



SIGNATURE
FACILITY MANAGEMENT



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I. Company Overview

- **Signature Facility Management** (“Signature”), a sister company of **Capstone Investment Group SAL**, provides its clients with exclusive Maintenance and Property Management services expected of high-end sophisticated towers and buildings.
- **Signature** has a team of highly-skilled professionals who ensure our properties are operating in the most efficient and cost-effective manner.
- Quick responses, thoughtful decisions and attention to detail, along with strong working relationships with tenants and vendors, help make our buildings exceptional.
- **Signature** aims to go above and beyond the call-of-duty by providing hassle-free experience to our clients through first-class services 24/7.



Section II: Property Management Services



II. Property Management Services

- Signature Property Management Services involve day-to-day activities with hands-on attention.
- Signature has assigned one **Supervisor** to Trabaud 1804 to ensure that the Tower is operating as it should on a daily basis and to the residents' satisfaction.
- The Supervisor plans and manages Trabaud 1804 central services to ensure that:
 - a. Concierge and Reception staff are always trained and ready to assist residents' requests 24/7
 - b. Security and Control Room personnel are following the required security procedures
 - c. Cleaning services are carried out regularly and are satisfactory
 - d. Waste disposal (and recycling) process is being followed properly
 - e. Pest control vendor is carrying out regular visits to ensure a clean environment
 - f. Landscaping personnel are maintaining the greenery in the common areas of the Tower
 - g. Parking rules and regulations are being followed properly as to not cause any disturbance
 - h. And in coordination with Signature's Operations team, manage approved vendors and suppliers, including fuel for generators, after obtaining the approval of the President of the Committee.



II. Property Management Services (Cont.)

- Signature's **Operation Team** is centrally located in Achrafieh allowing us to keep a close eye on Trabaud 1804.
- Our Operations Team is always on call to:
 - a. Deal with emergency issues that arise 24/7
 - b. Handle requests/complaints from residents
 - c. Assist residents when moving into their apartments (deep cleaning services, help with boxes delivery, changing locks, hanging of paintings and acquaintance with all the facilities in the Tower)
 - d. Assist residents in completing works inside their apartments and ensuring common areas are well protected.



II. Property Management Services (Cont.)

- Signature provides proper **Accounting and Financial Management** to ensure fully compliant processes.
- Our Finance Team manages accounting, budget and cash flow, such as:
 - a. Develop and track yearly budgets as approved by the general assembly and allocate shares to co-owners
 - b. Manage collections from residents and deposit activity, and provide comprehensive services regarding the collection on delinquent accounts (through legal measures)
 - c. Manage cash flow and ensure adequate working capital (accounts receivables vs. accounts payables)
 - d. Ensure timely payment of vendors, suppliers and Trabaud 1804 staff
 - e. Ensure the proper processing of invoices and implementation of the right approval controls
 - f. Reconcile bank accounts, vendor statements and explain any variances in expenditures versus the approved budget
 - g. Generate and present regular reports and reviews of year-to-date budgets, finances, contracts, receivables, expenditures and purchases
 - h. Present financial statements at the general assembly reviewed and signed by an independent auditing company
 - i. Offer insurance consultancy services to provide the Tower with the best coverage possible at all times



II. Property Management Services (Cont.)

- Signature follows a **transparent process when selecting vendors/suppliers**
- We follow a transparent tender process to select a vendor and work with the Committee's President to select the best offer available. The selection process entails the following:
 - a. Obtain quotes from at least 3 vendors and suppliers
 - b. Calculate and compare costs to maximize cost-effectiveness
 - c. Negotiate contracts to optimize delivery and cost-saving
 - d. Present service contracts for President's final approval and signature
 - e. Manage and review service contracts to ensure the Tower's needs are being met and that these contracts are fulfilled



II. Property Management Services (Cont.)

- Signature manages all **Legal Aspects** of the Tower to ensure compliance with local laws. Together with Signature's lawyer, our team:
 - a. Assists in hosting yearly general assemblies and ensure proper administration of legal documents
 - i. Agenda preparation
 - ii. Invitation to annual general assemblies
 - iii. Distribution of legalized meeting minutes to attendees and absentees
 - b. Follows up on the resolutions taken during the assembly and ensure correct execution
 - c. Consults with the lawyer if any conflicts arise – in coordination with association President – in case a tenant is not complying with the bylaws or not paying his association fees.
- Signature's strong relationships with local authorities - whether with local police, Beirut Municipality, EDL or Beirut Water – help keep the workflow at the Tower uninterrupted.



II. Property Management Services (Cont.)

- Property Management involves day-to-day activities as well as **long-term strategic planning**. As such, Signature helps Trabaud 1804 create long-term strategic plans, such as:
 - a. Plan for future expenditures in line with strategic committee objectives (example: new gym)
 - b. Develop and implement cost reduction initiatives
 - c. Advise on and monitor energy efficiency and proposed cost-saving plans



Section III: Maintenance Services



III. Maintenance Services

- **Maintenance of Mechanical, Electrical and Plumbing (MEP) systems** in common areas is of utmost importance for preserving the long-term value of the Tower and keeping residents satisfied.
- Signature has assigned one **Engineer and one Foreman** to Trabaud 1804 to ensure that the complex MEP systems are maintained properly (Refer to Section IV for further explanation).
- Signature leverages the expertise of Capstone that it has developed over years of being one of Beirut's leading real estate developers. This type of expertise often creates savings that can then be passed along to the tenants, and are ideal for helping to manage costs.
- Our Maintenance team is on call so you don't have to be. In addition to our experienced personnel, we've established a reliable network of experienced tradespeople who handle any issues, big or small, whenever they arise. **We always plan ahead for any necessary replacements and repairs as part of our Preventive Maintenance.**



III. Maintenance Services (Cont.)

Maintenance work comprise of Preventive Maintenance, Repair Work & Service Inspections:

- **Preventive Maintenance** is carried through periodic inspections to ensure the smooth running of equipment and systems, take record of their run-time and determine their life expectancy and recommend recovery measures to extend their life.

Also inspections are done for the common areas and facades of the building to check the status of the finishes and installations. Theses inspections are done by Signature maintenance team with the specialized service providers where applicable.

- **Repair Work** to fix any damage or malfunction in the equipment and/or systems, as reported through emergency hotline, system failures or discovered during periodic inspections.
- **Service Inspections** by specialized service providers and supervised and called for by Signature team for topping up the consumables or changing consumable parts/material periodically, etc.



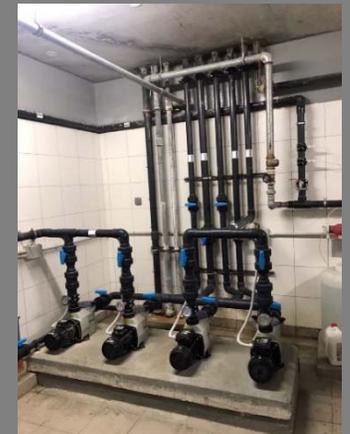
III. Maintenance Services (Cont.)

The Maintenance team ensures that:

- I. Reports are issued for every inspection describing the intervention, determining when next intervention is required (if applicable).
- II. Invoices for parts, consumables and special inspections are reviewed and verified by the Signature team before sending it to the President for payment.
- III. The Signature team ensure that the equipment/systems are tested after repairs for proper functioning and completion of the inspection/repair visit objectives.
- IV. Similar services can be offered to the tenants for the MEP equipment inside their apartment, at an agreed upon fee.



Section IV: Trabaud 1804 Specifications & Requirements



IV. Trabaud 1804 – Tower Technical Specifications

Trabaud 1804 is a Tower with sophisticated MEP systems that require constant monitoring. As such, the Signature team is always conducting inspections and maintenance, as well as supervising the work of subcontractors to ensure the following systems, among others, are functioning as intended:

- I. **Passenger and Service Elevators:**
 - a. 4 elevators from Mitsubishi
 - b. High speed of 2.5 m/sec and large capacity of 825Kg per elevator
 - c. Passenger cabin interior is high-end finishing of stainless steel and granite floor tiles
- II. **Electricity Generators:**
 - a. 2 generators from Volvo with capacity of 350Kva and 500 Kva
 - b. Heavy duty diesel engines with digital interface. Automatic and manual start option.
- III. **Boilers:**
 - a. 3 boilers from De Dietrich – France (GT 430)
 - b. High combustion efficiency fitted with an oil burner. Maximum operating temperature of 90 degrees Celsius.
- IV. **Building Management System:**
 - a. Computer-based system by SIEMENS that controls and monitors most of the mechanical and electrical equipment including: ventilation system in basements, lifts, fire pumps, pressure system, power loss, booster pumps, boilers, flow switches, fuel pump, soft water pump and raw water pump.
- V. **Water Treatment System:**
 - a. Complete water treatment plant.
- VI. **HVAC:**
 - a. AC Systems Daikin in Lobby
 - b. Ventilation fans and smoke extractors in basements
- VII. **Fire Fighting System:**
 - a. Fire alarm by SIMPLEX that will go off in case of fire and display in Control Room. In addition, the system includes sprinklers in basements and lift lobbies, fire extinguishers and fire hose cabinets in staircase lobbies and fire suppression CO2 system in high risk areas.
- VIII. **CCTV System:**
 - a. CCTV system for building surveillance and imaging applications. 22 color cameras located in basements, GF and building parameters. Monitored from Control Room.
- VIII. **Videophone System:**
 - a. Videophone entry panels with one push button and camera installed outside near gates and at main lobby door. Units installed in each apartment for monitor viewing, voice communications and door lock release.
- IX. **Sliding and Garage Doors Systems:**
 - a. 1 rolling shutter at ramp and 2 galvanized sliding gates for drop-off zone and 1 pedestrian gate. All gates are controlled by using remote control or videophone.



IV. Trabaud 1804 – Tower Technical Specifications (Cont.)

Trabaud 1804 is a Tower with sophisticated MEP systems that require constant monitoring. As such, the Signature team is always conducting inspections and maintenance, as well as supervising the work of subcontractors to ensure the following systems, among others, are functioning as intended:

X. Other Systems:

- a. Booster pumps to push domestic water from the water tanks at basements to apartments
- b. Ventilation Fans at basements to extract toxic air & humidity from basements & replace with Fresh air
- c. Fuel tanks & fuel pumps to feed the Generators & fuel boilers
- d. SMATV system to distribute cable TV to apartments
- e. UPS for videophone & SMATV systems
- f. Automatic Irrigation system at ground floor and all flower beds in the apartments
- g. Lighting System to protect the Tower from lightning bolts
- h. Emergency lighting & motion sensors for all lights in basements
- i. Water well providing full demand of water for the Tower
- j. Water feature at ground floor



IV. Trabaud 1804 – Tower Soft Services Requirements

- Trabaud 1804 is a large tower that requires constant servicing. As well, the Signature team ensures that these soft services are conducted regularly and in the utmost professional manner:
 - I. **Concierge Services:**
 - a. Responsible for reception area and available to assist tenants and their visitors
 - b. 24/7
 - II. **Security Services:**
 - a. Responsible to ensure the safety of the Tower and its tenants
 - b. 24/7
 - III. **Cleaning Services:**
 - a. Responsible to perform general clean-up of all common areas of the Tower on a regular basis
 - a. 6 days per week
 - IV. **Building Insurance Policy:**
 - a. Insurance for the common area offering complete coverage
 - b. Property All Risks (LM7), Workmen’s Compensation and Third-Party Liability
 - V. **Pest Control:**
 - a. Design, implement and maintain an Integrated Pest Management program
 - b. 2 visits per year + unlimited on-call visits when requested
 - VI. **Landscaping:**
 - a. Ensure that the green and landscaped areas are well maintained
 - b. 6 days per week



Section V: Responsibility Matrix and Reports



V. Responsibility Matrix

Signature acts as a trusted partner to assist the tenants with the management of Trabaud 1804

<i>Function</i>	<i>General Assembly and/or President</i>	<i>Signature Facility Management</i>
Policies & Procedures	Sets, approves, delegates	Provides recommendations, implements
Bylaws & Rules	Sets, approves	Provides recommendations, enforces
Budget	Identifies wishes, reviews, approves	Prepares, reviews with General Assembly, provides recommendations, sends to tenants once approved
Maintenance & Repairs, Contracts, Insurance	Approves	Obtains quotes, prepares analysis, provides recommendations, implements President's decisions, monitors performance, reports when necessary
General Assembly	Calls, chairs, sets agenda, conducts, determines matters to be voted on, proposes items	Arranges location, sends notices, assists in legal administration
Emergencies	Obtains report, makes decisions as required	Takes immediate action, reports to President
Financial Reporting	Approves	Prepares regular financial statements, distributes



V. Communication and Reporting

Signature aims to maintain strong communication with Trabaud 1804 by providing the following reports:

<i>Report</i>	<i>Description</i>	<i>Frequency</i>
General Assembly Meeting Minutes	Agenda, decisions	Once a year
Budget	Item by item expected expenditure	Once a year
Financial Statements	Variance analysis (real expenses vs. budget), collection and receivables update, accounts payables, cash balance	Semi-annual
Inspection Reports	Internal and third party reports detailing measures taken	Quarterly
Maintenance and Assessment Reports	Status of equipment, consumption and life-cycle, recommended measures to be taken, and next scheduled inspection	As required



V. Sample Inspection Reports

Inspection Report

Tower:



Inspection Date:

Location	Type	Status	Comment
Entrance	General Facade		
	Cleaning		
	Lighting		
	Painting		
	Tiles		
	Doors		
	Desk		
	Sensors		
	Smell		
	Water leak		
Glass			
Elevators	Cleaning		
	Lighting		
	Mirrors		
	Doors		
	Sensors		
	Buttons		
	Noise		
	Smell		
	Pit		
Stairs & Floor Lobbies	Cleaning		
	Lighting		
	Painting		
	Sensors		
	Doors		
	Garbage		
	Lift Doors		
	Rails		
	Signage		
	Emergency		
Lights			
Tiles			
Parking Basements	Gates		
	Duct cleaning		
	Floor cleaning		
	Lighting		
	Sensors		
	Ventilation		
	Mirrors		
	Water leak		
	Labels		
	Signage		
Emergency			
Water Tanks			
Roof	Floor drains		
	Secure door		
	Insulation		
	Satellite		
	Earthing		
Technical & Other Rooms	Generator Room		
	Elevators Room		
	Pump/Softner		
	Meter/Elec room		
	Concierge Room		
	Server Room		
Control Room			

Specific Comments



V. Sample Inspection Reports (Cont.)

Inspection Report

Tower:

Inspection Date:



Consumables Readings			
Generators			
Gen 1			hrs
Gen 2			hrs

Water Tanks		
Treated		m3
Untreated		m3
Order Water? / Quantity		
Liters		

Spare Parts		
Location	Description	Qty.

Inspection Done by	
Supervisor	
Date	

Fuel Tanks			
T 1			Liters
T 2			Liters
T 3			Liters
Daily Tank			Liters
Order Fuel? / Quantity			
			Liters

Third-Party Contractors		
System	Date	Contractor
Generators		
Elevators		
Boilers		
Pest cont.		
Fire Alarm		
Fire Fight.		
UPS		
Pumps		
BMS		
CCTV		
Intercom		
Landscape		
Sliding Doors		

DETERMINING THE PROPER MAINTENANCE



V. Sample Inspection Reports (Cont.)

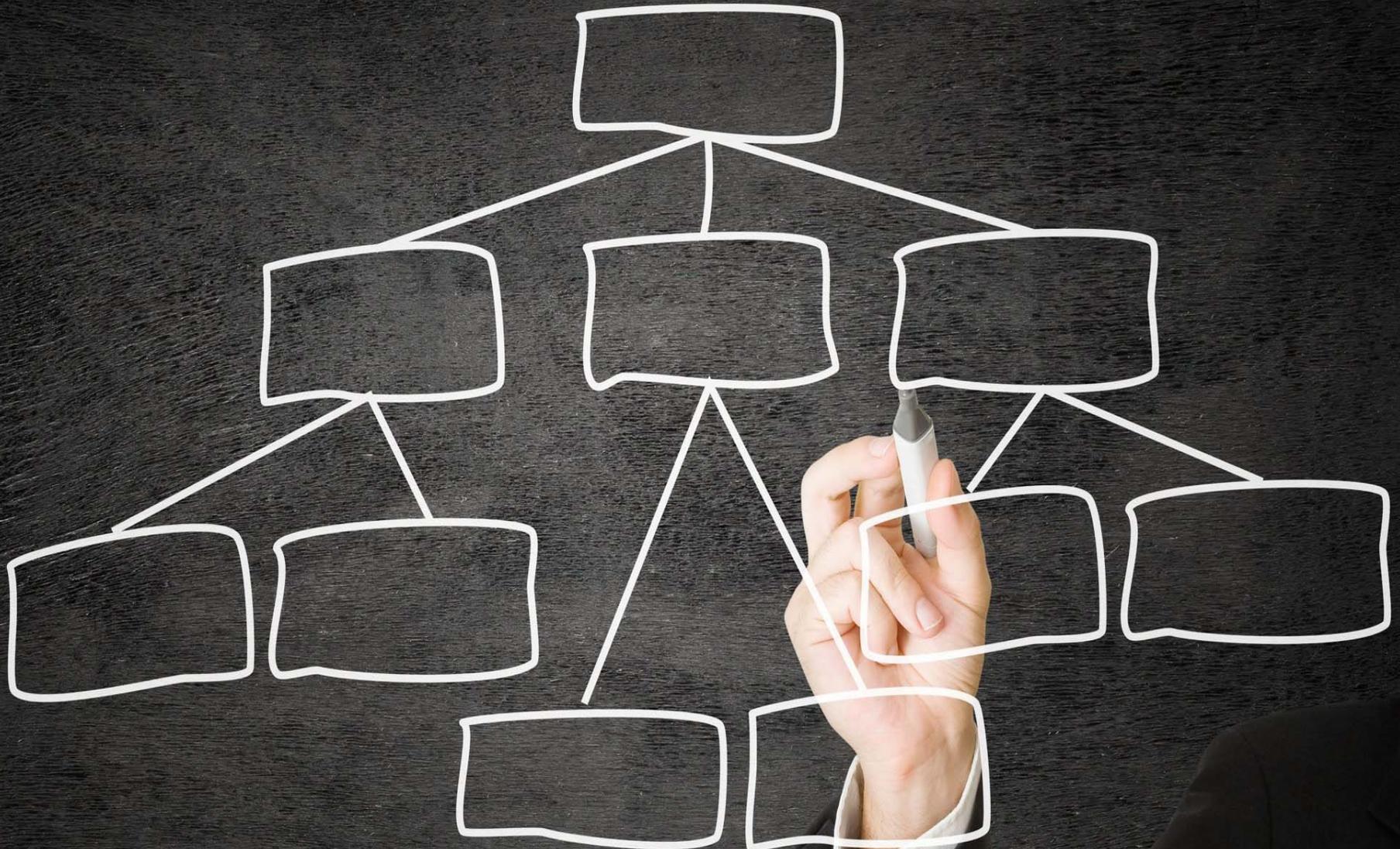


Follow up Sheet - Operations

Date	Project	Request type	Request	Requested by	Person to contact		Action Taken		Status		Comments
					Name	Nb	Action	Date	Done	Date	
20-Mar-18	Trabaud	Cleaning	Certain tiles in lobby have stains	Supervisor	Abdo		The cleaning was done by personnel	21-Mar-18	Yes	21-Mar-18	



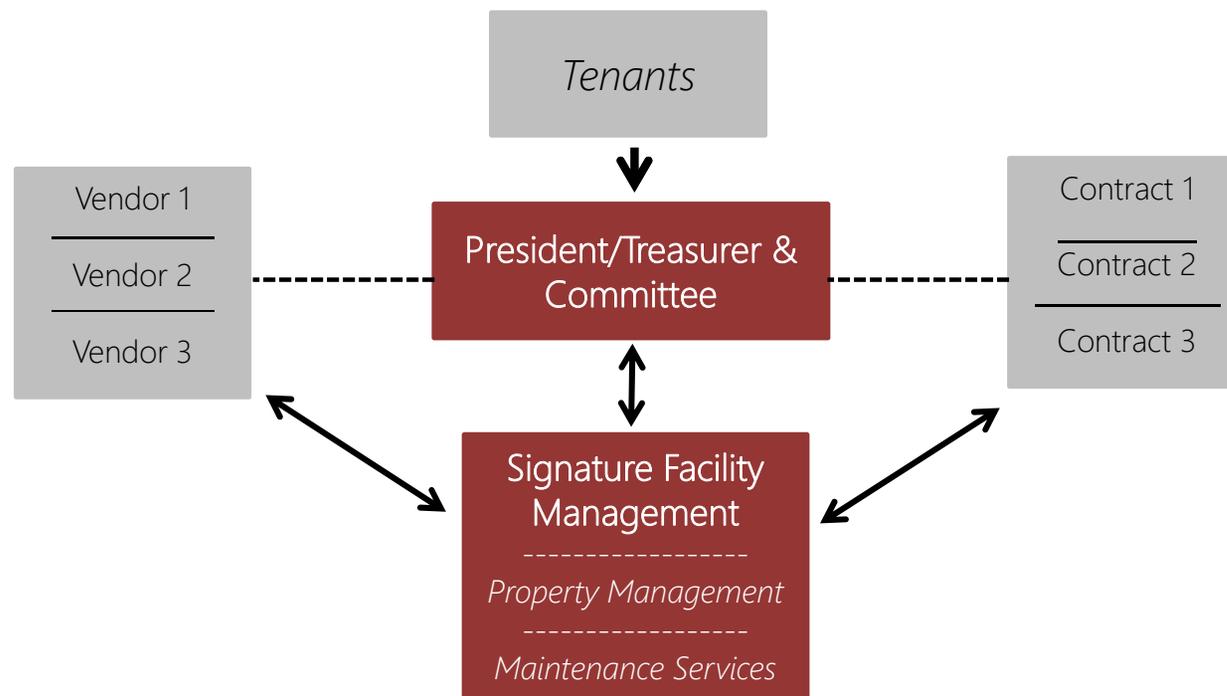
Section VI: Organizational Charts



VI. Trabaud 1804 Organizational Chart

The President of the Committee, the Treasurer and the Committee Members will be responsible for all decision-making at Trabaud 1804. They will retain overall responsibility for approving budgets (to be presented to the general assemblies) and for selecting vendors/suppliers.

Among other things, the President and/or the Treasurer will sign all checks and payments orders and approve all payments to be disbursed.



Section VII: Rental Management



VII. Rental Management Services

Signature can take the worry and stress out of renting your apartment by fully representing the owner...

- I. Market the property for rent:
 - a. Prepare home for rent
 - b. Create ads tailored to the property and advertising medium
 - c. Meet prospective tenants for showings throughout the week and weekend
- II. Tenant Screening and Selection:
 - a. Grade tenant according to pre-defined tenant criteria
- III. Tenant Move In:
 - a. Draw up rental agreements
 - b. Confirm move in date with tenant
 - c. Review lease guidelines with tenant regarding things like rental payment terms and required property maintenance
 - d. Ensure all agreements have been properly executed at the Municipality and MOF
 - e. Perform detailed move in inspection with tenant and have tenants sign a report verifying the condition of the property prior to move-in
 - f. Collect first year rent
- IV. Rent collection:
 - a. Receiving rent
 - b. Hunting down late payments
 - c. Enforcing late fees



VII. Rental Management Services (Cont.)

V. Legal:

- a. Advise in the event of a legal dispute or litigation
- b. Refer owner to a qualified attorney when necessary

VI. Inspections:

- a. Perform periodic inspections on a predefined schedule looking for repair needs (Through facility team)
- b. Send owner periodic reports on the condition of the property

VII. Maintenance, Repairs, and Remodeling, such as:

- a. Provide and oversee an in-house maintenance crew (Facility team)
- b. Establish a preventative maintenance policy to identify and deal with repair needs
- c. Maintain a 24 hour emergency repair hot-line
- d. Larger renovation or rehab projects
 - i. Provide recommendations on how the project can maximize rental income
 - ii. Prepare preliminary cost estimates
 - iii. Get multiple independent bids for the work
 - iv. Act as general contractor overseeing the work

VIII. Tenant Move Out:

- a. Inspect unit and fill out a report on the property's condition when the client moves out
- b. Provide tenant with a copy as well as estimated damages
- c. Clean unit and perform and needed repairs or upgrades
- d. Re-key the locks
- e. Put the property back on the market for rent



Section VIII: The Team



VIII. The Team

Elie Banna
General Manager



Mr. Banna has over 25 years experience managing high-end buildings with diverse systems and equipment in Achrafieh. He has great problem-solving skills and decisiveness to develop effective repair solutions, reducing man-hours and improving efficiency. He has a friendly manner and ability to communicate well with customers and other technicians and is dedicated to high quality of work and customer satisfaction. Mr. Banna holds a degree in Architecture from the Lebanese University.

Ahmad Daoud
Supervisor



Mr. Daoud has over 12 years experience in the construction industry working as Foreman where his extensive skills and knowledge were put to use in making the construction process more efficient and faster. Mr. Daoud was involved in the construction of several towers in Beirut.

Wissam Maalouf, CPA, CFA
Director of Finance



Mr. Maalouf is a senior level executive with extensive hands-on corporate experience in Lebanon and the U.S. and track record of successful accomplishments in managing finances of companies and working in coordination with all stakeholders to achieve desired results. This includes financial planning and overseeing its implementation, managing financial risks, monitoring cash flows, and financial record keeping.

Micheline Nassif
Operations Executive



Mrs. Nassif is a goal-oriented professional with extensive experience in setting up and coordinating operations and procedures in order to ensure organizational effectiveness and efficiency. Mrs. Nassif has over 3 years hands-on experience at MMG where she was responsible for coordinating the management of several buildings.



Section IX: Contact Details



Contact Details

Mrs. Micheline Nassif

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