(Appendix J - Schedule 3)

SPECIFICATION

PROVISION OF SERVICE CREW AND EQUIPMENT OPERATOR
FOR GTRSG RAMP AND BAGGAGE OPERATIONS
FROM 15 MAY 2023 TO 14 MAY 2026 (WITH AN OPTION FOR 2 MORE YEARS)

1 REQUIREMENTS

1.1 The contractor is required to provide service crew and equipment operator to perform the said services as Asia-Pacific Star Pte Ltd (GTRSG) may require. The service crew and equipment operator are expected to handle the Arrival and Departure baggage according to the specifications set out by GTRSG, and also perform ramp site loading/unloading functions if need arises.

1.2 The Service crew and equipment operator will be required to work on shifts round the clock, 7 days a week to handle all baggage and ramp related duties as determined by GTRSG.

1.3 The amount of baggage and cargo handled fluctuates on a daily basis based on passenger load and seasonal peaks. As such, the Contractor is obligated to make the necessary provision of Service crew and equipment operator, both in terms of the number of service crew and equipment operator and their working hours, to meet the fluctuating baggage loads as determined by GTRSG.

1.4 The Service crew and equipment operator are expected to perform, amongst others, the following duties as listed in the scope of work (see Attachment 1).

1.5 For training, the contractor is to allocate necessary work day per worker for training before they are deployed as service crew or equipment operator (depending on their work areas). These comprises of the following courses

Ramp Service Crew / Equipment Operator	Baggage Service Crew / Equipment Operator
(a) Basic Ramp Handling (b) Dangerous Goods (Category 8) (c) Safety Awareness (d) Safety System Management	(a) Basic Baggage Handling (b) Dangerous Goods (Category 8) (c) Safety Awareness (d) Safety System Management

All trainings will be conducted by GTRSG. GTRSG will set the test to ensure that the service crew/equipment operator have attained the desired level of competency. The contractor will bear all training costs.

1.6 The Contractor is required, at his own costs, to:-

1.6.1 Maintain sufficient Service crew and equipment operator as backup to avoid short supply of manpower in the event of a surge in baggage loads. The Contractor is required to maintain a list of Service crew and equipment operator, a copy of which is to be given to GTRSG;

1.6.2 Provide uniforms and safety shoes as approved by GTRSG to the Service crew and equipment operator;

1.6.3 Arrange for airport passes and medical examinations (including x-rays) for the Service crew and equipment operator; and

1.6.4 Maintain a duty roster, a copy of which is to be given to GTRSG. All Service crew and equipment operator are required to sign or clock-in the daily attendance sheet provided by GTRSG.

1.7 GTRSG will provide the necessary equipment to the Contractor. The Contractor will use and maintain the equipment appropriately and will reimburse GTRSG for replacement of any missing or damaged equipment entrusted to the Contractor.

1.8 The Contractor is liable to pay penalties for baggage mishandlings or flight delays. In the event when the Contractor does not meet the service performance standards, Baggage Officer will decide who to attribute the failure to. If the Contractor disagrees with the outcome, the matter will be decided by the Duty Manager.

1.9 GTRSG believes that the Contractor should have some incentive payment scheme to motivate their employees. The Contractor shall propose this incentive payment scheme(s) for GTRSG consideration.

1.10 Please refer to Attachment 2 for manpower requirements.

2 PAYMENT METHOD

2.1 The payment would be based on **piece rate.**

3 LIQUIDATED DAMAGES

3.1 The following Liquidated Damages will apply (please see Attachment 3).

ATTACHMENT 1

DUTIES AND RESPONSIBILITIES OF SERVICE CREW AND EQUIPMENT OPERATOR FOR HANDLING OF RAMP AND BAGGAGE GTRSG OPERATIONS

The service crew and equipment operator shall be deployed and managed by the Contractor's Supervisor (s) at either Airside or Baggage Sorting Areas at Passenger Terminal for allocation of duties as follows. The Contractor's Supervisor(s) shall report to the duty managers of the Company. All service crew and equipment operator must undergo the necessary training (e.g. basic ramp and basic baggage handling) and training records to be retained by both the Contractor and Company for audit purposes: -

Ramp Handling (Airside)	**Baggage Handling (Baggage Sorting Area)**
Arrival Handling 1. Unload cargo and baggage from aircraft into BTs (with sorting when necessary) 2. Towing of arrival BTs to respective unloading point 3. Preparing of BTs and equipment for arrival 4. Any other duties as directed by GTRSG management **Departure Handling** 1. Load cargo and baggage into departing aircraft (with proper stacking) 2. Prepare of NME when required 3. Prepare equipment for departure handling 4. Any other duties as directed by GTRSG Management	**Arrival Handling** 1. Towing of arrival Baggage Trolleys (BT) to respecting unloading point. 2. Unload baggage / clear baggage at claim. 3. Segregate the interline bags loaded in error in arrival containers / trolleys. 4. Towing arrival cargo from aircraft site to cargo warehouse. 5. Any other duties as directed by GTRSG Management. **Departure Handling** 1. Load baggage into BTs at departure racetrack / sorters and from odd-sized belts. 2. Perform baggage reconciliation duties using either BRS system or third portion tags. 3. Tow BTs to the respective departure bays 4. Towing departure cargo from cargo warehouse to aircraft site. 5. Load baggage and cargo into departing aircraft. 6. Any other duties as directed by GTRSG Management.

ATTACHMENT 2

SERVICE CREW AND EQUIPMENT OPERATOR / DRIVERS REQUIREMENT

PART 1: SERVICE CREW REQUIREMENTS

	Aircraft Type	Service Crew per flight	Contact time*	Handling Fees
Ramp handling	**A320/A321 (Non-ULD)**	4	Based on flight schedule Ground Time^ + 15 min advance standby before flight arrives	Refer to Schedule 1
	A321 (ULD)	2		
	A330/B787 & all widebody	2		
Baggage handling	**Departure Racetrack for A320/A321 (Non-ULD)**	3	Present for 4 hours before STD	
	Departure Racetrack for A321 (ULD), A330/B787 and all widebody	4	Present for 4 hours before STD	
	Arrival Belt for all aircraft types	3	To complete arrival baggage function 40 min from flight Arrival time + 15 min advance standby before flight arrives	

***Note**: Manpower required above are on the per flight basis. Contractor are to provide the minimum manpower required based on the flight schedules given.
For Ramp operations, manpower to be present at aircraft bay 15mins before ETA.
For Departure Baggage operations, manpower to be present 4 hours before STD.
For Arrival Baggage operations, manpower to be present at arrival belt 15min before ETA and complete all offloading of bags within 40mins.

PART 2: EQUIPMENT OPERATOR/ DRIVERS REQUIREMENTS (TOWING OF BT)

SHIFT	Equipment Operators / Drivers required	Handling fees
0730-1630	2	Refer to schedule 1
1100-2000	1	
1400-2300	1	
2230-0730	1	

Both parties may review the requirements from time to time depending on the operations requirements and mutually agree on the deployment and corresponding rates.

^Ground Time is defined as duration between the Arrival time and Departure time.

ATTACHMENT 3

LIQUIDATED DAMAGES

Sn	Reasons	Penalty
1	Staff requirement fall short of the contracted number per day	$200 per staff short
2	Mishandled Baggage	$100 per bag
3	Damaged Scanners / other equipment	The Assessed Amount
4	Failure to check / engage locks / pins / restraints before commencement of towing duties	$100 per unit per incident
5	Cargo / baggage / mail etc dropped off while towing	$100 per unit per incident
6	Runaway BT / Dollies etc	$500 per unit per incident
7	Staff not wearing / improper wearing of PPEs	$50 per staff per incident
8	Staff involved in accident and found at fault	$300 per staff per incident
9	Speeding (Excluding summons from CAAS)	$100 per staff per incident
10	Driving without a valid CAAS Class 4T Airfield Driving Permit (excluding summons from CAAS)	$500 per staff per incident
11	Deploying of unqualified staff	$500 per staff per incident
12	Staff found towing for third party using GTRSG Apron supplied tractor / vehicle	$100 per staff per incident
13	Failure to conduct regular safety audits / briefings and /or submit appropriate reports as requested by GTRSG	$300 per incident
14	Failure to supply contractor's supervisory staff (Operation Manager/ Supervisor/ Deployment Scheduler) during the day of service provision	$150 per day
15	Mishandling by team resulting in flight delay	$300 per incident
16	Discrepancies (i.e. late deployment of teams to service flights) resulting in intervention from GTRSG team not leading to a delay in said flight handled	$200 per incident
17	Any other form of Mishandling / discrepancies of baggage / cargo handling	$100 per incident

Flights Schedules (subject to changes)

1. Air Asia Group (A320/A321)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	AK701	KUL	7:10	AK700	KUL	7:35	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
2	AK703	KUL	8:20	AK702	KUL	8:55	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
3	AK705	KUL	9:35	AK704	KUL	10:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
4	AK1773	KCH	9:35	AK1756	MYY	10:15	Daily	3-Nov-22	25-Mar-23	Ramp + baggage
5	AK732	LGK	10:20	AK733	LGK	10:45	1 3 4 5 6	31-Oct-22	25-Mar-23	Ramp + baggage
6	AK1311	IPH	11:00	AK1310	IPH	11:40	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
7	AK1793	BKI	11:00	AK1794	BKI	11:45	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
8	AK1775	KCH	11:20	AK1776	KCH	11:45	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
9	AK1721	PEN	11:20	AK1720	PEN	11:45	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
10	AK707	KUL	11:35	AK706	KUL	12:10	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
11	AK1757	MYY	11:50	AK1758	MYY	12:15	1 5 7	30-Oct-22	24-Mar-23	Ramp + baggage
12	AK1723	PEN	13:20	AK1722	PEN	13:45	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
13	AK711	KUL	13:45	AK710	KUL	14:30	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
14	AK713	KUL	14:15	AK712	KUL	14:50	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
15	AK1755	MYY	14:50	AK1774	KCH	15:30	4 6	3-Nov-22	25-Mar-23	Ramp + baggage
16	AK732	LGK	15:45	AK733	LGK	16:25	7	30-Oct-22	19-Mar-23	Ramp + baggage
17	AK715	KUL	16:10	AK714	KUL	16:35	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
18	AK1791	BKI	17:00	AK1792	BKI	17:35	5	4-Nov-22	24-Mar-23	Ramp + baggage
19	AK1725	PEN	17:55	AK1724	PEN	18:20	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
20	AK717	KUL	18:00	AK716	KUL	18:45	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
21	AK1771	KCH	19:00	AK1772	KCH	19:25	5 7	30-Oct-22	24-Mar-23	Ramp + baggage
22	AK1729	PEN	20:20	AK1730	PEN	20:50	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
23	AK719	KUL	20:20	AK718	KUL	21:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
24	AK721	KUL	21:55	AK720	KUL	22:35	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
25	AK723	KUL	23:15	AK722	KUL	23:40	4 5 7	30-Oct-22	24-Mar-23	Ramp + baggage
1	FD359	DMK	10:30	FD358	DMK	11:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
2	FD376	HKT	13:25	FD377	HKT	13:50	Daily	1-Nov-22	25-Mar-23	Ramp + baggage
3	FD357	DMK	14:30	FD356	DMK	15:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
4	FD355	DMK	16:35	FD354	DMK	17:10	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
5	FD351	DMK	20:10	FD350	DMK	20:35	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
6	FD353	DMK	22:20	FD352	DMK	22:45	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
1	QZ262	CGK	9:55	QZ263	CGK	10:20	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
2	QZ502	DPS	9:55	QZ503	DPS	10:40	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
3	QZ658	YIA	10:35	QZ659	YIA	11:10	Daily	13-Dec-22	25-Mar-23	Ramp + baggage

4	QZ266	CGK	11:20	QZ267	CGK	11:50	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
5	QZ504	DPS	11:45	QZ505	DPS	12:15	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
6	QZ264	CGK	14:05	QZ265	CGK	14:35	Daily	**14-Nov-22**	**25-Mar-23**	Ramp + baggage
7	QZ506	DPS	17:20	QZ507	DPS	17:50	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
8	QZ508	DPS	20:15	QZ509	DPS	20:45	Daily	**9-Nov-22**	**25-Mar-23**	Ramp + baggage
9	QZ268	CGK	21:15	QZ269	CGK	21:55	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
1	Z2 825	MNL	12:00	Z2 826	MNL	14:00	1 3 5 7	**30-Oct-22**	**24-Mar-23**	Ramp + baggage

2. Vietjet Air (A320)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	VJ813	SGN	10:15	VJ970	DAD	11:15	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
2	VJ811	SGN	12:05	VJ812	SGN	13:05	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
3	VJ915	HAN	13:55	VJ916	HAN	14:55	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
4	VJ973	DAD	16:00	VJ814	SGN	16:55	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage

3. Thai Vietjet Air (A320)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	VZ620	BKK	13:10	VZ621	BKK	14:10	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
2	VZ626	BKK	16:45	VZ627	BKK	17:45	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage

4. Vietnam Airlines (A321 containerised)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	VN651	SGN	12:15:00	VN650	SGN	13:15:00	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
2	VN661	HAN	12:25:00	VN660	HAN	13:25:00	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
3	VN663	HAN	15:10:00	VN662	HAN	16:10:00	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
4	VN655	SGN	17:25:00	VN654	SGN	18:25:00	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage
5	VN657	SGN	19:25:00	VN656	SGN	20:45:00	Daily	**30-Oct-22**	**25-Mar-23**	Ramp + baggage

5. Korean Air (Wide body aircraft)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	KE645	ICN	00:10:00	VN650	ICN	01:30:00	Daily	**30-Oct-22**	**25-Mar-23**	Baggage
2	KE647	ICN	05:00:00	VN660	ICN	10:50:00	Daily	**30-Oct-22**	**25-Mar-23**	Baggage
3	KE643	ICN	20:15:00	VN662	ICN	22:30:00	Daily	**30-Oct-22**	**25-Mar-23**	Baggage

6. Juneyao Airlines (Wide body aircraft)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	HO1627	PVG	01:15:00	HO1628	CGO	03:00:00	2	30-Oct-22	25-Mar-23	Baggage
2	HO1605	PVG	14:15:00	HO1606	PVG	15:35:00	5	30-Oct-22	25-Mar-23	Baggage

7. Spring Airlines (A320)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	9C7497	NNG	13:45	9C7498	NNG	15:00	6	12-Nov-22	25-Mar-23	Ramp and Baggage

8. Jetstar Asia (A320 – starting 22 Mar 23)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	-	-	-	3K761	MNL	06:15:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
2	-	-	-	3K243	DPS	06:55:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
3	-	-	-	3K683	KUL	07:15:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
4	-	-	-	3K201	CGK	07:30:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
5	-	-	-	3K285	KNO	07:45:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
6	3K766	MNL	00:40:00	3K671	PEN	10:15:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
7	3K538	HKT	00:50:00	3K515	BKK	11:20:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
8	3K206	CGK	00:55:00	3K247	SUB	11:50:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
9	3K684	KUL	10:15:00	3K593	PNH	12:55:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
10	3K286	KNO	11:45:00	3K685	KUL	12:55:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
11	3K202	CGK	12:05:00	3K203	CGK	14:50:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
12	3K244	DPS	13:25:00	3K245	DPS	15:35:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
13	3K672	PEN	14:00:00	3K765	MNL	16:35:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
14	3K762	MNL	14:20:00	3K583	RGN	19:00:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
15	3K686	KUL	15:40:00	3K513	BKK	19:10:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
16	3K516	BKK	17:05:00	3K687	KUL	19:40:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
17	3K594	PNH	18:00:00	3K537	HKT	20:15:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
18	3K248	SUB	18:10:00	3K205	CGK	20:30:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
19	3K204	CGK	19:30:00	3K161	DRW	22:40:00	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
20	3K246	DPS	22:10:00	-	-	-	Daily	30-Oct-22	25-Mar-23	Ramp + baggage
21	3K688	KUL	22:30:00	-	-	-	Daily	30-Oct-22	25-Mar-23	Ramp + baggage

9. Jetstar International (wide body aircraft)

NO	FLT	ARR FROM	STA	FLT	DEP TO	STD	FREQ	Effective date	Dis date	Services required
1	JQ007	MEL	20:10	JQ008	MEL	22:10	Daily	30 Oct 22	25-Mar-23	Ramp and Baggage

Appendix J - Schedule 4

Training Programmes

The Contractor is required to fulfil below basic trainings:

- Airside induction Briefing (for airport pass application)
- DGR CAT 8 and 10 (by GTRSG trainers)
- Ramp and/or baggage training for service crew (by GTRSG trainers)
- Equipment operators to complete airside driving theory test and practical test (CAG)