

PROVISION OF PEST CONTROL AND FUMIGATION SERVICES IN SATS LEASED OFFICES/SPACES AT PASSENGER TERMINAL BUILDINGS 1, 2, 3, 4 & SATS LOUNGES AT SINGAPORE CHANGI AIRPORT

WORK SPECIFICATIONS

1 SCOPE OF WORK

The contractor shall provide professional pest control services at all SATS leased premises at Passenger Terminals 1, 2, 3, 4 and SATS Lounges at Singapore Changi Airport. The pests referred to in this Contract include cockroaches, rodents, rats, birds, termites, flies, bees, wasps, hornets, snakes, mosquitoes, ants and millipedes etc.

2 MATERIALS AND CHEMICALS FOR PEST CONTROL

2.1 The Contractor shall supply all chemicals, tools, labor and all equipment necessary for the proper execution of pest control services. Chemicals used must comply with requirements of relevant government authorities and be the least toxic and harmless to humans. The Contractor is to furnish names of all chemicals/insecticides to be used with the authorities' approval to SATS within 10 days from the award of the contract. Only chemicals approved by the Ministry of the Environment, Singapore are allowed for application in the premises. It is also the Contractor's responsibility that chemical usage does not defer from laws and regulations stipulated by the local government.

2.2 All insecticides and chemicals must be used discretely. Treatment should not cause damage or be corrosive to the buildings, equipment and electrical appliances.

2.3 All chemicals stored at SATS premises are to be properly labelled and stored systematically and neatly. The Contractor shall provide their own shelves if required. The Contractor is also expected to provide the relevant Material Safety Data Sheets (MSDS) for ALL chemicals used in and around SATS premises. It is also the Contractor's responsibility to ensure that an updated list and MSDS be provided to SATS immediately should there be a change.

2.4 The on-site premises if provided by SATS are to be maintained by the Contractor in a hygienic manner. All proper precautions and safety measures are to be observed by the Contractor when storing chemicals and equipment on SATS premises. The Contractor is to provide safety equipment like fire extinguishers at this storage area. Good housekeeping must also be observed at all times.

3 METHOD OF TREATMENT AND FREQUENCY

3.1 The table attached at Appendix C4-1, lists the minimum requirement for the treatment frequency and method used. SATS shall have the right to alter the frequency as and when more efficient method of treatment is available / approved.

3.2 The Contractor will play crucial roles in ensuring that the premises within SATS remains pest free.

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4 WORK SCHEDULE & STATION BAITS

4.1 The Contractor shall submit a comprehensive work schedule on the pest control and fumigation services for the contract period for each building to SATS for approval within ten (10) days of the letter of award.

4.2 A detailed plan of baits stations (rodents, cockroaches, fly traps etc) should also be submitted within one month of award.

5 SERVICE REPORTS

5.1 The Contractor's workers attending the works must report to SATS personnel immediately before and after each service. They are to provide daily service reports on work carried out, including areas attended to and chemicals used. In addition, any abnormal events should be reported verbally to SATS personnel immediately.

5.2 A monthly detailed report comprising of the works carried out, any abnormal events, corrective actions and preventive actions embarked should be submitted to SATS together with the monthly invoice for payment.

5.3 A monthly trends report, analyzing the areas where pests are sighted and captured and comparing with the previous month's data is to be submitted. The Contractor must indicate in the report what actions they intend to carry out to remedy any unacceptable trends.

5.4 A monthly trend of catches in all the bait stations should also be submitted. The Contractor should provide analysis of the trends and offer professional advice should any abnormalities be detected, to rectify the situation immediately.

5.5 A thorough quality audit is to be performed by qualified member of the management team at least twice a year to ensure that the quality of work of the teams stationed at or assigned to SATS is meeting expectations. Recommendations of further improvements to enhance pest control measures in SATS are to be made. A detailed report is to be submitted.

6 IMMEDIATE ATTENDANCE TO URGENT REQUESTS

6.1 Other than the normal services the Contractor must attend and treat any pest sightings by SATS staff immediately at no additional charge. Such activations should be attended to not more than one hour after notification. A thorough investigation is also to be carried out to find the root cause of the sighting. Such activities are to be reported verbally to SATS personnel upon completion as well as in the daily and monthly service reports.

6.2 In the event the Contractor fails to initiate regular services or additional services for pest sightings within one hour upon notification by SATS or if, these pest control measures fail to meet the expectations of SATS, SATS reserves the right to engage another contractor to carry out the

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services and all costs incurred will be deducted from the Contractor's monthly servicing fee. The necessity to engage another contractor shall be at the sole discretion of SATS based on the seriousness of the problem.

6.3 The Contractor must also report any pest-related hazards, defects and situations identified within the buildings and all operations to SATS operation personnel and carry out the appropriate corrective action as required of them. They are expected to work closely with the operational departments and report any communications in the service reports. All building defects leading to possible pest problems should also be the Building Contractor and appropriate corrective actions be taken promptly.

6.4 There are occasions when pest specimen is required to be identified. SATS personnel will handle such specimen to the contractor. It is expected that the identification report be submitted no later than 48 hours after the specimen is handled over. The report should be thorough and include information as required by SATS.

## 7 SPECIAL TREATMENT

7.1 For treatment of timbers and articles where a non-staining treatment is required, liquid specially prepared to dry promptly without staining is to be used and every care should be taken when applying such a liquid.

## 8 RODENTS

8.1 The Contractor should engage the most effective rodent defence mechanism to prevent the intrusion of rodents into the buildings.

8.2 In the event rodents are encountered in any part of the building, the Contractor should take immediate action to fully eradicate the presence. Thorough checks are to be performed to ensure full eradication. Method adopted should comply with the local laws and regulations and not pose any risk to personnel working within SATS or any food items within. Close scrutiny should follow in such instances.

8.3 The Contractor should also arrange for the most suitable method of disposal of any carcass found in the course of the eradication. Carcass should be removed as soon as possible at all instances.

8.4 A weekly and monthly report must be submitted outlining the results achieved in capturing of rodents is to be submitted. The reports are also to provide the Contractor's recommendations for improvement.

## 9 ADDITIONAL SERVICES

9.1 For other pest control not included in this contract, the Contractor shall carry out additional service within eight hours of notice by SATS. The additional charges shall be reasonable and

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comparable to the average market rate and forwarded to SATS for consideration. SATS reserves the right to engage another pest control service provider to carry out the additional services.

9.2 SATS reserves the right to add or delete any area for pest control and fumigation services as and when required. The Contractor shall inform SATS of any further pest activity, and there upon within twelve hours effect treatment by his approved methods of preparation.

## 10 MANPOWER AND HOURS OF WORK

10.1 The Contractor shall provide one technically experienced (at least 6 years' experience in pest control of food establishment) and competent supervisor to oversee the pest control teams stationed at or assigned to carry out the tasks. The supervisor should also be knowledgeable, responsible and proactive.

10.2 The supervisor shall ensure that the technical teams are performing up to expectations. He shall ensure that all works are performed as scheduled and quality checks of staff work should be constantly performed. Good reporting and documentation skills are also pre-requisites.

10.3 A minimum of two technicians is to be assigned to carry out the tasks for monthly pest control services. These technicians shall also be technically competent and responsible. They should be proactive in pre-empting pest related problems and take actions to mitigate risk of pest promptly. The technicians should react promptly to any feedback or request made by SATS.

10.4 In addition, there is to be provision made for a monthly treatment including fogging if required, treatment of locker areas and any other areas that need more thorough attention and/or can only be attended to after the peak working hours. SATS reserves the right to direct the Contractor to extend working hours on an adhoc basis if there are any problems, which require more thorough investigation and rectification.

10.5 The staff on site must be dressed in uniformed overalls with the Company name and logo for ease of identification. Clean overalls should be worn at all times without fail. Staff should also abide by SATS's policy of donning clean hairnet and mouth covers properly while entering production areas which require them. Such hairnets and mouth covers should be provided for staff by the Contractor and be of similar types.

10.6 All staff should also comply with the Ministry of Manpower Workplace Safety Act as well as SATS Safety Policy.

10.7 All staff should abide by the SATS HACCP, ISO9000 and ISO14000 policies.

## 11 COMMUNICATION

11.1 The Contractor shall equip all staff with mobile phones for easy and instantaneous communication. The updated list of mobile numbers of all staff including the senior operation and management staff should be provided to SATS promptly as and when updated.

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11.2 All calls made by SATS personnel shall be promptly responded by the Contractor within 20 minutes. Necessary actions are to be followed up immediately.

11.3 Frequent communication and updates by the Contractor team shall also be made. A regular update meeting shall be arranged between the Contractor and SATS.

12 LIQUIDATED DAMAGES

12.1 Contractor is liable for liquidated damages imposed for the following;

|  |                    |
|--|--------------------|
| Improper Attire  | \$50 per incident  |
| Short Supply of Manpower   |                    |
| Supervisor   | \$200 per day      |
| Technician   | \$100 per day      |
| Failure to respond to calls made by SATS personnel within 20 minutes   | \$100 per incident |
| Failure to react to feedback or request by SATS personnel within an hour                                       | \$200 per incident |
| Failure to comply with chemical / insecticides requirements of Ministry of the Environment                     | \$300 per incident |
| Failure to eradicate pest infestations within 24 hours (or time frame set by SATS) of notification             | \$200 per incident |
| Insect infestations (10 and more of roaches, flies or any other pest excluding rodents) detected by SATS staff | \$200 per incident |
| Rodent infestation ( 1 or more) detected by SATS staff   | \$300 per incident |
| Failure to comply with MOM Workplace Safety Act or SATS Safety Policy  | \$200 per incident |
| Falsification or misrepresented the attendance or deployment   | \$100 per incident |

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13 MINIMUM REQUIREMENT ON OPERATIONAL FREQUENCY AND METHOD OF TREATMENT

| TYPES OF SERVICES REQUIRED * |  | FREQUENCY AND METHOD OF TREATMENT |
|------------------------------|--|-----------------------------------|
| 1                            | Residual spray, pestigas equipments in and around the premises.  | Monthly                           |
| 2                            | Detection and destruction of potential breeding and other harbourage of rats, cockroaches, flies, mosquitoes and other insects and pests in and around the premises.   | Monthly                           |
| 3                            | Extermination of all pests in and around the entire premises. Placing, removal and replenishment of rodent's baits and glue boards. Glue boards and baits should be placed along all possible rodent-running routes. Poisonous baits should never be allowed to contact with food. A detailed rodent report containing details of baits/traps used and their location and results of treatments should be submitted on a weekly and monthly basis to SATS. | Monthly                           |
| 4                            | Inspection and treatment against termites.   | Monthly                           |
| 5                            | Treatment of staff lockers and washrooms against cockroaches.  | Monthly                           |
| 6                            | Regular flushing out of pests from all areas.  | Monthly                           |
| 7                            | Monitor and ensure effectiveness of insectocutors installed, if required.<br>(A report is to be submitted after each monitoring session)<br>Trending of traps in insectocutors   | If required                       |
| 8                            | Install, monitor and change (when necessary) sticky fly traps  | Monthly                           |
| 9                            | Others <ul style="list-style-type: none"> <li>- Fumigation of the sewerage network against cockroaches.</li> <li>- Immediate collection and disposal of all dead/poisoned &amp; trapped rats. Spraying of disinfectant deodorant in areas where dead rats are removed.</li> <li>- Dealing with all other pests such as birds, snakes</li> </ul>  | On Call                           |

\* All chemicals applied within/onto food-service compounds must be of "food-grade".