

**PROVISION OF AIRCRAFT INTERIOR CLEANING FOR NON-SQ FLIGHTS
FROM 1 APRIL 2023 TO 31 MARCH 2026
(WITH AN OPTION FOR 2 MORE YEARS)**

JOB SPECIFICATIONS AND SERVICE REQUIREMENTS

1 JOB SPECIFICATIONS OF AIRCRAFT HANDLING SERVICE CREW

- 1.1 Check work assignments from the Control Room.
- 1.2 Collect and conduct functional checks on vacuum machine and ensure contents of the tool bag are complete.
- 1.3. Collect cleaning materials/tools such as wet wipes and amenities such as headrest covers, toiletries, etc before servicing a flight.
- 1.4 Clean and dress aircraft cabin, galleys and toilets as per the airlines' requirements, and supervised by team leader, Operations Assistant, Officer, Duty Manager or equivalent.
- 1.5 Return all cleaning materials/tools and surplus amenities to the store.
- 1.6 Report to the Team Leader or Operations Assistant when passengers' belongings are found onboard the aircraft.
- 1.7 Segregate and offload all newspapers, linen and trash into different polythene bags and tie them with cable ties so that the contents will not spill onto the tarmac. These trash bags are to be placed neatly at the parking bay designated areas for disposal collection.
- 1.8 Remain in the Holding Area until the next assignment is announced over the PA system.
- 1.9 Report any incident/accident to the Team Leader, Operations Assistant, Duty Allocator or Duty Manager.
- 1.10 Perform any other related duty for which the service crew is qualified and which the service crew may be detailed to do by his/her superior.
- 1.11 All aircraft handling service crew are required to work on shifts.
- 1.12 All new service crew are required to undergo 3 days' training at the contractor's cost. The training materials will be provided by SATS.

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2 JOB SPECIFICATIONS OF AIRCRAFT HANDLING SERVICE CREW TEAM LEADER

- 2.1 Check flight and cleaning team assignment.
- 2.2 Check and ensure that Service Crew collects all the necessary cleaning materials and equipment before leaving for flight.
- 2.3 Ensure service crews do not enter the aerobridge until all passengers have disembarked from the arrival aircraft and obtain clearance from Security Officer/Cabin Crew/Airline representative before allowing service crew to enter the aircraft.
- 2.4 Inform Allocator to liaise with Engineering or Ramp for ground power and aerobridge /pax steps connection respectively for long layover aircraft.
- 2.5 Check the cockpit, toilets, galleys and cabin to ensure that the cleaning and spares quantities are in accordance to Airline specifications.
- 2.6 Ensure any shortage of items is topped up after servicing the aircraft and make arrangement with Control Room to supply the item if necessary.
- 2.7 Inform Operation Assistant, Security Officer, Cabin Crew or Airline representative when passenger items are found on board.
- 2.8 Report to Engineering staff of any irregularities in the aircraft cabin, examples include faulty footrest, meal table or back-rest etc.
- 2.9 Report to the Duty Allocator of vacuum cleaning machines that are not functioning properly and arrange for replacement.
- 2.10 Report any potential delay due to aircraft cleaning to Duty Allocator for follow-up action.
- 2.11 Ensure that unused linens/materials are off-loaded from aircraft and returned to AIC stores.
- 2.12 Use correct cleaning checklist for transit, turn-around, night-stop or originating flight and obtains the sign off from the operating crew.
- 2.13 Arrange transportation with Control Room for pick-up either to another flight or back to base.
- 2.14 Ensure safety at work at all times and report any unsafe acts and/or unsafe working condition to Allocator for proper follow-up action.
- 2.15 All new team leaders are required to undergo 3 days' training at the contractor's cost. The training materials will be provided by SATS.
- 2.16 Perform any other related duty for which the service crew team leader is qualified and which the service crew team leader may be detailed to do by his/her superior.

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3 JOB SPECIFICATION OF SERVICE CREW DRIVER

- 3.1 Check work assignments from the Control Room.
- 3.2 Load store items from AIC store into Vans.
- 3.3 Pick up and drop off staff, service crew and store items as per instructions from the AIC Duty room.
- 3.4 Responsible for the cleanliness and operability of the van entrusted to driver's care for the duration of the shift.
- 3.5 Report any vehicle defects promptly to the Duty Officer or Duty Manager.
- 3.6 Remain in AIC holding area for assignments while on duty.
- 3.7 Report any incident/accident to the Duty Officer or Duty Manager.
- 3.8 Perform any other related duty for which the service crew driver is qualified and which the service crew driver may be detailed to do by his/her superior.
- 3.9 All service crew drivers are required to work on shifts.
- 3.10 All service crew drivers are required to possess a valid Airfield Driving Permit. The cost of obtaining said permit will be borne by the contractor.
- 3.11 All new service crew drivers are required to undergo 3 days' training, after obtaining the Airfield Driving Permit, at the contractor's cost.
- 3.12 All new service crew drivers are required to undergo DIS test after recruitment. The cost of the test will be borne by the contractor. Any new service crew driver who attains a score of 1 and 2 is not allowed to be deployed as driver.

4 JOB DESCRIPTION OF FLIGHT ALLOCATOR

- 4.1 Check and record in the handover documents for any matters which need attention and action.
- 4.2 Report any faulty equipment in the Control Room to Duty Manager for follow-up action.
- 4.3 Allocate work schedule to the cleaning teams and Team Leader.
- 4.4 Check aircraft movement from the incoming telexes and circulars/notices issued by the airlines and/or SATS AIC.
- 4.5 Take note of any changes in flight timings and update accordingly.

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- 4.6 Record name and time of Ramp staff on the log book after informing them to withdraw the aerobridge.
- 4.7 Ensure that Control Room Assistant checks and reports the attendance of the service crew.
- 4.8 Record in the Control Room log book whenever there are requests by the airline representative or Engineer for additional cleaning, e.g. when a VVIP is traveling and any notification of changes in ETAs and ETDs.
- 4.9 To alert Duty Manager of any potential flight deployment issues.
- 4.10 Provide information to Duty Manager when there is a delay.
- 4.11 Liaise with the airline Tech Ramp and/or Ramp handling agents for the provision of ground power and Passenger Steps for night-stop aircraft.
- 4.12 Prepare the cleaning teams' preliminary work deployment roster for the following day.
- 4.13 Check and ensure that the Control Room is kept clean at all times.
- 4.14 Enforce discipline and maintain order in AIC operations and refer erring staff for further disciplinary actions to be taken.
- 4.15 Perform any other related duties for which the flight allocator is qualified and which the flight allocator may be detailed to do by his/her superior.

5 SERVICE SPECIFICATIONS

- 5.1 To provide sufficient resources to service non-SQ flights and/or any flights assigned by SATS in accordance with airline requirements and specifications.

AVERAGE NO. OF NON-SQ FLIGHTS ON A SAMPLE DAY

AIRCRAFT TYPE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	TOTAL
NB - 319/320/321/737	2			2		1	1	7	11	6	8	2	3	7	4	9	6	4	4	5	8	2	1	1	94
WB (S) - 313/330/340/350/767/762/787	2		1				1		2	1	1	2	1		1	1	1		1		1	1	1	4	22
WB (M) - 346/773/747								1								2			1	1			3	2	10
WB (L) - 380																								2	2
FRTs - Freighter Aircraft		1		1			2		1			1	1			1		2	1			2	2	1	16
TOTAL	4	1	1	3	0	1	4	8	14	7	9	5	5	7	5	12	6	5	7	6	9	5	7	10	144

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6 LIQUIDATED DAMAGES

6.1	Loss or misuse/damage of equipment	110% * Cost of replacement/repair
6.2	Unsatisfactory handling: - Documented cleanliness discrepancies - FOD / items left at bays	\$100 per incident; For the 4 th and subsequent incidents in the same month, the LD shall be 3 times the handling rate for the aircraft type in the respective category for each incident.
6.3	Complaint from airlines: - Crew voyage report (VR) - Feedback in messages	\$200 per incident; For the 4 th and subsequent incidents in the same month, the LD shall be 3 times the handling rate for the aircraft type in the respective category for each incident.
6.4	Causing flight departure delay	3 times the handling rate for the aircraft type in the respective category for first delay in that month. For the subsequent delays in the same month, the LD shall be 6 times the handling rate for the aircraft type in the respective category for each delay.
6.5	Failure to perform thorough checks for metal cutlery/sharp objects on specified flight.	\$200 per incident
6.6	Failure to standby for aerobridge withdrawal resulting in aircraft left unattended	\$1,000 per incident
6.7	Vehicular accident	110% * Cost of replacement/repair of equipment or Property and any insurance claimable
6.8	Staff not in full PPE/SATS Uniform	\$100 per incident
6.9	Failure to comply with requirements based on internal and external audit findings	\$100 per non-compliance

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7 SERVICE OBLIGATIONS

7.1 RECRUITMENT AND TRAINING

- 7.1.1 The recruitment of service crew is done by the service provider. The training of service crew is done by SATS to ensure competency and proficiency of service crew before they are deployed to perform their respective functions.
- 7.1.2 Proper structured trainings including on-the-job (OJT) training are provided to new service crew at service provider's cost.
- 7.1.3 All service crew training records have to be maintained by the service provider and readily provided upon request for purpose of audit.
- 7.1.4 Airport Pass application to be prepared by service provider at service provider's cost.

7.2 TRANSPORTATION

- 7.2.1 Service provider provides transportation ferrying service crew and cleaning materials/equipment to service the aircraft.
- 7.2.2 Service provider provides service crew transportation to work and to home when public transportation is not available.

7.3 CLEANING MATERIALS & EQUIPMENT

- 7.3.1 Service provider provides cleaning materials and equipment for aircraft cleaning.

7.4 WORK DEPLOYMENT PLAN

- 7.4.1 Work deployment plan for flight handling is based on the airline schedules.
- 7.4.2 Assignment to the relevant flights are done by the service provider's allocator based on the agreed minimum manning level and allowable service time with the company and the airlines requirements.
- 7.4.3 Service provider is to handle all scheduled and off-scheduled flights handled by SATS.

7.5 CONTINGENCY

- 7.5.1 Service provider to provide resources (eg. portable flood lights and vacuum cleaners) to cover for any emergencies of aircraft without power.

8 SERVICE INCENTIVE

- 8.1 Based on a minimum of 5,000 flights serviced per quarter, a \$2,000 incentive rebate shall be awarded to the service provider at the end of each calendar quarter if there is no complaint, audit finding or non-compliance due to the service provider for the said quarter.