GENERAL SPECIFICATIONS

1. GENERAL

1.1 Contractors shall have a BCA Workhead grading of FM02 L3 and above.

1.2 The Successful Contractor will be required to enter into an Agreement with the Company. The documents namely the Tender Agreement, together with the Work Specifications, Schedule of Rates, correspondence and Letter of Acceptance are to be read in conjunction with this General Specifications.

1.3 The Contractor shall comply with this General Specifications and all clauses in the Tender Agreement.

1.4 No alteration will be made by the Contractor to the Clauses or items of the Schedule of Rates, the General and Work Specifications. If he makes any alteration, addition or notes such alteration, addition or note will not be recognized and the text as originally prepared by the Company will be strictly adhered to.

1.5 The Contractor will provide all necessary tools, machinery and material as listed in the documents and perform any works which necessary to the efficient execution of the Works.

1.6 It is the responsibility of the Contractor to check the Contract and drawings to gather any information, data required towards the fulfilment of this Contract and the Contractor will subject to circumstance which are within his reasonable control hold the Company completely harmless and will indemnify the Company due to his failure to check or gather information as foresaid.

2. CONTRACTOR TO INFORM HIMSELF FULLY

2.1 The Contractor will be deemed to have visited and examined the respective sites and satisfied himself as to the local conditions, accessibility, the full extent and character of the operation, supply and conditions affecting labour and materials, transportation of labour, material, equipment, etc. and the execution of the Contract generally, as no claim on the ground of lack of knowledge in this respect, will be entertained.

3. HOURS OF WORK

3.1 Unless, otherwise stated, the Contractor will provide housekeeping and cleaning services seven days a week including Sundays and Public Holidays.

3.2 The Contractor will make allowance for any additional expenses which may be incurred due to the Works that his workmen may require to perform outside their normal working hours.

4. CONTRACTOR'S RESIDENT MANAGER AND SUPERVISORS

4.1 The Contractor will provide an experienced and competent English speaking Resident Manager who will maintain contact with the Company's Supervisor / Stakeholders on the Site. He will be responsible for the Services as mentioned in the Works Specifications. He will also maintain written records as required, showing all the scheduled work completed each day at each site and such records will be made available to the Company's Supervisor on demand, for inspections by him or his representatives at any reasonable time. He will perform regular inspections to check for cleanliness and any other works under the respective sites and submit monthly reports to the Company's Supervisor by the end of each month. The records to be submitted are Daily

Work Checklist, Daily Attendance Sheet, Monthly Operational Cleaning Schedule, Warehouse Report and Cleaning Cycle Done Record, etc.

4.2 The Resident Manager will be deemed to have full authority of the Contractor, and any instructions given to the Resident Manager by the Company's Supervisor or stakeholders should be deemed to be instructions given to the Contractor. He is to ensure all cleaning are carried out effectively and efficiently, according to schedule to achieve clean, pest free, food safe environment at all times based on hygiene / air hygiene / statutory or equivalent requirements.

4.3 In addition to the Resident Manager, the Contractor will provide, as enumerated in the proposed Manpower Deployment Plan, under the respective sites, the numbers of Supervisors, who will be stationed full time at each site for the efficient supervision of and for the execution of the services.

4.4 The Contractor's Supervisors will contact the Company's Supervisor at the commencement of each shift, and at any other time as may be instructed by the Company's Supervisor or his representative to receive directives, instructions, etc.

4.5 Head count of the Contractor's workmen will be carried out at 0700, 1500 and 2300 hours or on commencement of shift duty and in the presence of the Company's Supervisor and time stamped through the use of web-based biometric attendance registration system. The Contractor's workmen will be fully and properly uniformed when reporting at the beginning of the shift hour. Liquidated damages as stipulated in the Appendix 18 to Work Specifications will be imposed for latecomers. The Contractor's workmen will leave the workplace only at the end of the shift hour (Shift hours exclude changing of attire and signing of attendance).

4.6 The Attendance Sheet provided by the Contractor will include the time and Security Pass and number of the workmen. The Company may change the format of the Attendance Sheet. The Attendance Sheet will be made available real time from the attendance registration system via web access to the Company's Supervisor. The Company may amend the Manpower and Attendance verification procedure.

5. UNIFORMS FOR STAFF

5.1 The Contractor will be required to provide his workers and other staff with uniforms including shirts, trousers and footwear (safety shoes for workshop cleaners) acceptable to the Company. Such uniforms provided will be distinct in colour from the Contractor's other workmen employed by other organizations in the building. Samples of the uniforms are to be submitted to the SO for his prior approval and/or acceptance before the uniforms can be used by the Contractor's workmen. All the Contractor's workmen must be properly attired in uniform bearing the Contractor's name and logo while in the Company's premises. The Contractor's workmen must have a change of uniform daily. The Contractor is to arrange for commercial laundry for the Contractor's workmen and the Contractor must produce evidence of commercial laundry. See Appendix 15 to Work Specifications.

5.2 The Contractor will ensure that its workers are properly attired as per the Company's requirements. The Company may take whatever action it deems necessary to ensure that this is done. The Contractor will at its own expense arrange for the laundry to all uniforms issued by the Contractor hereunder.

6. MISCONDUCT OF WORKMEN

6.1 The Contractor is required to exercise firm control over the conduct of his servants, workmen or agents and his sub-contractors, their agents, servants and workmen on the site.

6.2 The Contractor will immediately dismiss from the site any person/s who in opinion of the Company's Supervisor has misbehaved himself, has caused quarrels; misunderstandings or delays or whose employment is otherwise considered by the Company's Supervisor to be undesirable and such opinion will be final, binding and conclusive.

7. COMMUNICATION TOOLS

7.1 The Contractor will furnish the contact telephone and fax numbers of the Contractor's head office's staff to the Company's Supervisor.

7.2 The Contractor will equip his Resident Manager and all Senior Supervisor and Supervisors with hand-phones for easy and instant communication.

7.3 The Contractor shall maintain at least 2 numbers of mobile phones during the Contract Period and it shall be switched on at all times, 24 hours a day, to receive the incoming calls from the Company. All fees and expenditures incurred for the application and maintenance of the mobile phones shall be borne by the Contractor and shall be deemed to be included in the tender.

8. SPECIALISED WORKS

8.1 The Company reserves the absolute right to engage other Contractor/s to execute works and/or services which in his opinion are specialized in nature or in which the Contractor has failed to perform in accordance with the Specifications. All costs in connection of the said Works and/or services will be recovered from the Contractor.

9. WATER AND ELECTRICITY

9.1 All water and electricity required for the Services will be provided by the Company. The Contractor is required to exercise every effort to prevent the abuse of this privilege and to economize in the use of water and electricity and to ensure that all rules and regulations applicable to the use of same are strictly complied with his workmen.

9.2 The Contractor must ensure that his workers will switch off all lights and turn of all taps as soon as their works is completed.

9.3 Proper connections must be made to water points to prevent water wastage and unsafe environment.

9.4 Proper connections must be made to power points in accordance with the prevailing rules and safety precautions. The Contractor will be made liable for damages to the electrical circuits and installation arising from the connection of his equipment and machineries.

9.5 All battery chargers and battery-operated equipment shall be submitted for approval by the Company before being used in the respective sites.

10. SECURITY

10.1 For security reasons, the Contractor will provide the Company with particulars of this workmen or any other staff employed by the Contractor for the execution of this Contract from time to time and not limiting to the following:

a) Name
b) Address
c) Identity Card Number / Work Permit
d) Citizenship
e) Sex and age
f) Passport-size photograph

10.2 The Company may instruct the Contractor to remove any of his employees, who in the opinion of the Company, is considered to be undesirable to unfit for employment in the buildings or compound for security reasons, e.g. students and construction workers. The Contractor will ensure that all statutory provisions and requirements affecting the Works and services to be rendered hereunder or the conduct of the Contractor's workmen or agents while on or in the vicinity of "**SATS**" premises are complied with.

10.3 For security reasons, cleaning of certain areas e.g. all offices, stores, plant rooms, workshops, air handling unit rooms, etc., will be carried out with the permission and in the presence of the occupants.

10.4 The Contractor will pay for the applications and expenses in connection with airport passes and medical examinations for all persons employed pursuant to this Contract. The Contractor will submit a copy of the medical report to the Company.

10.5 The Contractor will submit health declaration for all workmen upon commencing work and also on a yearly basis. The Contractor must notify the Company if the workman is medically diagnosed with food poisoning or has any symptoms relating to food poisoning. The unfit workman should not enter **"SATS"** premises until they are certified to resume duty.

11. SAFETY REQUIREMENTS

11.1 The Contractor will at all times observe and comply with all prevailing laws and regulations relating to safety now and thereafter in force and will bear all costs and expenses connected with the compliance of same.

11.2 The Contractor will be responsible to take all safety precautions to eliminate danger to his workmen, the general public and property of others.

11.3 The Contractor shall erect and maintain proper warning signboards to attract attention during the progress of the Works. The Contractor shall keep staff and visitors out of the areas where danger may lurk. The Contractor is to bear all costs arising.

11.4 The Contractor shall ensure that the works carried out cause little obstruction and inconvenience to staff and visitors.

11.5 Proper warning signboards and barriers are to be erected and maintained during the progress of work which may endanger the safety of the public or workmen working there or others. The warning signboards and barriers will be attractive and conspicuous to attract attention and will include words such as 'Danger', 'Keep Out', 'Men at Work', 'Wet Floor' etc. as appropriate.

11.6 The Contractor will not permit an employee to do anything not in accordance with the generally accepted principles of sound and safe practice or inappropriate to the area concerned.

11.7 The Contractor will maintain and service all equipment used under the Contractor must carry out regular preventive maintenance of all cleaning equipment to ensure serviceability. The Company reserves the right to demand the Contractor to service or replace any poorly maintained equipment which do not perform satisfactorily to the discretion of the Company's Supervisor / stakeholders. Equipment under repair must be replaced immediately and repair of equipment must be completed and made serviceable within 24 hours. He will stop and correct any misuse or abuse of equipment and power outlets by the Contractor's workmen.

11.8 The Contractor will ensure that certain aspects of cleaning works such as connection of electrical installation, usage of equipment and setting up of staging, booms and heavy equipment are inspected and properly

supervised by trained Safety Supervisors registered with the Ministry of Manpower. The Safety Supervisor will also be responsible for correcting any unsafe practices and to inculcate safety awareness for all level of staff. The Contractor will be fully responsible for any mishap or occurrence arising thereof due to non-compliance with or inadequate observation of these requirements.

11.9 The Contractor will provide and maintain all staging including platform, battens, catwalks, gangways, ladders, etc. necessary for the carrying out of the Works. The Contractor will take down and remove staging on the written instruction of the Company's Supervisor.

12. STORE AND OFFICES

12.1 The Contractor will be provided a store for his cleaning equipment, materials, etc. and he will ensure that such equipment, material, etc. are not let open in the premises when not in use.

12.2 The Contractor will be responsible for the security, repair and maintenance, housekeeping and proper use of all rooms allocated to him under the Contract.

12.3 The Contractor will not use any offices or stores allocated to him under the Contract for the purpose of supporting any services in his other jobs or contracts.

12.4 The Contractor will provide succinct and suitable lockers for the workmen. The Contractor's workmen are not allowed to put their belongings in the work premises.

12.5 The Contractor will ensure proper housekeeping in premises used as office, locker room and store. These premises will be kept clean and pest-free.

12.6 The Contractor is to provide sufficient locker cabinets. Personal bags and belongings are not to be brought into the production and work area.

13. MATERIALS AND WORKMANSHIP

13.1 The Contractor will provide materials which are the best of their respective kinds available and the Contractor will be responsible for proper carrying out of the Services. The Contractor will furnish the Company's Supervisor with the documents to prove that materials are as specified.

13.2 The Contractor will be responsible for the safe custody of materials delivered to Site by suppliers, sub-contractors or specialists for usage in the Contract; the Company is not liable for any material damaged or loss in the respect.

13.3 The Contractor will not remove any materials delivered to Site without the written approval of the Company's Supervisor.

13.4 The Contractor is to provide means of identifying, e.g. colour code, to differentiate all janitor trolley and cleaning equipment for different food processing areas / kitchens. The means of identification for each trolley and cleaning equipment are to be provided for easy reference. The Contractor must ensure correct labelling of bottles when the chemical is re-filled.

13.5 The Contractor shall provide colour-coded mops, pails and brooms for cleaning the respective areas (e.g. toilets, kitchen and etc.) for instance, red mops, brooms, pails shall be used for toilets. A colour-coding chart shall be provided for easy reference.

13.6 The Contractor shall provide and ensure that all hoses are to be fitted with nozzle to control water.

13.7 The Contractor shall provide all office materials (e.g. But not limited to paper and cartridges) for the tracking of attendance for all shifts.

13.8 The Contractor shall submit the necessary Safety Data Sheet (SDS) and sample chemical for the Company to carry out necessary chemical testing and approval by the Company before any usage or application of the chemicals to the equipment, surfaces or any parts of the Premises.

14. TRAINING FOR STAFF

14.1 The Contractor must provide appropriately certified, competent, and relevant experienced Resident Manager and Shift Supervisors in cleaning of food catering operations.

14.2 The Contractor must ensure that all cleaners are trained and competent. On the Job Training (OJT) for cleaners must be documented with signed attendance sheet, indicating the content, time, name, NRIC no and etc. All new workers must be briefed, trained and monitored.

14.3 Refresher training must be reviewed and conducted half yearly for cleaners and must be documented with signed attendance sheet, indicating the content, time, name, NRIC no and etc.

15. TEMPERATURE SCREEN / OTHER RELATED ACTIVITIES TO CONTROL INFECTIOUS DISEASES

15.1 The Contractor shall provide at its own expense all equipment for daily temperature screening and recording when the needs arise or when instructed by the Company.

15.2 The Contractor shall carry out at its own expenses daily temperature screening of all its workers before commencement of the shift and as and when required by the Company.

15.3 The Contractor shall provide at its own expense all equipment necessary to protect the workmen from any infectious diseases.

16. RATES IN SCHEDULE

16.1 All rates in the Schedule shall include all necessary materials and equipment unless specified otherwise.

16.2 The Contractor agrees and fully accepts that Company shall not be held liable for any loss or damage caused to the Contractor nor shall it vitiate the Contract should the actual expenditures be substantially lesser or greater than the tendered sum stated in the Contract. The Contractor shall be paid for the work according to the tendered sum, the Contract's Schedule of rates and any Contractor's tender percentage adjustment to Schedule of rates as stated in the Form of Tender.

17. PERFORMANCE ASSESSMENT

17.1 The Contractor's interim and final performance shall be assessed by the Company according to the criteria specified in Appendix II to General Specifications – Contractor's Performance Report.

18. PROVISION OF CHEMICAL BY THE COMPANY

18.1 The Company shall provide the following chemicals to the Contractor but the Company reserves the rights to instruct the Contractor to provide such food grade chemicals based on quoted rates in the Schedule of Rates.

a) Detergent
b) De-greaser oven cleaner
c) Chlorine-based sanitizer

CONTRACTOR'S PERFORMANCE REPORT

(Interim & Final Report)

Workhead of Contractor	

Name of Contractor Reported on

(1) Project / Contract Description

Project Title :

Contract Value: **S$**

Nature of work

(2) Date of commencement (dd/mm/yy) | Date of Completion (dd/mm/yy) | Percentage completion %

(3) Final / Interim value of the portion of contract done by the Contract including variations

(4) Performance Assessment Tick " √ " the appropriate rating

Area of Evaluation	Excellent	Good	Satisfactory	Poor
Quality of Material & Equipment				
Quality of Works				
Site Planning and Control				
Response to Instructions				
Inconvenience				
Period Work				
Ad-hoc Work				
Safety				
OVERALL ASSESSMENT				

Other remarks on performance of Contractor

(5) Name of Reporting Officer	
Designation of Reporting Officer	Signature & Date

WORK SPECIFICATIONS

1. GENERAL

1.1 The Work Specifications shall be deemed to form and be read and construed as an integral part of the Contract which the successful tenderer (hereinafter called "the Contractor") will be required to enter with the Company

1.2 The scope of works in this Contract shall include the following types of services and the details of which are covered under Section i, ii & iii:

(i) Cleaning Service
(ii) Sanitary Towel Disposal Service
(iii) Used Airway Bills Disposal Requirement

Also covered under the following appendixes:

(i)	**Appendix 1**	General Guidelines on Cleaning
(ii)	**Appendix 2**	Checklist for Cleaning
(iii)	**Appendix 3**	Cleaning Requirements for Offices & Corridors
(iv)	**Appendix 4**	Cleaning Requirements for Toilets/Locker Room/Restroom
(v)	**Appendix 5**	Cleaning Requirements for Canteen
(vi)	**Appendix 6**	Cleaning Requirements for Multi-Storey Carparks
(vii)	**Appendix 7**	Cleaning Requirements for Warehouse
(viii)	**Appendix 8**	Cleaning Requirements for Coolport
(ix)	**Appendix 9**	Cleaning Requirements for MDL Area
(x)	**Appendix 10**	General Cleaning Guidelines on Curtain Walling
(xi)	**Appendix 11**	General Cleaning Guidelines on Carpet/Upholstery Shampooing Service
(xii)	**Appendix 12**	General Cleaning Guidelines on Aluminium Cladding/Building Facades
(xiii)	**Appendix 13**	Work Specifications for Operational Frequency
(xiv)	**Appendix 14**	Requirements for Cleaning Equipment and Chemical Materials
(xv)	**Appendix 15**	Requirements in Uniform
(xvi)	**Appendix 16**	Site Floor Area for AFT 1-6, Coolport, MDL workshop, ASC, CTC and BUP Centre
(xvii)	**Appendix 17**	AFT 1 – 6 Toilets Master List
(xviii)	**Appendix 18**	AFT 1-6 Pantry Master List
(xix)	**Appendix 19**	Schedule of Liquidated Damages

1.3 The Contract shall provide additional manpower tools, equipment, machinery and material to carry out the services according to the detailed work specifications hereafter specified.

1.4 The Contractor shall provide additional manpower to ensure satisfactory completion of routine works according to the respective works program when necessary.

1.5 The Contractor shall ensure the provision of the Works to all areas specified in the Appendixes to Work Specifications shall be to the standard cleanliness acceptable to the Company;

1.6 The Contract shall clean any other additional areas that the Company requires the Contractor to clean. The charges for these additional areas shall be at the same rate (per square meter) as stated in the Contract.

1.7 The Contractor shall carry out the Works as stated in the Appendixes and in addition as and when requested by the Company.

1.8 The Contractor shall at its own expense provide all equipment, chemicals and other cleaning materials that are necessary for the execution of the Works. All hygiene chemical/ amenities including toilet rolls and disposal hand towels shall be supplied by the Contractor unless stated otherwise to supply by the Company. These chemical/ amenities are for the exclusive use of SATS and the Company's employees.

1.9 In the event of any conflict between any of the provision herein and any Clause(s) in the Agreement, the Clause(s) in the Contract shall prevail.

SECTION I – WORK SPECIFICATION FOR CLEANING SERVICES

1. SCOPE OF WORK

1.1 Generally, the scope of works for daily and routine cleaning services shall include the following:

a) Cleaning of all the interior and exterior surfaces of the premises;

b) Cleaning including the provision of continuous cleaning services in frequently used toilets and continuous sweeping and mopping up of the premises;

c) Provision of glass cleaning service;

d) Provision for cleaning of all the exterior walls, external façade and glass panels. The Contractor shall take note of the following:

i. Cleaning of the exterior walls which can be reached by cleaners using an extended pole from the ground level (within 3-meter height) will be undertaken by the Contractor.

ii. For cleaning above 3 meter height (as per the regulations under Ministry of Manpower, MOM – Work at height guidelines), and cannot be reached from the ground level using an extended pole, such cleaning works shall be on request basis by the Company and may include façade cleaning.

e) Shampooing of all carpeted floors and any extra shampooing service at heavy duty area.

1.2 In addition to the above, the Contractor shall also carry out additional cleaning requirements as specified in the Work Specifications.

1.3 The Contractor while carrying out the above works shall comply and adhere to the requirement specified under the various cleaning guidelines/standards and operational frequency detailed in the Work Specification. The Contract Price shall deem to include all costs and expenses for inter alia, the cleaning of all occupied office, stores, staircases, passages, lifts, lobbies, garbage collecting centers and bins, loading and unloading bays, rest rooms, toilets, plant containers, common areas, car parks, ramps, plant room, etc.– surfaces of the walls, column, partitions, both side of doors and windows including frames, ceilings, furniture, telephone, office equipment, fire extinguishers, fire hose reel cabinets and all fittings (i.e. Switches, signboards, light diffusers, air-conditioning grilles, sanitary fittings, fans, etc.).

1.4 The Contractor is to maintain all the premises in a clean state at all times and free of nuisances. All roadways, waterfront, landscaped and turf areas, drains and areas outside the premises must be swept twice a day and kept free of litter at all times. The drains must be scrubbed at least once a fortnight. All stagnant pools of water outside the premise must be swept dry after a shower.

1.5 The Cleaner Resident Manager & Supervisors must conduct pre-audit step up cleaning, supervision and ad-hoc spot cleaning throughout the site validation audit by 3rd party/external auditors.

2. CONTRACTOR'S WORKMEN

2.1 The Contractor shall provide and employ such skilled cleaners in numbers thereof as enumerated in the Summary of Tender and Appendixes to Works Specifications to ensure the proper and efficient execution of the Works. Such workmen employed shall be in possession of the necessary work permits to allow them to work in Singapore. The Contractor must ensure that in order to comply with the Specifications, the Contractor may have to increase the workforce at his own expenses.

2.2 The Contractor shall take all reasonable precaution to ensure that all persons employed are efficient sober and honest. The workmen must not be below 16 years old. The Company shall be at the liberty to object to, and require the Contractor to remove forthwith from the buildings, compounds, or any site any person employed by the Contractor, who in the opinion of the Company's Supervisor / stakeholders has misbehaved himself or incompetent or negligent in the proper performance of his duties or whose employment is otherwise considered by the Company's Supervisor is so undesirable. Any person that is removed from the works shall be removed from the Works by replaced or at any practicable by a competent substitute approved by the Company's Supervisor. Proper attendance register in formats approved by the Company's Supervisor must be maintained and signed by all cleaners/ supervisors at Company's Supervisor's office.

2.3 The Contractor is required to have a Contingency Plan to provide temporary replacements in the event of large shortage of cleaning staff, especially foreign staff, as follows:

a) The replacement staff for Resident Manager, Supervisor, Cleaner.

b) The Contractor shall submit the name list and details of replacement staff to the Company.

c) The Contractor's Supervisory staff must step up monitoring and guidance for the replacement staff, as they may be unfamiliar with the job scope.

In the event of shortage of cleaning staff (e.g. due to absenteeism/ medical or annual leave / Malaysian cleaning staff reporting late), the Contractor shall take immediate steps to provide temporary replacements to make up the full complement. (Please see comment under 2.1 above). Cleaners are not allowed to work more than 1 shift; any cleaner found working more than 1 shift will be considered as absent, unless permission is granted by the Company due to unforeseen circumstances. Failure to provide such replacements shall result in the imposition of liquidated damages on the Contractor in Appendix 18 to Work Specification – Schedule of Liquidated Damages.

The liquidated damages imposed shall be deducted from the Contractor's bill for the current month but under advice to the Contractor.

2.4 In addition to clause 2.3 above, the Company reserves the absolute right to engage other Contractor/s to execute works and/or services in which the Contractor has failed to perform in accordance with the Specifications and/or unable to provide full complement of the manpower requirements. All costs in connection of the said Works and/or services will be recovered from the Contractor.

2.5 The Contractor shall, before the commencement of the Agreement, provide the Company's Supervisor with a list showing the personal records (Name, Address, IC No, Citizenship, Sex and Age) of the cleaning staff employed for the Contractor.

2.6 All the cleaning staff mentioned in sub-clause 2.1 above shall be employed exclusively for the execution of this Contract and shall not be deployed for any other job(s) or contracts) with within the building or any other buildings. Cleaning staff shall not leave the building during their working hours without prior consent of the Company's Supervisor. For cleaners with permission to leave the building, a remark must be made against their names in the daily attendance record immediately by the supervisor.

2.7 Any breach of the preceding sub-clause 2.5 shall render the Contractor liable to the liquidated damages stated in Appendix 18 and such amount(s) shall be deducted directly from the Contractor's bill for the current month but under advice to him.

2.8 Liquidated damages payable by the Contractor for the falsification of attendance (i.e. any cleaner not at the premises but indicated as present in the attendance record) will be liable to the liquidated damages stated in Appendix 18.

2.9 The Company reserves the right to demand for re-distribution of cleaners as the circumstances may dictate.

3. IRREGULARITIES COMMITTED

3.1 Should the Contractor be found to have committed any irregularities such as failure to comply with specific instruction given by the Company's Supervisor, omitting the use of cleaning materials, using inferior materials, delaying and/or omitting any approved operational frequency of any cleaning works, disregarding safety requirements or consistently breaching Clause 2.3 or cleaner working for more than 1 shift or creating nuisance in the premises to the inconvenience of the Company or the public or other acts which are likely to bring the Company into disrepute, the Company reserves the right to charge the Contractor the amount stated in Appendix 18 as compensation to the Company for the inconvenience caused and for investigation and administrative expenses incurred by the Company.

3.2 In addition to the above- charges and without prejudice to the generality of the forgoing, the Company's Supervisor is empowered to the following:

(i) To order any irregular work to be removed or made good to the satisfaction of the Company's Supervisor at the Contractor's expense; or

(ii) In lieu of correcting work not done in accordance with the Contract, the Company's Supervisor may allow such work to remain and shall recover any cost difference between the specified requirements and the non-compliances; or

(iii) The Company reserves the right to nominate other Contractors without terminating the Contract, to complete the Works and the additional expenses incurred shall be borne by the Contractor.

3.3 The Contractor shall be liable for all further delays in schedule and non-schedule works, expenses and costs whatsoever, howsoever incurred by him. For any minor breach of the Specifications, a sum or sums shall be deducted from any payment due to the Contractor based on Appendix 18.

3.4 Notwithstanding to Clause 3.1, unsatisfactory performance shall include but not limited to the following:

(i) Poor hygiene condition of cleaning machines and equipment;

(ii) Poor housekeeping of premises used e.g. Office, lockers and stores;

(iii) Defective equipment not rectified within the stipulated time frame;

(iv) Failure to turn off power and water after use;

(v) Unauthorized or wrong usage of material and equipment;

(vi) Failure to carry out scheduled cleaning;

(vii) Failure to meet acceptable cleaning standard;

(viii) Failure to rectify cleaning discrepancies within the stipulated time frame by Company's Supervisor/ Stakeholders;

(ix) Failure to identify and differentiate the cleaning chemicals and tools used within "**SATS**" premises to prevent cross contamination; and

(x) Inappropriate usage of chemicals, equipment and the Company's material.

4. DISPOSAL OF RUBBISH

4.1 Rubbish and all refuse shall be collected and deposited in polythene bags or any other similar approved containers, and brought down regularly to the bin centre for collection. The Contractor shall provide suitable liners for the dustbins in the toilets at all times.

4.2 The Contractor is responsible to clean and sanitize the refuse tilt truck/dustbin.

5. ATTENDANCE TRACKING MACHINE

5.1 The Contractor shall supply and install suitable attendance tracking machines for monitoring the supervisors' and cleaners' attendance.

5.2 The company must be given a web-based account to access the attendance system to spot check on the cleaner's attendance.

6. CLEANING EQUIPMENT AND MATERIALS

6.1 The Contractor shall supply all necessary equipment, machines, instruments, tools and materials for the proper and efficient execution of both the daily routine cleaning works including floor burnishing machine, carpet shampooing machines, vacuum cleaners, blower dryers, suction machines, high pressure washers, steam cleaning machine, floor scrubbing machines, ride-on sweepers and ride-on scrubbers. The Contractor shall provide mop, dust pans, dust basket lined with black polythene bag, trolleys with rubber castors, folding waste cat, signs, barriers, brushes, Jani-mops, methylated spirit, cloths chamois leather, emulsion polish for floor and furniture, floor sealers, wax stripper, disinfectants, deodorant blocks, toilet paper, liquid soap and other materials all of approved form, design, type, made and brand, as may be directed by the Company. All equipment used for this Contract shall be new upon the commencement of the Contract. The Contractor shall provide the evidence of the purchase.

6.2 Prior to the commencement of works, the Contractor shall submit to the Company's Supervisor a list of equipment and materials stating the brand of the products for his approval. The Company shall have the absolute discretion to inspect equipment and materials used by the Contractor at all times. The Contractor shall allow easy access by the Company's Supervisor to his offices and stores for inspection.

6.3 All equipment, materials or goods supplied which are not up to the standards acceptable to the Company shall be promptly removed and replaced with the best available in the local market by the Contractor, in the event of the equipment breakdown due to whatsoever reasons, the Contractor shall take immediate steps to provide temporary replacements on his own accord or when directed by the Company's Supervisor. The Contractor shall also arrange for the equipment to rectified or replaced within 36 hours. Failure to provide such replacements or rectification within 36 hours will constitute a breach of contract and a penalty stated in Appendix 18 will be imposed by the Company. Notwithstanding, the Company reserves the right to instruct the Contractor to engage specialist contractors, other contractors or suppliers to carry out the remedial work. No claims for additional costs will be entertained by the Company.

6.4 The Contractor shall ensure that his equipment is solely used for this Contract and all items used are appropriate for cleaning work. The Company shall hold the Contractor liable for the misuse or use of inappropriate materials, equipment, etc., which cause damage to the Company properties.

6.5 The Company shall have the absolute discretion to determine the quantum of adequacy for toilet requisites.

7. OPERATIONAL FREQUENCY

7.1 The Work Specifications list the minimum requirements of the operational frequency for cleaning the floor, walls, ceiling, glass, etc. which shall be adhered to by the Contractor. The Company shall have the right to alter the frequency as and when required.

7.2 In conjunction with the Work Specifications stated herein for the cleaning of the premises, the Contractor is required, as part of the tender exercise, to draw-up a comprehensive programme within 14 days after the Contractor is awarded, for daily and periodic cleaning of the premises and submit it to the respective Company's Supervisor for his approval and acceptance. The periodic cleaning programme should include not only the cleaning cycle but also the time frame for cleaning a specific area of facility.

7.3 The programme shall show the details of staff to be deployed, cleaning equipment, materials, and method of cleaning.

7.4 The programme, if accepted, shall form the "Work Specifications" mentioned in Clause 1.1 of the Contract. However, both parties reserve the rights to negotiate for variation of the "Work Specifications" programme, in light of the experience gained.

SECTION II – WORK SPECIFICATION FOR SANITARY TOWEL DISPOSAL SERVICES

WORK SPECIFICATIONS FOR SANITARY TOWEL DISPOSAL SERVICES

1. SCOPE OF WORK

The Contractor shall provide at his own cost, leak-proof sanitary towel disposal containers each with a close tight cover and replace the containers regularly. He shall also provide everything else necessary for the proper execution of work. Containers shall be in good and clean condition at all times.

2. EQUIPMENT AND MATERIAL

The Contractor shall supply the containers, chemicals, labour, transport and everything necessary for the proper execution of the work. The number of containers to be provided for each of the premises is listed in Breakdown of Tender Price.

The Company shall not be responsible for any missing container. The containers shall remain the property of the Contractor and all damaged, unserviceable or missing containers must be replaced immediately at the cost of the Contractor.

All containers provided shall contain strong liner filled with adequate bactericide to kill harmful germs. The bactericide so provided shall be effective for at least one month and should not emit any unpleasant smell.

3. SERVICE FREQUENCY

The Contractor shall replace all containers Monthly except for containers specified otherwise by Company's Supervisor. However, individual units, if full, or emitting foul smell shall be replaced within 24 hours upon notification by the Company's Supervisor, without additional charge. The replaced containers shall contain new liners and fresh bactericide.

Should the Contractor fail to replace the container promptly, the Company shall have the right to either arrange for the container to be replaced by alternative contractors on the expiry of a 24-hour notice to the Contractor in which event all costs and expenses incurred by the Company as a result of such operations shall be borne by the Contractor, or impose liquidated damages on the Contractor at the unit rate $50/-per day per container of such delay in replacing the container.

4. REPORTING AND CERTIFICATION

The Contractor shall report to the Company's Supervisor before carrying out any works. All job sheets and invoices must be submitted to the Company's Supervisor for verification. The description and quantities mentioned in the documents must be correct before payment can be made.

5. WORK PROGRAMME

The Contractor shall furnish a work programme on routine service of each building to the respective Company's Supervisor immediately after the contract is awarded.

6. VARIATION

The Company reserves the right to add or delete the number of containers to be provided at any premises as and when required. The Company shall pay the Contractor in accordance with the unit rate quoted by the Contractor.

SECTION III - USED AIRWAY BILLS DISPOSAL REQUIREMENT

1. The paper to be collected are used airway bills with carbon copies located at SATS Airfreight Terminal 5.
2. The Contractor is to separate the envelopes from the airway bills. All envelopes are to be returned to SATS Cargo on the same day when they collect the airway bills.
3. Collection is done two times per week or as and when required by SATS Cargo.

APPENDIX 1 - GENERAL GUIDELINES ON CLEANING

1. Flooring, ceiling, wall, columns, partitions and glass panels (including top surface) shall be free of duct, cobwebs, and stains and cleaned, sealed and polished in accordance with the operational frequency specified herein.
2. The Contractor shall instruct his cleaning staff to exercise every care when dismantling and refixing all fittings, sign, or paintings, etc as the cost of repair or replacement of any such item damaged or broken as a result of careless handling or negligence on his part or that of his employees shall be charged to him.
3. All items of cleaning products shall be diluted or mixed in accordance with the manufacturer's instructions.
4. All scrubbing shall be done with an approved standard-speed scrubbing machine.
5. Burnishing of floors shall be done with an approved high-speed scrubbing machine.
6. Waste matter from sanitary towels and waste paper receptacles shall be collected as soon as receptacles are full and at least once a day and sanitary towels receptacles shall be cleaned and disinfected immediately after emptying.
7. The Contractor shall empty all receptacles such as waste paper baskets, ashtray, etc whenever they are full and at least once a day. The Contractor shall provide wicker baskets for the collection of litter, and these baskets shall be transported about the building on suitable trolleys mounted on rubber castors. (The Contractor shall also provide Trolleys). On no account shall wicker baskets or any other type of container be permitted to be dragged along the floors.
8. The Contractor shall remove unwanted paper boxes and crates beside the normal waste paper and rubbish. All stains on the floors e.g. oil, chewing gum, paint, etc, must be removed immediately.
9. The Contractor shall transport all refuse collected from waste paper receptacles, etc to the refuse centres for subsequent disposal.
10. Without prejudice to the requirements mentioned in this Specifications, the contract shall deploy sufficient cleaners to be stationed in the building to attend to the following works:
    - (i) Regular cleaning of toilets to maintain a continuous high standard of cleanliness (at least 4 times a day during 0730 hours to 1730 hours)
    - (ii) Constant checking of toilets to ensure that depleted toiletries are always replenished.
    - (iii) Continuous cleaning of entrance, lobbies, lifts, parking bays, etc to ensure that all such areas are kept free of litter at all times.
    - (iv) Cleaning of any spillage that may occur in any part of the building.
    - (v) Carrying out any other cleaning jobs as may be instructed by the Company.
    - (vi) Continuous mopping of common areas on rainy days.

11. Cleaning, sealing and polishing of the floors of common areas.
12. All rest/locker rooms are to be swept at least once a day.
13. The Contractor shall be responsible for all doors to be locked immediately after his workmen have fulfilled their daily duties.
14. Generally, the following cleanliness standard should prevail:
    - (i) Carpets should be well vacuum cleaned. Stain marks should be removed wherever possible.
    - (ii) Floor and stairs should be cleaned and free of litter, dirt and stains.
    - (iii) Windows, curtains and banisters should be free from dust and dirt.
    - (iv) Toilets should be clean and tidy.
    - (v) Lifts/Dumbwaiter should be clean and free from litter.
15. The roof including the gutter and drainage system should be dry-clean and free of litter, algae growth at least once a month.

APPENDIX 2 - CHECKLIST FOR CLEANING

1. **Walls**
   - Dust on pipes running along walls.
   - Finger marks and smears, especially around door and window openings, switch plates, etc.
   - Cobwebs in corners, at any height.
2. **Doors**
   - Accumulations of dirt, grit, polish, etc. at side door openings especially at hinge side.
   - Floor behind door swept.
   - Dust and fluff around jamb and on hinges.
   - Dust on top of the door.
   - Finger marks on glass panels.
   - Finger marks and smears on finger plates and fold edges.
   - Dust on knobs, handles, locks, etc.
3. **Windows**
   - Dust and marks on sills
   - Dust and marks on frames
   - Dust on catches etc.
   - Smears and dirt on glass.
4. **Glass Partitions**
   - Dirt, dust or smears on glass (inspect from various angles)
   - Dirt or dried window cleaner material in ripples, stripples, etc., on glass.
   - Dirt in corners of glass.
   - Dust on ledges.
5. **Carpeted Floors**
   - Areas obviously missed
   - Particles not picked up by vacuum cleaner
   - Attention to corners or edges
   - Under slip mats
   - Around junction boxes.
   - Marks caused by shoes or trolley wheels.
6. **Uncarpeted Floors**
   - Dust built-up in corners and around edges
   - Sweep particles or litter around and under furniture, behind pipes, around legs
   - Dust and fluff left in joints and crevices.
   - Dried spill marks or spills wiped up.
   - Dried smear marks after washing (dirty mops)
7. **Lifts**
   - Dust in corners and floor edges
   - Finger marks and smear on walls
   - Clogged door tracks
   - Dust jambs
   - Dust light fixtures
   - Stainless steel
   - Mirrors-clean and polished
   - Spray anti-insecticide as and when required.
8. **High Dusting**
   - Picture rails
   - Light fixtures
   - Cobwebs in corners and around ceilings
   - Dust on high cabinets and furniture, shelves

- Dust on ledges above doors and windows.
- Cobwebs and dust on high windows, fans, and curtains.

9. Floor Scrubbing

- High gloss all over
- Dull unscrubbed patches
- Scuff marks, rubber burns and scratches
- Discolouring and dirt
- Excessive slipperiness
- Traffic areas worn and dry – looking
- Greasy appearance
- Dark lines along joints of tiles or uneven spots (dirty brush)

10. Washbasins

- Dirt and grease on inside
- Spillovers around and under rim, outside
- Marks on underside of basin
- Soap and dirt around, under, behind, on top of taps
- Soap and slime in overflow
- Dirt and hair, etc, in plug hole
- Splashes and drips on surrounding paintwork
- Dust on pipes underneath
- Smears and drips on surrounding soap dispensers
- Inside surfaces not dried off after cleaning

11. Toilet Pans

- Stains on inside of bowl and under top rim
- Smears and splashes on outside; around base and floor line
- Dirt on seats and covers – top and underside
- Dust on swan-neck at back of bowl
- Rust and deposit under hinge of seat
- Smears of spots on outside of cistern
- Dust and smears on flush pipes, etc
- Dust tops of partitions
- Check partition walls for stains.

12. Urinals

- Chemicals/Solvent marks left on walls or urinal
- End walls not wiped
- Water marks and stains
- Built-up in gutter especially in corners and crevices and waste hole
- Dirty steps
- Debris on drain grating not removed
- Check tiles next urinal

13. Shower cubicles

- Soap film lower walls
- Grit and hair, etc, in drain
- Soap, film, mould etc, steps and paintwork
- Dirt around taps and spray fittings
- Soap residue in soap container
- Dust tops of partitions

14. Pantry Room

- Check floors and corners
- Cleaning of cabinets
- Clean sink and kitchen appliances (refrigerator, oven, toaster, microwave, kettles, water cooler/dispenser)

- No rubbish or cleaning gear left
- Water urns duster and cleaned
- Walls for condensation stains
- Spray anti-insecticide as and when required

15. Light fittings

- Dust and fly marks on glass cover
- Fly marks and smears on metal work and grills

16. Stairs

- Dust on corners
- Clogged grooves in nosings and treads
- Dust on ledges, banisters, mouldings, etc.
- Dusting and de-greasing of handrails
- High dusting lighting fixtures

17. Waste paper Containers

- Materials sticking to bottom
- Wiped inside and out
- Replaced in proper position

18. Smoking points and ashtrays

- **General cleanliness of the area**
- Accumulated nicotine stains
- Emptied and wipe clean
- Replaced in proper position

19. Telephones

- Dust on body of instrument and under handset
- Handset free of finger marks
- Mouthpiece clean and dry
- Push buttons wiped clean
- Wiped clean with anti-bacterial chemicals

20. Desks

- Tops free from dust, marks and smears
- Fitting wipe if possible – no smears
- No cobwebs under desk

21. Furniture

- Clean base of umbrella stands
- Dust on lower chair rails, rungs and legs
- Dust on chair back and frames
- Dust and debris in crevices of upholstered chairs especially between seat and back
- Dusting of top filing cabinets

22. Other Fittings

- Ashtrays emptied and cleaned
- Soap dispenser – cleaned and filled
- Mirrors – cleaned and polished
- Light fittings – cleaned and dusted
- Dust hinges of door
- Air vents
- Drinking fountain cleaned.

23. Warehouse workstation

- Tops free from dust, marks and smears
- No cobwebs under the table
- Dust the PC, monitor and keyboard
- Dust the chai

APPENDIX 3 - CLEANING REQUIREMENTS FOR OFFICES & CORRIDORS

Task	SLA
1. Cleaning of carpeted floors, vacuuming and shampooing – Main offices	Twice a week for vacuuming Once yearly for shampooing
2. Cleaning of uncarpeted floors (vinyl, ceramic) – Warehouse offices	Daily sweeping and mopping – 2 times a day
3. Cleaners shall empty all receptacles such as waste paper baskets, rubbish whenever full and needed	Twice Daily, as and when needed
4. Cleaning of office glass panels with water and detergent to remove all finger marks, dirt and mosses etc.	Once a day
5. Cleaning of floor, wall, columns, partitions and glass panels. It shall be free of dust, cobwebs, and stains.	Once a day
6. Cleaning of corridors, walkways and staircases should be cleaned and free of litter, dirt and stains.	Once a day
Warehouse Office Computer Rooms	
1. Daily cleaning of computer peripherals with damp cloth every morning.	Once a day
2. Floors in Computer room to be vacuumed/cleaned daily.	Once a day
3. Areas underneath the raised floors are to be vacuumed and cleaned once a year	Once a year

APPENDIX 4 - CLEANING REQUIREMENTS FOR TOILETS/LOCKER ROOM/RESTROOM

Task	SLA
1. Toilet cleaners must visit and clean office toilets 3 times a day (from 0730 hours to 1830 hours) and warehouse toilets minimum 5 times in 24 hours and also regularly to maintain the standard of cleanliness at all the time, on each visit the following must be observed: i. Toilet cleaners must carry out with them all necessary tools and materials (pails, mops, toiletries, clean soft cloth, etc) ii. Toilet cleaners must dry all wet floor/walls/partitions/etc. iii. Toilet cleaners must clean dirty floors/walls/partitions/toilet bowls/urinals/etc iv. Toilet cleaners must replenish toilet rolls, urinal tablets, hand soap, and air fresheners	Office toilets 3 times a day (from 0730 hours to 1730 hours) Warehouse and airline customer toilets, minimum 5 times in 24 hours and also regularly to maintain the standard of cleanliness at all the time
2. Toilet inspection cards and holders are to be provided and installed at Contractor's expenses.	Available at all the time.
3. The supervisors should inspect all the toilets during his/her shift and sign the toilet inspection card.	Signed by supervisor
4. Each inspection must be signed and timed on the card to be displayed prominently in each toilet.	Available at all the time.
5. On each inspection, the supervisor must ensure toilets are in tiptop condition otherwise, toilet cleaners must be summoned to clean up the toilet immediately.	At all the time
6. Female toilets should be cleaned by female cleaners only.	
7. Wall and exhaust fans must be cleaned monthly	Once a month
8. Toilets must be high jet wash weekly and chemically washed every 6 months	Weekly / twice a year
9. The frequency of the toilets cleaning is subject to change as and when instructed by the Company.	
10. The same cleaning requirements apply for locker rooms and restrooms.	

APPENDIX 5 - CLEANING REQUIREMENTS FOR CANTEEN

Task	SLA
1. Tables and chairs are to be cleaned with detergent every everyday	Twice daily
2. Constant clearing of crockery, cutlery etc from table and transfer them to the collecting points. Tables must be wiped after each clearing.	Daily
3. To provide trolleys with double bins to clear item 2. The double bins are required to separate Muslim and non-Muslim crockery, cutlery and etc.	

4. Floors including common areas* (passageway) behind stalls are to be washed and moped every morning and evening	Twice daily
5. Canteen floor to be scrubbed daily and the area behind stalls to be scrubbed twice weekly	Daily / twice weekly
6. Spots mopping are required in case of spillages.	As and when needed
7. Clearing and washing of rubbish bins daily. Also to provide heavy-duty disposable polythene black bags to dispose swill.	Daily
8. Chromes edges of tables and stands are to be polished once a week. Including canteen proper, toilet, wash area, air handling unit (AHU), office, rear passageway and vacant stalls/stores.	Once a week
9. Spring cleaning of the canteen once a month & as and when required by the Company.	Once Monthly

APPENDIX 6 - CLEANING REQUIREMENTS FOR MULTI-STOREY CARPARKS

Task	SLA
1. Sweeping of floor and clearing of rubbish twice a week	Twice a week
2. High pressure wash of the car park area and ramp	Half yearly

APPENDIX 7 - CLEANING REQUIREMENTS FOR WAREHOUSE

Task	SLA
Inside Warehouse	
1. The Contractor shall provide the hopper, manpower and cutting tools to break and cut the wooden pallets, long woods and crates, etc in size of approx..0.6cm and stored in the hopper.	As and when needed
2. Removal of bulky waste such as unwanted carton boxes/wooden pallets to the Bin Center located outside the warehouse	The bins are must available at all the time
3. Removal of plastic sheets from the plastic collection bins and send them to the specific collection area	The bins are must available at all the time
4. Cleaning warehouse walls and barriers. It shall be free of dust and cobwebs.	Once a month
5. Dusting of equipment	Once a week
6. Cleaning of rubbish for railing tracks, drainage area and behind barrier.	Daily
7. Daily cleaning of external low glass panel with water and detergent to remove all finger marks, dirt and mosses etc.	Once a day
8. Cleaning of underside of roller decks and equipment pits	Daily, as needed
9. Provide cleaning to the pit and removal of excess water immediately after raining or as and when instructed.	Daily, as needed
10. Provide monthly cleaning for wall mounted fans and warehouse big fans	Monthly
11. Half-yearly thorough cleaning of external high glass panels and yearly cleaning of external cladding with appropriate detergent. The Contractor shall provide/install gondola or provides suitable access equipment at his own cost. Care should be taken to keep the glass free from all dirt and mosses.	High Glass Panel – Half a year External Cladding – Yearly
12. The roof including the gutter and drainage system should be dry-clean and free of litter, algae growth at least twice a month	Twice monthly
13. High pressure washing of warehouse truck dock areas every 6 month to make sure the area free from dust and stain.	Once every 6 months
14. High pressure wash of all the external drains once a month. The AFT 6 “D” level drain need to high pressure wash fortnightly	Once every month and fortnightly
15. Offices inside warehouse to clean twice daily	Twice daily
Cold Room Inside Warehouse	
1. Cleaning of floor. It shall be free of liquid, dust, stains, and rubbish.	Daily – as needed
Trans-shipment Warehouse	
1. Sweeping of floor, clearing of rubbish and cleaning bins once daily	Twice daily
2. Floor cleaning using heavy duty industrial vacuum cleaner	Twice daily
Land and Air Site Driveway (Outside Warehouse)	

1. Twice-daily (morning and afternoon shift) sweeping of driveway/car park using vacuum road sweeper. The Contractor shall ensure that the vicinity of all building entrances is free from dry leaves and debris at all times.	Twice daily and as and when needed
2. Provide cleaning service at the security guard post daily sweeping of floor and monthly cleaning of the rooftop to remove dried leaves, fan and all other debris.	Daily / monthly
TV, ETV and BV cabin cleaning	
1. Clean TV, ETV and BV cabin interior, floor, panel and fan	Twice weekly
2. Standby cleaning to clean roller deck during roller deck PM	Daily
3. Attached one cleaner with MHS PM contractor team for equipment general cleaning	Daily

APPENDIX 8 - CLEANING REQUIREMENTS FOR COOLPORT

Task	SLA
1. A proper Hazard Analysis and Critical Control Point (HACCP) system should be developed for implementation. e.g. A written cleaning and sanitation programme should be in place and itemized the equipment to be cleaned. Method of cleaning. Staff responsible for each specific task and arrangement. Cleaners must visit and clean all the Cold rooms/Freezers 3 times a day, on each visit the following must be observed: i. Cleaners must carry with them all the necessary HACCP compliant tools, materials (Detergent used must be suitable for food handling), and PPE (Jacket). ii. Cleaners must clean and dry all wet floor/walls/partitions/etc. at all time. iii. Cleaners must clean GSE forklift and power pallet. iv. Cleaners must clean the tires by jet spray and chassis by hand cleaning.	Daily, 3 Times a day
2. Cold rooms inspection checklists are to be provided at Contractor's expenses.	
3. The supervisors should inspect each Cold room 3 times a day (once in the morning, in the afternoon and evening.	Daily, 3 Times a day
4. Each inspection must be signed and timed on the checklist.	
5. Thorough washing must be done twice weekly with suitable detergent to remove all dirt and algae growth. For perishable storage cold rooms, suitable food grade sanitizer used/directed to be used whenever deemed necessary. For perishable storage cold rooms, suitable food grade sanitizer must be used for sanitation before release to operation.	
6. All Cleaners must observe personal hygiene at all times and the tools and equipment used must be cleaned with HACCP compliant suitable chemical after used.	
7. The cleaning programmes are subject to change as and when required by the Company to fulfill HAPCC requirements.	

Coolport Area	**Method (as appropriate)**	**Frequency**
All coldrooms – Protection barriers	Wiping	Twice daily
All coldrooms - Door handles	Wiping	Twice daily
All Rackings (Reachable Area from Level 1)	Wiping	Weekly
All Rackings (Thorough Cleaning)	Wiping	Biannually
All coldrooms – floor (including behind Protection barriers)	Sweeping	Daily
All coldrooms – Floor	Scrubbing	Twice daily
Truck dock – Floor	Mopping	Every 2 hours
MHS Area – Floor	Scrubbing	Daily
	Thorough scrubbing	Monthly
Pantry	Mopping, removing waste	Twice daily
Wash basin	Washing	Twice daily

Toilet	Cleaning	Twice daily
Waste Disposal	Plastic/Wood/General Waste	Daily
Carpet	Vacuuming/Washing	Weekly/Annually
Plastic Pallet Skids	Wiping	Daily
Curtain Strips	Wiping	Bi-weekly
Cleaning of Forklift Wheel	Jet Spray	Quarterly
Exterior walls Exteriors include both landside and airside for: Truck dock doors and flaps, Walls and windows of office, Building Façade	Remove cobweb and general cleaning of dirty marks	Half yearly
Interior walls for: All cold rooms wall including truck doors, workstation, MHS and freezer	Remove cobweb and general cleaning of dirty marks	Quarterly
MHS Level 1, 2 and 3	Sweeping,	Monthly

APPENDIX 9 - CLEANING REQUIREMENT FOR MAIN DECK LOADER AREA

Task	SLA
1. The Contractor shall provide 1 high-pressure jet to station at Main Deck Loader workshop at all time.	
2. Conduct a thorough cleaning and washing weekly, on Saturday before 0700 hours to clean the entire workshop service bay and drain by using of high-pressure jet and scrubber, where applicable and degrease the bay with suitable degreaser.	Once a week
3. Twice daily cleaning of office, rest room, toilet and locker room twice a day (Monday to Sunday).	Twice daily
4. Daily cleaning of the following at least one time a day: 2. Daily cleaning of toilet as specified herein the contract, twice a day (before 0930 hours and 1400 hours). 3. All the locker rooms, offices, storeroom are to be swept and cleaned 4. Daily sweeping and mopping of workshops service bay and surrounding area or washed the floor as and when it is oily and dirty. 5. Daily clearing of all general waste, twice a day. 6. Weekly cleaning of the drainage waste	Twice daily
5. Weekly cleaning of doors, windows, glass panels, wall, partitions, columns, ceiling, etc to keep the surface free of dust, cobwebs, stains and cleaned, in accordance with the operation frequency specified herein.	Once a week
6. Daily providing of all necessary toiletries supply i.e. toilet paper rolls, hand liquid soap, deodorant tablets, etc and replenish as and when necessary, a day.	Twice a day, as and when needed
7. Carrying out any other cleaning jobs such as clear blocked drain related to the workshop and as may be instructed by Company's Supervisor.	As and when needed

APPENDIX 10 - GENERAL CLEANING GUIDELINES ON CURTAIN WALLING

1. To preserve the appearance of panels for a long period, clean the surface once in three months.
2. Wash off solid materials such as sand deposited on the surface and wipe with clean cloth squeegee.
3. Do not direct the air from an air conditioning outlet towards the surface of the glass, and do not position lockers or partitions close to the surface either. Both could lead to thermal cracks.
4. Avoid attaching paper of applying paint on the panels. This could cause thermal cracks and make cleaning of the coated surface difficult.
5. Should the watertight ability of the double-glazing unit and sash deteriorate, replace the sealant the quality of the double-glazing unit for a long time.

APPENDIX 11 - GENERAL CLEANING GUIDELINES ON CARPET/UPHOLSTERY SHAMPOOING SERVICE

1. Vacuuming should be carried out to remove soil and other particulars.
2. Heavily soiled and stained area should be spot-shampooing so as to remove all stubborn stains/patches before general shampooing takes place.
3. Actual shampooing — hot water extraction/steam cleaning should be used.
4. Pile lifting should be carried out wherever appropriate.
5. All furniture, equipment removed to make way for the work to be carried out efficiently should be moved back to their original location after the work.
6. Wall carpet/upholstery shampooing should follow the above procedure and hand shampooing machine should be used.
7. All chemicals used should be diluted according to manufacturer's instructions. The Contractor shall be liable for damages to the carpets/upholstery arising from his or his employee’s negligence.
8. For carpet flooring, the frequency of steam shampooing included in the contract shall be once a year for general offices and all carpeted areas; and monthly shampooing for lounges & heavy traffic area/passages. Additional shampooing must be under the advice of the Company’s Supervisor and shall be priced in accordance with Schedule of Rates.

APPENDIX 12 - GENERAL CLEANING GUIDELINES ON ALUMINIUM CLADDING/BUILDING FACADES

1. Try to restrict cleaning to mild weather. Cleaning should be done on the shaded side of the building or on a mild cloudy day. Avoid temperature extremes. Extremely low temperature may give poor cleaning effects. Cleaning under adverse conditions may result in streaking or straining.
2. Removal of light surface soil may be accomplished with low water volume with moderate pressure and physical rubbing of the surface with soft, wet brushes, sponge or cloth.
3. If soil is still adhering after drying, then a mild detergent with brushing or sponging will be necessary. The surface must be thoroughly rinsed with clean water. The rinsed surface is permitted to air dry or is wiped dry with a chamois, squeegee or lint free cloth.
4. Do not allow cleaning chemicals to collect on surface or to “Puddle” on horizontal surfaces, crevices, etc. Avoid drips and splashes. Remove run downs as quickly as possible. Do not sour painted surfaces.
5. Mild or stronger solvent should be spot tested and preferably the coating manufacture should be consulted. Follow their recommendation for mixing and diluting chemicals. Chemicals of this type should be applied sparingly

with a clean cloth and remove with a cloth. Remaining residue should be washed with mild soap and rinsed with water. Avoid abrasive chemicals. Do not use household chemicals that contain abrasives, on painted surfaces. Do not substitute a heavy-duty chemical for a frequently used mild chemical. Never used paint removers, aggressive alkaline, acid or abrasive chemicals. Do not use presidium phosphate or highly alkaline or highly acid chemicals. Always do a test surface before commencing work.

6. Do not use excessive, abrasive rubbing as much may alter surface texture or may impart a “shine” to the surface. Abrasive materials such as steel wool, abrasive brushes, etc, can wear and harm finished. To prevent marring, make sure cleaning sponges, cloth etc, are gritted free.

7. Never mix chemicals, as they may be very dangerous. Always rinse after removal of heavy surface soil.

APPENDIX 13 - WORK SPECIFICATIONS FOR OPERATIONAL FREQUENCY

Type	Daily	Weekly	Monthly	Remarks
Marble and Terrazzo Flooring	Dry-sweep and damp-mop twice daily	Thoroughly scrub with a solution of water/detergent, using a heavy-duty scrubbing machine, rinse with clean water and dry surface. Apply approved emulsion polish and burnish to a high gloss finish.		Thoroughly machine scrub and strip all such areas once every 3 months, using an approved stripping chemical in accordance with manufacturer’s instructions. Rinse with clean water and collect all wastewater with a set pick-up vacuum. Apply one coat of approved transparent sealer as per manufacturer’s instructions spray-burnish to shine and apply two coats approved emulsion polish. Burnish to shine on the following day.
Mosaic Flooring including staircase and risers (except toilets)	Dry-sweep and famp mop once daily, at least 4 times daily for heavy traffic areas including staircases/landing to the canteen.	Thoroughly scrub with a solution of water/detergent, using a heavy-duty scrubbing machine, rinse with clean water and dry surface		
Carpeted Flooring	Vacuum and clean entire area once a day; spot shampoo whenever is necessary	Spot Clean heavy traffic areas with machine using dry methods	Steam shampoo lounge area/heavy traffic areas	Steam shampoo carpeted area with an approved carpet shampoo yearly
Vinyl Flooring	Damp-mop to remove all loose dirt, streaks, dust, etc	Scrub, wash and clean all vinyl rubber floor tiles. Apply 2 coats of approved emulsion polish and burnish to a high gloss finish		Strip clean *entire floor for heavy traffic areas and apply 2 coats of emulsion polish and re-polish to a high gloss

	Spray burnishes heavily traffic areas with an approved polish to remove all scuffmarks, stains and embedded grine			finish. For normal traffic areas, once in 6 months.
Ceramic Tile Flooring (except toilet)	Dry-sweep to remove all loose dirt, dust, etc and damp-mop with a solution with water/detergent to remove all stains and embedded grime twice daily	Thoroughly scrub with solution of water/detergent, rinse with clean water and dry.		
i. Cement &sand screed stores	Dry-sweep and remove all loose dirt, etc, and damp mop with clean water once daily	Damp mop with a solution of water/detergent for removal of oil and stubborn stains.	Thoroughly scrub with solution of water/detergent, rinse with clean water and mop dry.	
ii Cement & Sand screed workshop Dry sweep and damp mop with a solution of water/detergent for removal of oil and stubborn stains.	Thoroughly scrub with auto scrubbing machine and solution of water/detergent, rinse with clean water and mop dry.	Thoroughly scrub with solution of water/detergent, rinse with clean water and mop dry. Damp-mop with a solution of water/detergent for removal of oil & stubborn stains.		
iii Cement & Sand screed (Plant Rm, AHU Rm etc)			Damp-mop with a solution of water/detergent for removal of oil & stubborn stains.	
Premix Area	Dry-sweep to remove all rubbish debris etc.	Deep clean all the corner to remove all the debris		Thorough scrub with solution of water/detergent when directed.
Grass Area/Turfing	Sweep & remove all rubbish, debris from the grass area	Deep clean all the corner to remove all the debris		The cleaner may be required to water the plants and turfing areas daily.

Gutters/Drains	Sweep, remove dirt, silt & other obstructions from all gutters to prevent choke. Drains must be flushed & desilted if necessary instructed		High-pressure water clean.	
Panel Roof			Dry-sweep entire area. Scrub areas affected by algae growth and other stains once a month or when directed. The Contractor shall allow for more frequent and extensive scrubbing during wet season when algae growth is expected to be profuse.	The cleaning should include gutter and drainage system on the roof.
Areas beneath raise floors (e.g. in computer rooms)				Vacuum clean once every 6 months.
Internal Mosaic Glazed surface wall	Damp mop with clean water	Damp clean with a solution of water/detergent & disinfectant.		Care should be taken to keep the cement pointing of the tiles free from all grease & accumulated grime.
Gypsum Partitions		Damp clean with a solution of water/detergent & disinfectant		Care should be taken to ensure that water does not soak into porous material through the joints.
Timber Paneling including doors, door frames, floor panels & glass panels on the doors	Damp clean with water & dry surfaces with a soft cloth.	Feather dust, giving special attention to junction with ceiling columns, etc		
Glass doors (including Aluminum framings,	Damp clean with water & dry	Clean surface with glass cleaning solution & polish to shine. For aluminum		Constant wiping of heavily used glass doors to remove fingerprints, stains, etc.

Fascias, handles, door knobs and other glazed surface), white board and black boards.	surfaces with a soft cloth.	surfaces, apply police & buff to shine with a soft dry cloth.		
External Façade, Glass panels, including aluminum framing and glass panels on notice board.		Damp-clean with a solution of water & detergent and dry surfaces with a soft clean cloth.		For the internal high glass panels, which are not easily accessible, the Contractor shall provide their own staging and clean up these surfaces thoroughly once a year and once every 6 months (Coolport only). The inside surface of the notice board glass panels shall be cleaned quarterly. For external façade where gondola must be used, the Contractor is to provide gondolas at his own cost and clean up the entire areas together with the external façade including curtain wall and aluminum louver panels once a year during the contract period.
Roller Shutters, windows			Damp clean with a solution of water/detergent & dry surface with a soft clean cloth.	Contractor shall not be permitted to open any external windows/roller shutter unless with the expressed permission of the Company's Supervisor. Care should be taken to ensure that no greater force than is be applied, so as to prevent the removal of the decorative material itself.
Fire Extinguishers & fire hose reels.			Damp clean with a solution of water & detergent and dry surfaces with a soft clean cloth.	
Emulsion Painted Surface	Damp clean areas dirtied by finger marks & stains			Care should be taken to ensure that no greater force than is required to remove the marks/stains shall be applied, so as to prevent the

	with a solution of water/detergent.			removal of the decorative material itself.
Laminated Plastics	Damp clean with a solution of water/detergent to remove all finger marks, etc.		Apply cleansing solution & polish to shine with a soft dry cloth.	
Clocks & switches etc.			Clean with mirror cleanser & buff with a soft dry cloth.	
Bulk refuses containers, Refuse Chutes Bin-centre, etc.	Flush & clean with water detergent & disinfectant			
Light fittings, directional & information signs, graphics, telephone booth etc.			Damp clean with a solution of a water/detergent & clean surface with a soft clean dry cloth.	The Contractor shall exercise every care when dismantling & re-fixing these items, as the cost of repair or replacement of any such items damaged or broken as a result of careless handling or negligence on his part, will have to be borne by him. Electro-plater plastic signs should only be wiped with a clean soft dry cloth.
Telephone Sets, office equipments, computer terminals etc.	Clean with a clean soft cloth to remove dust, marks & stains. Clean and wipe mouthpiece of telephone with anti-bacterial chemical			
Timber Railings	Feather dust to remove cobwebs, dust etc.	Damp clean with water & wipe dry.		
Stainless steel, aluminum, Bronze surfaces & Graphics	Dry clean with a clean soft cloth to remove all stains, marks etc.		Apply liquid polish & buff to shine with a soft dry cloth	

External surfaces curtain wall & glass panels				Scrub with a solution of water/detergent every half-yearly. Contractor is to provide/install gondola at his own cost. Care should be taken to keep the surface free from all dirt and mosses.
Marble surfaced wall & Column		Damp clean with a solution of neutral detergent in water.		Application of water-based seal every 3 months.
Ceiling surface			Clean with brush head vacuum cleaner to remove cobwebs & dust.	Special attention to be given to junction with walls and columns.
Inlet & outlet grilles of aircon & ventilation system (including those on the walls), light and other electrical fittings aluminum joints etc.			Clean with brush head vacuum cleaner to remove cobwebs & dust.	Damp clean with a solution of water/detergent & wipe dry. Half yearly or as and when directed.
Metal ceiling, blinds pipes			Clean with brush head vacuum cleaner to remove cobwebs &dust	Once in three months, damp clean with a solution of water/detergent.
Curtains/blinds (Fabric)			lean with brush head vacuum cleaner to remove cobwebs &dust	
Lifts/Dumbwaiter (including entrance lobby)	Vacuum carpet floor damp-mop PVC floor in the case of vinyl tiles or other floor finishes. Cleaning must be ready by 0800 hours. In additional, spot cleaning must be done as and when determined by Company's Supervisor. Litters	Polish all metal lacquered surface with liquid polish & buff to shine with a soft cloth. Clean all metal door tracks & remove all dirt collected inside these tracks. Damp wipe ceiling light fittings, ventilation grills with clean water. Waxing on vinyl floor.	Carpet floor to be shampooed. Vinyl floor to scrub off wax & re-apply.	More frequent vacuuming of carpet of damp mopping of vinyl tiles shall be allowed during the wet season. Spray with anti-insecticide as and when instructed.

	to be removed at each visit.			
Furniture (including cabinets), drinking fountains, etc.	Damp clean all furniture, tables and drinking water dispensers to remove dust and clean.	Damp clean all furniture (excluding fabric upholstered furniture) with a solution of water/detergent. Vacuum clean all fabric-uphostered furniture including damp cleans the metal/timber components.		Furniture also including metal cabinets.
Containers for plants	Remove all litter cigarette butts etc from containers		Damp clean with a solution of water/detergent & dry surface with soft cloth.	
Flower boxes and kerbs to flower beds.	Remove all litter, cigarette butts etc, from flower pots	Scrub and wash the surfaces of all concrete flower boxes and kerbs to all flowerbeds to remove dirt, algae growth etc.		
Toilets (i) Office toilet (ii) Warehouse and airline customer toilet (iii) Locker room toilets	(a) Office toilets water wash three times a day- thoroughly scrub floor and all the fittings with detergent and flush with clean water and dry mop the surfaces. Dry clean / mop the floor, wall, all the fittings at least once a day and as and requested by Company's Supervisor (b) Warehouse, and staff locker room toilets water wash four times a day-	High pressure water jet and clean the entire place thoroughly include all fixtures and fittings.		The Contractor is required to put up sign in front of the toilet to advise the user that the cleaning operations is in progress. He is also required to immediately wipe dry all washroom/cubicle doors surface after cleaning of toilets. The Contractor must not allow water to be sprayed on the wall otherwise damage to electrical fittings and others will be charged to the Contractor.

	thoroughly scrub floor and all the fittings with detergent and flush with clean water and dry mop the surfaces (c) Dry clean / mop the floor, wall, all the fittings at least 2 times a day and as and requested by Company's Supervisor			
Ashtrays/Litter Bins	Empty, wipe clean & replace correctly at least three times a day and as and when full	Empty, wash thoroughly, disinfect (both inside & outside) & wipe dry.		The Contractor is responsible to transport all the refuse collected within the building to the bin center at least twice a day.
Venetian/Vertical Blinds	Feather dust to remove cobwebs, dust etc.	Damp clean with a solution of water/detergent. All dust & deposits shall be removed from slats, tapes & gear which shall be left uniformly clean & free from cleaning marks.		
Metal Railing	Damp clean with water & dry surfaces with a soft cloth.			
Building Drains	Clear all rubbish from the drains. The drains shallbe kept free from blockage at all times.		High pressure water cleaning to remove algae, stains. T6 level D drain high pressure water cleaning every fortnightly	
Conference Rooms	Damp and dry wipe table tops and empty and clean bins after each meeting but at least twice a day – once during	Vacuum the floor and dry cleaning all the fittings inside the conference / meeting rooms	Spring cleaning conference / meeting room table, floor cabinets and all the fittings inside the room	

	lunchtime and once after office hours. Disposal cups must be removed.			
Door Mat	Dust and Clean	To be washed.		
Bin Center	To be thoroughly washed. The bin compound must be swept cleaned, washed, disinfected and deodorized at least once a day.	The bind compound must be kept clean and free from flies or smell nuisance at all times.	Dry-sweep the roof including gutter & drainage system once a month or when directed.	
Marble and Terrazzo Flooring	Dry-sweep and damp-mop twice daily	Thoroughly scrub with a solution of water/detergent, using a heavy-duty scrubbing machine, rinse with clean water and dry surface. Apply approved emulsion polish and burnish to a high gloss finish.		Thoroughly machine scrub and strip all such areas once every 3 months, using an approved stripping chemical in accordance with manufacturer's instructions. Rinse with clean water and collect all wastewater with a set pick-up vacuum. Apply one coat of approved transparent sealer as per manufacturer's instructions spray-burnish to shine and apply two coats approved emulsion polish. Burnish to shine on the following day.
Mosaic Flooring including staircase and risers (except toilets)	Dry-sweep and famp mop once daily, at least 4 times daily for heavy traffic areas including staircases/landing to the canteen.	Thoroughly scrub with a solution of water/detergent, using a heavy-duty scrubbing machine, rinse with clean water and dry surface		
Carpeted Flooring	Vacuum and clean entire area once a day; spot shampoo whenever is necessary	Spot Clean heavy traffic areas with machine using dry methods	Steam shampoo lounge area/heavy traffic areas	Steam shampoo carpeted area with an approved carpet shampoo yearly
Vinyl Flooring	Damp-mop to remove all loose	Scrub, wash and clean all vinyl rubber floor tiles. Apply 2 coats of approved		Strip clean *entire floor for heavy traffic areas and apply 2 coats of emulsion polish

	dirt, streaks, dust, etc Spray burnishes heavily traffic areas with an approved polish to remove all scuffmarks, stains and embedded grine	emulsion polish and burnish to a high gloss finish		and re-polish to a high gloss finish. For normal traffic areas, once in 6 months.

APPENDIX 14 - REQUIREMENTS FOR CLEANING EQUIPMENT AND CHEMICAL MATERIALS

1. Chemical Materials

Floor Polish	"Johnson Complete" or "3M Stance" floor finish or other equal and approved brand. (Note: In the event that the Contractor opts to use a brand where it is necessary to use a sealer for optimum results, the Contractor shall include the cost of such sealer in his tender.)
Floor Stripper	"3M" floor stripper or "Johnson Step Off" or other equal and approved brand.
Furniture Polish	"Johnson Lemon Pledge" or "Gibson Mrs. Beeton's Real Wax and Lemon Oil" or other equal and approved brand
Vinyl Floor Finish	"Johnson wax" or other equal and approved brand.
Dry Foam Carpet Shampoo	"Aric Dry Foam" or 3M soil retarding shampooing" or other equal and approved brand.
Carpet Extraction Cleaner	"3M carpet extraction cleaner" or other equal and approved brand.
Deodorizer/Disinfectant	"Gibson Both Barrels" or Fresh" or other equal and approved brand.
Degreaser	"Gibson Tiger Red" or other equal and approved brand.
Toilet Paper/Jumbo Roll	"S.P.P.:" Twin ply for toilets. (Samples to be submitted for approval.)
Liquid Soap	"Loop temen and Liquid Soap" or other equal and approved brand.
Stainless Steel Cleaner	"3M Sharp Shooter" or "3M stainless polisher" or other equal and approved brand.
Hardened Concrete Cleaner	"Performance Car Park Degreaser" or "Car Park Cleaner" or other equal and approved brand.
Metal Ceiling Cleaner	"3M Sharp Shooter" or "Gibson Tiger Red" or other equal and approved brand.
Toilet Bowl Cleanser	"Bowl Shine" or other equal and approved brand.
Paper Hand Towels/Facial Tissue (for top management/executive offices/washrooms	Kookaburra/Scotties or equivalent
Spot Remover (Coffee, Chewing Gum, Stains, Etc)	"3M Heavy Duty Carpet Spot Removal" or other equal and approved brand.
Soil Lifter	"3M Carpet Pre-treatment" or other equal and approved brand.
Heavy Duty Carpet Detergent	"3M Carpet Pre-treatment" or other equal and approved brand.

Fabric Cleaner	“3M Upholstery Cleaner” or other equal and approved brand.
Window and Glass Cleaner	“Power Femen” or other equal and approved brand.
Anti-Bacterial Cleaner	“Dettol”, “Jey Pine” or other equal hospital grade and approved brand.
Food safe cleaner/Degreaser	“Action 130” or other equal and approved brand
Anti-insecticide Spray	“Shelltox” or other equal and approved brand
Food Safe Sanitizer	“A3-33 Liza” or other equal and approved brand

2. Plant and Equipment

Ride-On Sweeper, Battery Operated	
Sweeping capacity min. output	14,000 sq m/hr
Cleaning width with main brush and two side brushes	Min. 1,400 mm
Refuse container capacity	200 litres
Central brush width	900 mm
Ride-On Scrubber, Battery Operated	
Scrubbing capacity min. output	5,000 Sq m/hr
Brushes (3 nos.)	380mm diameter
Sweeper brush	240mm diameter
Squeeze width	1,350 mm
Solution tank capacity	150 litres
4-wheel Tow Tractor, Battery Operated	
Load capacity	Up to 5000 lbs (2,268 kg)
Dimension	Overall length – 3025 mm Overall width – 1145 mm
Motor	Min. 15 horsepower, 36v
Tires	Solid Tires
Charger	Built-in type
Safety requirements	Rotating stroke light and vehicle tested by ROV
Shock absorbers	Two on rear
Equipment approved by ANSI or OSHA safety standard. Automatic differential with drive axle operating in constant oil bath.	
Forklift, Battery Operated	
Load capacity	Capacity (at 500mm load center): 3,000 kg
Tires	Solid Tires
Speed Limit	12 km/h
The type of forklift will be subjected to the approval by the Company.	
Dry and Wet Machine	
Tank Capacity	90 Litre
Motor	Double Motor
Note: Tow tractor and sweeper operator must possess valid Class 3 driving license and CAAS airfield driving permit. Forlift driver must possess valid forklift driving licenses from PSA or CAAS. The provision of the maintenance of the plants, equipment, including fuel, parking fees, license fee, insurance, etc. will be provided by the Contractor and any cost incurred due to the above will be borne by the Contractor.	

3. Others

High Pressure Washer	“Karcher” or other equal and approved brand.

Carpet Extraction Machine	“Aqua clean” or other equal and approved brand.
Multi-purpose Steam Cleaner	“Unit-Jet Super” Steam cleaner or other equal and approved brand.
General Purpose Vacuum Cleaner	“Advance” or other equal and approved brand.
Back-pack Vacuum Cleaner	“Advance Papoose” or other equal and approved brand.
Drying Machine	“Hydro Dry” or other equal and approved brand.
Upholstery Cleaning Machine	“Advance Foamatic” or other equal and approved brand.
Scrubber	“Sorma” (Battery Powered) or other equal and approved brand.
Burnishing Machine	“Advance Whirlamatic” or other equal and approved brand.
Wet-Dry Pick Up Machine	“Advance” or other equal and approved brand.
Sweeper	“Tenant” (Diesel Drive) or other equal and approved brand.
Wall/Window Washer with Telescopic Pole	“Jani-Jack” or other equal and approved brand.
Aluminum Cladding washer with telescopic pole	“3M Doodlebug” Pad Holder or other equal and approved brand.
Mop and Bucket	“Contico” or “Jani-Press” or other equal and approved brand.
Housekeeping Trolley	“Vimo” Janitorial Trolley or other equal and approved brand.
Ladder	“Dolphin” (fixed) or “PAL” (adjustable) or other equal and approved brand.
Scaffold	“Genie” or other equal and approved brand
Boom Lift (outdoor use)	“Cella Liftel SPJ” or other equal and approved brand only.
Caution & Cleaning Signs	“The Boys” or other stand sign.

APPENDIX 15 - REQUIREMENTS IN UNIFORM

The following requirements in uniform must be complied with:

1. Cleaners for General Housekeeping
   (a) Uniform with company’s logo, colour to be distinct without pocket
   (b) Cap / hair nets / mouth masks
   (c) Non-skid shoes / boots
   (d) Shirt / blouse / tee-shirt (collared)
   (e) Dark coloured long pants
   (f) Safety vest
   (g) Dust coats that are button free without pocket

2. The Contractor is to submit the samples mentioned in item 1 for the approval of the Company‘s Supervisor before implementation.

3. Commercial laundry is to be arranged for the Contractor staff and Contractor must produce evidence of commercial laundry. Cleaners protective garments (dust coat) should be laundered by professional or well-established laundry service providers.

APPENDIX 16 - SITE FLOOR AREA FOR AIRFREIGHT TERMINAL (AFT) 1-6, COOLPORT, MAIN DECK LOADER (MDL) WORKSHOP, AIRFREIGHT STAGING CENTER (ASC), CARGO TRANSSHIPMENT CENTER (CTC) AND BUP CENTER

SN	Department/Section	Level	Shared (sqm)	Usage (sqm)	Est. Total Area (sqm)
1	**MDL**				
	Office	L2			700
	Workshop	L1			
2	**AFT 1 Core A**				
	Office	L2			11,128
	Office	L1			
	Warehouse	L1			
3	**AFT 1 (eCommerce Hub)**				
	Office	L2			9,050
	Office	L1			
	Warehouse	L1			
4	**Coolport**				
	Office	L2			7,140
	Office	L1			
	Warehouse	L1			
5	**AFT 2**				
	Office	L2			5,560
	Warehouse	L1			
	Office	L3			
	Canteen	L4			
6	**AFT 3**				
	Office	L2			18,435
	Office	L3			
	Office	L4			
	Warehouse	L1			
7	**AFT 4**				
	Office	L2			9,195
	Office	L1			
	Warehouse	L1			
8	**AFT 5**				
	Office	L1			74,580
	Warehouse	L1			
	Office	L1M			
	Office	L2			
	Warehouse	L2			
	Carpark	L3			

	Canteen	L3			
	Office	L4			
	Office	L5			
9	**AFT 6**				
	Office	L1			68,360
	Warehouse	L1			
	Office	L2			
	Office	L3			
	Warehouse	L3			
	Office	L4			
	Office	L5			
	Office	L6			
	Warehouse	L6			
10	**CTC**				
	Warehouse	L1			7,000
11	**ASC**				
	Warehouse	L1			5,000
12	**BUP Center**				
	Warehouse	L1			4100
13	**Common space**				
	AFT 1-4 walkway/ corridors				4,650
	AFT 5 walkway/ corridors				
14	**Driveway**				
	AFT 1 - 6 and (both airside and landside)				20,000

APPENDIX 17 – AFT 1 – 6 TOILETS MASTER LIST

AFT 1 to 6 Toilet Master List

S/N	Terminal	Level	Type		Terminal	Level	Type		Terminal	Level	Type	
1	AFT 1	Core A Level 1	M	FM	AFT 5	Core J (Strong Room)	M	X	AFT 6	Core N Level 1	M	FM
2		Core A Level 2 (Lift Lobby)	M	FM		Core J Level 4	M	FM		Core N Level 1 (Warehouse North Side)	M	X
3		Core A Level 2 (Locker)	M	X		Core J Level 5	M	FM		Core N Level 1M	M	FM
4		Core B Level 1	M	FM		Core K Level 1	M	FM		Core N Level 3	M	FM
5		Core B Level 2	M	FM		Core K Level 1M (Locker)	M	FM		Core N Level 3 (Warehouse North Side)	M	X
6		Core C Level 1 (Warehouse)	M	M		Core K Level 2	M	FM		Core N Level 4 (locker)	M	FM
7		Core C Level 2	M	FM		Core K Level 2M (Locker)	M	FM		Core N Level 4	M	FM
8		Core C Level 2 (SSS Locker)	M	FM		Core K Level 3	M	FM		Core N Level 5	M	FM
9		Core C Level 2 (Beside AHU)	M	FM		Core K Level 4	M	FM		Core N Level 6	M	X
10		Core C Level 3 (Locker)	M	X		Core K Level 5	M	FM		Core N Level 6 (Warehouse North Side)	M	X
11		Core C Level 4 (Canteen)	M	FM		Core K Level 5 (SVP Room)	M	X		Core N Level 6 (Warehouse South Side)	M	X
12		Core C Level 4 (Canteen Kitchen)	M	FM		Core L Level 1 (Office Outside)	M	FM		Gate 8	M	X
13	AFT 2	Core D Level 1 (Lobby)	M	FM		Core L Level 1M (DM)	M	FM				
14		Core D Level 2	M	FM		Core L Level 2	M	FM				
15		Coolport Level 1	M	FM		Core L Level 2M (Locker)	M	X				
16		Coolport Level 2 (Locker)	M	FM		Core L Level 2M (Locker Maint)	M	X				
17		Coolport Level 2 (Rest room)	M	FM		Core L Level 3	M	FM				
18		Coolport Level 2 (Room 209 Locker)	M	X		Core L Level 4	M	FM				
19		Core E level 2	M	FM		Core L Level 5	M	FM				
20	AFT3/4	Core F Level 1 (Warehouse)	N	FM		Core M Level 4	M	FM				
21		Core F Level 2	M	FM		Core M Level 5	M	FM				
22		Core F Level 2 (linkway office)	M	FM		Core M Level 1 (ULD Office)	M	X				
23		Core G Level 1	M	FM								
24		Core G Level 2	M	FM								
25		Core G Level 2 (linkway office)	M	FM								
26		Core H Level 1 (Warehouse)	M	M								
27		Core H Level 2	M	FM								
28		Core H Level 3 (locker)	M	X								
29		Core H Level 3 (locker)	M	X								
30		Core H Level 4 (Lobby)	M	X								
31		Core H Level 4 (Mossala)	M	X								
32		Core I Level 1	M	FM								
33		Core I Level 2	M	FM								

APPENDIX 18 – AFT 1 – 6 PANTRY MASTER LIST

AFT 1-6 Pantry Master List											
T1-T4				T5				T6			
Core	Storey	Pantry	Total	Core	Storey	Pantry	Total	Core	Storey	Pantry	Total
B	1st	1	1	J	4th	1	1	N	1st		0
	2nd		0		5th	1	1	N	2nd	1	1
C	1st		0	K	1st		0	N	3rd		0
	2nd	1	1		1m	1	1	N	4th		0
	3rd		0		2nd	1	1	N	5th		0
	4th		0		2m		0	N	6th		0
	5th		0		3rd		0				
D	1st		0		4th	2	2				
	2nd		0		5th	2	2				
E	1st		0	L	1st		0				
	2nd	1	1		1m	1	1				
F	1st		0		2nd	1	1				
	2nd		0		2m		0				
G	1st		0		3rd		0				
	2nd		0		4th	2	2				
H	1st		0		5th	2	2				
	2nd		0	M	3rd		0				
	3rd		0		4th	1	1				
	4th		0		5th	1	1				
	5th		0				0				
I	1st		0				0				
	2nd		0				0				
TOTAL			3				16				1

APPENDIX 19 - SCHEDULE OF LIQUIDATED DAMAGES

S/N	Description	Amount of Damages
1	Failure to provide Resident Manager/Supervisor/Sweeper and Forklift Operator	$200 per day – Resident Manager $100 per shift or part thereof – Supervisor, sweeper and forklift Operator
2	Failure to provide cleaner/station cleaner For up to 2 absentees per day For 3rd and 4th absentees for the same day For 5th and subsequent absentees for the same day.	$80 per cleaner per shift or part thereof $160 per cleaner per shift or part thereof $240 per cleaner per shift or part thereof
3	Falsification or misrepresented the attendance or deployment of the Supervisor or Cleaner	$300 per occasion
4	Failure to respond to or act upon Company's Supervisor's or helpdesk instructions whether through telephone calls or message within 30 minutes.	$100 per occasion
5	Failure to provide Mechanical/Auto Sweeper/Scrubber & etc	$200 per equipment per day
6	Failure to maintain/upkeep common areas and Contractor's premises either rented or used under the contract.	$200 per occasion
7	Failure to keep safe the cleaning equipment and tools.	$50 per occasion
8	Failure to comply safety practices	$100 per occasion
9	Unauthorized absence of cleaner during shift hour, late clock in or early clock out.	$ 50 per cleaner per occasion
10	Unauthorized and extended break, vendor to specify the cleaners break time	$ 50 per cleaner per occasion
11	Unsatisfactory Performance	$200 per area per day
12	Committed any irregularities such as failure to comply with specific instructions given by SO omitting the use of cleansing materials or machines, using interior materials, delaying and/or omitting any approved operational frequency, any cleaning works and workmanship, disregarding safety requirement, or creating nuisance in the premises to the inconvenience of the Company's Supervisor or the public or other acts which are likely to bring the Company's Supervisor into disrepute and vandalizing or abusing facilities and breach of security	Not exceeding $2,000 per occasion
13	Resident Manager / Supervisor fail to conduct inspection and sign the toilet inspection cards	$100 per occasion per toilet per day

Note: -

I. The Company must be given on-line accounts to access to the vendor web based attendance monitoring system.

II. Cleaning of the landside and airside roadway must use vacuum road sweeper.

III. Cleaning of warehouse floor must use heavy duty industrial floor sweeper.