



SATS Supplier Safety Compliance Manual

For Internal Reference:

This SATS Supplier Safety Compliance Manual is under OHSAS control

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GENERAL

Definitions

a. Supplier

Refers to any supplier of goods/equipment, supplier of labour – service crew, or supplier of services – contractor

b. Contractor

Refers to supplier of services

c. Service Crew

Refers to supplier of labour

d. SATS Coordinator

Refers to any SATS employee or designate who has been tasked to oversee the Supplier's works

e. GHS

The Globally Harmonised System of Classification and Labelling of Chemicals (GHS) is a system for chemical classification and hazard communication through harmonised provisions for Standardised labels and Safety Data sheets (SDS) developed by United Nations (UN)

f. SDS

A safety data sheet (SDS) is an important component of product stewardship, occupational safety and health, and spill-handling procedures

Purpose

This SATS Supplier Safety Compliance Manual details the requirements for all suppliers of SATS Group of Companies, including majority-owned SATS companies.

The requirements of this manual are in addition to the Terms and Conditions of any Agreement or Purchase Order between the Supplier and SATS Ltd and form a material part thereof.

All suppliers are responsible for ensuring their employees, sub-contractors and agents comply with this SATS Supplier Safety Compliance Manual, SATS Safety Policy and all applicable legal and other requirements at all times during performance of their work. For the latest Workplace Safety and Health Act, please refer to [here](#), and subsidiary legislations under the Act are available [here](#).

All suppliers shall conduct safety meetings with their employees to cover all applicable sections of this manual before any work is done.

This SATS Supplier Safety Compliance Manual is available from [SATS Website](#).

Each Supplier shall:

- Have ready access to this manual at all times
- Continue to enforce all regulatory & SATS safety & health rules and regulations for all subsequent contractual work engagement with SATS
- Be responsible for briefing the rules & regulations to any sub-contractor or any persons contracted or employed by them
- Be responsible for the actions of its sub-contractor while within SATS premises

If there are any questions about this manual or any health & safety concerns related to an operation or activity, contact your supervisor or the relevant SATS Coordinator/MA.

Sats Safety Policy



SATS OCCUPATIONAL HEALTH & SAFETY (OHS) POLICY

At SATS we are committed to providing a safe, secure and healthy work environment for our people. In line with our core values, we maintain and promote an effective occupational health and safety management program. Our SATS approach is as follows:

Strive to anticipate hazards and eliminate them to prevent personal injury/illness to employees or loss/damage to equipment and property.

Assure a high level of compliance by meeting applicable legal requirements and adopting best practices.

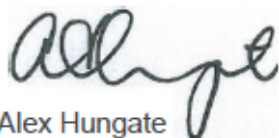
Train and educate employees and contractors to prevent accidents and injuries, and promoting a healthy lifestyle.

Seek and implement all reasonable measures to provide the best possible care in maintenance of our equipment and facilities.

This Policy will be kept up-to-date and relevant, and communicated to everyone at SATS as well as to all persons working under the control of SATS, so that they are reminded of their individual OHS obligations.

We are all responsible for preventing injury and ill-health, both to ourselves as well as to fellow colleagues.

The prevention of accidents is a joint effort. We collaborate to continually improve our occupational health & safety performance to make our company the best and safest place to work.



Alex Hungate
President & Chief Executive Officer
SATS Ltd.



Dated: 01 January 2014

SATS SAFETY PRINCIPLES

Principle 1) Employees shall comply with the SATS Code of Conduct

(HC/GEN/1001, namely 'Workplace Safety & Health' and 'Prohibited Activities' which are highlighted due to their relevance to our OHS policy). The significant clauses are re-produced below:

- All employees are required to observe and follow all operating and safety requirements and take personal responsibility to support the Company's commitment in providing a healthy and safe work environment. Wilful disregard of safety rules is liable to disciplinary action which may result in their dismissal from service.
- Alcohol and Drugs, such as substances includes but not limited to alcoholic drinks, buprenorphine, cannabis, cocaine, ecstasy, heroin, inhalants, ketamine, LSD, methamphetamine, nametazepam or any such banned substances as determined by the Central Narcotics Bureau.
- Consumption of alcohol and/or drugs within the Company premises is prohibited.
- Any employee caught performing their duties under the influence of such substances will be referred to the police immediately.

Principle 2) Zero Accident is an Aspiration which can be achieved through:

- A risk aware culture of practising 'Look Think, Act' at home and at work;
- Engaged employees who take personal ownership of their safety responsibilities and outcomes;
- A competent and learning workforce;
- A robust incident management program;
- Provision of safe and well-maintained equipment; and
- Necessary resources shall be provided to implement the safety policy.

Principle 3) Open communications is the key to uncovering hazards and unsafe practices for improvement.

A non-punitive "Just Reporting Culture" is adopted unless in the case of proven gross negligence, willful violations or destructive acts.

There are three reporting systems:

1. Mandatory accident/incident reporting system

Staff shall report any workplace accident/incident according to SATS Incident Investigations and Reporting procedure (refer to SATS-OHSMS-SP-08)

2. Voluntary reporting system

Staff can report any unsafe act / condition

- a. By informing their supervisors /BU SEs or
- b. SATS Safety Discussion Board or
- c. Confidential reporting system below

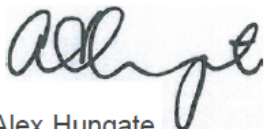
3. Confidential reporting system

Staff can report through any of the confidential reporting channel below where all reporting will be treated with utmost confidentiality

- a. Safety Hotline (65432121) or
- b. Safety Email (sats_safety@sats.com.sg)
- c. Whistle-Blowing policy (sats@tipoffs.com.sg)

Notes:

- 1) The SATS Safety Principles ("Principles") document is an appendix to our SATS OHS Policy ("Policy"), and shall be read together.
- 2) The Policy and Principles are reviewed annually by the SATS Group Risk and Safety Committee.
- 3) The Policy was reviewed and approved on 1 Mar 2016 without any change.
- 4) The Principles were reviewed and approved on 1 Mar 2016 with changes to align to ISAGO Manual.
- 5) The Policy shall be displayed at prominent locations while the safety principles can be retrieved from SATS Safety webpage.
- 6) The Policy and Principles are communicated through SATS Familiarisation programme and regular safety communication channels (e.g. SATS moments, Safety Flash).
- 7) Refer to SATS-OHSMS-MN from SATS safety intranet webpage for more information.



Alex Hungate
President & Chief Executive Officer
SATS Ltd.



Dated: 01 March 2016

Emergency Response and Notification

- a. All fires, toxic gas releases, medical emergencies or other health & safety incidents must be reported immediately to the relevant SATS Coordinator/Safety System Personnel (SSP)/MA. If the relevant SATS Coordinator/MA cannot be reached, then locate and activate the nearest fire alarm call point.

Provide the first-responder with the following information:

- Nature of emergency (injury, fire etc.)
- Location (department name/number, building level, building letter, column number etc.)
- Your name and the name of the company for which you work

Do not attempt to extinguish a fire yourself, unless the fire is in its incipient stage, and you are trained and qualified to operate a fire extinguisher or other fire-fighting equipment.

Only competently trained emergency response personnel are qualified to clean up injury sites involving body fluids.

- b. Evacuation in the event of an emergency is signalled by the fire alarm system. If you hear the fire alarm ring, stay calm and do not panic. Ensure that the relevant SATS Coordinator/SSP/MA briefs you on the fire alarm system type (Level I or II) & the designated assembly area so that you know what action to take when the fire alarm goes off.
- c. Supplier shall be familiar with the escape routes and assembly area in case of any emergency. Check with the MA to be aware of applicable Emergency Evacuation Instructions for the particular facility.
- d. The Supplier's supervisor is responsible to account for their own employees and sub-contractor working in SATS in the event of an emergency where evacuation is required. He/she shall inform the MA if any person is not accounted for.
- e. Supplier shall be aware of the nearest location of the emergency response equipment such as eye wash station, first aid station and fire extinguishers etc. prior to starting work.
- f. Supplier who is injured shall be given prompt and proper medical attention at the SATS In-house Clinic or first aid station by certified first aiders.

Injury and Illness Recordkeeping and Reporting

- a. Supplier shall immediately notify the relevant SATS Coordinator/MA of any injury, illness and any loss or damage to SATS Ltd property, including incidents related to their sub-contractor.
- b. Supplier shall collaborate with the relevant SATS Coordinator/MA in the incident investigation and root cause corrective action implementation.
- c. An investigation report to assess the root cause and corrective action shall be submitted within 24-hours of the incident's occurrence to the relevant SATS Coordinator/MA.
- d. Any unsafe conditions and activities shall be reported to the relevant SATS Coordinator/MA and corrected immediately.
- e. It is the Supplier's responsibility to notify relevant authorities as required in compliance with Regulatory requirements.

Accident/Incident Investigation

The relevant SATS Coordinator/MA accompanied by the supplier must formally investigate all incidents, injuries and near misses, in order to prevent re-occurrence. For all incidents:

- Secure the area with barricades/caution tape to preserve the scene
- Perform a walk-through of the incident site; this may involve Safety Systems personnel as well as the relevant SATS Coordinator/MA
- Interview witnesses, where applicable
- Take pictures and/or create a diagram of the incident site
- Submit a written incident investigation report to the relevant SATS Coordinator/MA, within 24 hours of the incident occurrence
- The report shall describe the incident and identify root cause and corrective actions, along with a timeline for implementing the corrective actions

Security

- a. Supplier's foreign workers without valid permit will not be allowed to enter into SATS Ltd premises.
- b. All suppliers must be received by the SATS Coordinator/MA or his/her representatives at the security guard post. Supplier will not be admitted to SATS Ltd premises without prior approval from the SATS Coordinator/MA or the relevant SSP.
- c. The Supplier and/or its sub-contractor shall write in to the SATS Coordinator for any workers who wish to work within SATS premise. The Supplier shall furnish the Superintending Officer with the duration the workers will be working in SATS premise, vehicle number, full name, NRIC/FIN/WP number, Date of Expiry at least 3 days in advance for the Superintending Officer to issue a memo for pass exchange at the Custom. See Attachment #1.
- d. The Supplier shall write in to the SATS Coordinator when moving any items out of SATS premise. The Superintending Officer shall then issue a letter for the Supplier to clear the custom/guard house. See Attachment #2.
- e. Supplier's temporary pass issued is good for only one day and must be returned to the Reception when Supplier leaves the premises at the end of the day.
- f. Supplier must wear the temporary pass issued at all times. Badges are not transferable.
- g. Supplier will report the loss of a temporary pass immediately to the SATS Coordinator.
- h. Unless otherwise authorised by the SATS Coordinator, Supplier is accountable for all temporary passes issued to him.
- i. Supplier must sign in and out when entering or leaving the premises.
- j. Supplier shall not loiter around the premises. Their movement shall only be restricted to areas of assigned work, toilet facilities, designated smoking points & designated eating areas. Any Supplier found to have strayed from the main work site will have their temporary pass confiscated and be escorted out of SATS premise.
- k. Supplier is responsible for the security of all materials, tools and equipment used for the job, whether owned or rented by the Supplier.
- l. The Workplace Safety and Health Acts prohibit the employment of anyone less than 20 years of age in hazardous occupations.
- m. All packages, equipment and vehicles are subject to inspection by any SATS Ltd Management.
- n. Supplier admitted to company property must conduct himself in an orderly and safe manner. Fighting, engaging in horseplay, being under the influence of or possessing alcohol or drugs, gambling, soliciting, stealing, immoral or otherwise undesirable conduct is not permitted.

- o. Authorisation must be obtained from the SATS Coordinator for any access to SATS Ltd premises before 0830 hours or after 1730 hours (weekdays) or on weekends/holidays.
- p. The Supplier shall inform and obtain written approval from SATS Coordinator before taking down any ELV system (e.g. Lift call button, PA System, CCTV, EM locks and etc.). In the event the Supplier is found to remove any of these prior to written consent from the SATS Coordinator, the Supplier shall engage the building custodian to reinstate the equipment immediately. All cost incurred to remove and to reinstate the ELV system shall be charged back to the Supplier.
- q. Supplier vehicles will be parked only in areas designated by SATS Coordinator. After unloading tools or equipment, supplier vehicles must be relocated to their designated parking area.
- r. SATS Ltd reserves the right to deny access to supplier personnel who are unwilling or unable to meet requirements as stated in this manual.

SUPPLIER OF GOODS/EQUIPMENT

- a. The supplier of machinery, equipment or hazardous substance shall ensure the following information about the safe use is available to any person to whom the machinery, equipment or hazardous substance is supplied for use at work:
 - the precautions (if any) to be taken for the proper use and maintenance of the machinery, equipment or hazardous substance
 - the health hazards (if any) associated with the machinery, equipment or hazardous substance
 - the information relating to and the results of any examinations or tests of the machinery, equipment or hazardous substance that are relevant to its safe use
- b. The supplier shall ensure the machinery, equipment or hazardous substance is safe and without risk to health when properly used.
- c. The supplier shall ensure all applicable certificates/licences are available for the machinery/equipment supplied.
- d. The supplier shall ensure GHS labels and SDS are updated, and keep SATS updated in the future (if any) for all the chemical supplied.
- e. If there is any work other than delivery need to be performed within SATS premise, the supplier shall follow all SATS in-house rules and requirements for Supplier of Services, refer to section 4.

SUPPLIER OF LABOUR-SERVICE CREW

- a. Service Crew shall be bizSAFE level 3 and above or partners or OHSAS 18000 certified.
- b. Service Crew shall submit the risk assessment (RA) based on the tasks (purely done by Service Crew) assigned prior to the commencement of any job activity. SATS RA shall be taken as reference for same/similar works. RA shall be reviewed every 3 years or when there is any change on process, or there is an incident. RA shall be communicated with all service crews by their supervisors.
- c. Service Crew shall provide competent staff and send the staff for training when necessary.
- d. Service Crew shall ensure their staff go through all necessary medical examinations including audiometric test, etc.
- e. Service Crew shall follow all applicable legal, other requirements, the safety rules and regulations established.
- f. Service Crew shall follow all SATS in-house rules, procedures SWPs, SOPs, and other requirements including incident/accident reporting, PPE wearing, inspection/audit etc.



SUPPLIER OF SERVICES – CONTRACTOR

Contractor Approval for Site Work

SATS is a bizSAFE Star certified company, and we have the preference to engage bizSAFE contractor so as to reduce/remove the risks to the health & safety of all staff, contractor, visitors, and anyone else who may be affected by our business operations.

No contractor is allowed to work at SATS until Contractor Approval is obtained!

Contractor shall prepare and submit the following documents to their SATS Coordinators at least 3 days before they start the work:

- bizSAFE Level 3/above, or bizSAFE Partner, or OHSAS 18000 certificate
- Risk Assessment (RA) regarding the work to be done
- Training record/certificate of RA team leader
- Other relevant documentations upon request

Administration

- a. Each approved contractor will receive a SATS Contractor Approval for Site Work. The pre-qualification process will identify contractor, vendors and service providers who have effective Health and Safety (H&S) programs with demonstrated leadership and performance in their industry.
- b. In order to select contractor to be hired for any work activities to be carried out in the premises, each contractor must meet the minimum H&S performance criteria without consideration of other factors. The following are the minimum criteria:
 - Contractor must have developed and implemented a written H&S program that meet all applicable local H&S regulations applicable to their work. In addition, contractor programs must meet applicable SATS Ltd H&S requirements, and incorporate training that provides adequate H&S and craft skills for the work
 - Contractor must have a system in place to understand/assess the risks and hazards of the proposed work, and to identify the means to address the risks. When project engineering changes are made or when new hazards are identified in a process, operation or project, the risk assessment must be updated to address the new hazards and their relative risk
- c. The contractor is required to constantly provide SATS Ltd on all up-to-date information required for the contractual work to maintain their qualification.
- d. SATS Ltd reserves the right to verify that the contractor and all of the contractor's employees meet contractual requirements, including orientation, training, medical testing and substance abuse screening.
- e. The Contractor H&S Program at SATS Ltd is administered in English. The Program includes this manual, Contractor Approval Form (Attachment #5), Contractor Disciplinary Matrix (Attachment #6), a relevant SATS Coordinator/MA

who will provide project management and supervision, and SATS Contractor Coordinator Guidance.

- f. Contractor employees are responsible to be aware of and comply with all applicable H&S rules and policies while working on-site.
- g. The contractor is responsible for compliance with all applicable H&S rules and policies incorporated into the contract, or otherwise communicated to ensure safe operations. The contractor will have a competent, well-trained supervisor in charge at all times when its employees or those of its sub-contractor(s) are present.
- h. The contractor is fully responsible for the acts and omissions of their sub-contractor(s) as well as compliance with all applicable H&S rules and policies.
- i. The contractor is required to qualify all sub-contractor. SATS Ltd reserves the right to disqualify any sub-contractor based on evaluation of qualifications and performance.
- j. The contractor supervisor is responsible for oversight and supervision of his/her own employees as well as, including all sub-contractor employees to ensure adherence to all applicable H&S rules and policies.
- k. Contractor shall instruct each of their employees and sub-contractor in the recognition and avoidance of unsafe conditions and of the regulations applicable to his/her work environment to control or eliminate any hazards or exposure to illness or injury.
- l. All contractors' site supervision must communicate in English with the level of proficiency necessary to ensure the safety of their employees and the safety of others.
- m. Contractor activities and performance will be audited and evaluated to ensure on-going compliance with SATS Ltd policies, procedures and other requirements, and to achieve a successful and injury-free workplace.
- n. Contractor working in SATS Ltd premises must possess:
 - A valid Workmen's Compensation Insurance policy taken up for all their workers
 - Valid work permits issued by the Ministry of Manpower for all foreign workers.Refer to Attachment #4 for details
- o. SATS' policy discourages contractor use of in-house tools, machineries and equipment. Contractor is paid for the jobs or services and should have all tools, machineries and equipment in place to carry out the task. If this is unavoidable, a 'RELEASE AND INDEMNITY' signed by the contractor is required before commencement of work. Please refer to Attachment #3.
- p. A relevant SATS Coordinator/MA will be assigned for each project. The SATS Coordinator/MA will be the Contractor's primary SATS Ltd-contact on all matters related to the task.
- q. The relevant SATS Coordinator/MA will conduct inspections of work areas to ensure compliance with the requirements of this manual. Contractor shall review findings and corrective actions with the relevant SATS Coordinator/MA.

Disciplinary actions will be taken for any safety offence based on Contractor Disciplinary Matrix.

- r. Contractor without prior arrangement with the SATS Coordinator/MA will not be allowed entry into the company's premises.
- s. All contractors must be received and briefed by the SATS Coordinator/MA or their representatives prior to entry into SATS Ltd premises.
- t. The contractor shall inform the SATS Coordinator/MA and Safety Systems Department of any accidents/dangerous occurrences/H&S incidents that happen while carrying out work in SATS Ltd premises. Contractor shall follow up with reports to the Ministry of Manpower or other required regulatory agencies. Copies of relevant documents shall be forwarded to SATS Ltd's Safety Systems Department within 10 days from the date of accident/dangerous occurrence/H&S incidents.
- u. At no times shall the contractor meddle, tamper or render ineffective or inoperative any machinery, equipment, guarding, fire-fighting or fire-detection equipment without the approval from the affected department and the relevant SSP.
- v. SATS Ltd's staffs have the right to stop any contractor work if the H&S requirements, procedures or safe work procedures are not adhered to. Any violations by contractor shall be reported immediately to the relevant SSP. The relevant SSP reserves the rights to issue a 'Stop Work Order' upon a violation and lifting it after all the H&S rules, procedures or safe work procedures are adhered to. SATS Ltd shall not be responsible for any cost incurred as a result of such work stoppages and delay. All costs shall be borne solely by the contractor.
- w. SATS Ltd reserves the right to request a copy of the contractor's hazard control programs, training certificates, injury logs or other H&S-related program documentation in order to substantiate compliance with various regulatory requirements.
- x. SATS Ltd reserves the right to deny entry to its premises of any person suspected to be under the influence of alcohol/intoxication, whether or not any form of technical work is being conducted.
- y. Failure to comply with SATS Ltd H&S requirements is cause for termination of contractor privileges.

Prohibitions

The following are prohibited on SATS Ltd premises:

- Alcoholic beverages
- Illegal drugs or controlled substance
- Firearms and weapons
- Cameras and recording devices
- Use of telephone except for SATS Ltd-related calls
- Use of SATS Ltd in-house equipment

- Cooking
- Lodging

Hazardous Areas

Certain areas/rooms and operations within SATS sites where extra precautions shall be taken is because of the nature of the hazards. Before entering any of the following areas or starting work on any operations within these areas, contractor is required to check with the MA for applicable WSH rules:

- High Voltage Electrical Areas
- Waste Water Treatment Plant
- Chemical Storage Areas
- Utility Shafts housing, Overhead Pipes and Ducts and Confined Spaces

Contractor H&S Performance

- Periodic inspections/audits will be conducted to ensure that contractor comply with the requirements as stated in the manual, when carrying out work in SATS Ltd premises. The audit shall be conducted by the SATS Coordinator or designated Auditor with the assistance of the relevant SSP.
- When any contractor has been observed violating any SATS Ltd, regulatory or other H&S requirement, they may be approached by any SATS Ltd employee to correct the observation. Serious violations shall be reported in writing to the relevant SSP and logged in the Contractor H&S Violations database or equivalent, to track violations.
- Any violations will result in disciplinary action (refer to Contractor Disciplinary Matrix).
- If at any time the SATS Coordinator/MA believes that any or all of the contractor's H&S practices are presenting an unacceptable safety risk, the coordinator may suspend the Contractor either temporarily, or until such time that the Contractor has assured the coordinator that the work can be safely resumed, or permanently.
- At such time that a contractor's performance requires a formal review by the relevant SATS Coordinator, CPTM contact and MA, the contractor's site supervisor, at a minimum, or representative of their management staff authorised to act on behalf of the company, shall be in attendance at the subject review meeting.

Hazard & Risk Management Programs

- The remaining pages of this manual contain specific health and safety requirements for Contractor working at SATS Ltd premises. Contractor is responsible for being aware of and following these requirements whenever they work at SATS Ltd.

- b. All contractors shall submit a comprehensive risk assessment for all contracts awarded and activities on-site. In line with the Workplace Safety and Health Act and Workplace Safety and Health (Risk Management) Regulations, the contractor risk assessment must be conducted by a competent person. A person is deemed competent after attending and meeting the minimum requirements of the Risk Management training conducted by any of the MOM Accredited Trainer Provider (ATP).
- c. All new/revised/unfamiliar/high-risk tasks shall be reviewed by the contractor, SATS Coordinator and/or the relevant SSP. In each instance, the contractor responsible for completing the task shall complete the Risk Assessment (RA) in accordance to Workplace Safety and Health (Risk Management) Regulations or equivalent. The contractor shall conduct a walk-through of the entire operation reviewing the steps, anticipated hazards and associated control measures with the coordinator and/or the relevant SSP prior to start-up.
- d. All contractors and sub-contractors personnel involved in conducting the planned activity shall sign acknowledging their review and understanding of the Risk Assessment.
- e. The Risk Assessment shall be updated when significant changes in scope, hazards, or controls are affected. Subsequent review and signatures will apply.

Training

- a. All contractors and their sub-contractor performing high risk contract activities on SATS Ltd premises shall ensure that all of their employees assigned to perform work are competent and have been properly trained in accordance with the hazards of the planned activities before permitting the employee to begin work.
- b. Training may include, but is not limited to, on-the-job (OJT) training, toolbox sessions, internal or external formal training, etc. The training must meet the minimum criteria set forth by the legal & corporate requirements regarding the specific subject matter.
- c. Contractor and sub-contractor shall maintain, on the premises, a summary of training information depicting the training/certification/licensure as required for all employees assigned to perform work on the project.
- d. Contractor shall provide a copy of all documentation of training for verification and filing upon request by SATS Ltd. Examples of training documentation include class rosters, toolbox notes and attendance, certificates, official letter of completion, etc.

Note: Under Section 12 (3) (e) of the Workplace Safety and Health Act, the employer has to ensure that any person at work “has adequate instruction, information, training and supervision as is necessary for that person to perform his work.” Hence, it is an integral part of the duties of the Contractor to ensure that his employee is equipped with the necessary competencies and skills.

General, Housekeeping and Sanitation

- a. Restrooms are provided throughout the premise(s). Your SATS Coordinator/MA will direct you to the nearest restroom location. In the event where the nearest restroom location was found to be too far or to be inaccessible, the Contractor may upon obtaining a written permission from the SATS Coordinator/MA, at their own cost, install and maintain their temporary restrooms. The Contractor shall produce all relevant approval letters from authorities before operating the temporary restrooms.
- b. No foods are allowed to be consumed at the worksites. Contractor' workers will have to have their meal break at allocated dining areas or outside of the company's premises.
- c. Access to emergency equipment, exits, telephones, safety showers, eye washes, fire extinguishers, pull boxes, fire hoses, aisles, first aid boxes, SDS stations, chemical spill kits, fixed equipment, electrical equipment, stairways etc. shall not be blocked. Contractor will not use fire hydrants or hose reels without prior SATS Coordinator's approval.
- d. Contractor shall request permission from the SATS Coordinator, before using any area within the premises, to carry out minor engineering work or for storage purpose. E.g. sawing or painting job, mixing cement etc.
- e. Contractor shall provide a list of equipment, machinery and chemical (which shall be accompanied with the Material Safety Data Sheet) used.
- f. Equipment, tools and materials shall be properly placed and stored in an orderly manner after use. Do not leave equipment or materials exposed to the weather.
- g. No material shall be stored outdoors without the permission of the SATS Coordinator. Material shall be marked with the contractor's name.
- h. Lumber shall be neatly stored when not used and nails shall either be removed or bent over to prevent puncture injuries.
- i. Each contractor shall perform work in a manner that will minimize and control the production and migration of noise, dust and debris to adjacent work areas.
- j. All designated debris and rubbish storage area shall be cordoned off with either hoarding or tape depending on the area. The Contractor shall consult the Superintending Officer on the type of materials used to cordon off the debris and rubbish storage area before storing such materials there. The Contractor shall, unless granted written approval from the Superintending Officer, maintain a 1m perimeter between the stored goods and the tape/hoarding.
- k. Where necessary, hoarding, appropriate warning signs, appropriate control measures or protection against pollution, safety precautions must be put in place and observed before commencement of work.
- l. The allocated place must be cleaned up at the end of each workday and also upon completion of the work.
- m. Contractor shall maintain a high standard of housekeeping on the job at all times. Combustible scrap, waste materials and debris shall be removed from the building or job site on a daily basis, preferably at the time of strip-out and disposed of at the designated collection points.

- n. Overhead storage of debris, tools, equipment, pipes, etc. are prohibited. No loose material shall be left in the area above suspended ceiling panels.
- o. The SATS Coordinator will notify the contractor immediately when inspections identify unsatisfactory clean-up efforts by contractor employees.
- p. Contractor shall provide own transportation to clear debris, unwanted materials and other waste generated from the work activities at the end of each work day. These wastes shall not be dumped within the company's premises. If the Contractor is found to have left any debris or rubbish for more than 24 hours, SATS may clear the rubbish on the Contractor's behalf and recover the cost of clearing the rubbish from the Contractor.
- q. Contractor are responsible for ensuring their workers and sub-contractor have the required qualifications, competencies or licenses to carry out specific activities that may be required by Singapore's laws and regulations.
- r. Contractor are responsible for ensuring all instruments, machineries; tools (including hand-tools, electrical and mechanical tools) or vehicles have the appropriate certificates, permits or licenses from the relevant authorities before being used inside SATS premises.
- s. All air-conditioning units shall be turned off at all times and all windows (where applicable) shall be opened at all times where dusty works and/or works involving hazardous solvents/organic compounds are being carried out.
- t. Sufficient ventilation fans shall be placed on site to draw fresh air into the work site where dusty works and/or works involving hazardous solvents/organic compounds are being carried out. All workers must wear suitable breathing mask when working in such environment.
- u. All operating permits, licenses or apparatus granted by the relevant local authorities are to be submitted to the SATS Coordinator or SSP upon request.
- v. Contractors are responsible for ensuring all machineries, tools or vehicles are properly and safely used according to their intended purpose and design. No modification shall be made unless approved by the manufacturer or relevant authorities.
- w. All maintenance debris shall not obstruct any passage ways, exits or equipment. They shall be removed promptly and not allowed to accumulate.
- x. Spillage of flammable liquid shall be promptly removed and any rags or materials used to soak them shall be properly discarded so as to not create a fire risk.
- y. No chemicals, oil and other contaminant shall be discharged into the drain or released into the air.
- z. Never leave file cabinet or desk drawers open more than one drawer at the same time.
- aa. Do not lay electrical cords across aisles or walkways.
- bb. Report slipping or tripping hazards immediately to the area supervisor or SATS Coordinator.
- cc. Do not store hazardous materials in office areas without approval from the respective SSP.

- dd. The contractor and/or its sub-contractor must appoint competent safety personnel to be on site full time during the course of work. The safety personnel appointed shall be responsible for all safety documents submission, ensuring compliance to Safe Work Procedures and site inspection/supervision per SATS's requirements.
- ee. The appointed safety personnel shall conduct daily Tool Box Meeting with all workers, Supervisors and Managers. A copy of Tool Box Meeting record shall be submitted to the SATS Coordinator or SATS Safety Department upon request.
- ff. Where specified in the specifications, the site shall be hoarded up before actual renovation work can commence on site. All renovation works shall be confined within the hoarded area. Tenant shall meet the minimum requirements for temporary hoarding as stated below:
- Project title
 - Expected completion date
 - Hoarding shall be full height or to the height approved by the superintending officer
 - Hoarding shall be painted white and decorated with safety messages
- All works carried out must be confined to the boundary of the premise or within the hoarding area. The surrounding area and the route used for the transportation of materials must be protected by means of plywood of at least 6mm thick. All protection must be laid prior to the commencement of any work. If the protection is not laid, the Superintending officer, managing agent or building custodian shall reserve the right to order a stop work order. The Contractor shall not be eligible to claim for extension of time for delays resulting from the stop work order.
- gg. All exposed wires should be neatly tucked to the side of the wall and away from the main circulation area. All wires must be properly concealed with floor tapes. The Contractor and/or its sub-contractor shall remove all tape markings left on the floors and walls after the completion of the works.
- hh. All tools, equipment and materials used for the renovation works shall be stored within the hoarding area. All tools, equipment and materials found outside the hoarding area shall be confiscated and disposed of and the Contractor shall not be eligible for any claims against the Company.
- ii. The Contractor and/or its sub-contractor shall ensure that there are no damages or permanent alteration to SATS premises, properties and fittings. The Contractor shall take adequate protection measures to ensure SATS premises, properties and fittings are not damaged during the course of work. Contractor is encouraged to set a proper hand over/take-over procedure before and after every Period of Hire.
- jj. Materials likely to deface the walls, floors or ceilings, such as screws, nail and paint, are not allowed on any part of SATS premise prior to a written permission from the SATS Coordinator. The Contractor shall then reinstate all damaged paint works, defaced walls, floors, ceiling etc. immediately upon the completion of the works.
- kk. The contractor shall inform the SATS on any works which may affect the traffic in the main carriageway at least 1 week in advance. The Contractor shall not carry out these works prior to the written approval from the SATS.

Working in a Manufacturing Unit

- a. Contractor shall not access, or perform any work on, operating process or manufacturing equipment unless specifically directed by the SATS Coordinator.
- b. When construction work is performed in a manufacturing unit, work shall be coordinated with the operating unit supervision.
- c. Contractor employees who perform process and manufacturing operations work shall be trained in the operation and maintenance of the machine they will work with prior to starting work.

H&S Requirements for Miscellaneous Operations

- a. Approval must be obtained from the SATS Coordinator before any of the following activities can be carried out in the premises:
 - Modification of plant facilities
 - Installation/modification of emission stack or waste water discharge pipe
 - Cutting, welding, burning or open flame work
 - Blasting
 - Use of powder actuated tools
 - Use of laser or X-ray equipment
 - Entering confined space
 - Going onto the roof
 - Hoist and lifting activities
 - Moving or relocating emergency equipment
 - Excavating
 - Bringing explosive into the premises
- b. Blasting - Any use of explosives, caps, blasting equipment, etc. must be reviewed and approved in advance by the SATS Coordinator and the SSP. Review shall consider local structure and neighbouring community impact.
- c. Breaking Into Pipelines - The SATS Coordinator will review any specific line entry procedures for the site, including a review of emergency procedures, control of hazardous energy (Lock-Out-Tag-Out, LOTO), and safety data sheets (SDS) for materials contained in pipelines (as applicable).
- d. Compressed Air - Cleaning of clothing with compressed air is prohibited.
- e. Computer Rooms - To avoid accidentally engaging switches, breakers, buttons, etc. do not place tools or materials on or against any equipment in computer rooms. All computer equipment near any activity where conductive material might fly or fall (soldering, welding, sawing, etc.), must be completely protected from the falling material.
- f. Concrete, Concrete Forms and Shoring - All protruding reinforcing steel, onto which employees could fall, shall be capped to eliminate the hazard of

impalement. Rebar caps shall be affixed as necessary. All personnel shall not work under suspended concrete buckets. All personnel will be protected with fall protection systems and other necessary protective equipment when placing or tying reinforcing steel more than six feet above any working surface. Formwork and shoring will be designed, erected, supported, braced and maintained so that it will safely support all vertical and lateral loads. Reinforcing steel for walls, piers, columns and similar vertical structures shall be adequately supported to prevent overturning or collapse. A limited access zone will be established whenever a masonry wall is being constructed. The zone shall be equal to the height of the wall to be constructed plus four feet and shall run the entire length of the wall.

- g. Demolition and Dismantling - An engineering and environmental survey shall be made by a competent person prior to the demolition of any structure. The survey shall determine the condition of the framing, floors, and walls and the possibility of unplanned collapse of any portion of the structure, and the presence of hazardous materials.
- h. Electric Utility Use - Contractor must coordinate with their SATS Coordinator for access to appropriate electric utility sources. Accessing power from test stands or production equipment is prohibited.
- i. Internal Combustion Engines – Operation of diesel and gasoline powered vehicles is prohibited inside buildings unless prior approval and arrangements for ventilation have been made with the SATS Coordinator and the SSP.
- j. Lasers – Prior approval must be obtained from the SSP before any laser equipment is used on site.
- k. Noise - Contractor personnel shall wear appropriate hearing protection in accordance with business unit rules and posted signs.

Contractor must inform SATS Coordinator if any planned task may create a noise level greater than 85 dBA.

Any planned tasks that are expected to create noise levels greater than 85 dBA, shall have the area restricted and properly identified as deemed necessary by the SATS Coordinator.

All noisy and dirty works e.g. drilling, hacking, coring and etc. which may disturb building users shall be prohibited during office hours (Weekdays: 0800h to 1800h and Saturdays: 0800h to 1400h).

- l. Radiographic Equipment - Prior approval must be obtained from the SSP before any radiation-emitting equipment (X-ray units, radioactive sources, etc.) is used on site. Approved radiation sources shall not be left unattended or on SATS Ltd premises overnight.
- m. Sprinkler Systems - Contractor shall not install or alter sprinkler systems without prints or documentation approved by the Fire Safety and Shelter Department of SCDF (FSSD). Only licensed/qualified contractor may work on sprinkler systems.
- n. Temporary Heating Devices - Temporary propane or resistance heating devices used on site must be approved by a nationally recognized testing agency (e.g., UL, Factory Mutual). The SATS Coordinator must approve heater use and location in advance. A hot work permit must be issued on the day of use (see Hot Work Permit section of these guidelines).



Aerial Lifts

- a. Aerial lifts (boom, scissors, snorkel types, etc.) and other vehicle mounted elevated work platforms shall be used in accordance with applicable regulatory and industry recognized standards.
- b. All personnel operating aerial lifts shall be properly trained for the lift they are operating.
- c. Personnel shall work from the floor of the aerial lift only. Climbing on handrails, mid-rails, brace members or out-of-the-lift is prohibited unless an anchor point independent of the lift has been established and an approved body harness and lanyard is worn and attached to the anchor point.
- d. Areas below overhead work will be clearly marked with safety stanchions, caution tape and signs to protect associates at grade level.
- e. Major construction areas will be barricaded and construction signs erected to keep out all unauthorised personnel.
- f. Contractor is not permitted to use overhead cranes, hoists or powered lift apparatus unless prior approval has been received from the SSP.
- g. Mobile cranes, including portable crane derricks, power shovels, or similar equipment, shall not be operated within ten feet of overhead electrical power lines.
- h. SATS Coordinator shall be notified of all proposed crane use at least one day in advance of the actual lift to facilitate a pre-work review with Property Management or building custodian and impacted area supervision.
- i. SATS Coordinator will notify Property Management or building custodian and impacted area supervision a minimum of thirty days before proposed aerial lift operations.

Asbestos-Containing Materials

- a. Some insulation materials may contain Asbestos-Containing Materials (ACM). Furthermore, the material may not be labelled as containing asbestos.
- b. Assume that all thermal insulation (piping, elbows, joint insulation, etc.) materials do contain asbestos, unless labelled as non-ACM.
- c. Tasks involving work on existing insulation material must be reviewed for ACM by the SATS Coordinator and building custodian prior to commencing the task.
- d. In the event that ACM or suspect ACM material is encountered during contract work, the contractor shall stop work and call the SATS Coordinator or SSP immediately.
- e. Contractor personnel will not attempt to clean up any such debris, or perform any repair to the suspect ACM material unless they are trained and qualified to perform asbestos abatement, and are approved by regulatory agencies for asbestos abatement projects.
- f. All contractor employees will vacate the immediate area while designated personnel assess the material and the area of concern.

- g. Plant or Equipment may have thermal insulation sprayed on components. The SATS Coordinator, designated personnel or the building custodian must be contacted before Plant or Equipment are moved that have not previously been confirmed to be free of sprayed on asbestos. Should the Plant or Equipment be insulated with sprayed on asbestos, only personnel trained and qualified to work with asbestos will be permitted to remove Plant or Equipment and work above them, and only after authorization by the SATS Coordinator, designated personnel or the building custodian. If the asbestos cannot be avoided to perform the work, it must be abated before the work is performed.
- h. No new product containing asbestos or its synonyms (chrysotile, amosite, crocidolite, anthophyllite, actinolite) may be used in SATS Ltd premises. Some foreign country suppliers use the names of the types of asbestos their product contains without using the word asbestos.

Barricades

a. Barricades for Hazardous Work Area

- Height of fencing, expandable gates or equivalent must meet relevant regulations for New Construction Area or Unattended Work Area
- Danger Tape - Work in progress that is continuously attended and supervised with a hazard that has a potential for moderate to severe injury (e.g., mounting hoist rails, hot work)
- Caution Tape or Cones - Work in progress that is continuously attended and supervised with a hazard that has a potential for minor injury only (e.g., mounting a bulletin board, plumbing repairs on a water fountain)
- Blocked main aisles require prior approval from the SATS Coordinator and must have detour signs posted to re-route personnel to alternate emergency exits
- Major construction areas will be barricaded and construction signs erected to keep out all unauthorised personnel
- Curtain barriers must be made of flame retardant materials certified by Factory Mutual, Underwriters Laboratories (UL) or equivalent on the product label or the product specifications

b. Barricades for Trenches/Holes/Pits

- If four feet (1.2m) or more in depth - standard rail system that meets regulatory specifications, four feet (1.2m) from edge of opening (less than 4 foot distance must be approved by the SATS Coordinator)
- If workers are exposed to falls greater than 2m when inside the barricade, additional approved fall protection will be required for the workers
- If under four feet (1.2m) but greater than one foot (0.3m) in depth - fencing, expandable gates, or equivalent at least (1m) high, four feet from edge of pit
- If under one foot and unattended (i.e. work is not in progress), caution tape four feet from edge of pit

- If the barrier will interfere with a main aisle or completely block the only means of egress of a department aisle, the 4-foot minimum distance from the edge is waived. If this creates a greater hazard to personnel working inside the barrier however, alternate barricading methods may be used if authorised by the MA and the building custodian

Chemical Handling & Storage/Hazard Communication

- a. Contractor shall have a written hazard communication program and shall inform their employees of the location and availability of their program.
- b. Contractor shall train & communicate to their employees & sub-contractor on the physical, chemical and biological agents in the workplace in accordance with regulatory requirements.
- c. Safety Data Sheets (SDS) shall be available at the work site for materials supplied and used by the contractor.
- d. All work with chemicals shall be carried out with minimal exposure to the contractor and SATS personnel.
- e. Contractor is advised that there are some areas of SATS where hazardous chemicals are present. It is the contractor's responsibility to review all areas of his work and determine if a hazard to his personnel exists. Upon request, MA will provide the necessary information (SDS) for the contractor regarding hazardous chemicals used in its facilities.
- f. Contractor shall submit the most recent copies of the Safety Data Sheets (SDS) to the SATS Coordinator for any chemicals they plan to use in SATS premises. All SDS shall be submitted and approved for use by SATS Coordinator or SSP prior to the contractor starting work.
- g. Contractor shall not store any chemicals at SATS premises, including overnight storage, unless prior approval by the SATS Coordinator is obtained. Necessary precautionary measures shall be taken according to the chemicals' SDS shall be maintained when storage of such chemicals is required.
- h. Chemicals will be properly labelled and segregated to prevent potential hazardous mixing.
- i. Flammable, oxidizer and corrosive liquids shall never be stored together.
- j. Factory Mutual approved (or equivalent) metal safety cans with self-closing lids and flame arrests or equivalent shall be used for handling flammable liquids.
- k. All chemicals used shall be in their original container with the original vendor labels or properly-labelled secondary container. The labels shall include the chemical constituents, hazard information, safety precautions and specifications for proper use.
- l. Flammable and combustible liquids shall not be used or stored in any close proximity to open flames and ignition sources.
- m. Adequate ventilation shall be provided and maintained at all times where flammable and/or toxic chemicals are used.



- n. All unused, flammable and combustible liquids must be stored in a flammable-storage closet or removed from the premises on a daily basis.
- o. Flammable and combustible liquids and other hazardous materials shall be kept in air tight containers when not in use.
- p. Upon completion of the project, all unused materials will be taken off site.
- q. All chemicals for the contract shall be purchased and supplied by the contractor, unless the contract specifically states otherwise. The proper disposal of used chemicals is at the expense of the contractor.
- r. Storage and transfer of flammable liquids will be grounded and bonded where necessary.
- s. Emergency safety showers and eyewash units are provided in some SATS Ltd business units. The SATS Coordinator will identify their locations for you. In the case that there is not an immediate eyewash station available, the contractor may be required to bring their own portable eyewash station.
- t. All affected contractor employees shall wear appropriate personnel protective equipment per their Hazard Communication Program and the SDS of the product in use.

Clean-Fill Materials

Any fill material (sand, soil, etc.) being brought on to SATS Ltd property must be free from contaminants. This may be accomplished by any of the following methods:

- Certify in writing by the contractor that the fill is free of contamination
- Taking reasonable steps to ensure fill material is clean such as composite sampling and analysis, review of fill source disclosure, or photo ionization screening of fill material, etc.
- Visual inspection of the fill material when it is placed on SATS Ltd property

Compressed Gas Cylinders

- a. Compressed gas cylinders shall always be fastened securely in the proper position to appropriate carriers or restraints for the cylinder contents.
- b. Compressed gas cylinders shall be secured (roped or chained) in an upright position at all times. Use of forklift as a mean of transportation is prohibited unless a special structure is used to uphold the cylinders.
- c. Cylinders shall be kept away from welding or cutting operations so that sparks, hot slag, or flame will not impinge on them. When this is impractical, fire resistant shields will be provided. Cylinders shall not be placed where they can contact an electric circuit.
- d. All compressed gas cylinders brought into the SATS shall be in good condition.
- e. The correct regulators, in proper working order shall be used for each type of gas. Regulators or regulator connections shall not be modified in any way.

- f. Cylinder valves shall be closed and valve protection caps shall be in place when compressed gas cylinders are transported, moved, stored or otherwise not in use.
- g. If a leak develops in a cylinder, follow emergency procedures.
- h. Gas cylinders that are damaged or have a build-up of scale or rust, which could weaken the container, will not be used and shall be removed from this site as soon as possible.
- i. Cylinders will be permanently labelled, marked or stencilled to identify the gas in the cylinder. Cylinders shall be mounted and stored with the content labels facing out.
- j. Hose lines will be periodically inspected and tested for leaks.
- k. When storing compressed gas cylinders, flammable gas such as acetylene and hydrogen will be separated from oxidizing gas such as oxygen and nitrous oxide by a distance of 20 feet (6.1m), or by a fire-rated barrier.
- l. Cylinders shall be moved by tilting and rolling them on their bottom edges or cylinder carts must be used for their transportation. All cylinders will be handled with care.
- m. Cylinders shall not be transported horizontally on the forks of a fork truck.
- n. Compressed gas cylinders shall not be taken into confined spaces unless they are supplying breathing air.
- o. Oxygen cylinders in storage (approved by SATS Coordinator) shall be separated from fuel-gas cylinders or combustible materials (especially oil or grease), by a minimum of 20 feet (6.1m) or a non-combustible barrier at least five feet (1.5m) high having a fire resistance rating of at least one-half hour.

Confined Spaces

- a. A Confined Space Entry Permit is required when contractor is carrying out work in confined spaces. Confined spaces are areas that may have atmospheric or physical hazards that could affect the safety of employees who enter them. It is not designed for continuous human occupancy and has a limited means of entry or exit. These areas include, but are not limited to tanks, duct, manholes and trenches.
- b. Contractor shall follow their own Confined Space Entry procedure when entry into SATS Ltd confined space. Contractor shall provide their procedure and Confined Space Entry Permit to the SATS Coordinator for review and approval prior to entering a confined space.
- c. Contractor shall review the completed entry permit with their SATS Coordinator or SSP personnel prior to entry. The SATS Coordinator will retain a copy of permit.
- d. Contractors are responsible for the full compliance with the conditions stipulated in the approved Confined Space Entry Permit.
- e. Confined Spaces are identified and marked by a sign near the entrance.
- f. Before entering a Confined Space, proper training in Confined Space Entry and Lock Out/Tag Out is required.

- g. Contractor will supply all necessary equipment and support personnel required to safely enter and perform work/rescue within a Confined Space.
- h. The SATS Coordinator and/or SSP reserve the right to deny entry.

Cranes and Hoisting Equipment

- a. Contractor shall not be permitted to use SATS hoists without prior permission from SATS Coordinator. The Contractor may also need to obtain written permissions from Changi Airport Group (CAG) to operate such equipment.
- b. Contractor shall operate and maintain cranes and hoisting equipment in accordance with manufacturer's specifications and limitations.
- c. Operator must be certified to operate cranes.
- d. Equipment will be maintained and inspected in accordance with regulatory requirements.
- e. Contractor' cranes and hoists used at SATS shall have current certifications available for examination as required.
- f. The Contractor and/or its sub-contractor are obliged to submit the certificate of the crane used, license of the operator and a lifting plan before operation in accordance with WSH (Operation of Crane) regulation.
- g. The SATS Coordinator must notify the impacted area supervision at least 30 days before air lift operations will occur.
- h. Riding on crane hooks and headache balls is prohibited.
- i. Swivel type, self-catching safety hooks shall be used for the load hook.
- j. Outriggers must be fully extended and pedestals lowered for any lift.
- k. Contractor shall provide a documented lift plan for critical lifts (lifts over process equipment, lifts over 10 tons, etc.) that is submitted to their SATS Coordinator.
- l. Crane components used for overhead work must be rated for the load. No self-fabricated lifting devices/components shall be used.
- m. Cranes and derricks shall not be refuelled while in operation.
- n. Cranes and derricks not in use shall be properly secured.
- o. Rated load capacities and recommended operating speeds, special hazard warnings or instruction shall be conspicuously posted on all equipment.
- p. Accessible areas within the swing radius of the rear of the rotating superstructure of the crane shall be barricaded to prevent an employee from being struck or crushed.
- q. If a crane exceeds the height of the tallest structure on site it must be flagged and/or equipped with a warning light.
- r. Crane lifts shall not be attempted over or adjacent to any occupied areas. If such works are necessary, it shall be coordinated with the SATS Coordinator and the occupied area shall be cleared of all personnel prior to the lift.
- s. Fabricated rigging system designs shall:

- have a safety factor of 2.5
 - be approved by a structural engineer if the system will attach to a building structure
 - account for the possibility of accidental side loading of up to 60 degrees from vertical, even if the design is for a vertical lift only
- t. When making a lift with a crane:
- One person shall supervise the lift
 - One person, proficient in hand signals, shall perform signalling. Signals will comply with ANSI standards for the type of crane used. An illustration of the signals shall be posted at the job location
 - Crane operator and signal person will maintain continuous visual contact during lifting operation
 - Area shall be cleared and roped or barricaded off
 - No one shall stand or pass under suspended loads
- See section on Elevated Work for fall protection requirements.

Slings

- a. Slings shall not be loaded in excess of their rated capacities. Annual inspection tags shall be affixed to chain slings.
- b. All slings other than wire rope slings shall be labelled for their load capacity.
- c. Slings shall be padded or protected from sharp edges of loads and will not be pulled from under a load when the load is resting on the sling.
- d. Each day, prior to use, slings and all fastenings and rigging attachments shall be inspected for damage or defects. Damaged or defective slings will be immediately tagged "Do Not Use" and removed from service.
- e. Wire rope and synthetic web slings shall be removed from service and destroyed when they become worn, damaged or their load markings become illegible.

Chainfalls and Come-Alongs

- a. Safety latches shall be installed and functional on hanging hooks and load hooks.
- b. Chains, cables and hooks shall be in good physical condition. Hanging hooks shall be free to pivot when lifting or pulling a load.
- c. Load chains and cables shall not be used as slings.
- d. Capacities of chain falls and come-alongs shall be adequate for the load to be lifted or pulled.
- e. Chain falls and come-alongs shall be inspected annually, and the most recent inspection date shall be clearly indicated on the equipment.



Dumpster Management

- a. The Contractor shall consult the SATS Coordinator on the location to place their dumpster should they require one.
- b. Dumpsters must not be stored over a storm drain.
- c. Dumpsters must be provided with an impermeable cover such as a tarp or be maintained under a roof at all times to prevent entry of storm water.
- d. Dumpsters must be labelled for the materials they are permitted to contain and the name of the contractor who owns them.
- e. If a Dumpster's cover is damaged, it must be replaced immediately.
- f. Drain plugs must remain intact.
- g. Dumpsters must be structurally sound (no puncture holes, severe dents, etc.).

Electrical Safety

- a. Exposed live electrical parts will be de-energized and locked out before working on or near them whenever practical.
- b. If determined by the SATS Coordinator that de-energizing exposed live electrical parts introduces additional hazards, or is not feasible due to equipment design or operational limitations, specific safety related energized work practices will be developed by qualified contractor personnel and the SATS Coordinator. Work practices will protect against direct body contact or indirect contact by means of tools or materials and be suitable for work conditions and the exposed voltage level.
- c. All electrical equipment should be equipped with electric grounding unless they are manufactured as double insulated equipment.
- d. Extension cords shall be the three-wire type for grounded tools (two-wire is acceptable for double insulated tools) and shall be protected from damage.
- e. Worn or frayed cords shall not be used.
- f. Extension cords will be listed or approved as assemblies by a nationally recognized testing agency.
- g. Extension cords will not be used in a manner that could cause damage to the outer jacket or cause tripping hazards. If unavoidable, the wiring shall have adequate mechanical protection to withstand the wear and abuse to which it may be subjected.
- h. When crossing over aisles with extension cords appropriate overhead clearance must be maintained.
- i. Never route extension cords through door or window openings where the cord could be subjected to damage (cut or damaged)..
- j. Portable electric equipment and extension cords will be approved for the work environment and kept in good condition.

- k. All incoming electrical equipment including tools may be subjected to testing to ensure electrical safety.
- l. Outlets on construction sites that are not a part of the permanent wiring of the building or structures will have approved residual current device (RCD).
- m. SATS Coordinator will designate an exclusion zone around exposed, energized sources.
- n. Energized panels will be closed after normal working hours. Temporary wiring will be de-energized when not in use.
- o. Only qualified electrical contractor employees may enter substations and/or transformer vaults and only after being specifically authorised by the SATS Coordinator. All others must be accompanied at all times by qualified personnel.
- p. Contractor must provide ground-fault circuit interrupters (GFCIs) or residual-current devices (RCDs) at all times when using electric power cords in order to protect employees from ground-fault or earth leakage hazards.
- q. Use of electrical tape for temporary repair of frayed cords is prohibited.
- r. Spliced cords shall be connected with proper connector and not insulation/electrical tape.
- s. Extension cords shall not be fastened with staples, hung from nails or suspended by wire.
- t. Temporary illumination of construction areas, ramps, corridors, offices and storage areas shall be lighted to satisfy the minimum illumination intensities listed by regulatory agencies or equivalent.
- u. All lamps for general illumination shall be protected from accidental contact or breakage. Metal-case sockets must be grounded.
- v. Temporary lights shall not be suspended by their cords, unless they are so designed. Temporary lighting circuits shall be used for lighting only.
- w. The requirements of regulatory agencies shall be followed for all live electrical work. This covers requirements for PPE, flash clothing, insulated tools, live work permits and establishing a blast radius for all work to be performed.
- x. Electrical circuits shall not be overloaded.
- y. No electrical apparatus or fittings of any kind provided by the Contractor shall be attached to, or used in conjunction with the building's existing electrical fittings without prior permission.
- z. All additional power installations must have overload and earth leakage protection.
- aa. In instances when supply voltage to an electrical apparatus exceeds 32 volts, suitable gauge double insulated cable must be employed.

Elevated Work

Contractor performing elevated work 2m or higher without the benefit of an engineered fall protection system (such as guardrails, fencing, or walls) shall be required to wear personal fall protection equipment.

Contractor working 2m or more above an exposed work surface, contractor shall first provide primary fall protection whenever possible and secondary fall protection only when primary fall protection is not practical.

For work that requires disconnection from an anchorage point, a full body harness with two shock absorbing lanyards and locking snap hooks shall be used. Contractor must attach the second lanyard to a suitable anchorage point prior to disconnection from the original anchorage point.

Secondary fall protection shall also be used when working above 2 (two) meters on a straight or extension ladder when the work involves pushing, pulling or action, which may dislodge the person from the ladder. DO NOT secure safety harness to sprinkler or utility piping.

The anchorage point must be at waist level or higher; and capable of supporting the total expected impact loading caused by any fall(s).

a. Primary Fall Protection System

- Primary fall protection systems (e.g. Substantial barriers, guard rails, and covering material) provide protection for walking and working surfaces in elevated areas with open sides, including exposed floor openings. Contractor shall supply all such materials as required
- Primary fall protection systems include, but are not limited to, fixed guardrails, as well as scaffolds, aerial lifts and other approved personnel lifting devices

b. Secondary Fall Protection Systems

- A secondary fall protection system consists of an approved full body harness and two shock-absorbing lanyards
- A secondary fall protection system shall be worn when primary fall protection is not practical or feasible
- Use of a secondary fall protection system shall include the prior establishment of a rescue plan for the immediate rescue of an employee in the event they experience a fall while using the system

c. Life-line Systems

- Vertical lifeline systems shall be made from materials (including the line itself) designed specifically for fall protection
- Vertical lifeline systems must be capable of supporting the total expected impact loading caused by any fall(s)
- Lifelines may be mounted either vertically or horizontally and are generally intended to provide mobility to personnel working in elevated areas
- Horizontal lifelines must withstand the total expected impact loading caused by any fall(s) and pulled tight enough to prevent deflection
- Horizontal lifelines shall be positioned to provide points of attachment at waist level or higher
- Vertical lifelines used for vertical mobility will be equipped with sliding rope grabs or may consist of self-retracting reel type lanyard/lifeline attached

directly to a safety harness. Retractable lifelines shall be attached to capable of supporting the total expected impact loading caused by any fall(s)

- Sliding rope grabs, approved for the size rope used, are the only method for securing a safety lanyard to a vertical lifeline. Lanyards shall not be attached to lifelines by means of knots and loops
- All fall protection devices used in elevated work shall be inspected by a competent person prior to initial use (and annually thereafter) and by the user prior to each use
- Defective equipment shall be tagged "Do Not Use" and immediately removed from service
- All contractors who will be required to perform elevated work shall be fully trained in elevated work practices and the care and use of safety equipment
- Safety nets shall be used only with prior approval of the SATS Coordinator

Fire Protection and Prevention

- a. Do not block emergency exits.
- b. Access to fire-fighting equipment, fire control and emergency vehicles shall be maintained at all times.
- c. Contractor shall familiarize their employees with the method used at the facility for reporting a fire, the location of fire alarms and the requirements for the conduct of employees in the event of an alarm.
- d. Contractor shall provide their own fire extinguisher for protection against hazards they introduce to the job location.
- e. Contractor fire extinguishers shall be inspected annually by a certified person, and visually inspected monthly and documented by the contractor.
- f. Unless granted written consent from the SATS Coordinator, the Contractor require the certain fire safety equipment to be isolated for a certain work, they shall ensure that such work is completed and the fire safety equipment be reactivated within 24 hours. In the event the Contractor is found to have left the fire safety equipment isolated for more than 24 hours without prior written consent from SATS Coordinator, SATS may issue a stop work order on the Contractor and reactivate the fire safety equipment until the Contractor has obtained a written consent to isolate the fire safety equipment again. All cost incurred to isolate and reactivate the fire safety equipment shall be charged back to the Contractor.
- g. Flammable and combustible liquids dispensed at one time in quantities greater than 5 gallons (18.9 L) shall:
 - Be dispensed in an area separated from other areas of operation by 25 feet (7.6m) or by construction having at least a one-hour fire resistance rating
 - Be stored in FM approved safety cans or drums or equivalent
 - Be controlled with ventilation to prevent the development of concentrations above 10% of the lower flammable limit



- Be only transferred between containers that are electrically interconnected
- Not be transferred by mean of air pressure
- h. Flammable liquids shall be kept in closed containers when not in use and shall not be allowed, under any circumstances, within 50 feet (15.2m) of an open flame or ignition source.
- i. In the event of an alarm, contractor shall evacuate the area. Contractors are also required to evacuate during drills.
- j. Smoking is prohibited in the building, with the exception of Designated Smoking Areas.

Floor and Wall Openings/Barricades Floor Barricades

- a. A cover or a standard railing and toe board shall guard floor openings. The railing shall be provided on all exposed sides, except entrances to stairways.
- b. Wall openings, from which there is a drop of more than four feet, and the bottom of the opening is less than three feet above the working surface, shall be guarded.
- c. A standard railing or equivalent shall guard every open-sided floor or platform four feet or more above an adjacent floor or ground level. A toe-board shall be provided wherever persons can pass beneath the open sides or there is moving machinery or equipment which falling material could create a hazard.
- d. Contractor shall be protected at all open sides and edges during the performance of built-up roofing work on low-pitched roofs.
- e. Contractor will post, install, and maintain signs, signals and barricades to detour passage of persons and vehicles at locations where potential hazards exist.
- f. Barricades shall be placed where necessary to warn employees against hazardous conditions and activities, such as overhead work, floor and wall openings and trenches.

Hot Work Permits

Contractor shall comply with the business unit's hot work permit requirements as described below.

- a. A hot work permit shall be requested from the Contractor, to the SATS Coordinator for any activity that produces a source of ignition. Such activities include but are not limited to:
 - Gas welding and cutting
 - Flame cutting
 - Gas soldering
 - Brazing
 - Electric arc welding
 - Heating torches and other open flames

- Tar pots and kettles
- Other activities that produce a spark
- b. In some work activities, other hazards must be addressed before hot work may be safely undertaken. These hazards may involve:
 - Energized equipment
 - Pressurized or contaminated piping
 - Entry into confined spaces
- c. Hot work permits are issued for one contractor's continuous work shift for a specific operation and will be displayed at the job site.
- d. Hot work permits are not transferable across Contractor shifts.
- e. Contractors are responsible for the full compliance with conditions stipulated in the approved permit.
- f. Suitable fire extinguishing equipment (e.g., fire blankets, non-combustible heat shields, flash curtains and fire extinguishers) shall be provided by the contractor and shall be immediately available in all welding, cutting and brazing locations.
- g. The following fire prevention activities shall be completed before hot work can begin:
 - Combustibles shall be moved at least 35 feet from the hot work operations. If combustibles cannot be removed, they shall be protected using flame-retardant covers or curtains
 - Flammable liquids shall be removed from the area or totally isolated from the vicinity of the hot work. Emergency Services is to be notified if any fire extinguishing equipment has been discharged
 - Tarpaulins used as hot work barriers will be flame resistant
 - Lines previously containing a flammable or combustible fluid must be purged, protected by inert gases, and verified safe for exposure to ignition sources
 - Floor, wall and other openings shall be closed or covered, including floor drains
 - Combustible dust shall be cleaned from the vicinity of the hot work operations
 - Surrounding floors made of combustible construction shall be protected with a flame-retardant cover
 - Where electrical equipment is not involved, the floors may be swept clean and wetted with water
 - Contractor's employees shall be informed of the location of the nearest fire alarm call point
 - Contractors are required to bring their own fire extinguishers of the appropriate class for the hazards involved
 - Fire watch and operator shall be trained in use of portable fire extinguishers
 - SATS Coordinator shall be notified if a fire extinguisher is used in response to an incident directly related to hot work in progress



- h. For hot work involving open flame or high heat generation, a fire watch may be required during the conduct of the work as determined by SATS Coordinator. A fire watch is required for a minimum of 60 minutes after completion of the job, as directed by our insurance carrier Willis. The contractor shall provide the manpower for the watch.
- i. The contractor shall also ensure that intermittent patrols can be achieved for an additional 3 hours (total 4 hours) after hot work ceases. (e.g. high pedestrian traffic area, existing nearby personnel who can act as secondary fire watchers).

Ladders

- a. The use of ladders with broken or missing steps/rungs, broken side rails or other faults and defects are prohibited.
- b. Portable metal or conductive ladders shall not be used near energized lines or equipment.
- c. Fabricated ladders are prohibited.
- d. Conductive or metal ladders shall be prominently marked as conductive and all necessary precautions shall be taken when used in specialized work.
- e. No ladders other than Type 1 or Type 1A shall be used. Fiberglass ladders are mandatory for electrical tasks or when working in close proximity to electrical services where accidental electrical contact is a foreseeable event.
- f. Ladders will be secured to keep them from shifting, slipping, being knocked or blown over. Ladders will never be tied to facility services piping, conduits, or ventilation ducting. Ladders will be lowered and securely stored at the end of each workday.
- g. Ladders will not be placed in front of doors or door openings unless the door is either monitored by an attendant, locked or blocked open to prevent contact with the ladder. If all traffic around the ladder work area cannot be re-routed, the ladder must be secured to prevent accidental knock down. The MA will arrange closure of aisles, walkways and selection of alternative traffic routes. Appropriate warning signs, tape and cones will be deployed around ladder work to define exclusion zones.
- h. Stepladders will not be used as straight ladders. The top or first step below the top of ordinary stepladders will not be used as a step or a stool.
- i. Ladders will only be used for the purposes for which they are designed.
- j. Extension ladders will not be separated.
- k. Contractors are required to provide their own ladders, with their company's identification clearly visible. Under no circumstances shall contractor utilize SATS ladders for carrying out their work.
- l. Standing on the top step of ladders is prohibited.
- m. Ladders are not to be set-up and left unattended. Ladders not in use should be stored in a secure area.

- n. Permit-To-Work at Height are required for any work above 3 (three) meters. See WSH (Work At Heights) regulations & Code of Practice for Safe Work At Heights for more information.
- o. The following requirements shall apply to the use of all ladders:
 - Ladders used for access to an upper landing surface shall have side rails that extend at least three feet above the landing surface
 - Ladders shall be maintained free of oil, grease and other slipping hazards
 - Non-self-supporting ladders shall be tied off or otherwise secured to prevent accidental displacement
 - Non-self-supporting ladders shall be used at an angle where the horizontal distance from the top support to the foot of the ladder is approximately one quarter of the working length of the ladder
 - When ascending or descending a ladder, the user shall face the ladder and shall use at least one hand to grasp the ladder; user shall not carry any object or load that could cause him/her to lose balance and fall
 - Ladders will be visually inspected by a competent person and approved for use before being put into service. Each user shall inspect ladders visually before using
 - Ladders with structural defects shall be tagged "Do Not Use," immediately taken out of service, and removed from the site by the end of the day
 - Wooden ladders shall not be painted

Lockout/Tagout of Hazardous Energy Sources

- a. Contractor shall restrict access to work areas by unauthorised employees where energy sources have been de-energized.
- b. All affected employees shall be notified. Where applicable, the area shall be secured and signs posted to alert employees that a de-energizing activity is in progress.
- c. Contractor shall obtain specific lockout instructions from the SATS Coordinator.
- d. Standardized lockout devices and "Danger" tags shall be used to prevent the operation of switches, valves, pieces of equipment, etc., where personal injury may occur or equipment may be damaged.
- e. Each contractor and sub-contractor employee performing operations where equipment or systems require de-energizing shall place his/her own lock and tag on each energy source requiring de-energizing; each employee shall sign and date the tag. The tag shall include the name of the contractor for whom they are employed.
- f. Only standard "Danger - Do Not Operate" (black, red and white) tags will be used.
- g. If equipment for de-energizing is in a confined space, the confined space will be cleared of all employees prior to testing the energy source for deactivation.



- h. Stored energy systems and equipment, such as electrical capacitors, mechanical springs, steam lines, and hydraulic systems, shall be put in a "zero energy" state.
- i. Contractor employees shall remove only their own locks and tags when they complete their work.
- j. Used danger tags will be destroyed; tags will not be reused unless designed for reuse.
- k. Extended lock out requirements shall be coordinated with the SATS Coordinator.
- l. When more than one crew, trade, or contractor, etc., is used on a project that requires equipment lockout/tagout, one specific employee shall be designated to coordinate affected work forces and to ensure continuity of protection.
- m. For work that involves multiple trades and or contractor, a qualified lead person for each party shall verify that a zero energy state has been achieved for each hazardous energy source that must be locked out. If any party does not have an employee that is qualified to perform the verification (e.g. an employee qualified to assess electrical hazards), then the lead person must witness the verification performed by a designated qualified employee of one of the other parties. Upon confirmation, all lead persons must sign a document attesting to their witnessing the verification. SATS Coordinators should coordinate these requirements at a pre-job hazard review.

Motor Vehicle Safety

- a. Contractor shall park their personal vehicles only in those areas designated by SATS Coordinator. SATS Ltd assumes no responsibility for vehicles, or articles in vehicles, parked on SATS Ltd property.
- b. Vehicles and equipment shall not block exits, walkways, loading areas, fire hydrants or emergency equipment. All vehicle and equipment found to be blocking exits, walkways, loading areas, fire hydrants or emergency equipment will be clamped/confiscated. The Contractor shall approach the SATS Coordinator to release their vehicle/equipment.
- c. Contractor diesel and gas powered vehicles are prohibited inside buildings unless prior approval and arrangements for ventilation have been made with the SATS Coordinator.
- d. Contractor will not perform extensive maintenance or repairs of their own vehicles while on SATS Ltd property.
- e. Drivers shall obey all traffic regulations and signs, and carry a current driver's license for any vehicles they operate.
- f. All vehicles are subject to inspection when entering or leaving the location.
- g. Vehicle's engines shall be turned off when parked.
- h. Passengers are not allowed to ride in beds of pick-up trucks.
- i. Drivers shall be mindful of pedestrian traffic at all times.
- j. Equipment, including rentals, brought to this facility, used inside or outside, will be identified with the name of the contractor utilizing the equipment.

- k. All accidents will be reported immediately to the SATS Coordinator.
- l. Vehicles brought on site carrying equipment must be inspected daily.
- m. All cargo and equipment on vehicles shall be properly loaded and secured. Vehicles shall not be overloaded.
- n. Operators of vehicles with high overhead clearance must pre-plan travel routes on site to ensure overhead utilities, obstructions and or personnel will not be at risk of impact.

Overhead Work

- a. Loads shall not be suspended over any persons or over occupied building areas.
- b. Contractor shall secure area with safety stanchions or caution tape and post warning signs to alert pedestrians and area occupants of overhead work. The distance the barricade is set up away from the work area must take into consideration the length of materials in use and the potential for materials to be projected horizontally or to rebound from the ground surface or surrounding structures if they fall from overhead. The set-up distance should allow for these types of hazards to be contained within the barricaded area.
- c. When work is limited to a visual inspection without tools, Caution Tape or safety cones at a minimum of two feet from the work (no potential for falling objects) may be used.
- d. No overhead work over roadways or passageways shall commence until adequate precautions have been taken to ensure the safety of persons and property below.
- e. Relocation of personnel shall be completed prior to commencement of work and maintained throughout the overhead work period. The contractor shall make all personnel relocation requests to the SATS Coordinator.
- f. Contractors are not permitted to crawl along and/or step on ductworks, cable trays, piping or other building structures.

Permit to Work (PTW)

- a. The Contractor and/or its sub-contractor with new work activities are required to submit Risk Assessment (RA), Method Statement (MS) and Safe Work Procedures (SWP) to SATS's Safety department for approval. All safety measures described in the RA and SWP shall be strictly complied with during the works. Contractor Approval Form (Attachment #5) shall be completed prior starting of any contractor work. Safety inspection is carried out based on the form. Contractor shall approach SATS Coordinator for the latest version of this form.
- b. PTW forms, as required by WSH (Construction) Regulation (If site is registered as a Building Operation and Works of Engineering Construction(BOWEC)) must be submitted if the following works are going to be carrying out by the Contractor and/or its sub-contractor;
 - Demolition Work

- Excavation and Trenching Work in a tunnel or hole in the ground exceeding 1.5 metres depth
 - Lifting Operations involving tower, mobile or crawler crane
 - Piling Work
 - Tunnelling Work
 - Work on a scaffold where a person could fall more than 2 meters
- c. The Contractor and/or its sub-contractor shall submit the PTW form for Entry into Confined Space as required by Confined Space regulation and PTW form for any hazardous work at height more than 3 meters as required by Work at Heights regulation. PTW form for performing Hot Work must be submitted before commencing. Contractor who are bizSAFE level 3 and above, or bizSAFE partners, or OHSAS 18000 certified can use their own PTW forms or follow SATS PTW forms. Other contractor shall follow SATS PTW forms. All permits shall be displayed prominently on site.

Personal Protective Equipment

Contractor shall furnish and require the use of personal protective devices, equipment (PPE) & clothing by their employees and by their sub-contractor employees.

The type of protective equipment to be worn shall be determined by the degree of exposure to potential hazards. All protective equipment and clothing shall be provided by the contractor and shall comply with all applicable Regulatory requirements.

PPE shall not be modified or used in any manner other than which it was designed.

a. Minimum PPE Requirements

- Employees shall wear safety glasses with side shields that meet the specifications of ANSI Z87 or equivalent regulatory/specification when engaging in welding, cutting or grinding any material where flying particles may endanger the eyes
- Safety glasses with side shields shall be worn under welding hoods and face shields
- Safety glasses with side shields shall be worn under chemical goggles unless the goggles are manufactured with high impact lenses
- Safety glasses with side shields shall be worn throughout the operation facility and in outdoor work areas except in the office and designated areas, unless performing work activities
- Tinted safety glasses are not permitted indoors, unless needed for the job hazards
- Regulatory specification rated safety shoes or work boots are required for construction/maintenance activities & at designated areas



- Safety shoes or work boots shall be worn throughout the operation facility and in outdoor work areas, except in the office and designated areas, unless performing work activities.

b. Hearing Protection

Hearing Protection shall be worn when using noisy equipment that generates noise of more than 85dBA or working in areas which are identified as high noise level. Areas with high noise level are identified with "Ear Protectors Shall Be Worn" Notice Sign.

c. Respiratory Protection

- Contractor shall have a Respiratory Protection Program that includes proper training of employees if employees are at risk of exposure to airborne contaminants
- Contractor shall provide their employees with respiratory protection to protect them from exposure to harmful dust, mist, fumes, gases or vapours when engineering and administrative controls are not adequate
- SATS Coordinator will advise the contractor of specific location requirements for respiratory protection

d. Gloves

- Contractor shall ensure that their employees wear gloves to protect their hands from chemical agents, heat, cold, etc.
- Gloves should not be worn around moving machine parts such as belts, pulleys and gears

e. Hard Hats

Regulatory specification rated hard hats are required on all construction sites and shall be worn as designed, unless a waiver signed by SSP and the SATS Coordinator is posted at the work location.

Powered Industrial Vehicles (PIV)

- a. Contractor must provide their own PIVs that are in proper working order and comply with safety standards.
- b. Contractor must maintain a copy of an annual inspection performed by a qualified person on each vehicle brought on site.
- c. A copy of this inspection must be on the vehicle at all times.
- d. Inspections must have been performed within the last year.
- e. Contractors are responsible for daily inspections of PIVs and a record of this must be kept in the vehicle at all times. They shall be checked by the operator at the beginning of each shift to ensure that all parts, equipment and accessories that affect safe operation are in proper operating condition and free from defects. All defects shall be corrected before the vehicle is placed in service.
- f. This requirement applies to all contractor vehicles whether owned, rented, or leased.



- g. Any vehicle found deficient must be removed from the site and will not be allowed back until the items have been repaired and a new inspection and maintenance report has been presented.
- h. Operators of PIVs shall be trained in their safe operation, and shall carry proof of training with them in some form (a permit, wallet card, copy of a training record, etc.) and provide such proof upon request.
- i. Only vehicles required for the job are permitted inside the buildings.
- j. Powered industrial vehicles include, but are not limited to, fork trucks, electric buggies, aerial lifts, earth-moving equipment, cranes and hoisting equipment.
- k. LPG tanks shall be stored outdoors at a location specified by the SATS Coordinator.
- l. Makeshift fork extensions and use of C-clamps are prohibited.
- m. Contractor shall not use any motor vehicle, earth moving or compacting equipment having an obstructed view to the rear unless the vehicle has a reverse signal alarm distinguishable from the surrounding noise level.
- n. Diesel and gas powered vehicles are prohibited inside buildings unless prior approval and arrangements for ventilation have been made with the SATS Coordinator.
- o. Areas within the facility where vehicles will be operated shall be assessed for hazardous conditions, and only vehicles designed for use under any identified hazardous conditions may be used in that area.
- p. Parked forklifts shall have forks resting at ground level.
- q. Vehicles shall not be left running while unattended.
- r. Vehicles used to transport employees shall have seats firmly secured and adequate for the number of employees to be carried.
- s. In the event of an indoor facility emergency notification, vehicles shall be pulled over to the side of the aisle and motors switched off.
- t. Actively leaking vehicles or equipment is prohibited from entering/exiting the facility.
- u. The contractor shall repair or contain any leaking vehicle or equipment before exiting the facility. Emergency response personnel shall be notified by dialling the emergency phone number for the facility, provided by the SATS Coordinator.
- v. Riding construction equipment as a passenger is prohibited.
- w. Towing or otherwise pulling loads with the forks on a forklift is prohibited.
- x. PIV use shall be restricted or minimized during shift changes to minimize SATS Ltd employee exposure to PIV traffic.
- y. PIV operators must abide local rules (e.g., speed limits, restricted areas).
- z. PIV operators shall wear their seat belt at all times during operation when their PIV is provided with one by the manufacturer.
- aa. Powered industrial vehicles operated in parking lots or on roadways must be operated with flashing lights/strobes. If such operation will involve multiple trips for

several hours or more, the SATS Coordinator shall coordinate the activity with other operations at the facility that may be impacted (e.g. vehicle and pedestrian traffic flow) Contractor are not permitted to use SATS Ltd vehicles without authorization from the SSP for that facility.

Roof Work/Access

- a. Access to roof work requires prior authorization from the SATS Coordinator.
- b. Contractor performing work within ten feet (3.0m) of the leading edge of the roof shall review fall protection compliance requirements with the SATS Coordinator prior to commencing the task.
- c. Contractor working on roofs 2m and higher with an unprotected edge shall be protected from falls by one of the following methods:
 - Construction of an approved temporary guardrail system
 - Personal fall protection equipment (either fall restraint or fall arrest)
 - Fall prevention safety monitoring system
- d. Contractor working alone on the roof must get prior approval from their SATS Coordinator.
- e. Contractors are not permitted on the roof in severe weather unless authorised by a SATS Coordinator.

Scaffolding

- a. Suitable and sufficient scaffolds should be provided to workers for all work that cannot be safely done at height from a ladder or by other means.
- b. All scaffolds shall be inspected by the contractor competent person prior to use and shall be tagged and signed as acceptable.
- c. The contractor competent person shall inspect the scaffold daily to ensure its integrity.
- d. The footings or anchorage for scaffolds shall be sound, rigid and capable of carrying the maximum intended load without settling or displacement.
- e. Guardrails and toe-boards shall be installed on all open sides and ends of scaffold platforms that are more than four feet (1.2m) above the ground or floor.
- f. Scaffolds shall be provided with an access ladder or equivalent safe access. Contractor shall not climb or work from scaffold handrails, mid-rails or brace members.
- g. When freestanding, manually propelled scaffolds are used, the height shall not exceed four times the minimum base dimension.
- h. Contractor shall not ride on mobile scaffolds when they are being moved.
- i. Permit-To-Work at Height is required when contractor erects fixed or mobile scaffolds in SATS.



Stacks and Drains

- a. Operational exhaust systems shall not be compromised in any way without prior approval from your SATS Coordinator.
- b. Stacks and drains shall not be painted, installed, relocated, or altered in any manner or their identification changed without prior approval from your SATS Coordinator.
- c. Jobs that require removal or installation of stacks require coordination with the Property Management department or building custodian for proper stack identification management.

Tools

- a. Contractor shall perform visual inventory tool checks prior to entry to shop floor & leaving the work premises.
- b. Contractor should utilize an easy to audit system for tool accountability.
- c. Hand tools shall be kept in good condition, i.e., sharp, clean, oiled, dressed and not abused. Tools shall not be hoisted or lowered by their hoses/cords.
- d. Tools subject to impact (chisels, star drills, and caulking irons) tend to "mushroom" and shall be kept dressed to avoid flying spalls. Any tool that has already mushroomed shall be immediately taken out of service.
- e. Tools shall not be used beyond their capacity; e.g., extending the handle using a piece of pipe or other means. Use the proper tool for the job.
- f. Defective tools shall be tagged and removed from the work site immediately.
- g. Tools and other materials shall not be left on stepladders, scaffolds, roofs or other places where they may be dislodged and fall.
- h. Non-sparking tools are required in areas where flammable solvents are handled and where sparks could create an explosion.
- i. Wooden handles of tools shall be kept free of splinters and cracks, and be kept tight in the tool.
- j. Contractor shall maintain all portable power tools, electrical cords and pneumatic hoses in good condition and proper working order.
- k. Faulty or damaged tools and hoses shall be tagged "Do Not Use" and removed from service immediately.
- l. When powered tools are designed to accommodate guards, they shall be equipped with the manufacturer's guards in operable and original condition, when the tool is in use.
- m. Cords and hoses shall be protected from damage and shall be routed through the job area in a manner that prevents tripping hazards and cord or hose damage.

- n. Portable electric power tools shall be double-insulated or electrically grounded using three-conductor cord and three-prong plugs. Double-insulated tools shall be clearly marked.
- o. Pneumatic power tools shall be secured by some positive means to prevent the tool from becoming accidentally disconnected.
- p. All pneumatically driven nail guns, staplers and other similar equipment provided with automatic fastener feed, which operate at more than 100 psi of pressure at the tool, shall have a safety device on the muzzle to prevent the tool from ejecting fasteners, unless the muzzle is in contact with the work surface.
- q. Explosive powered tools require advanced written approval prior to use. See WSH (Explosive Powered Tools) Regulations.
- r. Explosive powered tool operators shall possess a certificate for operation.
- s. Warning signs shall be posted when explosive powered tools are in use.
- t. Explosive powered tools shall never be left unattended. When not in use, they shall be secured under lock and key.
- u. Explosive powered tools shall not be used in explosive or flammable atmospheres.
- v. Contractors are not permitted to use SATS Ltd tools and equipment without authorization from the manager of the relevant department & the SATS Coordinator.

Trenching and Excavating

- a. All excavation works shall be carried out in accordance with regulatory requirements.
- b. Underground lines, equipment and electrical cables shall be identified and detected/located by the contractor prior to work commencement.
- c. Contractor shall assign a competent person to all trenching and excavation work. This person shall be clearly identified to all employees assigned to the job.
- d. Contractor will not initiate trenching/excavation works without prior approval of the SATS Coordinator and/or SSP.
- e. Walls and faces of trenches and excavations, 1.5m or deeper, shall be shored, sloped or shielded as required by the type of soil encountered.
- f. Prior approval from the SATS Coordinator and SSP is required before commencing, or continuing, with trenching deeper 1.5m.
- g. A confined space entry permit shall be required where oxygen deficiency or a hazardous atmosphere exists or could exist.
- h. A stairway, ladder, ramp or other safe means of egress & access shall be provided in trench excavations.
- i. Daily inspections shall be conducted by a competent person for evidence of a situation that could result in possible cave-ins, indications of failure of protective systems or other hazardous conditions.



- j. Contractor shall not be permitted underneath loads handled by lifting or digging equipment.
- k. Contractor shall be protected from excavated or other materials and equipment that could cause a hazard by falling or rolling into the excavation.
- l. Physical barriers shall be placed around or over trenches and excavations. Flashing light barriers shall be provided at night.
- m. Erosion control measures to minimize storm water pollution shall be reviewed approved by the SATS Coordinator prior to implementation.

Welding, Cutting and Brazing

- a. A hot work permit must be obtained prior to welding, cutting, soldering, brazing operations, open flame work, and use of spark/heat producing equipment or powder actuated tool operations.
- b. The permit must be countersigned by the Hot Work Assessor.
- c. Suitable fire extinguishing equipment shall be immediately available in all welding, cutting and brazing locations.
- d. Objects to be welded, cut or heated shall be moved to a designated safe location, or, if they cannot be readily moved, all movable fire hazards in the vicinity shall be taken to a safe place. If fire hazards cannot be removed, a pre-job assessment shall be performed and control measures established to protect the immovable fire hazards from heat, sparks and slag.
- e. Personnel working around or below the welding, burning, or grinding operation shall be protected from falling or flying objects.
- f. Should a pre-job assessment identify that an unsafe accumulation of contaminants could develop, then suitable mechanical ventilation or respiratory protective equipment shall be provided.
- g. When curtains or other barriers may not be feasible, "Don't Watch the Arc" signage shall be used at safe approach distances to warn passers-by about the hazards of looking into the arc.

Gas Welding and Cutting

- a. All hoses and torches carrying acetylene, oxygen, fuel gas, or any substance that may ignite or be harmful to employees shall be inspected at the beginning of each shift.
- b. Defective hoses and torches shall be tagged "Do Not Use" and immediately removed from service.
- c. Acetylene cylinders shall not be stored on their side.
- d. Torches shall be lighted from friction lighters and not by matches or from hot work.
- e. Directional gas flow fittings (back-flow valves) shall be provided on hoses to prevent reverse gas flow or back flow.



- f. Dual Flashback arrestors shall be provided on each welding hose.
- g. Torches shall be turned off and removed from confined spaces when not in use.

Arc Welding and Cutting

- a. Arc welding and cutting operations shall be shielded by non-combustible or flame-retardant screens to protect employees and other persons working in the vicinity from the direct rays of the arc.
- b. Arc welding and cutting cables shall be of the completely insulated, flexible type, capable of handling the maximum current requirement of the work in progress. Cables in need of repair shall not be used.
- c. The power supply switch to the equipment shall be turned off when the welder or cutter has to leave the work or to stop work for any appreciable length of time, or when the welding or cutting machine is to be moved.
- d. All ground return cables and all arcs welding and cutting machine grounds shall be in accordance with regulatory requirements.
- e. Ground connections shall be made directly to the material being welded.

Appendix I Approved Codes of Practice Made Under Section 39 of the Workplace Safety and Health Act

In accordance with section 40B (3) of the Workplace Safety and Health Act, the Workplace Safety and Health Council has approved Codes of Practice for the purpose of providing practical guidance on safety and health to the industry.

Contractor shall use the require Approved Codes of Practice (ACOP) as a yardstick to assess whether reasonable practical measures have been taken in regards to the upkeep of safety and health standards when performing work activities in SATS Ltd. This appendix services as a guide, contractor shall refer to [Workplace Safety and Health Council website](#) for the latest list of ACOPs.

Contractor can find the notice of issue of the ACOPs in the Government Gazette.

All the Code of Practices and Singapore Standards listed below are published by SPRING Singapore and can be purchased at the following website: www.singaporestandardseshop.sg

- CP 20: Code of Practice for Suspended Scaffolds
- SS 567: Code of Practice for Factory Layout - Safety, Health and Welfare Considerations
- SS 549: Code of Practice for Selection, Use, Care and Maintenance of Hearing Protectors
- CP 79: Code of Practice for Safety Management System for Construction Worksites
- SS 568: Code of Practice for Confined Spaces
- CP 88: Code of Practice for Temporary Electrical Installations Part 1: Construction and Building Sites
- CP 88: Code of Practice for Temporary Electrical Installations Part 2: Festive lighting, trade-fairs, mini-fairs and exhibition sites
- SS 571: Code of Practice for Energy Lockout and Tagout
- SS 573: Code of Practice for Safe Use of Powered Counterbalanced Forklifts
- SS 473: Specification for Personal Eye-Protectors Part 1: General Requirements
- SS 473: Specification for Personal Eye-Protectors Part 2: Selection, Use and Maintenance
- SS 510: Code of Practice on Safety in Welding and Cutting (and Other Operations Involving the Use of Heat)
- SS 508: Graphical Symbols - Safety Colours and Safety Signs Part 1: Design Principles for Safety Signs and Safety Markings
- SS 508: Graphical Symbols - Safety Colours and Safety Signs Part 3: Design Principles for Graphical Symbols for Use in Safety Signs
- SS 513: Personal Protective Equipment - Footwear Part 1: Safety Footwear
- SS 513: Personal Protective Equipment - Footwear Part 2: Test Methods for Footwear

- SS 98: Specification for industrial safety helmets
- SS 280: Specification for Metal scaffoldings Part 1: Frame scaffoldings
- SS 280: Specification for Metal scaffoldings Part 2: Modular scaffoldings
- SS 311: Specification for Steel tubes and fittings used in tubular scaffolding
- SS 536: Code of Practice for The safe use of mobile cranes (Formerly CP 37)
- SS 548: Code of Practice for Selection, use, and maintenance of respiratory protective devices (Formerly CP 74)
- SS 557: Code of Practice for Demolition (Formerly CP 11)
- SS 559: Practice for Safe use of tower cranes (Formerly CP 62)
- SS 562: Code of Practice for Safety in trenches, pits and other excavated areas
- SS 580: Code of Practice for Formwork (Formerly CP 23)
- SS 598: Code of Practice for Suspended scaffolds
- CP 14: Code of Practice for Scaffolds
- CP 63: Code of Practice for The lifting of persons in work platforms suspended from cranes



ATTACHMENT #1

PASS APPLICATION FORM

S/No.	Full Name	NRIC/FIN/WP No.	Date of Expiry	Nationality



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FORM FOR REMOVAL OF ITEMS OUT OF SATS PREMISE

Date: _____

Signature: _____



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ATTACHMENT #3

RELEASE AND INDEMNITY FORM

In consideration of SATS Ltd agreeing to loan

_____ (hereinafter referred to as “the contractor”)

certain equipment to assist the Contractor in performing its services to SATS Ltd, the Contractor agrees to indemnify and hold harmless SATS Ltd, its servants and agents from and against any liability, claim, loss, damage, cost or expense by reason of death or injury to any person (including death or injury to servants and agents of the Contractor) or loss or damage to any property (including loss or damage to the said equipment and/or property of the Contractor, its servants and agents) arising from the loan of the equipment to the contractor.

In witness whereof this Release and Indemnity has been signed for and on behalf of

this _____ day of _____ 20_____

By:

(Signature & NRIC Number)

(Name & Designation)

In the presence of:

(Signature & NRIC Number)

(Name & Designation)

(Company Stamp)



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ATTACHMENT #4

CONTRACTOR'S WORKMEN'S COMPENSATION INSURANCE

INSURANCE TAKEN UP SHOULD INCLUDE THE FOLLOWING:

- ◆ EXPIRATION DATE
- ◆ COMMON LAW LIMIT
- ◆ NAME SATS LTD AS ADDITIONAL INSURED
- ◆ WAIVER OF SUBROGATION RIGHTS AGAINST THE ADDITIONAL INSURED
- ◆ 30 DAYS CANCELLATION NOTICE TO ADDITIONAL INSURED

DETAIL EXPLANATION OF REQUIREMENTS

* **EXPIRATION DATE**

The last day of the policy.

* **COMMON LAW LIMIT**

The maximum amount, which the Insurer will pay under the policy if the employee successfully sues the employer for compensation under Common Law.

* **NAME SATS LTD AS ADDITIONAL INSURED**

SATS Ltd is included as Insured in the contractor's policy and therefore is protected under the policy.

* **WAIVER OF SUBROGATION RIGHTS AGAINST THE ADDITIONAL INSURED**

Having paid the claim, the Insurer cannot seek recourse from SATS Ltd.

* **30 DAYS CANCELLATION NOTICE TO ADDITIONAL INSURED**

If the contractor wants to cancel the policy, he must give SATS Ltd at least 30 days written notice in advance.



CONTRACTOR'S DECLARATION FORM:

I,

representing (NRIC and Name of Person making declaration)

(Name of Company)

have received, read and understood the requirements stated in this manual. We will ensure that the stated safety & health requirements are complied with. We will also comply with all other existing legislation and provisions for ensuring safety and health of our workers, contractor, SATS Ltd staffs, the neighbours and the natural environment, whilst working in SATS Ltd's premises.

We will not hold SATS Ltd liable for any accident or incidents that may happen to our workers whilst working in their premises.

Declaration Date

Declarant's
Signature

Company's Stamp

(Copy to be detached and returned to Central Purchasing & Tenders Management (CPTM) department, SATS Ltd)



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ATTACHMENT #5

SATS Contractor Approval for Site Work



SATS Contractors Approval for Site Work

Form No:
SATS-OHSMS-OP-03-F01
Revision No: 01 Effective
Date: 1-Jun-16

1. This form shall be completed by SATS appointed contractor coordinator
2. The form shall be submitted to BU SE at least 3 working days before the contractors start work
3. Risk Assessment(RA) and relevant documentations shall be submitted together
4. BU SE shall be notified before starting work on the day
5. Contractors shall keep a copy of the approval form and display at the working area together with RA all relevant documentations

Answer all of the questions below by indicating YES or NO	Yes	No	Remarks	
Is the Risk Assessment (RA) conducted by a qualified personnel?			- Submit training record / cert of RA team leader - Ensure RA covers all hazards indicated	
Is the company a bizSAFE level 3 and above or bizSAFE partners or OHSAS 18000 certified?			Submit cert or exception form	
Have contractors received contractor guidebook and understood the in-house rules?				
Contractor Company Name:				
Working Location				
Working Period (e.g. 1 Apr 16- 3 Apr 16)				
Type of Work to be Done:				
Responsible Party	Name	Signature	Approval Date	Remarks
Contractor Supervisor				
Contractor Coordinator				
BU SE				Risk Assessment has been reviewed and found to be reasonably practicable to work in SATS

Please refer to your SATS Coordinator for the latest copy

**SATS Contractors Approval for Site Work**

Form No:
SATS-OHSMS-OP-03-F01
Revision No: 01
Effective Date: 1-Jun-16

This form provides a guidance on the check points when BU SE conduct Contractor Inspection

Answer all of the questions below by indicating Applicable (A) or Not Applicable(NA)	A.	N.A.	Remarks
WORK AT HEIGHT			
a. Contractors work at height where a person could fall from a height of more than 3 meters, including falling into depth			Submit Work at Height Permit, including supervisor, assessor, and authorized manager certs
b. Use of ladders			- Ensure pre-use inspection of ladders - Ensure 3-point contact - Ensure no work on the top rung of the ladder
c. Protection system in place for work at height works			Ensure a proper fall prevention plan is in place
d. Scaffold platform to be erected/ used			- Submit Scaffold Supervisor and Erector certs - Follow Workplace Safety and Health(Scaffolds) Regulations?
HOT WORK			
a. Welding, torch cutting, grinding or any other works generate sparks to be performed			Submit Hot Work Permit
b. Hot work to be carried out at 75m or less from aircraft			Hot Work Permit shall be applied through CAG if distance is less than 75m
CONFINED SPACE			
a. Work to be carried out in a confined space			Submit Confined Space Permit, including confined space assessor and workers cert
b. Proper rescue plan is in place			Ensure all rescue equipment & PPE are properly maintained
LOTO/ HAZARDOUS ENERGY			
a. Inspection, cleaning, repair or maintenance of any plant, machinery, equipment or electrical installation to be carried out			Submit LOTO procedure
b. Electrical tools to be used			Residual Current Circuit Breaker (RCCB) is required for wet working area or as per SS 97 Residual current operated circuit-breaker without integral overcurrent protection for household and similar uses (RCCBs) - General rules
CONSTRUCTION WORK			
a. Excavation work to be carried out			Follow Workplace Safety and Health (Construction) Regulations and SS 562 Code of practice for safety in trenches, pits and other excavated areas
b. Demolition work to be carried out			Follow Workplace Safety and Health (Construction) Regulations and SS 557 Code of Practice for Demolition
c. Piling work to be carried out			Follow Workplace Safety and Health (Construction) Regulations
d. Tunnelling work to be carried out			Follow Workplace Safety and Health (Construction) Regulations
MATERIAL HANDLING			
a. Cranes/hoist to be used			- Submit operator cert - Submit lifting plan - Ensure pre-use check
b. Forklift, scissors lift, boom lift, or any other powered industrial vehicles to be used			- Submit operator cert - Submit equipment MOM cert
c. Material handling / lifting equipment to be used			Submit equipment MOM cert
BARRICADES / ADMINISTRATIVE CONTROLS			
a. Blockage/ changes of exits or emergency evacuation routes			
b. The work area need to be secured			
c. Sprinkler system need to be shut down			Obtain approval from facilities before work
ASBESTOS			
a. Employee to be working around asbestos			- Following Workplace Safety and Health(Asbestos) Regulations? - Submit operator training record which shall not be earlier than 12 months
INDUSTRIAL HYGIENE			
a. Hazardous chemical/material be used or generated			Submit (M)SDS
b. Laser, x-ray generating, radioisotope equipment to be used			- Submit NEA cert for the equipment - Ensure isolation of working area
c. Dust, vapors, or fumes to be created			
d. Noise level over 85dBA			Ensure proper controls are in place, e.g. isolation, PPE, etc.
OTHER GENERAL REQUIREMENTS			
a. Modification, installation, or removal of equipment			
b. SATS employees or general public to be affected			Notify affected people prior to starting work
c. Other items to be addressed:			

Please refer to your SATS Coordinator for the latest copy



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ATTACHMENT #6

DISCIPLINARY ACTION TO BE TAKEN FOR SAFETY OFFENCES

As you are aware, safety rules and regulations are in place to protect the safety of everyone and ensure that each of us can return home safely after we finish our work. As part of ongoing efforts to create a safer workplace and to ensure that consistent action is taken for safety offences across the Company, the following guidelines are provided on disciplinary action that will be taken for safety offences. Violations are recorded over a rolling twelve (12) month period.

All contractors are encouraged to practice good safety habits at work and to follow all safety procedures so that they do not put themselves or others at risk of injury.

Issued by Safety Department

	Description of Non-Conformance with Safety Rules	Warning	Suspension (1 yr)	Revocation
	<u>Minor - General Requirements</u>			
1	Failure to wear the required Personal Protective Equipment	1st & 2nd violation - oral warning 3rd violation - warning letter by contractor coordinator	4th violation	5th violation
2	Smoking in restricted areas	1st violation - oral warning 2nd violation - warning letter by contractor coordinator	3rd violation	4th violation
3	Operate equipment/machine without permission	1st violation - warning letter	2nd violation	3rd violation
4	Use invalid tools/ equipment (i.e., without calibration, expired for inspection, etc.)	1st violation - warning letter	2nd violation	3rd violation
5	Failure to follow or comply with in-house permit to work system (i.e. Confined Space, Hot Work, Work-at-Height, etc.)	1st violation - warning letter	2nd violation	3rd violation
6	Failure to follow or comply with other in-house contractor safety rules	1st violation - warning letter	2nd violation	3rd violation
7	Failure to follow or comply with local regulations	-	1st violation	2nd violation
8	Poor housekeep & improper waste disposal	1st violation - oral warning 2nd violation - warning letter by contractor coordinator	3rd violation	4th violation
	<u>Major - Industrial Accidents</u>			
9	Injury to self due to non-conformance #1, #3, #4, #5, #6, #7, or #8			
a	Non-reportable cases		1st violation	2nd violation
b	Reportable Cases			1st violation
10	Injury to SATS staff due to non-conformance #3, #4, #5, #6, #7, or #8			
a	Non-reportable cases		1st violation	2nd violation
b	Reportable Cases			1st violation

Please refer to your SATS Coordinator for the latest copy