

**One Raffles Quay Pte Ltd**

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1 Raffles Quay, #19-10, South Tower

Singapore 048583



**Welcome to One Raffles Quay.**

One Raffles Quay (ORQ), Marina Bay Financial Centre (MBFC), and Marina Bay Link Mall (MBLM) form the community brand portfolio known as By The Bay.

The well-being of our tenants and occupants in One Raffles Quay as part of the By The Bay community is our top priority. These General House Rules are introduced to protect the overall interest of all tenants and occupants to maintain a high standard of environmental aesthetics and harmony for our Community.

We look forward to your cooperation and support in creating a safe and gracious environment at By The Bay.

Please contact our Fire Command Centre (ORQ at 6654 1187 / 6435 0280) if there are any queries, or if we can be of any assistance.

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**GENERAL HOUSE RULES**

**Internal Office Premise**

1. Playing of loud music is not allowed in any part of the Office Premises. The Tenant must not make or produce any noise (including but not limited to voices, music or sound produced by broadcasting from televisions, radios or any equipment or instrument capable of producing, amplifying or reproducing music or sound) or vibration or other acts in or on the Premises which may be a nuisance or annoyance to the Landlord or other occupiers.
2. Smoking is only allowed at designated areas in the Premises. The Tenant must ensure that none of its employees, contractors, agents, invitees and licensees smoke in the Office Premises, service corridors and stairways, or in the Common Property at any time.
3. Preparation and cooking of food is not allowed in the Office Premises.
4. Pyrotechnics is not allowed in the Office Premises and Portfolio Premise.

**Portfolio Premise (Common Areas)**

1. The taking of photographs or filming in the Common Areas is prohibited. For any commercial filming and/or photography, please send in your applications to [management@rqam.com.sg](mailto:management@rqam.com.sg). All applications are subject to approval.
2. E-scooter, bicycle, foldable bicycle, skateboard, roller skates are not allowed in the building. There are bicycle parking lots available in the carparks and they are on first-come-first-serve basis.
3. Charging of e-scooter or bike is not permitted in the Office Premise or Common Area.
4. Escalators and passenger elevators (including carpark lifts) must not be used for delivery of goods.
5. Birds and animals (except for guide dogs for the visibly impaired or handicapped person) are not allowed in the Building at any time.
6. The Landlord does not accept any responsibility for loss, damage or injury caused by whatever means to any person or vehicle using the car parks, loading area or access way.
7. Food delivery is permissible via passenger lifts at the discretion of the respective tenants.
8. Smoking is only allowed at designated areas in the Premises.
9. Illegal parking is prohibited along the drop off points.
10. Soliciting of goods and services, religious or political activities is strictly prohibited in the premises. Tenants are not to insert any form of flyers into the mailboxes in the building.
11. Overnight stayers are not allowed.
12. Activities that involve the gathering of people, such as flash mobs, riots and illegal gatherings are not allowed in any part of the Premises. Offenders may be handed over to the Police.
13. Gambling and betting activities are not allowed in any part of the Premises. Offenders may be handed over to the Police.

### **Emergency Contacts**

1. If you notice any suspicious person or activity in any part of the Premises, please contact our Fire Command Centre (ORQ: 6654 1187 / 6435 0280).
2. For any medical emergencies, please contact our Fire Command Centre (ORQ: 6654 1187 / 6435 0280).
3. If you spot any faults in any part of the Premises, please contact our Fire Command Centre (ORQ: 6654 1187 / 6435 0280). Alternatively, you can file a fault via the By The Bay app; launch your app and tap on the “facilities” tile at the main menu page to access the “Fault Reporting” function.
4. If you find any lost items, please hand them over to Concierge Counter (ORQ: 6654 1195 / 6654 1196).