

Annex A - TORs
RFP-24-002-MYS - Cleaning and Support Services

**TERMS OF REFERENCE FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR
CLEANING AND SUPPORT SERVICES FOR UNHCR OFFICE KUALA LUMPUR,
MALAYSIA**

1. Background and Description of UNHCR's Requirement

The office of the United Nations High Commissioner for Refugees in Malaysia, hereinafter referred to as "UNHCR" wishes to enter into a frame agreement for two (2) years period with the possibility of extension for another one (1) year with a contractor for the provision of cleaning, gardening and minor maintenance services.

2. Scope of Work and Responsibilities of UNHCR and Contractor

2.1. Scope of Work

The contractor is to provide cleaning, gardening, and support services as follows:

ALL OFFICE AREAS, HALLWAYS, STAIRS AND INTERVIEW ROOMS

No.	Particulars	Required Results	Frequency
1	Hard Floors	<ul style="list-style-type: none"> Entire floor area should have uniform shine. Be visibly cleaned with no dust, dirt, debris, spillages or scuff marks 	Daily
2	Carpeted Floors	<ul style="list-style-type: none"> Entire carpeted area should have a uniform appearance and an even colour with no stains nor watermarks 	Daily
3	Walls	<ul style="list-style-type: none"> All wall surfaces including skirting should be visibly clean with no dust, dirt, debris or cobweb Grill gates, Turnstiles, metal fencings cleaning 	Bi-weekly
4	Ceiling	<ul style="list-style-type: none"> All ceiling surfaces should be visibly clean with no dust, dirt, debris or cobweb 	Bi-weekly
5	Doors	<ul style="list-style-type: none"> All part of the door structure should be visibly clean so that all surfaces, vents, frames and jambs have no dirt, debris, adhesive tape or cobweb 	Weekly

6	Windows	<ul style="list-style-type: none"> All internal and external glazed surface should be visibly clean and 	Weekly
		smear-free with no dust, dirt, debris, adhesive tape or cobweb	
7	Curtains and Blinds	<ul style="list-style-type: none"> Curtains and blinds should be visibly clean with no dust, dirt, debris, stains or cobweb 	Weekly
8	Chairs, Tables, Lockers, Cupboards and Shelves	<ul style="list-style-type: none"> All part of the furniture and fixture should be visibly clean with no dust, dirt, debris, adhesive tape and stains. All table surface should be damp wiped, polished and sanitized. 	Daily
9	Switches, Sockets and Data Points	<ul style="list-style-type: none"> All wall fixtures, e.g. switches, sockets and data points should be visibly clean with no dust, dirt, debris, adhesive tape or cobweb. 	Daily
10	Fan, Airconditioning Units, Air Purifiers	<ul style="list-style-type: none"> All fans, air-conditioning and air purifiers units should be visibly clean with no dust, dirt, debris, adhesive tape or cobweb. Clean any foreign materials and dust from indoor and outdoor (filter, discharge grille, front panel, fan) units. Regular cleaning of indoor filters on monthly basis. 	Weekly
11	Computers, Printers, Telephone and other electrical equipment	<ul style="list-style-type: none"> The casing of electrical items and telephone should be visibly clean with no dust, dirt, debris or cobweb. All telephone handsets should be sanitized. 	Daily
12	Waste Receptacles and Paper Shredder	<ul style="list-style-type: none"> The waste receptacle and paper shredder should be visibly clean with no dust, dirt, debris, stains or spillages. Receptacles and Paper Shredder should be emptied frequently and not allowed to overflow. 	Daily

TOILET, SINKS, WASH HAND BASINS AND FIXTURES

No.	Particulars	Required Results	Frequency
1	Toilets and Bidets	<ul style="list-style-type: none"> The toilet and bidets should be visibly clean with no scum, dust, lime scale, stains, deposit or smears. 	Daily

2	Sinks	<ul style="list-style-type: none"> The sinks and wall attached dispensers should be visibly clean with no dust, dirt, lime scale, stains and spillages. Plugholes and overflow should be free from build-up. 	Daily
3	Mirrors	<ul style="list-style-type: none"> The mirrors should be visibly clean with no dust, dirt, lime scale and stains 	Daily
4	Toilet Floors	<ul style="list-style-type: none"> Entire floor should be visibly clean with no dirt, debris, lime scale and stains 	Daily
5	Signage and Fixtures	<ul style="list-style-type: none"> All signage and fixtures should be clean with no dust, dirt and stains. Light general straightening 	Daily
6	Hand Wash Containers	<ul style="list-style-type: none"> All part of the surfaces of hand soap, paper towel containers should be visibly clean with no dust dirt, and debris 	Daily
7	Supply and Replenishment	<ul style="list-style-type: none"> All consumables (i.e. garbage bag, soap, tissue roll, hand wash, sanitizer, air freshener, etc) should be replenished regularly and not allowed to be empty 	Daily

COMPOUND, PARKING AND WALKWAYS

No.	Particulars	Required Results	Frequency
1	Compound (Including other UN Agencies offices, Kitchen/Cafeteria and Reception Centre	<ul style="list-style-type: none"> Entire floor should have a uniform shine and be visibly clean with no dust, dirt, debris, spillages, dead leaves or cigarettes butts. 	Daily at regular intervals
2	Walkways and Parking	<ul style="list-style-type: none"> Entire floor should have a uniform shine and be visibly clean with no dust, dirt, debris, spillages, dead leaves or cigarettes butts. 	Daily at regular intervals
3	Drain	<ul style="list-style-type: none"> All drain surfaces should be visibly clean with no dirt, debris, spillages, fungus, dead leaves or cigarettes butts. 	Daily at regular intervals

ROOF GUTTER, DOWNPIPE AND SEWER

No.	Particulars	Required Results	Frequency
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1	Roof Gutters and Downpipes	<ul style="list-style-type: none"> Roof gutters and downpipes should be free from any litter such as cans, bottles, leaves, etc. Litter should be immediately collected and disposed. Trim any branches that are hanging over or near the roof. Report leakage and damages to roofs, gutter and downpipes. 	Once a week
2	Drainage/Sewer System (Manhole) Maintenance	<ul style="list-style-type: none"> Maintenance of storm water and waste pipes. All sanitary sewers should be flushed with high-pressure water jet pump. Catch basins and manholes to be cleaned and cleared of any blockage. 	Once a week

GARBAGE COLLECTION & DISPOSAL

No.	Particulars	Required Results	Frequency
1	Garbage Collection	<ul style="list-style-type: none"> Collection service of domestic waste with 4 units of 660L mgb (collection 	Domestic Waste: <ul style="list-style-type: none"> Four times a week
		form UNHCR refuse chamber to nearest garbage disposal site) <ul style="list-style-type: none"> Collection and disposal service of bulky waste (disposal of furniture, faulty appliances, tree branches, logs etc.) 	Bulky Waste: <ul style="list-style-type: none"> As and when required
2	Disposal	<ul style="list-style-type: none"> Manage disposal of garbage to sanitary landfill or other sites in compliance to government regulations 	Immediately after garbage collection

AD HOC

No.	Particulars	Required Results	Frequency
1	Ad hoc tasks	<ul style="list-style-type: none"> Perform other tasks such as moving furniture, equipment, loading/offloading cargo trucks and supplies; assist in distributing office items and supplies, etc. 	As required

OTHER STAFF

No.	Particulars	Scope of Work	Frequency
1	Tea Lady	<ul style="list-style-type: none"> Arrange refreshment for guests during official meeting 	As required

2	Handyman (High Priority)	<ul style="list-style-type: none"> • Carry out minor repair and maintenance work related to office fixtures, equipment and furniture • Performing minor carpentry, renovations, painting, plumbing and maintenance works etc. 	Daily
3	Supervisor (High Priority)	<ul style="list-style-type: none"> • Manage the work of all the cleaning and support staff which includes training, instructing and supervising • Ensure that they are kept in a clean and hygienic condition • Ensure all work carried out by the cleaning staff as set out in their job description are completed with 	Daily
4	Gardener (Indoor and Outdoor Plants)	<ul style="list-style-type: none"> • Soil cultivation, digging, forking, mulching, raking, weeding, edging, pruning, seed sowing, bed preparation and planting. • Watering plants and sweeping all dead leaves and clearing litter. 	Twice a month Daily

2.2. Responsibility of UNHCR:

- UNHCR Administration Unit shall have overall responsibility for the management and implementation of the Contract. UNHCR Administration Unit will appoint a Focal Point with the necessary authority and responsibility for the day-to-day management of the Terms and details of the Contract.
- UNHCR will provide a storage area for the cleaning supplies and equipment for frequent replenishment.
- UNHCR will provide the necessary security passes and access to areas necessary for the performance of the services.

2.3. Responsibilities of the Contractor:

- The contractor shall provide, at its own expense, all personnel, equipment, supplies, materials, tools, transportation and other facilities required for the performance and completion of the services set forth in the document in accordance with best commercial practice and in compliance with government health and sanitation guidelines.
- The contractor shall provide uniforms appropriate for the performance of services. Sample of the uniform are to be approved by UNHCR Administration Unit. Each staff should have at least two sets of uniform in order to maintain clean and hygienic clothing at all times.
- Safety and protective gears such as service gloves, safety glasses, face masks, footwear and headgear shall be provided by the contractor when deemed required in the performance of their tasks.
- The contractor should ensure that staff are of legal age, physically fit to perform the delegated tasks and are in good health condition. Certificate of good character, ID and certificate of good health condition from government authorities must be readily available and are valid for the duration of the staff's employment with the contractor.

3. Performance Review

3.1. Key Performance Indicator

The contractor must comply with the below Key Performance Indicators (KPIs) which will be applied to the services covered by the Contract. The KPIs and the methodology for their monitoring and measurement shall be accepted, confirmed and must be included in the bidders' offer. The following KPIs will be used by UNHCR to track and monitor the performance level. Bidders shall accept these proposed indicators for assessing their performance quality of work.

#	KPIs	Measures	Measurement Criteria	UNHCR Standard	Frequency of Measurement
1	Adherence to work schedule	The contractor to follow the agreed schedule of cleaning services	Number of failures to meet compliance	Maximum of 5 incidents within 1 year	Monthly
2	Personnel	Composition and availability of skilled personnel to carry out services and perform respective tasks	Number of complaints received by UNHCR	Maximum of 5 incidents within 1 year	Daily
3	Compliance with Health and Safety regulations	Contractor shall ensure compliance with Health and Safety Regulations by providing his personnel with uniforms	Monitoring the compliance with Health and Safety regulations	Maximum of 2 incidents within 1 year	Quarterly
		and PPE to execute the services including regular covid-19 testing.			
4	Tools and Equipment	Contractor shall ensure that all tools and equipment are provided such as brooms, mops, pressure washers, leaf blowers etc.	Compliance with the list of tools and equipment necessary to perform the services	Maximum of 3 incidents within 1 year	Monthly

3.2. Implications of non-compliance with KPIs:

The Contractor shall perform within the above indicated KPIs. If any service does not conform to the requirements of the contract, UNHCR shall have the following options to be exercised in its sole discretion:

- If UNHCR determines that the improper performance can be remedied by way of reperformance or other corrective measures by the Contractor, UNHCR may request the Contractor in writing to take, at no cost to UNHCR, the measures necessary to reperform or take other appropriate actions to remedy the improperly performed service within the period determined by UNHCR in its sole discretion,
- If the Contractor does not promptly take corrective measures or if UNHCR reasonably determines that the Contractor is unable to remedy the improper

performance in a timely manner, UNHCR may obtain the assistance of other entities or persons and have corrective measures taken at the cost and expense of the Contractor.

- c. If UNHCR determines, in its sole discretion, that improper performance cannot be remedied by reperformance or other corrective measures by the Contractor, UNHCR may terminate the contract.

Failure to perform in accordance with the requirement shall be reflected in the performance evaluation. If at any time during performance of the contract, the Contractor encounters conditions, for which UNHCR bears no responsibility, impeding timely delivery of services, the Contractor shall promptly notify the UNHCR Administration Unit in writing of the incident of the delay, its likely duration and its causes. As soon as practicable after receipt of the Contractor's notice, UNHCR Administration Unit shall evaluate the situation. In such an event, the Contractor shall work additional time beyond stipulated working hours as also Weekends and Holidays to achieve the completion of the task.

3.3. Quality Assurance

UNHCR Administration Unit designated Focal Point shall monitor and inspect the Contractor's performance and take appropriate actions to ensure that deficiencies are rectified. Work will be evaluated based scope and area of work. Regular inspections will be made once or twice a month, and random checks will also be made. The findings will be communicated to the Supervisor (Contractor).

Furthermore, the UNHCR Public Health Officer will also inspect for compliance with sanitation standards. This will be done on an ad hoc basis and the findings will be made available to the contractor and discrepancies will be dealt with in accordance with the relevant conditions set out in the contract. The Supervisor (Contractor) shall be required to meet regularly with the designated UNHCR Administration Unit Focal Point during the implementation of the contract.

3.4. Deductions

The Contractor shall be responsible for any damage caused by its personnel to buildings, properties, installation, furniture, or other occupant of UNHCR property during the delivery of the services. Any incidental damages caused by the Contractor's personnel shall be repaired or replaced at the Contractor's expense.

If the Contractor has implemented any service with imperfect or unqualified personnel or with materials other than those made available to it, or otherwise not in accordance with the specification, the Contractor shall bear the rectification cost.

4. Safety and Security

- 4.1. The Contractor must undertake all possible steps within its reasonable control to ensure that none of its proposed personnel has a criminal record. Any personnel not security cleared or following a background check by the Contractor or by UNHCR is found to be inappropriate, is to be immediately replaced at no additional cost to UNHCR. The Contractor's personnel must comply with and adhere to UNHCR's Security regulations and measures. No Personnel with police record other than minor traffic violations will be allowed to assume duties under the contract.

- 4.2.** UNHCR shall not be responsible for any injury, damages or eventual losses to the Contractor's personnel whilst performing services under the contract and the Contractor shall relieve UNHCR for any liability because of such injury, damage or loss to the Contractor's service personnel.
- 4.3.** No person will be allowed to stay in UNHCR premises after normal working hours without prior written permission from UNHCR Administration Unit. No loitering shall be tolerated by UNHCR.
- 4.4.** The Contractor's Supervisor and Personnel shall always wear identification badges while on UNHCR premises. The contractor shall design and share a sample of the badge with UNHCR for approval before production and distribution to personnel. The Contractor shall be responsible for obtaining access to UNHCR premises as required for all Contractor personnel authorized to work at the premises. Any UNHCR furnished identification shall be returned to UNHCR when the employee no longer works for the Contractor. The Contractor's Supervisor and Personnel shall always wear a face mask and gloves while performing duties on UNHCR premises.
- 4.5.** In cases where the Contractor's personnel find a lost item within UNHCR premises, the same must be immediately handed over to UNHCR Administration Unit.
- 4.6.** The Contractor's Personnel must adhere to the United Nations' core values and shall respect the local laws and customs. In case a Contractor's Personnel is found guilty of any misconduct, UNHCR may at any time request in writing, the withdrawal or replacement of such personnel and such request shall not be unreasonably refused by the Contractor. Any of the Contractor's personnel assigned to perform obligations under the Contract shall not be withdrawn or replaced without the prior written consent of UNHCR, which shall not be unreasonably withheld. The withdrawal or replacement of the Contractor's personnel shall be carried out as quickly as possible and in a manner that will not adversely affect the performance of obligations under the Contract.
- 4.7.** Labor disputes shall not be regarded as a force majeure. The Contractor will remain fully responsible for implementation of the services regardless of any labor disputes which shall fall under the jurisprudence of local tribunal/labor office.
- 4.8.** The Contractor is responsible for providing own medical cover and evacuation for its personnel and shall make outside arrangements for ambulance service and for the treatment of industrial injuries. The Contractor shall always maintain first aid kits for his personnel. The Contractor should ensure regular screening is done for all the cleaning and support staff to contain any possible spread of COVID-19 virus.
- 4.9.** The contractor shall ensure that all its personnel are to be personally insured against injuries as well as accidents or incidents while on UNHCR premises. The contractor shall hold and provide proof of valid liability insurance during the whole period of the contract.
- 4.10.** The Contractor shall be responsible for the transportation of its personnel to/ and from work location.
- 4.11.** The Contractor shall maintain a written record of works performed and shall report to the UNHCR Administration Unit of any defects or deficiencies of the UNHCR premises or equipment and the need for repair and/or maintenance thereof. Negligent use, damage or

destruction of any UNHCR property by any of the Contractor's personnel shall be repaired or replaced at the Contractor's expense. UNHCR will accept no liability or claim for loss or damage to the Contractor's equipment or supplies, or personal property of the Contractor's personnel.

- 4.12.** The Contractor will deliver an incident report to the UNHCR Administration Unit, identifying any security incident, accidents or events resulting in any injury to any personnel, any significant loss or damage to UNHCR-owned premises, equipment, assets or property within twenty-four (24) hours of the incident

5. Emergency or Special Events Services:

- 5.1.** Upon notification, the Contractor's personnel shall perform emergency or special event cleaning services required any building, area, or room covered under this contract. UNHCR Administration Unit shall order cleaning services in writing for the appropriate and required work task(s).
- 5.2.** Contractor shall begin emergency work as determined by UNHCR Administration Unit or Focal Point which may be verbal. The UNHCR Administration Unit or Focal Point will notify the Contractor as soon as a special event requirement is known, but not less than 24 hours prior to the event. Completion schedule shall be determined for each request. The Contractor shall restore the site to meet or exceed original site conditions.

6. Staffing & Working Hours

The required working hours for the cleaning and support services at UNHCR premises in Kuala Lumpur, UNHCR is from Monday to Friday 7:00 – 16:00 Hrs.

7. Required Supplies, Tools, Equipment and Transportation

- 7.1.** The contractor shall at its own expense provide the following heavy-duty machinery:

Steam Cleaning Machinery Scrubbing / Stripping Machine

Ultra-High Speed Burnisher Wet & Dry Vacuum High Pressure Jet Cleaner

Air Blower and other cleaning equipment like Mops, Nylon Brush, Brooms, Buckets, Floor Squeegee, Ceiling Mop, Microfibre cloths, Safety Signs etc. that cleaning staff requires in the performance and completion of their services set forth in Section 2.1 and should be replenished after useful lifespan is over.

8. Consumable Supplies

The contractor shall provide the following hygiene supplies and ensure that items are replenished in a timely manner. The quantities are estimated at per month usage when the total number staff are present in the office premises. The current requirement is low due to the ongoing pandemic, most of the staff are working from home, below estimate is based on the full presence of staff. UNHCR does not commit to purchase a minimum quantity of consumables and the requirement may vary on the actual need. Bidders are requested to take note of this and quote accordingly, payment for consumable supplies will be done on actual usage and on monthly basis.

Item	Estimated Quantity	Locations	Recommended Brands
Tissue Roll	900 Tissue Rolls per month usage (260 staff and 60 Support staff presence)	<ul style="list-style-type: none"> -Main Building: 5 Toilets -New Building: 11 Toilets -Reception Centre: 21 Toilets -RSC: 12 Toilets -IOM Med & Op/ICMC: 2 Toilets -DSU/RSD Office: 9 Toilets -Filing 2: 2 Toilets -Guard House: 1 Toilet 	100% Virgin pulp; 2-ply, at least 200 sheets per roll; White; Easy to tear from the roll; Non-embossed; Made from certified and responsible sources (ISO 9001, FSC etc)
Liquid Soap	60 Litres of Liquid Soap usage per month (260 staff and 60 Support staff presence)	<ul style="list-style-type: none"> -Main Building: 5 Toilets -New Building: 11 Toilets -Reception Centre: 21 Toilets, 2 Refugee Surau (Prayer) rooms, 1 Breastfeeding room -RSC: 12 Toilets -IOM Med & Op/ICMC: 2 Toilets -DSU/RSD office: 9 Toilets -Filing 2: 2 Toilets -Guard House: 1 Toilet -Surau (staff prayer room): 2 soap dispensers -Staff Pantry: 2 soap dispensers -Cafeteria: 3 soap dispensers 	Hypoallergenic; Alcohol-free; Contains moisturising ingredient; Germicidal or Antibacterial; No harmful chemicals; Light and pleasant scent
Hand Sanitizer	40 Litres of Hand Sanitizer usage per month (260 staff and 60 Support staff presence)	<ul style="list-style-type: none"> -34 Stand dispensers (1L) -21 wall mounted dispensers (1L) 	Contains at least 70% of ethanol or isopropyl alcohol/isopropanol (rubbing alcohol); Mild on skin – WHO approved
Paper Towel	100 packets usage per	<ul style="list-style-type: none"> -Main Building: 5 Toilets -New Building: 11 Toilets 	M Fold; 2-ply; Sheet Size: 20cm x 20cm; 100% Virgin

	month (260 staff and 60 Support staff presence)	-Reception Centre: 21 Toilets, 2 Refugee Surau (Prayer) rooms, 1 Breastfeeding room -RSC: 12 Toilets -IOM Med & Op/ICMC: 2 Toilets -DSU/RSD office: 9 Toilets -Filing 2: 2 Toilets -Guard House: 1 Toilet -Surau (staff prayer room): 2 soap dispensers -Staff Pantry: 2 soap dispensers -Cafeteria: 3 soap dispensers <i>(1 packet= 250 sheets)</i>	Pulp paper; 250 sheets/pack; White; Made from certified and responsible sources (ISO 9001, FSC etc)
Jumbo Roll	30 rolls usage per month (260 staff and 60 Support staff presence)	-Reception Centre: 3 units -New Building: 1 unit -RSC: 4 units	Jumbo Roll Tissue (100% Virgin Pulp, 2 ply, Size: 250 Meter per roll, White, Easy to tear from the roll; Nonembossed, Made from certified and responsible sources (ISO 9001, FSC etc)
All cleaning detergents (Multipurpose cleaner, Disinfectant cleaner, Bleaching, Floor cleaner, Mildew cleaner, Degreaser, Descaler etc.)	20 Litres usage per month	Entire Office Premises (internal & external areas)	<ul style="list-style-type: none"> • Mild pH/ Neutral pH • Safe ingredients • Made from non-toxic products/ No harmful chemicals • No skin irritation • Light and pleasant scent
Garbage bag (for light, medium and heavy-duty usage)	150 bags usage per month	Entire Office Premises (internal & external areas)	<ul style="list-style-type: none"> • 100% virgin materials • 100% recyclable • Safe to use • Eco-friendly • Solid quality • Waterproof • High tear resistant/ High load capacity/ Strong and Durable

9. Required Number of Personnel (number of staff may vary, depending on operational needs).

No.	Title	Unit
1	Supervisor	1
2	Handyman	1
3	Tea Lady	1
4	Gardener	2
5	Cleaners/Sweepers	25

10. of UNHCR Premises

Description of Building	Size	Additional information
Main Building (Main Office) including Cafeteria, Staff Pantry		
A compound (outdoor/indoor)	5,460Sqft	
Parking area	4.5M X 2.4M	
Green area	4.5M X 1.5M	
Toilets/bathrooms	2.2M X 2.2M	
New Building		
A compound (outdoor/indoor)	5,904Sqft	
Parking area	47M X 11.7M	
Green area	No green area	
Toilets/bathrooms	3M X 2.5M	
RSD Office (under construction)		
A compound (outdoor/indoor)	4,800Sqft	
Parking area	No parking area	Timberdeck on the outside
Green area	2.5M X 2M	
Toilets/bathrooms	2M X 1.5M	
DSU Office (under construction)		
A compound (outdoor/indoor)	4,800Sqft	
Parking area	No parking area	
Green area	1M X 1M	
Toilets/bathrooms	4M X 2M	
Main Filing Room		

A compound (outdoor/indoor)	1,303Sqft	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	NIL	
Kitchen & Storeroom		
Building Area	327Sqft	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	NIL	
Main Guard House		
Building Area	350Sqft	
Parking area	4M x 2M	
Green area	No green area	
Toilets/bathrooms	2M X 2M	
Cabin #1 Cleaner Supervisor Room, Staff prayer rooms (Male & Female)		

A compound (outdoor/indoor)	228Sqft	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	NIL	
Cabin #2 DSU Interview Room		
A compound (outdoor/indoor)	1,101Sqft	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	NIL	
Cabin #3 New Interview Cabin (formerly known as OPI Interview Cabin)		
A compound (outdoor/indoor)	479Sqft	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	NIL	
Cabin #4 Filing Room 2		
A compound (outdoor/indoor)	391Sqft	
Parking area	No parking area	

Green area	No green area	
Toilets/bathrooms	2M X 2M	
Cabin #5 IOM Operation Room, IOM Medical Room, ICMC Office		
A compound (outdoor/indoor)	1,173Sqft	ICMC office is on 1/F above IOM operation room.
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	2M X 2M	
Cabin #6 RSC Area (3 floors)		
A compound (outdoor/indoor)	1000Sqft	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	2M X 2M	
New Reception Centre		
A compound (outdoor/indoor)	2745sqft	Upper floor: 1845sqft; ground floor: 900sqft
Parking area	No parking area	
Green area	Yes indoor landscape	
Toilets/bathrooms	4M X 4M	
Refuse Chamber		
A compound (outdoor/indoor)	5M X 2M	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	NIL	
Water Pump Room		
A compound (outdoor/indoor)	2M X 2M	
Parking area	No parking area	
Green area	No green area	
Toilets/bathrooms	NIL	
Smoking Area & Gen Set		
A compound (outdoor/indoor)	4M X 3M	
Parking area	No parking area	
Green area	No green area	

Toilets/bathrooms	NIL	
Car Parking Area		
A compound (outdoor/indoor)	2000sqft	
Green area	Yes outdoor landscape	
Toilets/bathrooms	NIL	

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