

CT-2006K011 – APPENDIX B

Dated

SATS AIRPORT SERVICES Pte Ltd

and

MAINTENANCE AND SERVICING AGREEMENT

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This Maintenance and Servicing Agreement is made on xxxxxx between:

- (1) **SATS Airport Services Pte Ltd** (Company Registration Number 198500561R), a company incorporated in Singapore and having its registered office at SATS Inflight Catering Centre 1, 20 Airport Boulevard, Singapore 918659 (the “**Company**”); and
- (2) ----- (Company Registration Number [●]), a company incorporated in Singapore and having its registered office at [●] (the “**Contractor**”).

Whereas:

- (A) The Company wishes to obtain the Agreed Services (as defined below) for the System (as defined below) at the Premises (as defined below) and appoint the Contractor to provide such services.
- (B) The Contractor has agreed to provide the Agreed Services to the Company, upon the terms and conditions hereinafter set forth.

It is agreed as follows:

1. Definitions and Interpretation

- 1.1 The terms and expressions hereinafter set out shall for the purposes of this Agreement have the following meanings, unless the context otherwise requires:
 - 1.1.1 “**Addendum for Additional Services**” means a letter signed by the Company and the Contractor substantially in the form prescribed in Schedule 6.
 - 1.1.2 “**Additional Services**” means any services relating to the System other than the Agreed Services, described in an Addendum for Additional Services.
 - 1.1.3 “**Affiliate**” in relation to any person (“the first mentioned person”) means any person (“the second mentioned person”) which is Controlled (whether directly or indirectly) by or which Controls (whether directly or indirectly) the first mentioned person, and includes any other person which is Controlled (whether directly or indirectly) by or which Controls (whether directly or indirectly) the second mentioned person.
 - 1.1.4 “**Agreed Services**” means the maintenance and other services relating to the System as described in Schedule 1.
 - 1.1.5 “**Agreement**” means the main body of this Maintenance and Servicing Agreement and any and all Schedules and Appendices annexed hereto and incorporating all amendments thereto, if any, effected by mutual agreement in writing.
 - 1.1.6 “**Commencement Date**” means xxxx or such other date as the Parties may agree in writing.

- 1.1.7 **“Company’s Supervisor”** means such person(s) as the Company may assign from time to time to act as the “Company’s Supervisor” for the purposes of this Agreement.
- 1.1.8 **“Control”** in relation to any person means either of the following:
- (i) the power to set or determine the management of the affairs of that person or to select, appoint or determine the composition of a majority of the board of directors of that person; or
 - (ii) the ownership of not less than fifty per cent. (50%) of the total issued voting shares or stock in that person,
- and **“Controlled”** shall be construed accordingly.
- 1.1.9 **“Contractor’s Personnel”** means any officer, employee, servant, agent or permitted subcontractor of the Contractor assigned by the Contractor at any time to perform or provide the Services or any part thereof.
- 1.1.10 **“Defect”** in relation to any of the Services or Parts, means any defect, deficiency or flaw in design, material or workmanship or any other malfunction, failure or fault in operation (**fair wear and tear only excepted**) of that Service or Part.
- 1.1.11 **“Intellectual Property Rights”** means patents, trade marks, service marks, logos, get-up, trade names, internet domain names, rights in designs, copyright (including rights in computer software) and moral rights, database rights, semiconductor topography rights, utility models, rights in know-how and other intellectual property rights, in each case whether registered or unregistered and including applications for registration, and all rights or forms of protection having equivalent or similar effect anywhere in the world.
- 1.1.12 **“Non-Conforming Services”** shall have the meaning ascribed to it in Clause 10.2.
- 1.1.13 **“Parties”** means the Company and the Contractor, and **“Party”** means either of them.
- 1.1.14 **“Parts”** means any and all components, parts, materials, supplies and equipment required to be installed, fitted or provided for the due execution and completion of the Services in accordance with this Agreement, as may be stated in Schedule 1, or reasonably be inferred from the nature of the Services.
- 1.1.15 **“Premises”** means SATS Airfreight Terminal 6 or such other place as the Company may from time to time notify the Contractor in writing.
- 1.1.16 **“Schedule of Rates for Agreed Services”** means the Schedule of Rates for Agreed Services annexed to this Agreement as Schedule 3.
- 1.1.17 **“Security Deposit”** shall have the meaning ascribed to it in Clause 8.1.

- 1.1.18 “**Services**” means the Agreed Services, or any part thereof, including any and all miscellaneous and ancillary work which may reasonably be required for the due execution and completion of such services in accordance with this Agreement, whether or not expressly specified in this Agreement.
- 1.1.19 “**Standards**” means the standards required of the Contractor in the performance of the Services, being that of due skill, care and diligence, and the performance of such Services in an expeditious, and a proper and workmanlike manner and in accordance with best industry practices and recognised professional standards, and as may otherwise be set out in Schedule 1.
- 1.1.20 “**Supplier Code of Conduct**” means the means the Company’s Supplier Code of Conduct as may be updated from time to time and which may be found at <https://www.sats.com.sg/Tenders/Notices/SATS-Supplier-Code-of-Conduct.pdf>.
- 1.1.21 “**System**” means the MHS equipment located at the Premises, as more particularly described in Schedule 1, together with all its Parts and includes any and all replacements, modifications, enhancements and/or additions made from time to time thereto.
- 1.1.22 “**\$**” means the lawful currency of the Republic of Singapore.
- 1.1.23 “**Term**” means the period commencing on the Commencement Date and ending on the [fifth] anniversary of the Commencement Date.
- 1.2 References to a statute or statutory provision include that statute or provision as from time to time modified, re-enacted or consolidated, whether before or after the date of this Agreement.
- 1.3 The headings and sub-headings of the provisions of this Agreement are to facilitate reference only and do not form a part of this Agreement, and shall not in any way affect the construction or interpretation thereof.
- 1.4 Unless the context otherwise requires, in this Agreement:
- 1.4.1 words using the singular or plural number also include the plural or singular number, respectively; words denoting any gender shall include all genders;
- 1.4.2 the terms “**hereof**”, “**herein**”, “**hereby**”, “**hereto**” and similar words refer to this entire Agreement and not any particular Clause, or any other subdivision of this Agreement;
- 1.4.3 the words “**include**” or “**including**” shall be deemed to be followed by “**without limitation**” or “**but not limited to**” whether or not they are followed by such phrases or words of like import;
- 1.4.4 references to any “**person**” include any natural person, corporation, judicial entity, association, statutory body, partnership, limited liability company, joint venture,

trust, estate, unincorporated organisation or government, state or any political subdivision, instrumentality, agency or authority;

1.4.5 references to any “**Clause**”, “**Schedule**” or “**Appendix**” or any other agreement or document in this Agreement shall be construed as references to the clauses, schedules or appendices of this Agreement, or such other agreement or document, as may be amended, modified or supplemented from time to time, and shall include a reference to any document which amends, modifies or supplements it, or is entered into, made or given pursuant to or in accordance with its terms; and

1.4.6 any reference to any Party shall be construed as a reference to such Party's successors and permitted assigns.

1.5 Notwithstanding anything to the contrary herein, in the event of any conflict between any of the terms of the main body of this Maintenance and Servicing Agreement and the terms of any Schedule or Appendix, the terms of the main body of this Maintenance and Servicing Agreement shall prevail.

2. **Provision of Services**

2.1 The Contractor shall as from the Commencement Date and for the duration of the Term provide to and perform for the Company the Services in accordance with this Agreement.

2.2 The Contractor shall be responsible for procuring and maintaining, as from the Commencement Date and for the duration of the Term and at its cost and expense, all licences, approvals and permits required by applicable law for the performance of the Services.

2.3 If applicable, the Contractor shall comply with and give notices and pay all fees required by any laws, regulations, orders or by-laws of any local authorities and/or public service companies relating to the provision and performance of the Services, and the Contractor will keep the Company fully indemnified against any fees, charges, penalties and liabilities of every kind arising from the breach of the Contractor's obligation hereunder.

2.4 The Company may from to time request that the Contractor provide to and perform for the Company services in addition to the Services. The Contractor will use its best efforts to accommodate the Company's request and shall discuss in good faith with the Company the terms and conditions for the provision and performance of such services. The Parties will execute an Addendum for Additional Services for such services.

3. **Familiarisation Duties and Programmes**

3.1 The Company may from time to time during the Term, schedule and conduct such orientation programmes as the Company considers appropriate to familiarise the Contractor's Personnel with the Company's operations at the Premises and the use of the System. The Contractor shall procure and ensure that all of the Contractor's Personnel shall attend and participate in all such programmes.

3.2 Notwithstanding any orientation programme conducted by the Company, the Contractor shall remain solely responsible for the due performance of the Services and all of its operations and activities in connection therewith. It is the responsibility of the Contractor to make all relevant inquiries and inspections and obtain any and all information as regards all matters relating to conditions and circumstances which are relevant to the performance of the Services, including familiarising itself with the System, the purposes for which it is used by the Company and the manner of its use.

4. Representations and Warranties

4.1 The Contractor undertakes, represents and warrants that:

- 4.1.1** this Agreement is enforceable against the Contractor in accordance with its terms and conditions and that all corporate and governmental approvals, consents, licenses and permits required for the Contractor to validly enter into and perform its obligations under this Agreement have been obtained and will continue in force for the duration of the Term;
- 4.1.2** the execution and delivery of, and performance by it of its obligations under this Agreement will not result in a breach of, or constitute a default under, any agreement or licence to which it is a party or by which it is bound and which is material in the context of the transactions contemplated by this Agreement;
- 4.1.3** the Contractor possesses and shall continue to possess at all times during the Term all expertise, resources, knowledge and skills required for the due and proper performance of the Services in accordance with the Standards;
- 4.1.4** each of the Contractor's Personnel is competent, properly qualified and possesses the relevant experience;
- 4.1.5** all Services provided under this Agreement shall at all times be performed in accordance with the Standards and to the satisfaction of the Company, and shall be free from any Defect, and all Parts provided or installed by the Contractor in connection with the Services shall be free from any Defect and fit for the purposes for which they are intended to be used;
- 4.1.6** the Contractor, the Contractor's Personnel and any other person responsible for providing and performing the Services will at all times duly comply with all laws, regulations and directives applicable to it, and shall ensure that the Services are provided and performed in a manner which does not infringe any applicable law, regulation or directives;
- 4.1.7** the Contractor possesses all necessary and applicable licences, permits and adequate insurance coverage as required by the Company, and will obtain the same at no cost to the Company;

- 4.1.8 the Contractor shall conform in every respect with such safety and security rules and regulations as the Company may prescribe in connection with entering onto or remaining at the Premises;
 - 4.1.9 the Contractor shall at all times duly comply with the terms of the Supplier Code of Conduct;
 - 4.1.10 [the Contractor shall obtain and maintain at all times for the Company all necessary licences of Intellectual Property Rights so as to enable the Company to use and operate any third party proprietary matter required under this Agreement, without infringing any third party rights];
 - 4.1.11 [the Contractor has good title to and rights in all deliverables, if any, without encumbrances and has the right to transfer the same to the Company];
 - 4.1.12 the Contractor shall no later than the Commencement Date, and from time to time where any officer, employee, servant, agent or permitted subcontractor of the Contractor is assigned to be Contractor's Personnel, provide the Company with the particulars (including the name, address, nationality, passport number, work permit number, contact number and relevant experience) of each person comprising the Contractor's Personnel for the time being and such other information and with such detail as the Company may from time to time require; and
 - 4.1.13 the Contractor shall as and when directed by the Company's Supervisor replace any of the Contractor's Personnel with such other person as is acceptable to the Company.
- 4.2 The undertakings, representations and warranties in Clause 4.1 shall be separate and independent and shall not be limited by reference to any other sub-clause of Clause 4.1 or by anything in this Agreement, and shall be in addition to and without prejudice to any other warranties implied or otherwise deemed to be incorporated pursuant to the Singapore Sale of Goods Act (Chapter 393).

5. Provision of Equipment and Uniforms for Contractor's Personnel

- 5.1 The Contractor shall at its own cost and expense procure and provide any and all supervision, labour, transport, tools, equipment, plant, materials, consumables and facilities which may be necessary or desirable for the due performance and completion of the Services or incidental thereto.
- 5.2 The Contractor shall, at its own cost and expense, provide the Contractor's Personnel with uniforms (including shirts, trousers and footwear) acceptable to the Company. All uniforms must bear the Contractor's name and logo. All Contractor's Personnel must be properly attired in such uniforms while on the Premises.

6. Conduct While On the Premises

- 6.1** When entering on the Premises for any purpose as contemplated under this Agreement, the Contractor shall ensure that each of the Contractor's Personnel shall at all times while at the Premises conform in every respect with such instructions, requirements, rules and regulations as the Company may prescribe pertaining to the entry by and presence and conduct of such personnel while on the Premises. The Contractor and the Contractor's Personnel shall use due care to avoid or minimise damage in relation to any person or property and to cause as little disturbance and inconvenience as possible to the Company, its officers, directors, shareholders, agents and employees, or any occupier of the Premises.
- 6.2** The Company may deny any person entry to the Premises or expel any person thereon if such person fails to comply with any such rule or regulation or fails to comply with any reasonable request or instruction as may be made or given by or on behalf of the Company.
- 6.3** The Company shall not be liable for any inconvenience, loss, damage, cost or expense arising from the Company's refusal to permit or delay in permitting entry to any person onto the Premises or expulsion of any person therefrom pursuant to Clause 6.2. Any such refusal, delay or expulsion shall not in any way affect or relieve the Contractor from the Contractor's obligations under this Agreement.
- 6.4** The Contractor shall not, and shall ensure that the Contractor's Personnel shall not, remove any property, including discarded and unused items, from the Premises without written authorisation from the Company. The Contractor will be liable for the cost of any property so removed (regardless of how such property may have come into its possession) and will indemnify the Company in full under Clause 11.3 against all liability resulting from such removal.

7. Company's Supervisor

- 7.1** The Company's Supervisor shall be responsible for managing and overseeing the provision and performance of the Services on behalf of the Company on a day-to-day basis. The Company's Supervisor shall not have any authority to agree to any amendment or revision to any term of this Agreement. Save as aforesaid, the Contractor shall accept and execute any request, including any Addendum for Additional Services, direction and/or instruction made or given by or on behalf of the Company's Supervisor in connection with the Services and any such request, direction and/or instruction made or given by the Company's Supervisor shall be deemed to have been made or given to the Contractor by the Company.
- 7.2** The Company's Supervisor shall at all reasonable times have access to the offices and such other places of the Contractor where the Services are being provided and performed.

8. Security Deposit

- 8.1** The Contractor shall, no later than the Commencement Date, pay the Company an amount equal to \$xxxx ("**Security Deposit**"), or in lieu of such payment, provide the

Company with a banker's guarantee issued by a bank approved by, and on such terms and conditions as may be prescribed by the Company.

- 8.2** Any payment pursuant to Clause 8.1 shall constitute security for the payment of any sum due and payable to the Company from the Contractor as liquidated damages, compensation or otherwise, and the Company shall be entitled to retain the amount of such payment until the expiry or termination of the Term, and may utilise at any time the whole or any part of such payment in payment of any sum due to the Company from the Contractor. The Company shall not be required to pay any interest on the Security Deposit. In any event, nothing herein shall be construed as in any way limiting the Company's right of recovery against the Contractor to the amount of the Security Deposit.
- 8.3** In the event that the Contractor provides the Company with a banker's guarantee in lieu of paying the Company the amount of the Security Deposit:
- 8.3.1** the Company may, but shall not be obliged to, invoke the banker's guarantee and recover therefrom in respect of any sum due and payable to the Company from the Contractor without prejudice to any other rights or remedy which may be available to the Company whether under this Agreement or at law; and
- 8.3.2** without prejudice to the Company's rights to prescribe any other term or condition under Clause 8.1, the Contractor shall procure that the date specified in such banker's guarantee as the "expiry date" is successively extended so that demands under the banker's guarantee can continue to be validly made by the Company and honoured by the issuing bank at any time throughout the period from the date of issuance of such banker's guarantee up to the expiry or termination of the Term.
- 8.4** The Company shall be entitled to make a demand under the banker's guarantee for such amount as the Company may deem appropriate at any time after the Contractor neglects or fails in any way to observe, carry out, fulfil or discharge any of its obligations under this Agreement or any representation or warranty by the Contractor under this Agreement is or becomes untrue or incorrect or is breached in any respect. Without prejudice to the foregoing, in the event that the Contractor shall neglect or fail in any way to observe, carry out, fulfil or discharge any of its obligations under Clause 8.3.2, the Company shall be entitled to make a demand under the banker's guarantee for such amount as the Company may deem appropriate and to retain any and all amounts paid by the issuing bank under the banker's guarantee until the Contractor shall have discharged and performed all its obligations under this Agreement, and to utilise such amounts at any time to settle any sum due from the Contractor to the Company in connection with this Agreement.
- 8.5** Any demand made by the Company under the banker's guarantee and any payment received by the Company thereunder shall not preclude, affect or restrict the exercise of any rights by the Company under this Agreement or any legal remedy or relief to which the Company is entitled arising from any breach of the Contractor or any matter or event in respect of or pursuant to which the demand is made and any sum received by the Company as payment under the banker's guarantee shall be applied by the Company

towards any sum due or payable by the Contractor to the Company (whether as damages or otherwise).

9. Payment of Fees

- 9.1** In consideration of the Contractor providing and performing the Agreed Services in accordance with this Agreement, the Company shall pay the Contractor a fee in accordance with the Schedule of Rates for Agreed Services.
- 9.2** Where the Parties have concluded any Addendum for Additional Services, the Company shall pay the Contractor a fee, at the rates prescribed by that Addendum for Additional Services, for the Additional Services provided and performed by the Contractor in accordance with that Addendum for Additional Services.
- 9.3** The Contractor shall prepare and render on the Company invoice(s) for the fees payable under this Agreement (or part thereof) in accordance with the Schedule of Rates for Agreed Services, and each invoice rendered by the Contractor shall contain such detail and be accompanied by such supporting documentation or certifications as may be set out in the Schedule of Rates for Agreed Services, and as the Company may otherwise require.
- 9.4** Any sum due to the Contractor under this Agreement (whether in respect of fees or otherwise) shall be paid in S\$ within **[sixty (60)]** days of the date of receipt (or the last date of receipt, as the case may be) by the Company of the Contractor's invoice prepared in accordance with the terms of this Agreement, and such other documentation or certification as referred to in Clause 9.3 by telegraphic transfer to such account of the Contractor with such bank as the Contractor may designate from time to time for such purpose, or by such other means as the Parties may hereafter agree.
- 9.5** The Company shall bear and pay to the Contractor all goods and services tax imposed or levied in respect of the provision of the Services. Save for the foregoing, the Company shall not be liable for any other tax, duty, levy, rate or charge whatsoever due and payable in respect of the Contractor's provision of the Services under this Agreement. All such other tax, duty, levy, rate or charge, including without limitation any withholding tax payable as a result of or in connection with this Agreement, shall be borne by the Contractor. The Company shall pay to the Contractor all amounts due under this Agreement net of any withholding tax (if applicable), and shall be permitted and entitled, if required in compliance with applicable laws or regulations, to withhold or deduct from the amounts payable to the Contractor under this Agreement such taxes, withholdings and/or deductions.
- 9.6** Save as otherwise expressly provided in this Clause 9 or as mutually agreed in writing between the Parties from time to time, the Contractor shall not be entitled to any fee, remuneration, payment, reimbursement, indemnity or compensation from the Company in connection with the performance and discharge by the Contractor of its obligations under this Agreement.
- 9.7** The Company may, to the extent permitted by law, deduct from or set-off any amount due and payable to the Contractor from the Company against any payment or sum due and

payable to the Company and/or any of its Affiliates from the Contractor, whether under this Agreement or otherwise and whether as damages or otherwise.

10. Remedies for Defects and Non-Conforming Services

10.1 Without prejudice to the generality of Clause 10.2, if any Defect appears in any aspect of the Services (or any of the Parts) within a period of **[three (3)]** months following the completion of that aspect of the Services or the provision or installation of such Parts (as the case may be), the Contractor shall rectify such Defect without any cost to the Company. If the Contractor fails to make good any Defect to the satisfaction of the Company within a reasonable time of being instructed to do so by the Company, the Company may proceed to carry out any and all such rectification (including without limitation all removal, engineering, replacement of material and reinstallation as may be necessary) and the Contractor shall promptly reimburse the Company upon demand all costs incurred thereby.

10.2 If any of the Services required to be performed by the Contractor under this Agreement is or are not performed, or performed incompletely or otherwise than in accordance with this Agreement ("**Non-Conforming Services**"), the Company shall not be required to pay the Contractor the fees for those Non-Conforming Services, and:

10.2.1 the Company may, at its sole discretion and in addition to any other rights of the Company under this Agreement or at law:

- (i) by written notice to the Contractor, require the Contractor to re-execute or rectify or remedy the Non-Conforming Services to the satisfaction of the Company at the Contractor's own cost and expense; and/or
- (ii) take such action and make such arrangement as it otherwise thinks appropriate to rectify or remedy the failure, including engaging any other person to provide and complete those Non-Conforming Services by such means and in such manner as the Company may consider appropriate in the circumstances; and

10.2.2 the Contractor shall pay the Company on demand the total of:

- (i) the amount by which the total of the costs and expenses incurred by the Company as a consequence exceeds the total fees which would otherwise have been payable by the Company to the Contractor for the performance of the Services which are Non-Conforming Services.

10.3 In addition to the foregoing, the Company shall be entitled in its sole discretion to require the Contractor to refund to the Company any fees that may have been paid in advance by the Company to the Contractor pursuant to Clause 9 for any Services contemplated to be provided by the Contractor for the remaining period of the Term.

10.4 Any amounts payable by the Contractor to the Company pursuant to Clause 10.1 and/or Clause 10.2 shall be recoverable as a debt due from the Contractor to the Company, and

without limiting the generality of Clause 9.7, may at the Company's election be deducted from and set-off against any amount due from the Company to the Contractor.

10.5 The duties, liabilities and obligations of the Contractor under this Agreement shall not be deemed waived, released or relieved by the Company's Supervisor's inspection of, review of, approval or acceptance of, or payments to the Contractor for the Services, or any part thereof.

11. Liability and Indemnity

11.1 The Company shall have no responsibility (whether to the Contractor or otherwise) in respect of any indirect or consequential, special or punitive losses, any loss of anticipated revenue, profit, use, anticipated savings, goodwill, reputation or business contracts, or any other form of pure economic loss suffered by the Contractor as a result of, or in connection with, any claim brought against the Contractor by any third party, howsoever arising (whether in contract, tort or otherwise) and even if the Company had been advised of the possibility or likelihood of the same.

11.2 Without prejudice to the generality of the foregoing, and notwithstanding anything to the contrary herein, the aggregate liability of the Company arising out of or in connection with this Agreement shall not in any event exceed **annual fees paid under this agreement**.

11.3 Subject to Clause 11.4, the Contractor shall indemnify the Company and its Affiliates against all claims, liabilities, expenses, costs, loss or damage of whatever nature (including legal costs on a full indemnity basis incurred by the Company) brought against, suffered or incurred by the Company arising out of or in connection with this Agreement or the Contractor's performance or purported performance of or failure to perform the Services (other than any delay in respect of which liquidated damages are paid to the Company in accordance with Clause 10.2), including without prejudice to the generality of the foregoing:

11.3.1 any breach of any term of this Agreement by the Contractor;

11.3.2 any death of or injury to any person and/or loss of or damage to any property which may arise out of or in consequence of the provision of the Services and/or the presence of the Contractor or the Contractor's Personnel on the Premises;

11.3.3 any statement, act, omission, fraud, misconduct, negligence or default whatsoever of the Contractor or the Contractor's Personnel (which the Contractor agrees it shall be fully and solely liable and responsible for); and

11.3.4 any enforcement or attempted enforcement by the Company of its rights or remedies against the Contractor.

11.4 Clause 11.3 shall not apply to any loss of profit or revenue incurred by the Company.

12. Insurance

12.1 Without prejudice to the Contractor's obligations under Clause 11, the Contractor shall effect and maintain at its sole cost, at all times during the Term, **[such insurances as the Company may [reasonably] require and/or as may otherwise be necessary in accordance with industry and/or best practice standards]/[the insurances set out in Schedule 5 with one or more insurers satisfactory to the Company].**

12.2 The Contractor shall provide the Company with a certificate issued by the Contractor's insurer evidencing all the insurance coverage in Clause 12.1 prior to the Commencement Date. The certificate shall state, *inter alia*, the following:

12.2.1 the Company shall be given not less than 14 days' prior written notice of any change restricting or reducing insurance coverage or the cancellation of any insurance coverage; and

12.2.2 the insurer unconditionally waives all subrogation rights it may have against the Company and its Affiliates.

12.3 The Contractor shall, whenever required, produce for the Company's inspection the policy or policies of insurance and the receipts for payment of the current premiums.

12.4 If the Contractor fails upon request to produce to the Company satisfactory evidence that there is in force any of the insurances required under this Clause 12 at any time, then and in any such case the Company:

12.4.1 may effect and keep in force any such insurance and pay such premium or premiums as may be necessary for that purpose and from time to time deduct the amount so paid from any moneys due or which may become due to the Contractor or recover the same as a debt due from the Contractor; and

12.4.2 will be entitled at its absolute discretion to withhold all payments which would otherwise be due to the Contractor under this Agreement until such evidence has been produced to the Company.

13. Term and Termination

13.1 The Term shall commence on the Commencement Date and continue in force for the duration of the Term, unless earlier terminated in accordance with the provisions of this Clause 14.

13.2 Upon the expiry of the Term, the Company shall have the option to extend the Term for a further period of [one (1) year], on the same terms and conditions of this Agreement, save for pricing and services specifications which shall be mutually agreed between the Parties. Shall option may be exercised by the Company no earlier than [three (3) months] and no later than [one (1) month] prior to the expiration of the Term.

- 13.3** The Company shall have the right to terminate this Agreement at any time during the Term by giving to the Contractor one (1) month's notice in writing.
- 13.4** Notwithstanding anything to the contrary contained herein, each Party ("**Non-Defaulting Party**") may at its sole discretion terminate this Agreement immediately with respect to any or all of the Services by giving written notice to the other Party ("**Defaulting Party**") if:
- 13.4.1** the Defaulting Party commits any breach of any term of this Agreement which, if capable of remedy, is not remedied within fourteen (14) days from the date of service of the Non-Defaulting Party's notice on the Defaulting Party specifying the breach and requiring such breach to be remedied;
 - 13.4.2** where the Defaulting Party is the Contractor, the total amount of liquidated damages payable by the Contractor under Clause 10.2 amount to or are in excess of the full amount of the Security Deposit;
 - 13.4.3** any mortgagee, chargee or encumbrancer takes possession or a receiver is appointed over any part or all of the undertaking or property or assets of the Defaulting Party;
 - 13.4.4** the Defaulting Party makes any voluntary arrangement with its creditors or becomes subject to an administration order;
 - 13.4.5** an order of court is made to wind up the Defaulting Party or to place it under judicial management or a resolution is passed by the members of the Defaulting Party for its winding up or liquidation;
 - 13.4.6** any distress or execution is levied or enforced in relation to any of the assets of the Defaulting Party;
 - 13.4.7** the Defaulting Party ceases, or threatens to cease, to carry on business or becomes insolvent or admits in writing its inability to pay its debts when due;
 - 13.4.8** the Defaulting Party offers, gives or agrees to give, or has offered, given or agreed to give, to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do, any action in relation to the obtaining or execution of this Agreement;
 - 13.4.9** the Defaulting Party shows or forbears to show favour to any person in relation to any agreement with the Non-Defaulting Party, or if similar acts shall have been done by any person employed by the Defaulting Party or acting on its behalf (whether with or without the knowledge of the Defaulting Party); or
 - 13.4.10** in relation to any agreement with the Non-Defaulting Party, the Defaulting Party or any person employed by it or acting on its behalf commits any offence under the Penal Code (Chapter 224) or the Prevention of Corruption Act (Chapter 241), or abets or attempts to commit such an offence, or gives any fee or reward the receipt of which is an offence under the Penal Code or the Prevention of Corruption Act.

- 13.5** Nothing in this Agreement shall prejudice the rights and obligations which have accrued prior to the expiry or earlier termination of this Agreement or preclude either Party from claiming against the other Party in respect of any loss or damage arising from or incurred as a result of any breach of any of the provisions of this Agreement occurring prior to expiry or earlier termination of this Agreement. Further, the termination of this Agreement shall not affect the respective continuing rights and obligations of the Parties under any other provision of this Agreement which is expressed to survive termination or which is required to give effect to such termination or the consequences of such termination.
- 13.6** On the expiry or earlier termination of this Agreement, the Contractor shall, unless otherwise expressly directed in writing by the Company's Supervisor, remove its property that has not been retained by the Company as well as its personnel on the Premises.
- 13.7** If this Agreement is terminated before the due completion of all the Services, then subject to the Contractor having fulfilled all its obligations under the terms of this Agreement (to the extent that they may be fulfilled) and without prejudice to any sums which are payable by the Contractor to the Company pursuant to any term of this Agreement, the Company shall pay the Contractor, on a *quantum meruit* basis, for all work done in relation to the Services up to the date of such termination, PROVIDED THAT the amount of such payment(s) aggregated with all other payment(s) made by the Company to the Contractor pursuant to the terms of this Agreement shall not exceed the total of the fees payable under Clause 9.
- 13.8** The right of termination conferred by this Clause 13 is in addition to and not in derogation of any other right of termination of this Agreement conferred under any other provision of this Agreement.

14. Assignment

- 14.1** Neither Party may assign, delegate or transfer its rights or benefits and/or obligations under the terms of this Agreement to any third party without the prior written consent of the other Party, provided that the Company may assign its rights and benefits under the terms of this Agreement to any of its Affiliates, and in the event of such assignment, the duties and obligations of the Company under this Agreement may be performed by its assignee in lieu of the Company.
- 14.2** Further, notwithstanding any consent given by the Company for any assignment, delegation or transfer of the Contractor's rights or benefits and/or obligations under the terms of this Agreement, the Contractor shall remain solely responsible to the Company for observing and complying with and the due performance of all the duties, obligations, undertakings, warranties and covenants of the Contractor set out in this Agreement.

15. Confidentiality

- 15.1** The Contractor acknowledges that all information relating to the Company and/or its operations are confidential and belong to the Company. The Contractor shall maintain and cause to be maintained the confidentiality of all such information, and shall not without the prior written consent of the Company (which shall not be unreasonably withheld), copy or

use or disclose any such information whether during or after the expiry or earlier termination of this Agreement to any person save and to the extent that such use or disclosure is necessary:

- 15.1.1 for the discharge of the Contractor's obligations under this Agreement; or
- 15.1.2 for financial reporting purposes of the Contractor; or
- 15.1.3 to comply with statutory or regulatory requirements (including the requirements of any stock exchange) in Singapore; or
- 15.1.4 in the prosecution or defence of any legal action in any court of law or pursuant to any order of court.

Notwithstanding the above, the Contractor shall not disclose any of the confidential information referred to above in this Clause 15.1 to any of the Contractor's Personnel unless and until the Contractor has placed such Contractor's Personnel under undertakings of confidentiality and containing similar conditions provided in Clause 15.1, and the Contractor in any event undertakes full responsibility for the maintenance and preservation of the confidentiality of any confidential information disclosed by the Contractor to the Contractor's Personnel and the due compliance by such Contractor's Personnel of the conditions of such undertakings to the same extent as if they were undertaken by the Contractor.

- 15.2 Clause 15.1 shall not apply to any confidential information which at the time it is disclosed, made available or otherwise provided by the Party to whom such information relates, is in the public domain, and shall cease to apply to any information which subsequently becomes publicly available otherwise than as a consequence of any breach by the Contractor of Clause 15.1 .
- 15.3 Notwithstanding the expiry or earlier termination of this Agreement for whatever reason, the obligations and restrictions in this Clause 15 shall be valid for a period of five (5) years from the expiry or earlier termination of this Agreement.

16. Notices

- 16.1 Any notice, demand or other communication to either Party by the other shall be given in writing and delivered to the addresses or facsimile numbers set out hereunder. Such notice, demand or communication shall be deemed to have been duly served (if delivered personally or given or made by facsimile) immediately or (if given or made by letter to an address within Singapore) 14 days after posting.

To the Company:

SATS Airport Services
Cargo Division
Airfreight Terminal 5
30 Airline Road
Facsimile No.:

Attention:

To the Contractor:

xxxxxxx
xxxxxxxxx
Singapore
Facsimile No.:
Attention:

17. Arbitration

- 17.1** Any dispute, controversy or disagreement arising out of or relating to this Agreement, including any question regarding its existence, validity or termination (“**Dispute**”) shall be referred for determination or resolution in an arbitration conducted by the Singapore International Arbitration Centre (“**SIAC**”) and in accordance with the SIAC Rules (“**Rules**”) except to the extent that the Rules conflict with the provisions of this Clause 17, in which event the provisions of this Clause 17 shall prevail and apply.
- 17.2** The number of arbitrators shall be one (1), the place of the arbitration shall be Singapore, and the language of the arbitration shall be English.
- 17.3** Any decision or award of the arbitral tribunal shall be final and binding upon the Parties to the arbitration proceeding. The Parties hereto agree that the arbitral award may be enforced against the Parties to the arbitration proceeding or their assets wherever they may be found, and that a court ruling upon enforcement of the arbitral award may be entered in any court having jurisdiction thereof. The Parties also hereby irrevocably waive and exclude any right to appeal to any court in any jurisdiction against any such decision or award, or to seek any review or revision of any such decision or award by any court in any jurisdiction. The foregoing shall be without prejudice to the rights of either Party to refer any Dispute to the courts for resolution where necessary to preserve the subject matter of the action by way of injunctive or declaratory proceedings.

18. Personal Data

- 18.1** In this Clause, “**Personal Data**” means all data which is defined to be “personal data” under the Personal Data Protection Act 2012 (No. 26 of 2012 of Singapore) (“**PDPA**”) and/or other applicable data protection laws (together with the PDPA, “**Applicable Data Protection Laws**”) which are collected, processed, disclosed and/or used by any Party for any purpose arising out of or in connection with this Agreement, and includes all information which identifies or which relates to an individual, whether true or not, in any form, disclosed, furnished or made available directly or indirectly to the Contractor and/or its permitted subcontractors by or on behalf of the Company or otherwise received or obtained by the Contractor and/or its permitted subcontractors pursuant to or by virtue of this Agreement.
- 18.2** Each of the Company and the Contractor shall, in its collection, processing, disclosure or other use of Personal Data adhere to the requirements of the PDPA and other Applicable

Data Protection Laws. Without prejudice to the generality of the foregoing, each Party shall, where required and in the manner required by any Applicable Data Protection Laws:

- 18.2.1 use Personal Data only for purposes which would be considered appropriate by a reasonable person in the circumstances and only after notifying such purposes and obtaining the consent of the individual to whom the Personal Data relates ("**Subject Individual**");
 - 18.2.2 ensure that its personnel who are authorized to collect, process, disclose and/or use Personal Data are under appropriate and legally enforceable confidentiality obligations;
 - 18.2.3 provide Subject Individuals with access to their Personal Data and the ability to correct such Personal Data upon request along with their other rights under Applicable Data Protection Laws and promptly notify the other Party upon receipt of any such request from Subject Individuals seeking to exercise such rights;
 - 18.2.4 use reasonable efforts to ensure the accuracy of Personal Data;
 - 18.2.5 institute reasonable technical and organizational security arrangements to protect the Personal Data from unauthorised access and similar risks;
 - 18.2.6 securely destroy the Personal Data where it is no longer required; and
 - 18.2.7 not transfer any Personal Data outside Singapore without the prior written consent of the other Party, and if consent is given, to transfer Personal Data outside Singapore only in accordance with the requirements in the PDPA.
- 18.3 Each Party shall return or destroy Personal Data provided to it by the other forthwith upon being required to do so by the other or immediately without request upon the expiry or earlier termination of this Agreement, save that a Party may nonetheless retain Personal Data if such retention is necessary for its business or legal purposes (including without limitation compliance, audit or regulatory purposes).

19. **Anti-Bribery and Anti-Corruption**

- 19.1 The Contractor undertakes, represents and warrants that:
- 19.1.1 the Contractor, the Contractor's Personnel and any other person responsible for providing and performing the Services is in compliance with all anti-corruption and anti-bribery laws, and will remain in compliance with all such laws during the term of this Agreement; and
 - 19.1.2 without prejudice to the generality of Clause 19.1.1, each of the Contractor, Contractor's Personnel and any other person responsible for providing and performing the Services has not made, authorized or offered to make payments, gifts or other transfers of value, directly or indirectly, to any government official or private person in order to (i) improperly influence any act, decision or failure to act by that official or person; (ii) improperly induce that official or person to use his

influence with a government or business entity to affect any act or decision by such government or entity; or (iii) secure any improper advantage.

19.2 The Contractor agrees that should it learn or have reason to know of any payment, gift or other transfer of value, directly or indirectly, to any government official or private person that would violate any anti-corruption or anti-bribery law, it shall immediately disclose such activity to the Company and the Company shall have the right to immediately terminate this Agreement by giving written notice to the Contractor.

19.3 The Company shall have the right to terminate this Agreement if the Contractor breaches this Clause 19.

20. Entire Agreement

20.1 This Agreement supersedes and cancels all previous agreements, warranties and undertakings whether oral or written, express or implied, given or made by or between the Parties, and constitutes the entire agreement between the Parties in respect of the matters set out herein, and save as expressly provided for in this Agreement, no other terms and conditions shall be included or implied.

21. Variation and Amendment

21.1 No variation, amendment or rescission of this Agreement shall bind either Party unless made in writing and signed by both Parties. Unless expressly agreed, no variation or amendment shall constitute a general waiver of any provision of this Agreement, nor shall it affect any right, obligation or liability under or pursuant to this Agreement which have already accrued up to the date of such variation or amendment, and the rights and obligations of the Parties under or pursuant to this Agreement shall remain in full force and effect, except and only to the extent that they are so varied or amended.

22. Invalidity

22.1 If at any time any provision of this Agreement is or becomes invalid, illegal or unenforceable in any respect, the validity, legality or enforceability of the remaining provisions of this Agreement shall not in any way be affected or impaired thereby. The Parties agree to amend or replace any invalid, illegal or unenforceable provision of this Agreement by valid, legal and enforceable provisions which achieve, to the greatest extent possible and in the interests of the Parties hereto, the economic and all other purposes of the invalid, illegal or unenforceable provision.

23. Counterparts

23.1 This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one and the same instrument.

24. Waiver

24.1 The failure of either Party to insist upon a strict performance of any term or provision of this Agreement or to exercise any option, right or remedy herein contained, shall not be construed as a waiver or as a relinquishment in the future of such term, provision, option, right or remedy, but the same shall continue and remain in full force and effect throughout the term of this Agreement. No waiver by either Party of any term or provision thereof shall be deemed to have been made unless expressed in writing and signed by an authorised representative of such Party.

25. Non-Exclusivity & Non-Solicitation

25.1 The Contractor acknowledges and agrees that it may not be the exclusive provider of the Services to the Company, and the Company may procure the Services or services similar to the Services from or otherwise conduct business with other parties who may be in competition, whether directly or indirectly, with the Contractor.

25.2 For the duration of this Agreement and for an additional term of 2 (two) years following the expiry or earlier termination of this Agreement, the Contractor agrees not to induce or attempt to induce any person who is an employee of the Company and who is or was involved in the performance of this Agreement to terminate his or her employment with the Company.

26. Change of Control

26.1 In the event there is any proposed change in the ownership or shareholding of the Contractor, the Contractor shall seek the Company's written consent prior to such change.

27. Relationship Between The Parties

27.1 The Contractor shall for the purposes of this Agreement be deemed to be an independent contractor, and nothing contained in this Agreement is intended nor shall it be regarded as constituting a partnership, agency, joint venture or fiduciary relationship between the Parties.

28. Reasonableness

28.1 Each Party to this Agreement confirms it has received independent legal advice relating to all the matters provided for in this Agreement, including the provisions of this Clause, and agrees, having considered the terms of this Clause and the Agreement as a whole, that the provisions of this Clause are fair and reasonable.

29. Contracts (Rights of Third Parties) Act

29.1 A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act (Chapter 53B) to enforce any term of this Agreement, save that any of the Company's Affiliates may enforce and rely on the provisions of Clauses 9.7 and 11.3 to the same extent as if it were a party to this Agreement, provided nevertheless that the Term may be terminated and any term of this Agreement may be amended or waived without the consent of any of such Affiliates.

30. Governing Law and Jurisdiction

30.1 This Agreement shall be governed by and construed in accordance with the laws of Singapore.

30.2 Subject to the dispute resolution provisions in Clause 17, the Parties submit unconditionally to the exclusive jurisdiction of the courts of Singapore.

31. ANNUAL SYSTEM, EQUIPMENT & FACILITY PERFORMANCE REVIEWS

31.1 There shall be regular joint 'System' and equipment performance reviews. The Contractor shall identify, categorize and report all 'System' complaints, delays in supplied spares, warranty claims, and any other matters which may have been raised by the Company's representatives, in a formal report to the Company. This 'System' performance report shall be subject to review by the Company for acceptance.

31.2 Liquidated damages shall be paid by the Contractor at the rate of \$9 per day for failure to provide the required reports in Schedule 7 within 7 business days upon request, for the periodic review, until the required reports are completed to the satisfaction of the Company.

31.3 Should the Contractor's performance be unsatisfactory and the Contractor is unable to offer an acceptable 'Urgent Remedy Plan' (under clause 35) to the Company, the Company retains the right to engage other third party contractors for remedy, as the case maybe. Upon which, the Contractor shall then bear the full costs of these other third party contractors and directly pay the bills of these third party contractors.

32. REQUIRED INFORMATION ON SPARES

32.1 The Contractor shall also identify all Spare Parts and materials supplied by the component manufacturer's full company name and that component manufacturer's native Part Number, the OEM brand of equipment (for which the component/item is intended to be used), the OEM model number for that equipment, the OEM year of manufacture, the OEM parent assembly part number, the OEM part number, together with any respective (international/global) NATO Stock No. (NSN) Part Number or any other international equivalent: such as ASME B18.24-2015 or ATA iSpec 2200 or JASC/ATA 100 code or Global Trade Item Number (GTIN), and the respective UNSPSC code where available. These information above on the Spare parts, items and materials supplied shall be listed in an updated excel file report with the specific System equipment identity (where available), line item description, quantity supplied, the unit price charged in Singapore dollars (or other currencies), the unit of measure used, the unique supply contract number (where applicable) and the Company's Purchase Order number (or the Contractor's Delivery Order Number). This report shall be provided upon demand in an excel file format, on a regular basis and shall be subject to review by the Company for acceptance.

32.2 Liquidated damages shall be paid by the Contractor at the rate of \$11 per day for failure to provide the required reports above in clause 32.1 within 11 business days upon request, until the required reports are completed to the satisfaction of the Company.

33. AD HOC Corrective Maintenance WORKS

The Contractor shall provide an annual 'System' and equipment condition assessment report to the Company's representatives for mutual review and alignment. The Contractor's equipment condition report shall provide a recommendation of the major assemblies, components, spares & sub-systems to be replaced, overhauled or refurbished within the 'System' equipment's expected service life. The Contractor shall provide a recommendation on the projected remaining service life of the 'System' equipment and a schedule of rates for recommended ad hoc corrective maintenance works with a list replacement spares to upkeep the 'System' equipment and any frequent repairs. While the above price list for ad hoc corrective maintenance (CM) works and frequent repair works will not be exhaustive, it should endeavour to cover more than 80% of the value of such CM works annually.

The Contractor shall provide the above Schedule of Rates (SOR) unit price rates according to the format and requirements laid out in Schedule 7 "Contractor Reports": "Log of Ad Hoc works & rates".

34. OBSOLESCENCE

Without prejudice to the Contractor's other obligations above, obsolescence management for spares and maintenance service support, relating to expected service life, shall have the following requirements:

34.1 The Contractor shall provide a written statement to the Company indicating the last date of production of the supplied scope, one year in advance or as soon as it is known.

34.2 The Contractor shall provide a written statement to the Company indicating the number of years of support and spares supply after the last production cycle, one year in advance or as soon as it is known.

34.3 The Contractor hereby undertake to inform the Company in writing of the last opportunity to procure spares and/or support, one year in advance or as soon as it is known.

34.4 The Contractor hereby undertakes to inform the Company in writing on any part or component changes, one year in advance or as soon as it is known.

35 Urgent Remedy Plan

35.1 Without limiting its other rights or remedies, the Company may by 2 days' written notice require the Contractor to remedy a breach by the Contractor of any of these Conditions or contract clauses. The Contractor shall continue to perform all obligations under this contract and shall:

35.2 devote all necessary resources to the resolution or mitigation of the breach for immediate resolution, promptly meet with the Company representatives to agree on a strategy (the "Urgent Remedy Plan"), which if approved by the Company, shall be implemented by the Contractor immediately;

35.3 and reporting on a daily basis until resolution to the Company's satisfaction.

35.4 The Contractor shall at the same time submit a "Prevention Plan" to prevent a recurrence, after which upon the Company's approval, the "Prevention Plan" shall be included into the supplied contract scope (clause 1.1.19 "Services"), at no cost to the Company.

35.5 A failure by the Contractor to comply with these obligations constitutes a material breach of this contract, without prejudice to the Company's other rights and remedies.

36. Local Subcontractors

36.1 The Contractor shall to provide a list of local (in country) subcontractors and local (in country) suppliers pertaining to this contract. The list will include the name of the local (in country) supplier, the local (in country) subcontractor, their nature of business and the scope of supply to the Contractor pertaining to the Contractor's supplied scope to the Company. This list of the Contractor's local (in country) subcontractors and local (in country) suppliers shall be submitted to the Company for approval before commencement of supply. Subsequently, the Contractor shall continue to update the list to the Company and shall in a timely manner seek the Company for prior approval, for any changes. This list of the Contractor's local (in country) suppliers and local (in country) subcontractors shall also be provided in the form of an excel file upon demand and periodically throughout the duration of this contract.

36.2 The Contractor shall declare, and continue to regularly declare all of the Contractor's parent companies, Affiliates, joint ventures, subsidiaries, associated companies and other subsidiaries of the Contractor's parent companies. The Contractor shall declare all relationships to any company having any number of the same shareholders, entities, directors, management personnel, controlling interests and any family members holding such positions in other companies with an interest pertaining to this contract scope. The Contractor shall declare any other company which is its related corporation (as defined in the Companies Act (Cap. 50) of Singapore) or its associated companies.

[rest of page intentionally blank]

In witness whereof this Agreement has been entered into on the date stated at the beginning.

The Company

SIGNED by

for and on behalf of

SATS Airport Services Pte Ltd

in the presence of:



Witness' signature

Name:

Address:

The Contractor

SIGNED by **[Click here and type individual name]**

for and on behalf of

in the presence of:



Witness' signature

Name:

Address:

<Restricted>

Schedule 1

System

[To set out description of System and its specifications, including any diagram, plan or drawing where appropriate.]

<Restricted>

Schedule 2

Agreed Services

<Restricted>

<Restricted>

Schedule 3

Schedule of Rates for Agreed Services

<Restricted>

<Restricted>

Schedule 4

Services Obligations

Schedule 5

Insurances

1. The Contractor shall effect and maintain at its sole cost, at all times during the duration of this Agreement, the following insurances:
 - 1.1 public liability policy against any risks arising out of fire, theft, occurrences on the Premises and such other risks as are customarily insured in a public liability policy, with the following limits of indemnity:
 - 1.1.1 for any one accident, not less than \$[1,500,000] per claim; and
 - 1.1.2 for any one period of indemnity, unlimited;
 - 1.2 Workmen's Compensation Insurance against liability arising under the Workmen's Compensation Act (Chapter. 354) and at common law arising out of the master-servant relationship, which shall contain the following endorsements:
 - 1.2.1 **Endorsement A** – If any workmen employed by the insured or by the insured's contractors as referred to in Endorsement B herein or any dependant of such workman, brings or makes a claim under any Workmen's Compensation legislation in force in Singapore against the Company and its related corporations and associated corporations for personal injury or disease sustained whilst at work on any contract covered by the terms and conditions of the within policy which the Contractor may be carrying out for the Company, the insurance company will indemnify the Company and its related corporations and associated corporations against such claim, that the insurance company may have the sole conduct and control of all proceedings connected with claims covered by this endorsement. Nothing in the endorsement will be construed as affecting the insured's right to recover damages in any other way under the said legislation;
 - 1.2.2 **Endorsement B** – It is hereby understood and agreed that the indemnity herein granted is intended to cover the legal liability of the insured to workmen in the employment of contractors performing work for the insured while engaged in the business and occupation in respect of which the within policy is granted but only so far as regards claims under any Workmen's Compensation legislation or common law in force in Singapore.
2. Save for the insurance coverage referred to in paragraph 1.2, the Company and its Affiliates shall be named as additional insured in respect of the insurance coverage referred to in Clause 12.1.

In witness whereof this Agreement has been entered into on the date stated at the beginning.

Schedule 6

Addendum for Additional Services

[To be issued on the letterhead of the Company]

[Date]

[Address of Contractor]

Dear Sirs

Maintenance and Servicing Agreement

1. We refer to the Maintenance and Servicing Agreement dated [●] made between you and us (the "**Agreement**"). Terms and expressions used in this Letter shall, unless otherwise defined or where the context otherwise requires, have the same meanings ascribed thereto in the Agreement.
2. This Letter is supplemental to the Agreement.
3. It is hereby agreed as follows:
 - 3.1 that the Company has requested, and the Contractor has agreed to provide, the Additional Services described in the Appendix attached to this Letter;
 - 3.2 that the Additional Services shall be performed by the Contractor with effect from [date] to [date]; and
 - 3.3 the Company shall pay the Contractor the charges for the Additional Services at the respective rates stated in the Appendix attached to this Letter.
4. Save as aforesaid, the terms and conditions set out in the Agreement shall apply to and govern the provision and performance of the Additional Services.

Please sign and return to us the original copy of this Letter. The duplicate copy is for your retention.

Yours faithfully

Name:

Designation:

for and on behalf of

[Name of Company]

ACCEPTANCE

To: **[Name of Company]**

We agree to the above.

For and on behalf of **[Name of Contractor]**

Name:

Designation:

Date:

Schedule 7: CONTRACTOR REPORTS

SN Title Description of data Field

Contractor Billing Report

- A Full Name of the **SATS Entity Billed** (invoiced)
- B Contractor's Invoice unique reference Number
- C Invoice Date
- D Invoiced **Currency**
- E Amount invoiced under **fixed unit rates** (excluding GST & taxes)
- F Amount **billed** on time & material basis (excluding GST & taxes)
- G Invoice **Total Amount = E + F** (excluding GST & taxes)
- H Number of Invoice line items (for each individual unique invoice)
- i **Name & email address of the SATS staff** (& Department) to whom the invoice is addressed to.
- j The respective Deliver Order reference Numbers (DO No. / Delivery Note No.) or the Service Report (SR) No.
- K The respective DATE of the Deliver Order (DO No. / Delivery Note No.) or the Service Report (SR) No.
- L SATS SYSTEM Equipment **ID No**
- M **SATS Cost Center**
- N Name of the **SATS (staff) signatory** certifying receipt/completion on the Delivery Order (DO) or the Service Report (SR)
- O The **Respective unique SATS reference No.:** PO numbers (where available) or Award Letter ref. No. (the SATS CPTM ref. No.: CT/CW/CP_____)
- P The SATS PO **issued date** (or date of the SATS award letter)
- Q The SATS Required Delivery / Completion Date on the PO (or the SATS award letter or as stated in the contract)
- R The SATS Entity & Department, who issued the Purchase Order (or the Award Letter, eg. SATS Ltd | CPTM)
- S **Contractor's Remarks/ Comments & Inputs**
- T **(any) Variation Orders (VO)** due to SATS request, stating the amount billed
- U **(any) Credit Notes, concessions, discounts etc.** (stating the amount)
- V Records of **(any) LD, penalties, recharge and warranty returns** (stating the amount)
- W **Credit Note unique Reference Number**
- X SATS Inputs & remarks

- E. Total Cost of accumulated enhancements/upgrades to date
- F. Total repair Cost due to User damages accumulated to date
- G. Total cost of other miscellaneous charges accumulated to date
- 14.) Total No. of PMs accumulated to date
- 15.) Total No. of CM Work Orders accumulated to date
- 16.) Contractor Remarks & Recommendations
- 17.) Contractor **forecast** on spend/costs for the next Financial year

Log of Ad Hoc Works & Rates

SN Title Description of data Field

- 1.) SATS Business Unit: **Entity & Department Name**
- 2.) Location address and Equipment/facility description
- 3.) (Alphabetical.A-Z.) Main category
- 4.) (Alphabetical.A-Z.) Type of work/purpose/classification (sublevel-numbering.)
- 5.) Performance/end results required
- 6.) Environmental constraints / considerations
- 7.) Operational constraints / considerations during work
- 8.) Brief Description of raw Materials/spares to be used
- 9.) Unit of measure for raw materials/spares used
- 10.) Brief work process description (or man hours required)
- 11.) Whether there is any **subcontracted content**
- 12.) Lead time/duration to complete the work
- 13.) **Description of Quality/certification/warranty requirements**
- 14.) Warranty duration & (any) warranty exclusions
- 15.) **Unit of measure** for work completed (after use).
- 16.) Unitized **Qty of end results(work) completed**
- 17.) **Fixed SOR Unit PRICE rate** charged to SATS
- 18.) No. of work orders in Current calendar year to date (Frequency).
- 19.) **Current total** amount \$ spent/**charged** in this calendar year.
- 20.) Last calendar year **historical annual qty**
- 21.) No. of such work orders completed last yr (No. of transactions)-
- 22.) **Total amount** \$ spent/**charged last calendar year**
- 23.) Unique RFQ txn number (where applicable)
- 24.) Date awarded / added to SOR (**Schedule Of Rates**)
- 25.) Date of expiry for this Fixed SOR unit price rate
- 26.) where applicable duration of the Fixed SOR unit price rate
- 27.) The Three year average of this Fixed SOR unit price rate
- 28.) **Name of SATS staff** raising the last request of this SOR line item
- 29.) **Date of last request/utilization** of this SOR line item.
- 30.) **Contractor remarks & recommendations**

Issue Log (softcopy Kanban Board)

- 1. User feedback / Contractor's quote Ref & quote date
- 2. **Date Issued is Logged**
- 3. Approved to proceed by: SATS Designation, Name & BU/Dept
- 4. Quoted Amts. / total value & Shipping info
- 5. Scope or Works and/or Scope of Supply and/or Services
- 6. SATS SYSTEM Equipment **ID No**
- 7. SYSTEM Equipment Fault / Breakdown details
- 8. Service Complaint (Delay etc.)
- 9. SATS PO / LOA (if applicable)
- 10. **Current SYSTEM Equipment/facility status**
- 11. Any Quality or Compliance issues? Any Complaints?
- 12. OPS / **End User request to Contractor** for follow up
- 13. **Contractor's follow up Action plan**
- 14. **Action Status & resolution** / Contractor Invoice Ref no & Invoiced Amts.

Equipment Condition Assessment report

- 1.) Equipment **Location & Address**
- 2.) **SATS Biz Entity** name for Billing
- 3.) **SATS Cost Center**
- 4.) **SATS person** in charge (Ops Contact Point)
- 5.) General SYSTEM Equipment Description or Type classification
- 6.) SYSTEM Equipment **ID No./Facility node ID.** (where available)
- 7.) **OEM (Manufacturer's) Brand** (where applicable)
- 8.) OEM Model Number & details/info
- 9.) OEM Manufacturer's Serial number on the equipment
- 10.) OEM Model's **Year of Manufacture** (where available)
- 11.) Other special Configuration Requirements.
- 12.) Estimated / projected Timeline (year) for Obsolescence and replacement (service life)
- 13.) "Accumulative Equipment Cost" (to date) SGD = **B+C+D+E+F+G**
 - A. Total accumulative Equipment Maintenance Cost (SGD) = **B+C+D**
 - B. Total accumulative Spare parts cost to date
 - C. Total accumulative Preventive Maintenance Cost to date
 - D. Total accumulative Corrective Maintenance Cost to date
 - E. Total accumulative cost of all Refurbishments to date