TABLE OF CONTENTS

1.	Appendix A - Form of Tender - …….	2 pages
2.	Appendix B - Declaration by Tenderer/Contracting Party Agreement …….	1 page
3.	Appendix C - Confirmation Form ……..	1 page
4.	Appendix D - Schedule of Rates ……..…….	1 page
5.	Appendix E - Conditions of Tender …….....	6 pages
6.	Appendix F - Format of Banker's Guarantee ……..……..	1 page
7.	Appendix G - OHS Policy ….……...……	1 page
8.	Appendix H - Supplier Code of Conduct……....…	3 pages
9.	Appendix I - Specifications …….……	4 pages
10.	Appendix J - Agreement ……..……	42 pages

Tender Ref: CT2202P017
APPENDIX A

sats	**FORM OF TENDER**	**Tender No: CT2202P017**

DESCRIPTION:

TENDER FOR THE PROVISION OF CUSTOMER SERVICE AGENTS FOR SATS ASIA-PACIFIC STAR PTE LTD FROM 01 JUNE 2022 TO 31 MAY 2025 (WITH AN OPTION FOR 2 MORE YEARS)

TENDER CLOSING DATE & TIME: **11 April 2022 – 1200hrs, Singapore Time**	Upon submission of tender, the Tenderer shall be deemed to have accepted unconditionally and without qualification all the terms and conditions in the Tender Documents.
TENDER VALIDITY: UNTIL 9 MONTHS FROM TENDER CLOSING DATE	Li Shu Qin Secretary, Tenders Committee (Non-Foodstuff & Other Equipment)

TENDERER'S FULL BUSINESS/CORPORATE NAME AND ADDRESS

Company Name: _____

Company Address: _____

*TENDERER'S GOODS AND SERVICES TAX REGISTRATION NO:

GST Registration No. _____

Company Registration No. _____

** Please state "NA" if not applicable.*

TENDERER'S CONTACT PERSON'S NAME, TELEPHONE NO, FAX NO AND EMAIL ADDRESS

Contact Person: _____

Telephone No: _____

Fax Number: _____

Email: _____

To: the Company

Words and expressions used in this Form of Tender (which expression when used herein shall include all schedules hereto) shall bear the meanings set out in the Conditions of Tender.

Having examined and fully understood the Tender Documents including without limitation the Conditions of Tender, the Agreement and the Supplier Code of Conduct, and assessed all matters and things as may be relevant hereto, we, the Tenderer, hereby irrevocably make an offer to the Company to provide the goods and/or services to the Company as comprised in the Project and more particularly described in the contract specifications, on the terms and conditions set out in the Tender Documents including without limitation the Agreement and the contract specifications, at the pricing and terms as set out in this Form of Tender and the Supplier Code of Conduct.

We confirm that we have not relied on any representation or warranty from or made on behalf of the Company in submitting this tender, other than as expressly stated in the Tender Documents.

We confirm that the pricing set out in this Form of Tender is firm and not subject to any adjustment or fluctuation during the contract term.

We agree and undertake that our offer herein shall remain irrevocable and open, valid and binding upon us from the date of submission of this our tender until 9 months after the Tender Closing Date, and that the Company may by written notice to us accept our offer herein at any time before the expiration of such period.

Tenderer's business/company stamp	Signature of Tenderer or its authorised signatory
Date	Full Name and Designation of Tenderer's authorised signatory

Nb. No changes are permitted to be made to the terms contained in this Form of Tender.

Tender Ref: CT2202P017
APPENDIX B
Declaration Form

FORM B

DECLARATION BY TENDERER/CONTRACTING PARTY

TO: SATS Asia-Pacific Star Pte Ltd .
(Name of SATS Group company / SATS Entity At Risk)

I/We, **.....,** hereby declare that:
(Name of Tenderer/Contracting Party)

1) * Our Company is not related (as defined in Section 6 of the Companies Act) to Temasek Holdings (Private) Limited ("Temasek") or any of its subsidiaries.

2) * Our Company is related to Temasek and/or any of its subsidiaries OR Temasek and any of its subsidiaries has/have an interest in the shares of our Company *(please complete (a) to (d) below)*:

   (a) the percentage of the shares of our Company in which Temasek and/or any of its subsidiaries has an interest, direct or indirect, is ..... % (in total).

   (b) our immediate holding company and ultimate holding company are …….....…… (holding ……...% of the shareholding of our Company) and .....……..... (having an interest, direct or indirect, in ……....% (in total) of the shareholding of our Company), respectively.

   (c) our Company is *listed/unlisted.
   (If listed, please annex to this Declaration a statement setting out (i) the securities exchange on which your Company's shares are listed, and (ii) the names of the Directors and Audit Committee members of your Company.)

   (d) *our Company is a member of a group of companies with listed member(s).
   (Please annex to this Declaration a statement setting out (i) the names of the listed member(s) of the group, (ii) how it/they is/are related to your Company, (iii) the securities exchange on which it/they is/are listed, and (iv) the names of its/their respective Directors and Audit Committee members.)

3) I am/We are *not a Director or Chief Executive Officer or member of the immediate family *(ie. spouse, child, adopted child, step-child, sibling or parent)* of a Director or Chief Executive Officer, of SATS Ltd. ("**SATS**").

4) I am/We are *not trustee(s) of any trust of which a Director or Chief Executive Officer of SATS, or his immediate family, is a beneficiary or *(in the case of a discretionary trust)* is a discretionary object.

5) I am/We are *not a company in which a Director or Chief Executive Officer of SATS, or his immediate family, has an interest of 30% or more.

I/We confirm that the above information is true and correct. I/We understand that you require the information to comply with Chapter 9 of the SGX-ST Listing Manual.

Date: .....

Signature: .....

Name of Authorised Signatory: .....

Designation of Authorised Signatory: .....

Name of Person/Firm/Company: .....

Company Stamp: .....

Note [*]: Delete as appropriate.

Words and expressions used herein bear the meanings set out in the SGX-ST Listing Manual. Please contact Company Secretary SATS if you require any clarification of this Declaration or any words and expressions used herein.

CONFIRMATION FORM (on Tenderer's letterhead)

To: **SATS Asia-Pacific Star Pte Ltd**

Dear Sirs,

TENDER REF: CT2202P017
TENDER FOR THE PROVISION OF CUSTOMER SERVICE AGENTS
FOR SATS ASIA-PACIFIC STAR PTE LTD FROM 01 JUNE 2022 TO 31 MAY 2025
(WITH AN OPTION FOR 2 MORE YEARS)

We confirm and undertake as follows:

(a) we will comply with all applicable laws and regulations (including without limitation, the Employment Act and the Central Provident Fund Act, of Singapore), in relation to our employees and workers (including without limitation, those workers that we may provide to you if we should be awarded the tender) and/or in relation to the services to be rendered by our workers to you if we should be awarded the tender, at all times during the term of the Agreement;

(b) we will indemnify you and your related corporations in full, from and against, any and all losses, liabilities, damages, costs and expenses, including without limitation, legal expenses, which you or they may suffer or incur as a result of our non-compliance with any such laws or regulations

Date: _____

_____	_____
Signature of Tenderer	Tenderer's business/company stamp or its authorised Signatory
_____	_____
Full Name of Tenderer's authorised signatory	Designation of Tenderer's authorised signatory

Tender Ref: CT2202P017
APPENDIX D

Schedule of Rates

PROVISION OF CUSTOMER SERVICE AGENTS FOR SATS ASIA-PACIFIC STAR PTE LTD FROM 01 JUNE 2022 TO 31 MAY 2025 (WITH AN OPTION FOR 2 MORE YEARS)

Terminal 1 – Airline A - Shift Hours (including 1-hour break)

Shift Timing	No. of Staff per day	Year 1	Year 2	Year 3	Year 4	Year 5
0400 - 1300	8					
0600 - 1500	10					
1200 - 2100	10					
1300 - 2200	9					
2000 - 0500	4					
2200 - 0700	3					
TOTAL	**44**					

Terminal 1 – Airline B - Shift Hours (including 1-hour break)

Shift Timing	No. of Staff per day	Year 1	Year 2	Year 3	Year 4	Year 5
0300 - 1200	6					
0800 - 1700	5					
1400 - 2300	5					
2100 - 0600	4					
TOTAL	**20**					

Terminal 3 - Shift Hours (including 1-hour break)

Shift Timing	No. of Staff per day	Year 1	Year 2	Year 3	Year 4	Year 5
0800 – 1700	4					
TOTAL	**4**					

1) Ad-hoc' rate applicable for shifts that are not pre-scheduled / planned and do not last for more than 2 weeks continuously.
2) Applicable Rates payable will exclude break time period.
   (Note: A 1-hour break is given to a service crew if he works continuously for 6 hours or more, as per MOM guideline. For example, in a 9-hour shift, there will be 1-hour break given. The rate payable by SATS Asia Pacific Star Pte Ltd to the contractor will be 8 hours, not 9 hours).

The table above is for reference only.
Submission must be done via our procurement platform, Ariba.