

**PROVISION OF SERVICE CREW FOR SATS CARGO SERVICES
FROM 15 OCTOBER 2021 TO 14 OCTOBER 2024 (WITH AN OPTION FOR 2 MORE YEARS)**

Specification & Requirements:

(Cargo handler / ETV & TV Operator / Forklift Operators / ADP Drivers / Warehouse Assistants)

The contract staff for Cargo Services would be generally referred to as 'service crew', while the awarded contractor would be referred to as 'Service Provider' in this agreement. A 'written notice' in this agreement refers to a letter and / or an email. For the purposes of this Schedule and any annexes to this Schedule, SATS Cargo is synonymous with SAS.

1 General Specifications for Service Crew.

- a. Singaporeans aged 18 and above subject to the following exceptions: All students, all persons waiting for enlistment, entry to National Service, and any other person as SATS Cargo may, in their sole discretion, from time to time deem as unacceptable, shall not qualify as a Cargo handler. If in the rare event that SATS Cargo accepts any persons who fall within the exceptions, it shall be at the sole discretion of SATS Cargo and this should not be taken as setting a precedent for all future cases.
- b. For warehouse assistants, males are preferred due to the higher intensity of work done in a fast paced environment.
- c. Foreign worker must hold a valid work permit with appropriate job description (proof of application under the appropriate industry and work area, together with other necessary documents etc., are to be furnished).
- d. Physically and medically fit and less than 60 years of age.
- e. Able to read / speak and understand simple English.
- f. For ADP Drivers - Possess minimum a valid Class 3 ROV driving license or equivalent for necessary conversion to Class 4T Airfield Driving Permit (ADP) at a minimum.
- g. For ADP Drivers, they should possess a valid Airfield Driving Permit (ADP) in order to be allowed to operate ground equipment (Tractor, Mobile Van and Car).
- h. For Forklift Drivers - Possess a valid **WSQ** certified 3 tonne forklift license. For Forklift drivers operating at the airside, Forklift driving permit is required.

2 Job Descriptions, Expectations, Duties and Responsibilities for Service Crew

2.1 - Cargo Handler / ETV & TV Operator

- a. Adhere to all operational procedures and requirements.
- b. Able to differentiate various cargo and labels / types and carry out the appropriate handling requirements.

- c. Able to understand and differentiate the various 2-letter / 3-letter codes to carry out the appropriate handling requirements.
- d. Report to the Cargo Duty Managers (DM) at the rostered time specified by SATS Cargo.
- e. Execute careful handling and proper stacking cum restraining (in the case of loading) of all loads.
- f. Close pallets, containers, Baggage Trolleys (BT) and Mail Trolleys (MT). For pallets, nettings have to be tied down properly with the necessary straps in place to secure cargo.
- g. Segregate / sort incoming / outgoing loads according to contents / destinations / Air waybills.
- h. Assist to breakdown skidded cargo to be fed into the X-ray for piece level screening. Subsequently after screening the pieces are to be built up again according to the SATS personnel instructions.
- i. Ensure Pallet Dollies (PDs) and Container Trolleys (CTs) are securely fastened and restraint locks / pins of PDs and CTs are raised / secured accordingly.
- j. After loading or unloading cargo / mail in Baggage Trolleys (BTs) or Mail Trolleys (MTs), ensure doors / nettings are properly closed / secured.
- k. Housekeeping of warehouse and Airline equipment (Straps, skids, spreaders, plastic sheets etc.).
- l. For ETV/TV operations, staff must check the ULDs carefully prior to release of the cargo. Staff operating these equipment must be trained and certified by SATS Cargo Training Department.
- m. Report to Cargo DMs or SATS Cargo Coordinators for any discrepancies or irregularities during loading or unloading duties.
- n. Execute any other jobs that are assigned by SAS authorized personnel.

2.2 - Warehouse Assistant

- a. Adhere to all operational procedures and requirements in the warehouse.
- b. Able to differentiate various cargo and labels / types and carry out the appropriate handling requirements.
- c. Able to understand and differentiate the various 2-letter / 3-letter codes to carry out the appropriate handling requirements. Basic DG handling knowledge is also required.
- d. Report to the Cargo DMs / Supervisors at the rostered time specified by SAS.
- e. Execute careful handling and proper stacking and restraining (in the case of loading) of all loads.

- f. Close pallets, containers, BTs and MTs. For pallets, nettings have to be tied down properly with the necessary straps in place to secure cargo.
- g. Segregate / sort incoming / outgoing loads according to contents / destinations / Air waybills.
- h. Loading / unloading of cargo into/from ULDs from/into the material sorting system and vice versa.
- i. Assist to breakdown skidded cargo to be fed into the X-ray for piece level screening. Subsequently after screening the pieces are to be built up again according to the supervisor's instructions. .
- j. Scanning of each shipment at piece level and manual loading and stacking of cargo in trucks.
- k. Ensure Pallet Dollies (PDs) and Container Trolleys (CTs) are securely fastened and restraint locks / pins of PDs and CTs are raised / secured accordingly.
- l. Housekeeping of warehouse and Airline equipment (Straps, skids, spreaders, plastic sheets etc.).
- m. Report to Cargo DMs or Supervisors from the integrators for any discrepancies or irregularities during loading or unloading duties.
- n. Execute any other jobs that are assigned by SAS authorized personnel or authorized personnel from the Integrators.

2.3 - ADP Driver

- a. Adhere to all safety procedures and requirements at the airside and airfreight terminals (warehouse and landside/airside roadways).
- b. Adhere to all operation procedures and requirements.
- c. Able to differentiate various cargo labels / types and carry out the appropriate handling requirements.
- d. Able to understand and differentiate the various 2-letter / 3-letter codes to carry out the appropriate handling requirements.
- e. Report to the Cargo DM at the rostered time specified by SAS.
- f. Operate ground equipment (tractor) to facilitate towing of (Pallet Dollies (PDs) / Container Trolleys (CTs) / Baggage Trolleys (BTs) / Mail Trolleys (MTs), etc) from warehouse to aircraft bay and vice versa.
- g. Operate mobile vans to facilitate despatch/collection of documents to and from the aircraft.
- h. Preparation of the necessary Non-Motorised equipment (Pallet Dollies (PDs) / Container Trolleys (CTs) / Baggage Trolleys (BTs) / Mail Trolleys (MTs), etc.).

- i. Check condition and label of cargo, Unit Loading Devices' (ULDs) number and condition, condition of Pallet Dollies (PDs) / Container Trolleys (CTs) / Baggage Trolleys (BTs) / Mail Trolleys (MTs) prior to towing.
- j. Secure all locks / pins / restraints on Unit Loading Devices (ULDs) and Pallet Dollies (PDs) / Container Trolleys (CTs) / Baggage Trolleys (BTs) / Mail Trolleys (MTs) prior to towing
- k. Report to respective Cargo personnel for any discrepancies or irregularities encountered.
- l. Execute any other jobs that are assigned by SATS Cargo authorized personnel.

2.4 – Forklift Operators

- a. Adhere to all safety procedures and requirements at the airside and airfreight terminals (warehouse and landside / airside roadways).
- b. Adhere to all cargo operational procedures and requirements.
- c. Able to differentiate various cargo labels / types and carry out the appropriate handling requirements.
- d. Able to understand and differentiate the various 2-letter / 3-letter codes to carry out the appropriate handling requirements.
- e. Transferring of cargo from one point to another as required and directed with forklift.
- f. Assisting with loading and unloading of cargo from/to ULDs / BTs/ PDs / MTs as required with forklift.
- g. Assisting with housekeeping of airline and warehouse equipment as required.
- h. To fork skidded / large cargo from the truck docks / weighing scales to be fed into the X-ray machines to be screened. Upon completion of screening to fork these cargo from the X-ray machines to the build-up areas or storage areas as directed.
- i. Report to the Cargo DM at the rostered time specified by SATS Cargo.
- j. Report to respective Cargo personnel for any discrepancies or irregularities encountered.
- k. Execute any other jobs that are assigned by SAS authorized personnel.

3 Staff Strength Requirement for Service Crew.

- a. Staff strength requirements varies for each Airfreight terminal per day, which figures would be adjusted and specified by SATS Cargo from time to time according to deployment needs, by giving at least one (1) week's written notice.

- b. Distribution of staff is not necessarily even over the respective Airfreight terminals and over the various shifts, as this would be adjusted and specified by SATS Cargo from time to time according to deployment needs, by giving at least one (1) week's written notice.
- c. Service Crew's operation in each Airfreight terminal is not necessarily exclusive to only one (1) Service Provider, i.e. there could be more than one (1) Service Provider operating in the same terminal.

4 Shift Pattern for Service Crew.

- a. The shift pattern provided in Para 12 – Schedule is strictly intended for reference only to facilitate the submission of bid by the provider. SAS makes no representation or warranty as to the accuracy or completeness of the information. SAS does not warrant or represent that the actual shift which the Service Provider will be required to service would in any way follow or be similar to what is provided in Para12. SAS shall have no liability whatsoever in respect of Para 12 whether resulting from any person's reliance on it or otherwise. Both minor and major changes in shift pattern are likely, especially after a flight schedule change from Summer Flight Schedule to Winter Flight Schedule and vice versa, or due operational needs. SATS Cargo reserves the right to amend partially or wholly the shift timings and the number of Cargo handlers required per shift by giving one (1) week's written notice.
- b. SAS shall not be responsible for any transportation required by the service crew to and from work.
- c. Any shift that is 6 hours and above would be entitled to an one (1) hour break, which SATS Cargo reserves the right to decide on which portion of the shift for the break to be given.
- d. No service crew is allowed to work more than 12 hours in a day (excluding break time with extended time (overtime) inclusive) or 12 days continuously without break. There must be at least an 8-hour rest in between shifts. Any rest of less than 8 hours taken would be considered as still within the same shift and the hours of work would be cumulative. It is the responsibility of the Service Provider to ensure and observe the above-mentioned regulation.

5 Training for Service Crew.

- a. All service crew are required to attend a short training programme conducted by SAS, which comprises of both classroom training and On-Job-Training (OJT) sessions, prior to commencement of work in SATS Cargo.
- b. SAS reserves the right to amend the training programme partially or wholly from time to time giving one (1) week's written notice.
- c. All necessary training (including additional or further refresher training) has to be conducted by SAS' trainers or certified trainers (under the approval of SAS) supplied by Service Provider.
- d. Training fees would be charged accordingly when it is conducted by SATS Cargo Training(Eg ADP training , Forklift training)
- e. During the training period, all service crew will not be paid.

- f. All service crew attending the training are expected to be fully outfitted. Failure to do so would result in them being sent back whilst training fees still applicable.
- g. Only service crew who have completed the training successfully would be considered as 'qualified' and allowed to work in SAS.
- h. Any 'unqualified' service crew found working in Cargo would be considered, as over-declared staff and he would be subjected to a penalty.

6 Provision of Supervisor for Service crew.

The Service Provider must provide at least one (1) Supervisor during the full hours of service provision (regardless of the number of service crew supplied per shift) at its own cost to take charge of all the service crew supplied. His duties and responsibilities are to:

- a. Take charge of all staff matters (such as last minute leave request etc.) and disciplinary issues; and act as liaising personnel between the service crew and SATS Cargo personnel at all times, both administratively and operationally.
- b. Monitor the attendance (including clocking in / out of the Service Crew Management System (SCMS) and ensure the service crew report on time at the designated SATS Cargo Airfreight Terminals according to the deployment schedule.
- c. Supervise the service crew on duty at SAS (as required).
- d. Conduct briefings / safety audits and disseminate instructions etc. to service crew as and when required.
- e. Conduct regular checks and / or spot checks on service crew. This should include (though not limited to) the following:
 - i) Checks to ensure proper attire and Personal Protective Equipment (PPE) etc. are worn when service crew report for work and during warehouse activities etc.
 - ii) Roll-call of service crew who have reported for work
 - iii) Any other checks deemed necessary by SATS Cargo, which may be communicated from time to time to the Service Provider by giving one (1) week's written notice.
 - iv) Conduct investigation and submit report on any accident/mishandling that a service crew has been involved in.
 - v) Perform any other task deemed necessary by SAS and / or Service Provider.
 - vi) Be contactable at all times and able to show his presence at short notice.

7 Uniform and Personal Protection Equipment (PPE)

All service crew are to be dressed appropriately in SATS uniforms and SATS safety vest at all times. Safety Gloves are also to be standardised with those being used by SATS Cargo and the service provider is to purchase these from SATS accordingly. SATS uniforms, vests and gloves will be charged at cost to the vendors. Safety shoes can be issued by the Service provider to the service crew.

Safe Management Measure that are implemented by SATS Cargo are also to be adhered to strictly by the service crew.

8 Other Requirements and Expectations from Service Provider

a) Other Deviations from Contract Agreement

- i. Hand gloves shall be included as a compulsory Personal Protective Equipment (PPE) which are to be purchased from SATS Cargo so as to standardise the PPE used by everyone.
- ii. Regular safety audit findings / reports shall be submitted at a frequency deemed necessary by SAS, subject to revision from time to time.

b) Reimbursement to SAS

- i. SAS may from time to time request Service Provider to reimburse on any expenses or losses etc. that has been incurred as a result of the Service Provider entering into this contract.
- ii. In the event that any reimbursement is requested from the Service Provider, a reimbursement cost equivalent to 115% of the actual cost (15% being the administrative cost involved) would be applied.
- iii. SAS reserves the right to amend partially or wholly, the reimbursement list of items as and when required, by giving one (1) week's written notice.
- iv. This reimbursement formula shall be applied also for any other event / item deemed necessary by SAS, which may arise from time to time, so as to upkeep SAS' service level to its client and / or operational requirement.

c) Cessation of Service Provision to SAS

- i. In the event of cessation of service provision to this contract due to whatsoever reason, Service Provider is not allowed to deliberately hold back its staff without valid reason, so as to cause hindrance to third party's recruitment of the relevant staff. Failure to honour this requirement may result in Service Provider being blacklisted and barred from entering into any other SATS contract agreement, not limiting to only SAS' contract agreement.
- ii. In the event of any dispute, SAS' decision shall be final and made at its sole discretion.
- iii. SAS reserves the right to amend partially or wholly any of the clauses or add in additional clauses to any part of the contract agreement and / or the Work Schedule / Specifications, by giving one (1) week's written notice.

9 Liquidated Damages for Service Failure

In addition to the standard liquidated damages (LDs) mentioned in the Contract Agreement, the followings are additional mutually exclusive clauses, which would be subjected to review every 6 months; whereby SATS Cargo reserves the right to amend partially or wholly any of the clauses or add in additional clauses giving one (1) week's written notice:

S/N	DESCRIPTION	AMOUNT OF DAMAGES
1	Late reporting to warehouse affecting service delivery	\$100.00 per incident
2	Failure to report at warehouse work areas / staff walk-out	\$100.00 per incident
3	Mishandling of cargo/mail bags etc.	\$150.00 per incident
4	Error in sorting of cargo / mail etc.	\$150.00 per incident
5	Throwing of cargo / mail bags etc.	\$150.00 per incident
6	Insubordination to SATS Cargo authorized personnel	\$200.00 per incident
7	Any complaint received from airline and / or SATS Cargo authorized personnel	\$250.00 per incident
8	Failure to wear proper PPE as required in the warehouse and airside.	\$200.00 per incident
9	Failure to smoke in designated areas.	\$200.00 per incident
10	Deploying of unqualified staff.	\$100.00 per staff per incident
11	Contract Staff missing from workplace / sleeping at workplace other than the allocated break hours	\$100.00 per staff per incident
12	Service Crew behaviour resulting in safety/security being compromised at the work areas.	\$300.00 per incident
13	Exceeding the designated speed limits in the warehouse / airside/ landside.	\$300.00 per incident
14	Reckless driving that is deemed to be unsafe by SATS Cargo	\$300.00 per incident
15	Involvement in any vehicular, property or industrial incidents	To bear all costs that are related
16	Failure to adhere to airside/airfreight terminal rules and regulations.	\$300.00 per incident
17	Unauthorized use of SATS vehicles. (Forklifts, tractors, cars, vans etc.)	\$300.00 per incident
18	Failure to report damage, mishandlings, accidents or any other incident to the Cargo Duty Manager in a timely manner.	\$200.00 per incident

10 Service Standards Audits

- a. Regular service standards audits will be carried out to determine the competency levels of the staff provided. Audits can be done in the form of flight build-up/breakdown observations with checklists or written/oral assessments of individuals on the basic handling knowledge and requirements.
- b. Service Provider is expected to achieve 90% passing rates for each audit.
- c. Failure to achieve this standard will result in a liquidated damage of \$500 per failure.

11 Use of Service Crew Management System (SCMS)

- a. All attendance will be tracked via the use of SCMS. Staff is to clock in/out via terminals situated in the SAS.
- b. Staff will be required to register their fingerprints after attending the mandatory training as required by SAS and completion of On-the-Job (OJT) training. Only then, will they be able to clock in/out via the SCMS.

- c. Staff are granted a 15 minutes grace for late reporting or early out at the start and end of shift.
- d. LD will be imposed based on formula stated under Clause 9 in the main contract.
- e. Payments will be based on the records captured in SCMS at the end of the month.

12 Schedule

Roster and Manning Requirement for Service Crew

Adjustments may be given with at least one (1) week’s written notice due to operational requirements

12.1- Cargo Handlers

Work Area	Shift Timings	Number of Staff	Remarks
Hub Ops (T5)	0900 - 2100 hrs	12	-
	1100 - 2300 hrs	4	
	2100 - 0900 hrs	19	
ECC	0900 - 2100 hrs	3	-
	1800 - 0600 hrs	3	
	2100 - 0900 hrs	3	
OAL Export(T3/T4)	0900 - 2100 hrs	6	Core I (6)
	1100 - 2300 hrs	6	Core F (6)
	1800 - 0600 hrs	8	Core F (8)
	2100 - 0900hrs	12	Core I (8), Core F (4)
Import(T6)	0900-1800/1900 hrs	18	Additional headcount to cater for O3/ Shoppee/ eComm businesses
	1500/1600-0100 hrs	16	
	2400-1000/1000 hrs	16	
Coolport	0900 - 2100 hrs	5	-
	2100 - 0900 hrs	2	
E-Commerce Airhub	0900 - 2100 hrs	12	Standby to cater for year-end peak
	2100 - 0900 hrs	12	

12.2- Warehouse Assistants

Work Area	Shift Timings	Number of Staff	Remarks
To be designated by SAS	0030 - 0930hrs	25	
	1100 – 2300hrs	8	

12.3- ADP Drivers

Work Area	Shift Timings	Number of Staff	Remarks
Hub Ops (T5)	1000 - 2200 hrs	2	-
ECC	0900 - 2100 hrs	4	-
	1100 - 2300 hrs	3	
	2100 - 0900 hrs	4	
	2300 - 1100 hrs	5	
OAL Export(T3/T4)	0900 - 2100 hrs	2	
	2100 - 0900hrs	2	
Import(T6)	0900-1800/1900 hrs	6	
	1500/1600-0100 hrs	5	
	2400-1000/1000 hrs	5	
TPO	1100 - 2300 hrs	15	
	2300 - 1100hrs	15	
Designated location within Changi Airport	0000-0930	4	
Others	0900 - 2100 hrs	8	Standby for new businesses
	2100 - 0900hrs	8	

12.4- Forklift Operators

Work Area	Shift Timings	Number of Staff	Remarks
Hub Ops (T5)	0900 - 2100 hrs	18	-
	1800 -0600 hrs	4	
	2100 – 0900 hrs	19	
OAL Export(T3/T4)	0900 - 2100 hrs	2	-
	1100 – 2300 hrs	1	
	2100 – 0900 hrs	2	
Import(T6)	0900-1800/1900 hrs	8	-
	1500/1600-0100 hrs	6	
	2400-1000/1000 hrs	8	
Designated location in Changi Airport (New Project)	1100-2300 hrs	2	