

## HOUSE RULES

These are the House Rules of THE COLLECTIVE, which may be changed, amended or altered from time to time with or without notice by and at the discretion of THE COLLECTIVE. As a Member, it is your responsibility to acquaint yourself and comply with the current version of the House Rules in effect from time to time. The House Rules are to be read in conjunction with the Membership Agreement and in the event of any conflict between the Membership Agreement and these House Rules, the Membership Agreement shall prevail.

### A. DEFINITIONS

1. All capitalised terms in these House Rules not hereinafter defined shall have the same meanings ascribed to them in the Membership Agreement.
2. For the avoidance of doubt, any reference to “Premises” in these House Rules shall also include any Allocated Office Space stated in the Membership Agreement as well as the Other Premises, and any reference to “Members” shall include you and the THE COLLECTIVE Members, unless otherwise stated.

### B. USE OF PREMISES

1. You shall not leave open any corridor doors, exit doors or doors connecting corridors during or after normal operating hours for security purposes and if you do so, you shall be deemed to assume all the risks and liabilities for any loss or damage arising from or in connection with your aforesaid behaviour. All corridors, halls, elevators and stairways shall not be obstructed by you or used for any purpose other than egress and ingress. All common areas must be kept neat and clean at all times.
2. Upon your written request, we are happy to include your company name in the house directory at the Premises at your cost, subject to the availability of such facilities and final approval by THE COLLECTIVE and/or the landlord. You shall not use the name of THE COLLECTIVE in any way in connection with your business. You shall not use the address of the Premises as your registered or legal address, unless you have obtained the prior written consent of THE COLLECTIVE, and you shall comply with all instructions of THE COLLECTIVE with regards to the cessation of such use upon the expiry or earlier termination of the Membership Agreement.
3. You shall ensure that your employees, agents, contractors and/or guests abide by these House Rules and conduct themselves in a professional manner while in the Premises. In this regard, appropriate and inoffensive attire must be worn at all times, the noise level shall be kept to a level so as not to interfere with or annoy other THE COLLECTIVE Members and you shall abide by THE COLLECTIVE’s directions regarding security, use of the common spaces and other matters common to all Members. THE COLLECTIVE staff may require your employees, agents, contractors and/or guests to leave the Premises temporarily in the event they cause disruption to other THE COLLECTIVE Members or are otherwise behaving inappropriately.
4. THE COLLECTIVE Members-only events (e.g., Morning Rituals, Aperitif Hour, etc.) are exclusively available to THE COLLECTIVE Members and Hot Desk (Day) pass users and are not open to your guests, agents, contractors or such other third parties unless otherwise permitted by THE COLLECTIVE in its sole discretion. Food and beverage made available at the centre by THE COLLECTIVE as a courtesy only. Consumption is entirely at the risk of Members and their guests. THE COLLECTIVE makes no representations or warranties regarding ingredients, preparation methods, or suitability for any particular dietary requirement or medical condition. To the fullest extent permitted by law, THE COLLECTIVE disclaims all liability for any loss, injury, illness, allergic reaction, or damage arising in connection with the consumption of any food or beverage at the centre.

5. The common areas in the Premises are for temporary use and must not be used for large numbered, extensive, formal meetings or work matters that may hinder or disrupt the purpose of shared use by other THE COLLECTIVE Members. Each THE COLLECTIVE Member is only permitted to invite a maximum of two (2) guests to the Premises at any one point in time and such guests must always be accompanied. THE COLLECTIVE reserves the right to remove any unaccompanied guests from the Premises. A Member shall also be required to purchase a Hot Desk (Day) pass at THE COLLECTIVE's prevailing standard rate for each guest in excess of the aforementioned guest limit or for each accompanied guest who spends more than 3 hours at the common areas in the Premises. However, the restrictions under this provision shall not apply in the event that the Member has organized an event at the Premises and the Member had reserved and paid for the booking of certain meeting room(s) and/or event space(s) for the purposes of the event. In the event you require exclusive use of any common areas (such as for filming, photography, etc), please contact THE COLLECTIVE staff at least three (3) days prior to such engagement.
6. The electrical current shall be used for ordinary lighting, powering personal computers and small appliances only unless written permission to do otherwise shall first have been obtained from THE COLLECTIVE at an agreed cost to you. Any high electricity consumption device (as determined by THE COLLECTIVE) used by you within the Premises shall be chargeable at our standard rates.
7. You shall not bring any pets or animals (other than guide dogs) into the Premises.
8. You and your invited guests are permitted to use the kitchen amenities for self-service coffee, tea and water and to reheat food. Unless otherwise approved by THE COLLECTIVE, you shall not use the dishwasher in the kitchen.
9. The Premises is a place of business and shall only be used as an office space. You shall not use the Premises for any residential purposes (including sleeping overnight) or any illegal activities prohibited by applicable law. You shall not use the Premises for manufacturing or storage of merchandise except as such storage may be incidental to general office purpose. In particular, you shall not use any part of the Premises for the manufacture, sale, gift, storage or use of liquor, narcotics or tobacco in any form.
10. Canvassing, soliciting and peddling business in the Premises are prohibited and you shall not solicit other THE COLLECTIVE Members, visitors and/or THE COLLECTIVE staff for any business or other purpose without the prior written approval of THE COLLECTIVE.
11. Smoking, including the use of e-cigarettes, vapes or any other similar devices, is not permitted at any time in any area of the Premises except in designated smoking areas.
12. You and your employees, agents, contractors and/or guests shall treat other THE COLLECTIVE Members, guests and THE COLLECTIVE staff with respect and shall not participate in any type of harassing, threatening, violent or abusive behaviour towards THE COLLECTIVE staff, other THE COLLECTIVE Members or guests. THE COLLECTIVE staff may require your employees, agents, contractors and/or guests to leave the Premises temporarily in the event they cause disruption to other THE COLLECTIVE Members or are otherwise behaving inappropriately.
13. You shall comply with all THE COLLECTIVE requests for proof of membership upon entering the Premises. Further, you shall ensure all your visitors register at the reception and comply with the security measures in force at the time regardless of the location of your Allocated Office Space.
14. You shall not act in a manner which may cause discomfort to, interfere with or disrupt other THE COLLECTIVE Members and THE COLLECTIVE staff.

## **C. ADDITIONAL RULES ON THE COWORKING AREA**

1. You shall only occupy one desk per person.
2. You shall not leave your property unattended at the desk for more than an hour. We reserve the right to remove or dispose of any property which has been left unattended at a desk for more than one hour and to charge removal and cleaning fees for such removal or disposal. THE COLLECTIVE will not be responsible for any missing items at the desk areas following such removal or disposal.
3. You shall not remove someone else's unattended property. If a desk has been occupied by someone else's unattended property for more than an hour and you wish to occupy such desk, kindly contact THE COLLECTIVE staff.
4. You shall leave the desk area neat and clean, free of any stains or marks, return used tableware and dispose of all rubbish when you leave the desk. We reserve the right to charge additional cleaning and disposal charges resulting from having to tidy and clean the desk following your use of the desk.
5. The desks will be cleared every night. You are not permitted to reserve a desk overnight. We reserve the right to remove or dispose of any property left in the coworking area after 6pm and to charge additional removal or disposal charges.
6. You will also enjoy the benefit of complimentary access to coworking at all JustCo-branded centres locally and overseas during business hours.

## **D. ADDITIONAL RULES ON USE OF ALLOCATED OFFICE SPACE**

1. Upon moving in: You shall acknowledge in THE COLLECTIVE app the Inventory List, including details of any keys or entry cards issued to you. Where applicable, there may be notes describing the condition of the items listed in the Inventory List. All items listed in the Inventory List remain the property of THE COLLECTIVE at all times.
2. You shall not affix anything to the windows, walls or any other part of the Allocated Office Space or make alterations or additions to the Allocated Office Space (including wires, flooring etc.) without the prior written consent of THE COLLECTIVE. Where THE COLLECTIVE has given its consent, you shall use THE COLLECTIVE vendor for any such works, alterations or additions unless otherwise permitted by THE COLLECTIVE.
3. Taking care of our property: You must take good care of all aspects of the Allocated Office Space, and all equipment, fittings and furnishings and other items provided by THE COLLECTIVE.
4. Security: You shall not make any copies of the keys and/or entry cards or allow any third party to use them without prior written consent from THE COLLECTIVE. Any loss must be reported to us immediately and we reserve the right to charge a fee for replacement keys or cards. You shall also bear the cost of changing locks, if THE COLLECTIVE deems it necessary to maintain the security of the Premises. Each entry card (including digital key on THE COLLECTIVE app) provided by THE COLLECTIVE shall only be used by a single person, and such card or digital key is not allowed to be shared.

## **E. ADDITIONAL RULES ON USE OF PHONE BOOTH**

1. Phone booths are free to use; however, priority will be given to paid users.
2. You will be required to promptly vacate the phone booth if requested due to another user's reservation.
3. Usage is limited to a maximum of 1 hour to ensure availability for others.

## **F. ADDITIONAL RULES ON USE OF WELLNESS SANCTUARY**

1. All users are required to remain fully clothed at all times.
2. Any form of indecent behaviour or conduct is strictly prohibited.
3. No users below 16 years old.
4. Do not use any communication devices and set all devices to silent/mute.
5. Photography and posting images of other Wellness Sanctuary users on social media is not permitted.
6. Live streaming is not permitted in the Wellness Sanctuary.
7. We reserve the right to wake you from your sleep at the end of your booked time slot.
8. We reserve the right to remove you from the Wellness Sanctuary for any breach of these House Rules and no refund will be given for unutilised period.
9. No food, drinks, drugs or alcohol is allowed to be consumed in the room.
10. Please use only the bed that you have booked/no switching of beds.
11. Do not leave valuables unattended and THE COLLECTIVE will not be responsible for any loss.
12. THE COLLECTIVE will not be responsible for any injury or loss in connection with your use of the Wellness Sanctuary.

## **G. ADDITIONAL RULES DURING APERITIF HOUR**

1. Alcohol will not be served to persons below the legal drinking age. We reserve the right to request for your identification document to verify your age.
2. The COLLECTIVE Members who appear intoxicated may be asked to stop drinking and/or we reserve the right to stop serving drinks to any one for any reason.
3. Alcohol shall be consumed in the common area lounge of the Premises only and cannot be consumed in the Allocated Office Space.
4. No personal or outside alcohol is permitted within the Premises. Only alcohol provided by THE COLLECTIVE is allowed.
5. There may be a limit on the number of drinks per person to ensure everyone has a safe and enjoyable time.
6. THE COLLECTIVE staff shall have the right to prohibit or stop any alcohol consumption in the event of any noisy, unruly, immoral or unlawful behaviour.

7. Loud, disruptive or inappropriate behaviour will not be tolerated and we reserve the right to ask you to leave the Premises temporarily.

## **H. ADDITIONAL SERVICES**

1. Special arrangements for the use of the facilities (such as air-conditioning, kitchen amenities etc) outside of our normal operating hours shall be subject to THE COLLECTIVE's approval. Additional charges for such special arrangements may be incurred by you.
2. All recurring additional services (e.g. monthly locker rental, server rack rental, furniture rental, etc) requested for will be automatically renewed for the following month or quarter, as applicable, unless you notify THE COLLECTIVE in writing no later than thirty (30) days before the end of the relevant month or quarter, and there shall be no proration of charges if the aforesaid service(s) is terminated before the end of a billing cycle for the service(s). For example, if you wish to terminate your car park lot for November, you should inform us before 1 October (monthly billing) or 1 September (quarterly billing), otherwise the car park lot will be automatically reserved for you, and charged to you, for November.
3. Any additional services are subject to availability at the time of service request. THE COLLECTIVE will use reasonable endeavours to deal with every request for additional services with reasonable promptness and to provide the requested additional services, but under no circumstances shall THE COLLECTIVE be held responsible for any delay or failure in responding to any request for additional services.

## **I. IT & TECHNOLOGY POLICY**

1. You shall comply with all THE COLLECTIVE policies (as contained within these House Rules or which may be communicated to you from time to time) with regards to the use of Internet and telecommunication connectivity services and equipment provided by THE COLLECTIVE.
2. THE COLLECTIVE provides a shared Internet connection for the use of all Members and their guests. As such Internet connection is shared between all Members, you agree to use such Internet connection fairly and in accordance with any directions by THE COLLECTIVE.
3. Internet and Telecommunications Policy
  - a) Content - You acknowledge that THE COLLECTIVE does not monitor the content of information transmitted through THE COLLECTIVE telecommunications lines or equipment, which includes, but is not limited to, Internet access, telephone, fax lines and data lines ("Telecommunications Lines"). You further acknowledge that THE COLLECTIVE is merely providing a conduit for your Internet transmissions, similar to a telephone company, and that THE COLLECTIVE accepts no liability for the content of transmissions by you.
  - b) Restrictions - The Internet access may be used only for lawful purposes and shall not be used in connection with any criminal or civil violations of state, federal, or international laws, regulations, or other government requirements. Such violations include without limitation theft or infringement of copyrights, trademarks, trade secrets, or other types of intellectual property; fraud; forgery; theft or misappropriation of funds, credit cards, or personal information; violation of export control laws or regulations; libel or defamation; threats of physical harm or harassment; or any conduct that constitutes a criminal offence or gives rise to civil liability. You are responsible for maintaining the basic security and virus protection of your systems to prevent their use by others in a manner that violates the Membership Agreement and/or these House Rules. You are responsible for taking corrective actions on vulnerable or exploited systems to prevent continued abuse.

# THE COLLECTIVE

- c) Access - Per User Basis. THE COLLECTIVE grants you access to the Internet on a per user access basis. In the event you would like to increase the number of users by utilising a proxy server or by other means (including, but not limited to, using a router), you agree to pay THE COLLECTIVE additional fees for each additional user who accesses the Internet, either directly or through a proxy server.
- d) Unauthorised Access - In no event may you increase your authorised access points to the Telecommunications Lines by means of wire splitting or any other method including unsecured wireless devices such as routers or network switches. In the event you breach paragraph (c) (Access Per User Basis) above or this paragraph, THE COLLECTIVE may disconnect all of your access to the Telecommunications Lines upon three (3) business days prior written notice to you. You shall pay all fees incurred by THE COLLECTIVE for any unauthorized Telecommunications Lines use upon invoice from THE COLLECTIVE. THE COLLECTIVE shall have no obligation to reconnect you to the Telecommunications Lines until such fees have been paid in full and you have ceased to make unauthorised access.
- e) Member Installed Telecommunications Lines - You may not bypass the use of THE COLLECTIVE Telecommunications Lines by installing your own direct Telecommunications Lines. On a case by case basis and at THE COLLECTIVE's sole discretion, THE COLLECTIVE may grant you authorization to install direct Telecommunications Lines upon written request by you. This permission will only be granted on your agreement, to make a monthly payment of a direct access fee as determined by THE COLLECTIVE.
- f) Security Violations - You are prohibited from engaging in any violations of system or network security. The internet access may not be used in connection with attempts - whether or not successful - to violate the security of a network, service, or other system. Examples of prohibited activities include, without limitation hacking, cracking into, monitoring, or using systems without authorization; scanning ports; conducting denial of service attacks; and distributing viruses or other harmful software. THE COLLECTIVE reserves the right to suspend Internet access upon notification from any third party or government or regulatory authority regarding such abuse and you shall indemnify THE COLLECTIVE in respect of any such abuse. We may disconnect your equipment and withhold services if we consider that your hardware or software is, or has become, inappropriate for connection to our network.
- g) You are responsible for installing, maintaining and keeping current your own virus protection on your systems and hardware, and, subject always to the Agreement, THE COLLECTIVE specifically disclaims any liability for any losses or damages suffered by you in the event of any virus, malware or other cyber-attack.
- h) Internet services are only available at the Premises and connection to our network is only permitted within the Premises or via THE COLLECTIVE provided services. You shall not create any links between our network and any other network or any telecommunications service without our consent.
- i) THE COLLECTIVE requests that all Members will provide, as and when requested by us, documentation and personnel information as we may reasonably require to assist in the provision of the Services and Additional Services.
- j) Special Requirements - Members using their own wireless access points require written approval from THE COLLECTIVE, prior to implementation. The use of a Member's own wireless router will result in a service charge as determined by THE COLLECTIVE, based upon the total number of contracted work stations within the Member's Allocated Office Space.

- k) Internet connectivity is provided by a third party telecommunications network provider and is subject to factors beyond THE COLLECTIVE's control, including network congestion, hardware limitations, and third-party service disruptions from the telecommunication service provider. Actual speeds may vary and cannot be guaranteed at all times. THE COLLECTIVE will not accept responsibility for any loss, inconvenience, or damages resulting from fluctuations, interruptions, disconnection or any other limitations and stoppages in network bandwidth and/or connectivity.

## **J. ADDITIONAL RULES ON EXPIRY/TERMINATION**

1. At the expiration or termination of the Membership Agreement, you acknowledge and agree to the following obligations and responsibilities:
  - to vacate and hand over the hot desk or Allocated Office Space, where applicable to THE COLLECTIVE in accordance with the Inventory List;
  - all the keys, entry cards or any other devices of access to the Premises and/or Allocated Office Space issued to you or your employees shall be returned to THE COLLECTIVE in good working condition. In the event any of these items are lost or damaged, THE COLLECTIVE reserves the right to charge you a replacement fee at THE COLLECTIVE's then prevailing rates;
  - if applicable, to perform all necessary actions at your cost for the de-registration or modification procedures in respect of the use of the address of the Premises as your legal or registered address with the relevant governmental authorities.

## **K. MAIL**

1. Mail: You release us from any liability arising out of or incurred in connection with any mail or packages received and/or sent on your behalf. Packages and mail received on your behalf shall be collected by you by the next day. Should packages or mail remain uncollected for a period of over 48 hours, storing charges may apply.

## **L. DATA PROTECTION**

1. In the course of providing the Services and/or Additional Services) to you, THE COLLECTIVE may collect personal data from you, your employees, agents, contractors and/or guests. You consent to such collection as a condition for THE COLLECTIVE providing the Services and Additional Services as applicable and agree and acknowledge that THE COLLECTIVE shall use such personal data solely for the purposes of providing such services.
2. Where you disclose the personal data of any third party individual to THE COLLECTIVE in the course of obtaining any services (including, but not limited to, the Additional Services) arising from or in connection with the Membership Agreement (e.g. guest pre- registration), you warrant that you have obtained the consent of such individual to disclose his or her personal data to THE COLLECTIVE for the purpose of enabling THE COLLECTIVE to provide such services.
3. Any collection and/or use of personal data by THE COLLECTIVE pursuant to these House Rules shall be in accordance with THE COLLECTIVE's Privacy Policy, a copy of which can be found at <https://www.justcoglobal.com/en/privacy-policy> in multiple languages.

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