

Schedule 2 Agreed Services

Part 1 – Maintenance, Emergency Response and Reporting

The Contractor shall render the following services during the Term:

1. Routine Inspections and Maintenance

- 1.1. The Contractor shall at all times during the Term keep the System in good working order and condition and shall undertake and perform routine inspections and maintenance on the System at the frequency based on the existing schedule (a sample is attached in Schedule 3).
- 1.2. The Contractor and the Contractor's Personnel shall thoroughly examine the System during each inspection, and shall:
 - 1.2.1. promptly take such action as is necessary to repair, remedy and rectify any defect, deficiency, flaw and/or effect of wear and tear in the System, or if necessary replace any defective or faulty part of the System; and
 - 1.2.2. troubleshoot, correct and resolve expeditiously any error which may be discovered or revealed through the investigations and tests conducted by the Contractor's Personnel.
- 1.3. The Contractor shall, from time to time at the request of the Company, provide the Company with general guidance, technical advice, assistance and support in relation to the use, operation, maintenance and repair of the System.
- 1.4. In relation to the repair or replacement of any of the Parts with any Defect, the Contractor shall:
 - 1.4.1. commence any such repair or replacement only when so authorized by the Company's Supervisor; and
 - 1.4.2. replace that defective Part with a new and unused Part of the best possible quality in relation to condition, durability and performance, from authorized suppliers approved by the Company's Supervisor.

2. Emergency Response

- 2.1. The Contractor's Personnel shall be on call on a 24-hour basis (including all Sundays and public holidays) to provide the services set out in paragraphs 2.2 to 2.7 below.
- 2.2. The Contractor's Personnel shall respond promptly to any telephone inquiry made by the Company in respect of any issue involving the System, and provide such technical support over the telephone as may be required to resolve the issue. However, if the Company is unable to resolve the issue to its satisfaction despite such telephone support, the Contractor's Personnel shall be required to attend at the Premises. The Contractor's Personnel shall report at the Premises 2 hours upon notification.
- 2.3. The Company may at its discretion require two (2) or more of the Contractor's Personnel to attend at the Premises to resolve the issue involving the System after office hours. They should be contactable by handphone at all times.
- 2.4. Where a Contractor's Personnel is required to attend at the Premises pursuant to any provision of this paragraph 2, the Contractor's Personnel shall personally enter the Premises to inspect the System within the relevant period under column (4) of the table set out in Schedule 3. For the purpose of this paragraph 2.4, the Contractor's Personnel shall be deemed to arrive at the Premises at the time he reports to the Company's Supervisor at the Premises.
- 2.5. The Contractor's Personnel shall immediately investigate the cause of the issue(s), problem(s) or fault(s) encountered by the Company with the System and shall conduct such evaluations and tests as may be appropriate to verify and confirm that all of the parts, accessories and components comprising the System and their related software are:
 - 2.5.1. free from any defect, fault, malfunction or failure, technically sound and operating in accordance with their respective functional design and specifications; and
 - 2.5.2. operating in proper combination with each other.
- 2.6. The Contractor's Personnel shall:
 - 2.6.1. promptly take such action as is necessary to repair, remedy and rectify any defect, deficiency, flaw and/or effect of wear and tear in the System, or if necessary replace any defective or faulty part of the System; and

2.6.2. troubleshoot, correct and resolve expeditiously any error which may be discovered or revealed through the investigations and tests conducted by the Contractor's Personnel.

2.7. In relation to the repair or replacement of defective Parts, the Contractor shall:

2.7.1. commence any such repair or replacement only when so authorized by the Company's Supervisor; and

2.7.2. replace the defective Parts with new and unused Parts of the best possible quality in relation to condition, durability and performance, from authorized suppliers approved by the Company's Supervisor.

3. Reporting

3.1. For each time that the Contractor's Personnel is required to attend at the Premises to perform any of the Services (whether on account of performing routine inspections and maintenance, or responding to a notification by the Company of any issue with the System), the Contractor's Personnel shall, within the relevant period under column (4) of the table set out in Schedule 3, submit to the Company's Supervisor a report stating, inter alia, the following:

3.1.1. a record of the defects, faults, errors and/or problems found in the System; and

3.1.2. the work done by the Contractor in respect of the defects, faults, errors and/or problems referred to in paragraph 3.1.1, including any part, accessory and/or software repaired or replaced.

4. Preventive Maintenance (PM)

4.1. The PM shall be carried out once a month or as per the manufacturer's maintenance schedule for all equipment. The maintenance work covers checking, lubricating, minor adjustment, functional test of all safety devices and controls. (For details, please refer to Schedule 1). The Tenderer is expected to provide qualified and skilled technicians to perform this program. There should be sufficient manpower to complete the number of equipment scheduled for servicing every month. The equipment servicing cycle should not exceed 6 weeks unless special permission is given.

4.2. All tools and consumable items are included in the tender price. e.g.

4.2.1. All types of bolts, nuts, washers, screws, springs, bushing and pins

- 4.2.2. All types of cleaning solvents, grease, lubricants, sprays, paint, hydraulic oil (for topping up only) and filters
- 4.2.3. Rags and brushes
- 4.3. The Contractor shall submit a master maintenance schedule – both monthly and yearly (please refer to Schedule 1) during the tender submission for reference. This will serve as a guideline whereby future schedule will be based on.
- 4.4. The actual work on site will however need to be adjusted after consultation with SAS so that the timing of equipment shutdown can be properly coordinated.
- 4.5. The proposed maintenance contract sum shall include all arrangement and assistance for necessary testing, inspections and issuance of professional engineers' certificates as required by the government authorities at any point of time but will exclude PE fees.
- 4.6. The Contractor shall follow closely to the manufacturer's recommended list of PM checklist. This is indicated in Schedule 1. Within 3 weeks upon the award of this contract, the Contractor is to submit to SAS a proposed list of checklists following closely to the manufacturer's recommendation for approval by SAS engineers. The Contractor is expected to improve the manufacturer recommendations and should include other details like spare part used, manhours taken, components to change during the next PM, etc.
- 4.7. Defects requiring repair discovered during regular PM must be rectified at no additional cost.
- 4.8. The Contractor shall carry out half-yearly load tests on all lifting equipment. The required load shall always be available in the terminal so that ad-hoc tests can be carried out.
- 4.9. The Contractor must ensure that function tests must be carried out on the sub-system (on which the PM has been done) before the system is released to SAS for use.
- 4.10. SAS reserves the right to amend the preventive schedules as and when required and to redeploy the men to carry out repairs. Such repair works shall not be chargeable if the existing preventive maintenance manpower is used.

Part 2 – First Line Maintenance and Reporting

The Contractor shall render the following services during the Term:

5. First Line Maintenance

- 5.1. The Contractor shall at all times during the Term keep the System in good working order and condition and shall undertake and perform breakdown recovery and repairs on the System as and when directed or when equipment breaks down.
- 5.2. The Contractor and the Contractor's Personnel shall correctly recover the system from breakdown, and shall:
 - 5.2.1. promptly take such action as is necessary to repair, remedy and rectify any defect, deficiency, flaw and/or effect of wear and tear in the System, or if necessary replace any defective or faulty part of the System; and
 - 5.2.2. troubleshoot, correct and resolve expeditiously any error which may be discovered or revealed through the investigations and tests conducted by the Contractor's Personnel.
- 5.3. The Contractor shall, from time to time at the request of the Company, provide the Company with general guidance, technical advice, assistance and support in relation to the use, operation, maintenance and repair of the System.
- 5.4. In relation to the repair or replacement of any of the Parts with any Defect, the Contractor shall:
 - 5.4.1. commence any such repair or replacement only when so authorized by the Company's Supervisor; and
 - 5.4.2. replace that defective Part with a new and unused Part of the best possible quality in relation to condition, durability and performance, from authorized
 - 5.4.3. free from any defect, fault, malfunction or failure, technically sound and operating in accordance with their respective functional design and specifications; and
 - 5.4.4. operating in proper combination with each other.

5.4.5. there shall not be additional charges for such repairs during first line support (repairs requiring no more than 2 men and not more than 5 manhours)

6. Reporting

- 6.1. The Contractors' men are expected to report to the duty Technical Officer at the start and end of every shift. They are to fill in an attendance form provided by the Contractor with details of time reporting and leaving the workplace. This form shall be kept in the control room.
- 6.2. The men are expected to stay in the control room if there are no breakdowns. The men would be given time off for lunch breaks. The lunch breaks will be staggered to ensure there are sufficient men to attend to breakdowns.

Schedule 3 Service Frequencies and Periods

1. CONVEYORS

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Belt conveyors	Entire unit	Check for oil loss				
2	Belt conveyors	Entire unit	Clean the sensors				
3	Tray conveyors	Drive shaft	Check for abnormal operating noises or vibrations				Replace pedestal bearing where necessary
4	Tray conveyors	Return rollers	Check for abnormal operating noises				Replace where necessary
5	Tray conveyors	Carrier rollers	Replace where necessary				
6	Tray inclined conveyors	Clearance roller	Replace where necessary				
7	Tray divert conveyors	Drive axles	Check for abnormal operating noises				
8	Tray divert conveyors	Wheels and rollers/ pulleys	Check for abnormal operating noises				
9	Tray turns/ wheel conveyors	Drive axles	Check for abnormal operating noises				
10	Tray turns/ wheel conveyors	Wheels and rollers/ pulleys	Check for abnormal operating noises				

2. S-TILTER & CHUTES

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Chute	75% filling sensor and reflector	Cleaning, check against any damage, tight connection, alignment check				Alternate chutes every month Chutes:
2	Chute	100% filling sensor and reflector	Cleaning, check against any damage, tight connection, alignment check				Alternate chutes every month Chutes:
3	Chute	Jam sensor and reflector	Cleaning, check against any damage, tight connection, alignment check				Alternate chutes every month Chutes:

4	Chute	Limit switch	Check spring pin function				Alternate chutes every month Chutes:
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3. EARLY BAG SYSTEM (EBS)

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Hoist	Drive pulley and flange bearing	Check for abnormal operating noises or vibration				Replace bearing where required
2	Hoist	Toothed belt	Visual check of overall status				Clean belt, remove extraneous material and waste
3	Hoist	Toothed belt	Check correct fastening at belt tension/clamping plate				Replace if damaged, re-tighten fastening if required
4	Hoist	Toothed belt	Check uniform lifting and lowering movement				Replace if damaged
5	Hoist	Guide Wheel	Check for abnormal operating noises				Replace where required
6	Hoist	Guide Wheel	Clean guide wheel and running surface				
7	Hoist	Sensors	Check functionality, mechanical damages, pollution and securely fixed. Clean if required				Mechanically damaged sensors have to be replaced immediately
8	Shuttle	Drive pulley and flange bearing	Check for abnormal operating noises				Replace where required
9	Shuttle	Chain wheel/roller	Visual check of overall status				Replace if damaged, re-tighten fastening if required
10	Shuttle	Chain wheel/roller	Check correct fastening at chain tension				Replace if damaged, re-tighten fastening if required
11	Shuttle	Chain wheel/roller	Check uniform lifting and telescope movement				Replace where required
12	Shuttle	Drive wheel and guide roller	Check for abnormal operating noises				Replace where required
13	Shuttle	Drive wheel and guide roller	Clean guide wheel and running surface				
14	Shuttle	Compact rail or roller plug	Check for abnormal operating noises				Replace where required
15	Shuttle	Compact rail or roller plug	Clean guide wheel and running surface				
16	Shuttle	Gear or rack	Visual check of overall status				Clean and remove extraneous material and waste
17	Shuttle	Gear or rack	Check for abnormal operating noises				Lubricate if required
18	Shuttle	Sensors	Check for functionality, mechanical damage, pollution and if securely fixed. Clean if required				Replace if damaged

4. TRAY

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Tray	Entire unit	Visual inspection				Clean if necessary, replace damaged parts

5. ULD SYSTEM

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Castor deck	General	<ul style="list-style-type: none"> • Clean if dirty • Check for running noises • Check for damage • Check for corrosion • Check condition of welded seams • Visual check of screws for tight fit • Check "take over height" between roller conveyor and adjacent equipment • Check safety equipment (cover etc.) 				
2	Castor deck	Swivel castor	<ul style="list-style-type: none"> • Check for running noises and damage 				
3	Free drive roller conveyor	General	<ul style="list-style-type: none"> • Clean if dirty • Check for running noises • Check for damage • Check for corrosion • Check condition of welded seams • Visual check of screws for tight fit • Check "take over height" between roller conveyor and adjacent equipment • Check safety equipment (cover etc.) 				
4	Free drive roller conveyor	Roller	<ul style="list-style-type: none"> • Check for running noises and damage 				
5	Roller conveyor	General	<ul style="list-style-type: none"> • Clean if dirty • Check for running noises • Check for damage • Check for corrosion • Check condition of welded seams • Visual check of screws for tight fit • Check "take over height" between roller conveyor and adjacent equipment • Check safety equipment (cover etc.) 				
6	Roller conveyor	Roller - Flanged bearing	<ul style="list-style-type: none"> • Check for running noises and damage 				
7	Roller conveyor	Roller	<ul style="list-style-type: none"> • Check for damage 				

8	Take over conveyor	General	<ul style="list-style-type: none"> • Clean if dirty • Check for running noises • Check for damage • Check for corrosion • Check condition of welded seams • Visual check of screws for tight fit • Check "take over height" between roller conveyor and adjacent equipment • Check safety equipment (cover etc.) 				
9	Take over conveyor	Roller - Flanged bearing	<ul style="list-style-type: none"> • Check for running noises and damage 				
10	Take over conveyor	Roller	<ul style="list-style-type: none"> • Check for damage 				
11	ULD	Electrical	<ul style="list-style-type: none"> • Check current collector of power feed rail 				Every 2 months

6. AUTOMATED STORAGE AND RETRIVEL SYSTEM (ASRS)

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Hoist drive	Steel cable – right	<ul style="list-style-type: none"> • Damage • Wear • Lubricate (S.K.D. 16) 				Stacker crane
2	Hoist drive	Steel cable – left	<ul style="list-style-type: none"> • Damage • Wear • Lubricate (S.K.D. 16) 				Stacker crane
3	Guide rollers (lifting frame)	Lift guide rail at mast	<ul style="list-style-type: none"> • Damage • Wear • Clean • Lubricate (F.L. 400) 				Stacker crane
4	Top part	Guide rollers	<ul style="list-style-type: none"> • Damage • Wear • Smooth running • Running noise • Lubricate (F.L.G. GT-2) 				Telescopic table
5	Central part 1	Running surfaces	<ul style="list-style-type: none"> • Clean • Lubricate (F.L.G. GT-2) 				Telescopic table
6	Central part 2	Guide rollers	<ul style="list-style-type: none"> • Damage • Wear • Smooth running • Running noise • Lubricate (F.L.G. GT-2) 				Telescopic table
7	Central part 2	Toothed rack	<ul style="list-style-type: none"> • Damage • Wear • Fixing • Clean • Lubricate (F.L.G. GT-2) 				Telescopic table
8	Central part 2	Running surfaces	<ul style="list-style-type: none"> • Clean • Lubricate (F.L.G. GT-2) 				Telescopic table
9	Bottom part	Guide rollers	<ul style="list-style-type: none"> • Damage • Wear • Smooth running • Running noise • Lubricate (F.L.G. GT-2) 				Telescopic table

10	Bottom part	Deflection roller with deep-groove ball bearing	<ul style="list-style-type: none"> • Damage • Wear • Running noise • Lateral fit (no clearance) • Clean • Lubricate (F.L.G. GT-2) 				Telescopic table
11	Gear box	Pinion shaft with deep-groove ball bearing	<ul style="list-style-type: none"> • Damage • Wear • Running noise • Clean • Lubricate (F.L.G. GT-2) 				Telescopic table
12	Gear box	Gear wheels with deep-groove ball bearing	<ul style="list-style-type: none"> • Damage • Wear • Running noise • Lateral fit (no clearance) • Clean • Lubricate (F.L.G. GT-2) 				Telescopic table
13	Chain tensioner 1	Flyer chain	<ul style="list-style-type: none"> • Wear • Soiling • Chain tension • Pre-tensioning force (420N) • Clean • Tension • Lubricate (S.K.D. 16) 				Telescopic table
14	Chain tensioner 2	Flyer chain	<ul style="list-style-type: none"> • Wear • Soiling • Chain tension • Pre-tensioning force (420N) • Clean • Tension • Lubricate (S.K.D. 16) 				Telescopic table

7. LOAD ASSIST DEVICE (LAD)

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Table with ball roller incl. guiding	Ball roller	Cleaning, check against any damage, check tight connection, replace if necessary				
2	Table with ball roller incl. guiding	Table brake	Check brake function, adjust or replace if necessary				
3	Table with ball roller incl. guiding	Guiding system table	Cleaning, check against any damage, check running noise, adjust or replace if necessary				
4	Scissor system	Scissor structure	Cleaning, check against any damage/wear, check tight connection, replace if necessary				
5	Scissor system	Guiding system scissor	Cleaning, check against any damage/wear, check running noise, replace if necessary				
6	Linear actuator	Bolt connection	Cleaning, check function, check against any damage/wear, check tight connection, replace if necessary				

7	Linear actuator	Lubricant loss	Identification of lubricant loss and elimination of its cause, lubricate				
8	Linear actuator	Limit switch	Check spring pin function				Every 2 months
9	Travel drive/ power feed rail	Travel wheel	Cleaning, check function, check against any damage/wear, check tight connection, replace if necessary				Every 2 months
10	Travel drive/ power feed rail	Travel wheel with foot brake	Cleaning, check function, check against any damage/wear, check tight connection, replace if necessary				Every 2 months
11	Travel drive/ power feed rail	Guiding system	Cleaning, check function, check against any damage/wear, check tight connection, replace if necessary				Every 2 months
12	Travel drive/ power feed rail	Power feed rail	Check function, check against any damage/wear, check tight connection, replace if necessary				Every 2 months

8. ELECTRICAL

No.	Part	Component	Measures/actions	OK	NOK	NA	Remarks
1	Electrical	Cabinets & Boxes	Visual inspection Clean if required				
2	Electrical	Outside components like sensors, push buttons, etc.	Check tight seat, check functions Clean if required. If necessary, tighten or replace defective parts.				

MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY		
Date	Time	Equipment	Date	Time	Equipment	Date	Time	Equipment	Date	Time	Equipment	Date	Time	Equipment
	AM			AM			AM			AM		01.10.21	AM	TV6
	PM			PM			PM			PM		Core I	PM	
04.10.21	AM	ETV6 T4 D/L	05.10.21	AM	WS3C	06.10.21	AM	T4 QL	07.10.21	AM	WS3A Mobile platform	08.10.21	AM	WS 3G
Core I	PM		Core G	PM		Core I	PM		Core F	PM		Core F	PM	Core F TD/DTV
11.10.21	AM	ETV4 Core F D/L	12.10.21	AM	TV4	13.10.21	AM	Core F Q/L	14.10.21	AM	WS 3F, Mobile platform	15.10.21	AM	Strong Room
Core F	PM		Core F	PM		Core F	PM		Core F	PM		Core I	PM	T4 RQL 5 & 6
18.10.21	AM	ETV5	19.10.21	AM	TV5	20.10.21	AM	Core G QL	21.10.21	AM	WS 3E, Mobile platform	22.10.21	AM	WS 4B ECC X-RAY
Core G	PM		Core G	PM		Core G	PM		Core F	PM		Core I	PM	
25.10.21	AM	WS 4A	26.10.21	AM	WS 3B	27.10.21	AM	BV1	28.10.21	AM	WS3D, Mobile Platform	29.10.21	AM	WS 4C
Core I	PM		Core G	PM		Core F & I	PM	BV2	Core F	PM		Core I	PM	

AM = 08:30 - 12:00 : DL = Dock Leveler : TD = Truck-Dock : QL = Queue-Lane
 PM = 13:00 - 17:30 : WS = WorkStation : DTV = Dolly Transfer

Schedule 4 Schedule of Rates for Agreed Services

1. In consideration of the Contractor completing each of the Services specified in column (2) of the table below, the Company shall pay the Contractor the charges as described and specified against such Services in column (3) of the table below:

S/No. (1)	Types of Services (2)	Payment Charges/Milestones (3)
1.	PM maintenance for eCommerce Airhub	Cost per annum: \$ (5 years) Cost per annum: \$ (option 2 years)
2.	First Line Maintenance for eCommerce Airhub – 2men/shift	Cost per annum: \$ (5 years) Cost per annum: \$ (option 2 years)
4.	Additional men for First Line Maintenance of AFT1-5 including eCommerce Airhub	Cost per month: \$ (per man per shift) Cost per manhour: \$
5.	Emergency Response	Cost per manhour: \$

2. The Contractor shall determine the amounts payable by the Company in accordance with this Schedule on the last day of each month that such amount becomes due and payable, and prepare and render an invoice for such amounts on the Company in the following month.

Schedule 5 Insurances

1. The Contractor shall effect and maintain at its sole cost, at all times during the Term, 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;
 - 1.3. any other insurances required under law or customarily effected by persons which provide services similar to or analogous with the Services.

Schedule 6 Services Obligations

1. Removal of Properties

- 1.1. 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 authorization from the Company.
- 1.2. 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 12.3 against all liability resulting from such removal.

2. Uniforms for Contractor's Personnel

- 2.1. The Contractor shall 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.
- 2.2. All Contractor's Personnel must be properly attired in such uniforms while on the Premises.

3. Safety

- 3.1. All safety regulations of SATS, Changi Airport Authority and Singapore Factory Act or other regulations are to be complied with.
- 3.2. Without prejudice to any other terms of the contract, the Contractor shall pay the following amounts to SAS:

1st time offence – \$100 penalty.

2nd to 5th time offence – \$500 penalty per occurrence.

6th time offence – the contractor shall be barred from future tender.
- 3.3. The contractor shall promptly pay all sums due hereunder upon SAS request. Without prejudice to any other right of action or remedy of SAS against the Contractor does not promptly pay any such amounts to SAS, SAS may set off and deduct such sum against any payment(s) due to the Contractor, or set off the same against the security deposit furnished by the Contractor, as SAS may elect in its sole discretion.

3.4. Safety requirements

3.4.1. The followings are the safety measures that the Contractor shall provide in the course of the Works. It shall be the responsibility and duty of the Contractor to ensure that all safety measures deemed by SAS to be necessary for the proper execution and completion of the Works are complied with.

a) Safety Helmet

The Contractor shall provide safety helmets to all workmen who are required to work or pass through places that are normally exposed to falling materials or objects. The safety helmet shall be of the type approved by the Standard, Productivity and Innovation for Growth (“Spring”).

b) Safety Belts

The Contractor shall provide safety belts, life lines and all devices for the attachment of lines to all workmen who are required to work at height in respect of whom the attachment of life lines shall be of adequate strength and of a type approved by Spring.

c) Overhead Shelters

The Contractor shall provide as and when directed by the SO suitable overhead shelters at places where workmen are required to work or pass which are potentially exposed to falling materials or objects.

d) Warning Signs

The Contractor shall erect and maintain proper warning signboards and barriers during the progress of Works which may endanger the safety of the staff working there or others. The warning signboards and barriers shall be sufficiently large to attract attention and shall include words such as “Danger”, “Keep Out”, etc. as appropriate.

e) Scaffolding

The Contractor shall provide and maintain all scaffolding required for the Works. Scaffolding shall be erected in compliance with the relevant laws, regulations, by-laws and codes of practice and to the satisfaction of the relevant authority(ies) and shall be removed when directed by SAS.

- f) Erection/Dismantling of Scaffolding
 - i. Sufficient numbers of workmen must be deployed at the Site in order to ensure that the operation of erecting and dismantling scaffolding is expeditious and smooth.
 - ii. Unwanted poles must not be stacked up along the common corridors but must be removed immediately from the Site.
 - iii. No poles shall be thrown down from the upper floors.
 - iv. The Contractor and his/her scaffolding sub-contractor shall be present to control the workmen during the erection and dismantling operation.

- g) Safety Vests/Boots
 - i. The Contractor shall provide safety vests and boots to all workmen who are required to work or pass through premises or places, (including without limitation warehouses) that are normally exposed to safety hazards. The safety vests shall be of the type approved by Spring.

- h) The Contractor shall confirm to SATS WSHA requirements. A guide will be given to the Contractor.

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 Central Procurement Inputs & remarks

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
 - F. Total Cost of accumulated enhancements/upgrades to date
 - G. Total repair Cost due to User damages 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

- 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
- 5.) (sublevel-numbering.) 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.) Detailed raw Materials/spares specs
- 10.) Unit of measure for raw materials/spares used
- 11.) Qty of raw materials/spare parts before use
- 12.) Brief work process description (or man hours required)
- 13.) Whether there is any **subcontracted content**
- 14.) Lead time/duration to complete the work
- 15.) **Description of Quality/certification/warranty requirements**
- 16.) Warranty duration & (any) warranty exclusions
- 17.) **Unit of measure** for work completed (after use).
- 18.) Unitized **Qty of end results(work) completed**
- 19.) **Fixed SOR Unit PRICE rate** charged to SATS
- 20.) No. of work orders in Current calendar year to date (Frequency).
- 21.) **Current total amount \$ spent/charged** in this calendar year.
- 22.) Last calendar year **historical annual qty**
- 23.) No. of such work orders completed last yr (No. of transactions).
- 24.) **Total amount \$ spent/charged last calendar year**
- 25.) Unique RFQ txn number (where applicable)
- 26.) Date awarded / added to SOR (**Schedule Of Rates**)
- 27.) Date of expiry for this Fixed SOR unit price rate
- 28.) where applicable duration of the Fixed SOR unit price rate
- 29.) The Three year average of this Fixed SOR unit price rate
- 30.) **Name of SATS staff** raising the last request of this SOR line item
- 31.) **Date of last request/utilization** of this SOR line item
- 32.) Contractor remarks & recommendation

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