

SCHEDULE OF LIQUIDATED DAMAGES FOR SATS LOUNGES

In the event of any failure to meet the prescribed specifications and or standards, violations, deficiencies, non-performance, or non-compliance with the terms of the Contract, SATS Ltd reserves the right to impose the fees for non-compliance as set forth below. Validation of non-conformities will be done after investigation from both parties.

SN	DESCRIPTION	SERVICE LEVELS	FEE FOR NON-COMPLIANCE/ METHOD OF CORRECTION
1	Uniform and Grooming	Ensure that the manpower is in complete uniform and well-groomed at all times as per SATS Ltd grooming standards.	S\$200 per violation
2	Performance of the Services	Conducting personal or other business during working hours (including without limitation talking on telephones, loitering on posts, taking long breaks and engaging in personal conversations, and distracting SATS Ltd staff from their duties).	S\$200 per violation
		Service Provider's Personnel not performing their duties or the Services fully or correctly.	After an initial Formal Warning issued by the SATS Ltd, S\$380 per repeat violation. After 3 offences, the staff is to be removed from the team.
3	Loss/Damage to Equipment	Damage caused to SATS Ltd' Equipment or property arising from the fault, breach, or negligence of the Service Provider or the Service Provider's Personnel.	Actual cost of damage as determined by SATS Ltd, plus a twenty percent (20%) mark-up.
		IMPROPER USE / Storage of SATS Ltd Equipment.	For each occurrence S\$200
4	Attendance	Ensure that the Service Provider's Personnel reports to work at the time (no later than ten (10) minutes prior to shift commencement at place specified by SATS Ltd.	S\$150 per each hour (or part of an hour) for each Contractor's Personnel who is absent or late, commencing from the time when the Service Provider's Personnel's shift should have started. For any repeated incidents of absence or late reporting, the concerned Personnel shall be immediately replaced by the Service Provider upon SATS Ltd request.
		Service Provider's Personnel to leave workplace only after shift ends, no earlier.	
		Falsification or misinterpreted the attendance or deployment	S\$100 per incident
5	Courtesy, Fitness, Hygiene, Drug and Alcohol Free	Personnel are not courteous, fit, improper hygiene or under influence of drugs or alcohol	S\$200 per violation Personnel under the influence of drugs or alcohol will be terminated from services
6	Record Keeping and Reports	Service Provider fails to provide copies of monthly food hygiene and safety inspection, cleaning and pest control records.	S\$200 per violation
7	Food Quality and Safety	Foreign body found in ready-to-serve meals or beverages	Investigation and corrective action report within 7 days of complaint for in-house products and 15 days for outsourced products S\$200 per violation Service Provider shall be held responsible for any harm/damage caused by foreign objects found in food or beverages service to passengers in the lounge and shall undertake all costs associated on service recovery
		Food quality complaints - taste and texture, spoiled, bitten, fungus, or Use of	Investigation report within 7 days of complaint for in-house products

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		non-specified or poor quality items in preparation of menu items	And 15 days for outsourced products. <0.25% / meals supplied, Over that penalty. Refund of 25% of daily catering charges per occurrence
		Other hygiene issues – Supply of stained, dirty, chipped or broken cutlery, crockery or service equipment.	To investigate and report in 7 days with corrective measures. Each complaint. Legal liability and penalty resulting in temporary suspension SATS Ltd Contract cancellation
		Food items or beverages supplied with expired date	At each occurrence – to investigate and provide feedback within 7 days with corrective actions. Refund of 100% of daily charges per occurrence
		Halal Non-compliance for meals provided	Investigation and corrective action report within 2 days. Re-audit of the facility If feedback not satisfactory. Temporary suspension / termination if found major halal violations. Refund of 100% of charges per occurrence
		Products supplied not in accordance with SATS Ltd agreed specifications Non conformity to meals specifications (weight + or – 7%, set-up, etc.)	Refund of 25% of catering charges involved
		Food Poisoning - Alleged	To provide investigation report with supporting SATS Ltd documents within 7 days of the complaint.
		Food poisoning – Proven more than 6 passengers consuming same type of meal / item.	Isolate any products or raw materials from the contaminated batch for investigation, Await instructions from SATS Ltd for catering. Conduct investigation and provide report with records ASAP.
8	Theft	All items, including food and beverage in the lounge belongs to SATS Ltd. They are not to be taken out of or consumed by service provider's personnel.	S\$100 per event of violation.
9	Performance Measurement –	Following of procedures and processes as per SATS Ltd requirements.	Monthly measure of Service Provider's performance based on operations, complaints, following SATS Ltd procedures and updates etc.
10	Cleaning	Failure to clean toilets and showers to be cleaned after each use	S\$150 per event of violation.
		Failure to use approved chemicals/cleaning products	S\$110 per event of violation.
		Failure to clean kitchen and general areas of Lounge	S\$110 per event of violation.
11	Pest Control	Failure to eradicate pest infestations within 24 hours of notification	S\$200 per event of violation
		Insect infestations (10 or more roaches, flies or any other pests) detected by lounge personnel	S\$200 per event of violation