance with the provisions of the Employment Act 1955.

Health, Safety and Environment

1. Risk Management

Supplier shall assess all work-related hazards and risks prior to the commencement of any work and implement a hierarchy of control measures to reduce risk, ensuring the protection of their workers and all individuals affected by their activities. A risk assessment shall be prepared and applied for all routine and non-routine tasks before any work is carried out in our offices or building facilities, and it must be approved by the person responsible for the respective work activities.

2. Personal Protective Equipment (PPE)

Supplier shall ensure that workers are provided with safe, appropriate, high-quality, and DOSH-approved personal protective equipment (PPE) based on the outcomes of the risk assessment. Supplier shall also ensure that workers are trained in the proper use and maintenance of the PPE.

3. Supervision

Supplier shall ensure consistent supervision of workers' performance, timelines, attendance, conduct, and work quality throughout the duration of the agreed timeline or contract period. Supervisors shall possess the necessary experience and competence to oversee and enhance the entire work process, whether relating to a project, product delivery, maintenance, or general services.

4. Safety Information

Supplier shall provide comprehensive safety information for any products supplied to our offices or managed buildings, including, but not limited to, Safety Data Sheets (SDS), Safe Operating Procedures (SOP), or safety manuals, in compliance with the Occupational Safety and Health Act (OSHA) 1994 and its related regulations.

5. Training and Development

Supplier should provide well-trained, competent, and qualified personnel, appropriate to the nature of the work, to carry out tasks as specified in the contract, purchase order, or letter of award. Supplier should also implement a continuous training and development programme to ensure their workers possess the necessary skills and knowledge to perform their duties effectively.

6. Incident Management

Supplier shall immediately report to our representative any incidents involving their workers or other individuals occurring within our offices or managed buildings and shall submit an incident report in accordance with the Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease (NADOPOD) Regulations 2004. A joint investigation shall be conducted by the Supplier and the management representative to identify the root cause of the incident and to develop short-, medium-, and long-term measures to prevent recurrence.

7. Environmental Protection

Supplier should implement robust measures to minimise, reuse, and recycle waste generated through their operations and the products they supply. All activities shall be conducted in accordance with applicable laws, regulations, and recognised industry best practices related to waste management and environmental protection. Furthermore, hazardous chemicals must be handled, stored, and disposed of in full compliance with all relevant legal and regulatory requirements.

8. Greenhouse Gas (GHG) Emission

Supplier should provide relevant data on greenhouse gas (GHG) emissions and climate protection initiatives upon request. Where such data is not currently available, supplier should present a plan to collect and report this information, demonstrating their ongoing commitment to improving environmental performance. All reporting shall be conducted in accordance with applicable laws, regulations, and recognised industry best practices on sustainability and climate action.

Professional Conduct

1. Anti-Bribery and Corruption

Supplier shall comply with the Knight Frank Anti-Bribery and Corruption Policy and all applicable local laws and regulations, including the Malaysian Anti-Corruption Commission (MACC) (Amendment) Act 2018. Supplier is strictly prohibited from offering, providing, or accepting anything of value to improperly influence an official act or to secure an undue advantage in obtaining or retaining business, including the making of facilitation payments.

2. Whistleblowing

Supplier shall utilise the whistleblowing channels provided under Knight Frank's Whistleblowing Policy as needed, ensuring that any concerns are raised confidentially wherever possible. Supplier can be assured that all reports will be treated confidentially, taken seriously, investigated appropriately, and addressed in a fair and timely manner.

3. Conflict of Interest

Supplier shall disclose any actual or potential conflicts of interest arising from their activities with Knight Frank.

4. Data Protection

Supplier shall protect the confidentiality, integrity, and availability of information at all times and shall use confidential information only in an appropriate and lawful manner. Supplier shall comply with the Personal Data Protection Act 2010 (PDPA) in the handling, processing, storage, and transfer of any personal or sensitive data. All personal information shall be managed responsibly and securely to prevent unauthorized access, misuse, loss, or disclosure of information not publicly available.

5. Business Continuity Planning

Supplier should develop and maintain a business continuity plan to ensure the reliable and timely supply of products, parts, manpower, or services to Knight Frank offices or buildings under our management.

Implementation

Knight Frank is committed to continuously enhancing our Environmental, Social, and Governance (ESG) performance. Through our annual Supplier Synergy Programme (SSP) assessment, all engaged suppliers are evaluated to understand their ESG impact and to promote responsible practices across our supply chain.

Knight Frank reserves the right to conduct audits, either directly or through its appointed representatives, to verify compliance with this Supplier Code of Conduct (CoC). Such audits may be carried out at the supplier's sites and facilities and may include, where appropriate, impromptu inspections and staff interviews as part of the verification process. Suppliers are required to cooperate fully and provide reasonable access to relevant premises, documents, and personnel. All audits shall be conducted during normal business hours and in a manner that minimises disruption to operations. Participation in Knight Frank's supplier panel constitutes consent to such audits as part of the company's ongoing compliance assurance process.

Review

This Supplier Code of Conduct shall be reviewed at least annually, or as required, to ensure it remains effective and aligned with the latest business objectives and applicable legislation.


Keith HY Ooi
Group Managing Director

Version Date: November 2025
Review Date: April 2026