Tracy Ugarchund & Associates (Pty) Ltd 2020/754135/07 t/as
Constantia Medisuites (CMS)

CMS Guidelines/ Communication February 2023

In good faith CMS have compiled the following (in no specific order) and kindly request tenants to review and adhere to the following guidelines/communication from the perspective of transparency and fairness to all tenants, CMS, landlords, CMS staff and Threefold Property Group (Property Management Company) and to ensure efficient and seamless operation of CMS and the individual tenants/practitioners businesses to deliver the best service and treatment to attending patients. CMS are excited about this new venture and

The below is not finite and CMS will communicate accordingly relative to any additional points.

1. Receptionists

Receptionists shall carry out **light** reception duties only as defined below. There will be 2 receptionists on shift. Shift 1 - 8:00am to 13:30pm. Shift 2 - 12:30pm to 18:00pm. CMS will endeavour to have 1 receptionist on standby at all times.

Duties

a) Facilitate operational issues relating to CMS/tenants and the property.
b) Answering Reception PABX / transferring calls / taking and relaying basic messages to tenants.
c) Facilitate CMS communication to all tenants and vice versa.
d) Booking appointments – Receptionist will receive telephone (and email) bookings for the tenants and note same in a manual diary (available to the practitioner).
e) Should there be any other appointment booking system, the practitioner is responsible for setting same up on the receptionists computer and training the receptionist on the use and operation of same or any specific requirements in terms of booking appointments in a manual diary system.
f) Receiving patients/reps per appointments.
g) Providing patients with Practitioner's respective Patient Information Forms with guidelines for completion, receiving and making same available for the respective practitioner relative to the consultation. Practitioners to ensure that sufficient stock of the required Patient Information Forms are provided to receptionists for use/distribution. Receptionist to provide practitioner with adequate notice to replenish the stock of the required forms when close to depletion.
h) Facilitate payments on card machines for tenants – no cash to be received or handled. Tenants to provide full instructions on process / payment procedures and use of card machines.
i) Facilitating deliveries and despatch as required by CMS/tenants, with required processes / handling of goods to be detailed to receptionist by the tenant.
j) Supervision of the CMS Housekeeper. For info, the Housekeeper is to attend to cleaning of all rooms, kitchen, ablutions and common areas, as well as external areas and other duties as described elsewhere in this guideline.
k) CMS and the receptionists accepts no responsibility/liability for any activities performed by receptionists for tenants.

2. Access Control: Employee / Associates of Tenants needing access to CMS.

a) Please provide CMS with a list of all employees / associates / partners and contact details (Full Names, ID Number, Telephone numbers and Designation) that will work at the /or may need access to tenants rented premises from time to time or on a regular basis during business hours, acting under the practitioners authority/instruction. Should there be ad hoc attendees, such to be advised to CMS via the receptionist within a reasonable period before attendance, so as to avoid the individual from not being allowed access to the property/rooms.

3. Medical waste storage and disposal

a) For each tenants responsibility to arrange, as required. Please advise CMS of your service provider and intended days/interval of attendance for collections so that receptionists are made aware of same.

b) It is reminded that bins provided by CMS are for daily "household" waste. Any large pieces of waste e.g. packaging materials to be removed/disposed of by the tenant.

4. CMS Business Operating Hours

Operating hours have been constructed and stated to ensure that access to the CMS is limited accordingly to ensure the overall safety and security of the property, patients, tenants, CMS staff and their respective assets.

a) Weekdays: 8:00am to 18:00pm. It is recommended that tenants book patient appointments from 8.30am and the last appointment end at 17:30pm, allowing sufficient time to the Receptionist to ensure the premises is fully vacated before locking and engaging the alarm.

b) Saturdays 8:30am to 13:00pm. Appointment guideline per above.

c) CMS will be closed on Sundays and Public Holidays.

d) The tenant shall only use the rented area during the times that CMS is open.

5. Tenants Room Access:

a) CMS will keep a set of keys for each room so as to facilitate access due to cleaning, emergencies and as required. Keys will be kept in a locked box with limited access.

6. Kitchen

a) The kitchen is intended for use by tenants and CMS staff only.

b) Please keep internal door closed when busy in the kitchen.

c) Please keep kitchen clean after use.

d) Please remove fridge items older than 3 days or CMS Staff will have to discard same.

e) The kettle, microwave and toaster cannot be used during loadshedding.

7. Electricity Supply/Usage & Loadshedding

a) Please note there are CitiQ pre-paid electricity submeters in each room as per your lease and it is required that tenants purchase electricity for use in the room via the CitiQ website/app.

b) During loadshedding, the Inverter/Battery system should provide electricity to the lights and **one** plug point in each tenant's room. It is recommended that tenants familiarize themselves with the active plug point during loadshedding and the required procedure below.

c) It is required that the tenant flip the grey switch in/next to your electricity distribution box (Sub DB – with switches) to use electricity from the Inverter/Battery. Once loadshedding is complete, it is required that the tenant immediately flip said switch back to its original position, to use electricity supplied from your prepaid CitiQ meter. Failure to so will result in the battery being drained and electricity being supplied from CMS main electricity supply. If

this is the case, then CMS reserve the right to levy a relative charge for this at the Landlords discretion, hence, it is recommended the aforementioned is adhered to.

d) The receptionists will make every effort to familiarize themselves with the loadshedding schedules and guide tenants accordingly relative to the required process. Unfortunately, this is the only way CMS could facilitate prepaid electricity sub metering in each room and inverter/battery backup during loadshedding.
e) Please implement a fair usage policy of the inverter/battery during loadshedding i.e. no usage of high power consumption items during loadshedding.
f) Tenants requiring more power during loadshedding periods are recommended to obtain a portable generator for usage in their rooms.
g) To reiterate, the kettle, microwave, toaster and any other electrical item with high power consumption may not operate during this time.
h) Due to the inverter/battery recharging utilizing CMS landlord's electricity, a fee will be levied to tenants for same.

8. **Itemized List of assets in your rooms:**
   a) Please hand over an inventory of your assets contained in your room to Threefold Property Group) soonest and any updates of same update as required.

9. **Insurance of Room Contents:**
   a) Tenants are responsible for procuring insurances for their assets/room contents and any relative business risks.

10. **Parking:**
    a) Due to limited parking on site, I'm sure you will agree patients should be prioritized in this regards. Tenants may need review outside/street parking availability and Reps should be advised do the same. Our Receptionists & Housekeeper will endeavour to assist/advise tenants/patients/reps on availability of parking when entering CMS.
    b) Zebra crossing on Burnham Road – CMS has communicated with a Town Planner who will advise on feasibility of a Zebra crossing, once rezoning has been approved.

11. **Noise levels :**
    a) Please keep noise levels to a minimum at all times. It is recommended that patient's appointments are spaced out to accommodate limited parking spaces and noise levels.

12. **Air-conditioning**
    a) Each tenant must provide their own air conditioning unit and installation thereof, if required. Please communicate your intention to install same, service provider and installation date and time with Threefold Property Group so that same can be accommodated with the least amount of disruption to all.

13. **Rezoning: Done.**

14. **Signage:**
    a) External Signage will be done as soon as rezoning is complete. The Rezoning application/approval is in its final stages now as per our town planner.

15. Alterations/Additions to the rooms

a) Tenants are reminded that per your Lease, any intended additions / alterations / installation work to be done in tenant's rooms to be communicated to Threefold Property Group at least 1 week prior for approval. Threefold will communicate with Landlords accordingly for consent. Tenants need to detail the intended work. Any drilling or similar needs to be done only after the contractor has checked that any pipes/electricity conduits are not in the way or won't be compromised. Any re-instatement/repair costs relative to non-adherence thereto or where conduits are damaged will be for the account of the respective tenant.

b) Any intended electrical amendments and/or installations are subject to 16.a) and will require that the appointed contractor to provide the tenant with the required Certificate of Compliance per prevailing regulations and or SANS requirements, to be provided to Threefold upon completion of the work for records.

c) Any intended plumbing amendments/alterations to follow requirements per 16 a) & b).

d) Tenants need to also advise Threefold Property Group who will notify CMS of the name of the contractor, the date and time of intended attendance and work to be done so that any expected noise/disruptions are communicated to fellow tenants.

e) Tenants are reminded that per your Lease, you are to provide Threefold Property Group with an itinerary of all fixtures, fittings and appliances installed in your respective rooms.

16. Document storage

a) Each tenant to facilitate any document and/or file storage in their own rooms and/or externally with a 3rd party provider. CMS will not be responsible for storing any tenants/practitioner's documentation except for blank patient information forms.

b) Completed Patient Information Forms will be handed by receptionists to practitioners by the end of the working day or latest by the resumption of the next working day.

17. Wi-Fi/Internet Access

a) CMS to provide internet access / Wi-Fi to tenants as soon as practicable by the elected service provider. This is subject to the service provider lead times and installation times.

b) Internet access to be provided to tenants are strictly for business use only.

c) Downloading and/or streaming and/or browsing of leisure video's/content is not allowed to ensure the integrity of the access for business use by all tenants.

18. Telephony

a) CMS to provide a "landline" number for CMS to tenants, as soon as practicable by the elected service provider. This is subject to the service provider lead times and installation times.

b) Per above, CMS to provide PABX services manned by the receptionists.

c) CMS to provide "cordless" or fixed landlines hardware for use by each tenant (one unit per room).

d) The telephony service will be a VOIP service. The VOIP Service is provided at a call cost per minute (to be advised) and the tenant will be charged on a monthly basis per actual usage.

19. Fire Protection & Security

a) CMS will ensure that adequate Fire Protection and requisite signage is installed at the CMS property internally. It is recommended that tenants familiarize themselves with the location of fire extinguishers and the basic use thereof in case of a fire emergency. Note that a CO2 extinguisher will be installed near the kitchen and is the only extinguisher to be on the Inverter/Battery if same is on fire.

b) CMS has been equipped with an alarm system with sensors internally and external perimeter. CMS are currently awaiting ADT to link the alarm to them to provide monitoring and armed responses services.

c) CMS has also been equipped with a security camera system to monitor common areas and key external areas.

The security and access control is reiterated as paramount to ensure the safety of the CMS property and contents, patients, tenants, CMS staff and their respective assets.

CMS are excited about this new venture and wish all tenants blessings, success and prosperity in their respective practices as we all support each other and grow this venture together.

Contact Details: Threefold Property Group – Susan: 082 416 8965 – email: info@3fold.co.za

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