

## PART 3 SERVICE SPECIFICATIONS

### Schedule A – Service Requirements

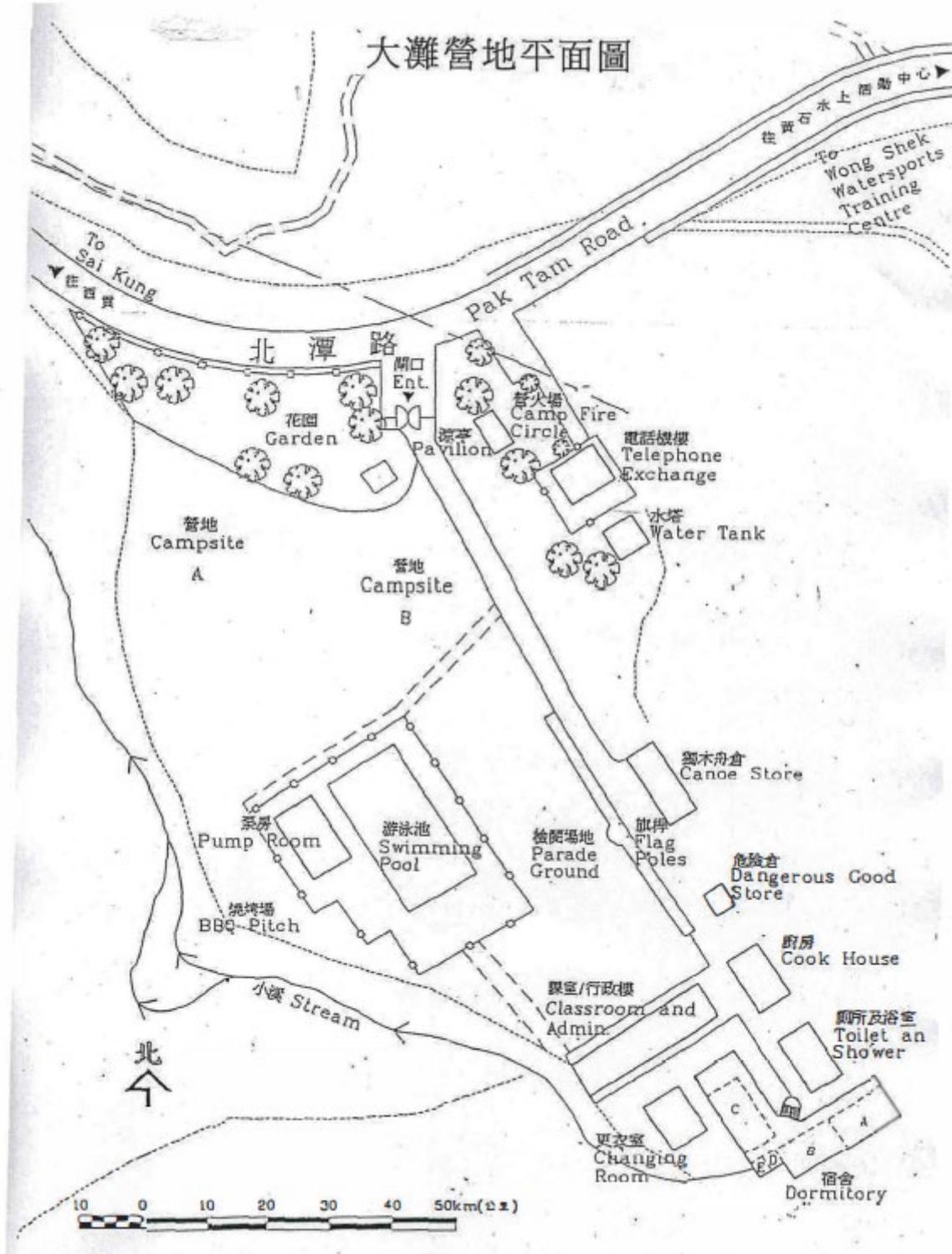
The Contractor shall perform property attendant services in such manner and at such locations, frequency and with such number of Property Attendants as stipulated below.

Contract Period	Please refer to <b>Clause 1 of the Conditions of Contract.</b>
Location	Civil Aid Service Tai Tan Camp
Address	Pak Tam Road, Tai Tan, Sai Kung, New Territories
Job Coverage Area	Civil Aid Service Tai Tan Camp and Wong Shek Water Sports Training Centre Store  (a) Tai Tan Camp Area (including lecture rooms, office, accommodation and space for bulk stores & equipment and car parking area. It also has some amenities, such as camping area, BBQ ground and swimming pool, etc.) (Please refer to <b>Map 1 of this Schedule.</b> )  (b) Wong Shek Water Sports Training Centre Store (including 4 store rooms) (Please refer to <b>Map 2 of this Schedule.</b> )
Serving Hours of the Property Attendants	The Contractor shall provide a minimum of 3 full-time Property Attendant daily in 3 shifts to perform the Services, 7 days per week from Monday to Sunday, including General Holidays, including during Tropical Cyclone Warning Signal No. 8 or above is hoisted, Black Rainstorm Warning Signal and “extreme weather”. The Property Attendant shall have substitutes on duty in case of sick leave or vacation.  A Shift: 0800 to 1600 hours B Shift: 1400 to 2200 hours C Shift: 2200 to 0800 hours  (Please refer to <b>Schedule B – Serving Hours of Property Attendants.</b> )
Main Duties of Property Attendants	Please refer to “Daily Basic Work Schedule of Property Attendants” at <b>Annex 1 of this Schedule</b> and the main duties, regulations, procedures and important notes” at <b>Annexes 2 – 10 of this Schedule.</b>
Property Attendant Requirements	The Property Attendant to be employed for the Contract shall:  (a) possess a valid Security Personnel Permit issued by the Commissioner of Police under the authority of section 14 of the Security and Guarding Services Ordinance (Cap. 460) authorising him to carry out security work category B;

	<p>(b) be able to speak Cantonese and simple English; and</p> <p>(c) be mentally and physically fit for the post.</p> <p>When being notified by CAS of any unsatisfactory performance of the Services by a Property Attendant, the Contractor shall take all necessary actions to rectify the reported unsatisfactory Services immediately, and arrange replacement when necessary.</p>
Other Requirements	<p>(a) The Contractor must possess a valid Security Company Licence for the provision of Services throughout the entire Contract Period.</p> <p>(b) Appearance or packing of goods or services containing any messages (whether, explicit and / or implicit) which will / may possibly constitute or cause the occurrence of any offences endangering national security or otherwise may be contrary to the interest of national security should strictly be prohibited.</p>

### Map 1

### Tai Tan Camp Area



**Map 2**

**Wong Shek Water Sports Training Centre Store**



**Annex 1****Daily Basic Work Schedule of Property Attendants**

Task No.	Time	Task Description
1.	0800	A Shift Property Attendant reports for duty; C Shift Property Attendant briefs on special matters.
2.	0900	Patrol the campsite.
3.	1030	Report any special matters to the campsite manager.
4.	1100	Patrol the campsite.
5.	1330	Patrol the campsite.
6.	1400	B Shift Property Attendant reports for duty; A Shift Property Attendant briefs on special matters.
7.	1530	Patrol the campsite.
8.	1730	Patrol the campsite, ensuring that all lighting, air conditioning, and fans in unused areas are turned off (except for restrooms).
9.	1900	Patrol the campsite.
10.	2200	C Shift Property Attendant reports for duty; B Shift Property Attendant briefs on special matters.
11.	2230	Lock the main iron gate, except when activities or training are ongoing.
12.	0000	Patrol the campsite.
13.	0300	Patrol the campsite.
14.	0600	Patrol the campsite.
15.	0700	Unlock the main iron gate.
16.	0800	Repeat Task Nos. 1 to 15.

**Patrol Work Focus:**

- **Location:** Check the campsite and dormitory areas.
- **Lighting:** All room lights must be turned off between 2330 and 0630 unless rooms are still in use.
- **Equipment Damage:** Report any damaged equipment to the campsite manager during office hours; outside office hours, follow the "Campsite Facility Damage/Failure" procedure.

**Patrol Boundaries:**

- All areas within the campsite.
- Areas inside and outside the iron fence at the main gate.

## Annex 2

### **Contract Regulations**

#### **1. Scope of Services**

- 1.1 The Contractor shall provide 24-hour property attendant services, including but not limited to periods during tropical cyclones, black rainstorm warnings, extreme weather, public holidays, and arrangements for substitutes during the absence of Property Attendant.
- 1.2 The 24 hours will be divided into three shifts, with vehicle transport provided to the nearest subway station for each shift.
- 1.3 During severe weather, vehicle transport must be provided for Property Attendant to and from the work site and safe locations.
- 1.4 The Contractor must conduct unscheduled supervisory visits to the campsite at least three times a week to ensure service quality.

#### **2. Requirements for Property Attendant**

- 2.1 Property Attendants must be full-time employees and cannot be replaced by different individuals daily.
- 2.2 Property Attendants must have at least three years of relevant work experience performing property attendant / security duties in Hong Kong.
- 2.3 Age requirement: 18 years or older, with a maximum age of 70.
- 2.4 Property Attendants must monitor the entry and exit of individuals at the main gate and register visitor information.
- 2.5 Property Attendants must record vehicles and visitors entering and exiting when necessary.
- 2.6 Property Attendants must arrange for venue and facility rentals and complete registration documents.
- 2.7 Property Attendants must conduct regular patrols and be able to respond appropriately in emergencies.

#### **3. Job Responsibilities**

- 3.1 No unauthorized person is allowed to enter government properties.
- 3.2 Patrol and protect government properties and assets, ensuring that lighting, air conditioning, and fans in unused areas are turned off.
- 3.3 Patrol the site and report any malfunctions or irregularities.
- 3.4 Handle emergencies and arrange for urgent repairs.
- 3.5 Arrange venue and facility rentals.
- 3.6 Property Attendants must prevent vehicles from parking outside the main gate to ensure traffic flow.
- 3.7 Property Attendants must respond to general inquiries and welcome notified visitors.
- 3.8 Property Attendants must monitor security camera conditions and remain alert.
- 3.9 Property Attendants must be fluent in Cantonese and possess basic English skills, and be able to write in Chinese.

#### **4. Competency and Attitude**

- 4.1 Property Attendants must possess good interpersonal communication and collaboration skills.
- 4.2 Property Attendants must arrive on time, follow instructions, and conduct regular patrols within their assigned areas.
- 4.3 Property Attendants must handle emergencies and unexpected incidents and possess adaptability.
- 4.4 Property Attendants must report urgent repair arrangements to the campsite manager.
- 4.5 Property Attendants must maintain timely communication with the campsite manager and report important matters promptly.

#### **5. Other Requirements**

- 5.1 When renting venues, personnel should maintain good communication and provide assistance.
- 5.2 Property Attendants must perform other duties assigned by their superiors.

### **Annex 3**

## **Responsibilities and Code of Conduct for Property Attendants at the Civil Aid Service Tai Tan Camp and Wong Shek Pier Equipment Warehouses**

1. Familiarize yourself with the Property Attendant work guidelines and strictly adhere to them while performing your duties.
2. Wear a clean uniform and display your staff ID while on duty.
3. Ensure all records and shift logs are correctly filled out and signed.
4. Arrive on time for your shift and must brief the incoming colleague before leaving.
5. When handing over duty, clearly communicate any special incidents and ensure all keys are accounted for.
6. Answer the duty room phone (2328 2173).
7. In case of emergencies, report any special incidents to the campsite manager.
8. Do not finish your shift without a colleague to take over.
9. Do not leave the patrol area without the explicit approval of the campsite manager. Hang the "Out for Patrol" sign when leaving the duty room.
10. Property Attendants may only order takeaway meals or bring their own food; going out to purchase meals is not allowed.
11. Property Attendants may use the refrigerator and cooking facilities in the campsite kitchen but must clean up afterward.
12. Do not bring any cooking or heating appliances or furniture, and do not store valuables at the campsite.
13. Clean the duty room to the standard required by the campsite manager.
14. Do not post any papers, pictures, or install any devices in the duty room or campsite without permission.
15. Smoking is prohibited throughout the campsite.
16. Adhere strictly to work guidelines; if someone is dissatisfied with your handling of a situation, do not argue—just record in the shift log. Maintaining politeness is important.
17. Do not accept any form of benefit related to this position.
18. Continue duty during typhoon signal No. 8 or above or any other severe weather warnings until relieved by someone else.
19. Be familiar with the campsite facilities, such as the location of fire extinguishers.
20. Post commonly used and emergency phone numbers in a visible location.
21. Do not leave your post without permission.
22. Do not neglect your duties.

## Annex 4

### Venue Usage Procedures

1. **Registration:** Except for Civil Aid Service staff working daily at the campsite, all other individuals using the campsite must register in the logbook, regardless of whether they need to borrow keys.
2. **Restricted Access:** The following rooms are restricted to designated personnel only:

**Pump Rooms, Valve Rooms, and Control Rooms:** Relevant engineering staff must be allowed access by the Property Attendant in person.

**Staff Office and Duty Room:** Access is permitted for current Civil Aid Service staff and operations staff only.

**Equipment Warehouses:** Access is permitted for current Civil Aid Service staff and operations staff only.

3. **Record Keeping:** Property Attendant must clearly document all items related to venue usage in the logbook.
4. **Equipment Return:** Ensure that borrowed equipment is returned properly and securely locked, with doors safely locked.
5. **Equipment Check:** All equipment borrowed from the Wong Shek Water Sports Training Centre Store must be signed for by staff on-site. If no Civil Aid Service staff or operations staff are present, the Property Attendant must notify the campsite manager. After obtaining explicit approval, they should promptly check that doors are locked and equipment is properly returned. When leaving the duty room, hang the "Out for Patrol" sign at the reception.

## Annex 5

### **Vehicle Control**

1. **Gate Management:** The main gate should remain closed except when vehicles are entering or exiting.
2. **Authorized Vehicles:** The following vehicles may park at Civil Aid Service sites without prior application:
  - (a) Vehicles belonging to the Civil Aid Service.
  - (b) Vehicles of Civil Aid Service personnel holding a valid gate permit (limited to training or operational periods).
  - (c) Contractor's vehicles providing maintenance services to the campsite (limited to the duration of the maintenance work).
  - (d) Contractor's vehicles delivering goods or providing services to the campsite (limited to the duration of service).
  - (e) Vehicles borrowed by campsite personnel (limited to the borrowing period).
3. **Application for Other Vehicles:** All other vehicles must apply to the campsite manager in advance.
4. **Record Keeping:** The entry and exit times of any vehicle entering or leaving the campsite for any reason must be recorded.
5. **Parking Instructions:** Vehicles must park in the designated areas near the water tower as directed by Property Attendants.
6. **Washing and Charging:** Washing vehicles or charging them is not permitted within the campsite, except for departmental vehicles.
7. **Fire Truck Access Control:**
  - (a) At any time, if parked vehicles prevent other vehicles from accessing the campsite promptly, Property Attendants must take immediate action to request the vehicles to move.
  - (b) If anyone obstructs this request, the police must be called, and the campsite manager must be notified.

## **Annex 6**

### **Campsite Facility Damage / Malfunction Procedures**

1. **Documentation:** If damage is caused by human actions, record the details of the responsible individuals (including contact numbers) in the shift log.
2. **Notification:** According to the phone list, inform the campsite manager and use phone communication software to take photos and document the incident.
3. **Area Security:** Use warning tape to cordon off the affected area and remove any damaged equipment.
4. **Power Outages / Fire System Failures:** For power outages or fire system issues, call: 2333 3762 / 2636 8553 to notify the Electrical and Mechanical Services Department.
5. **Water Supply Issues:** For water supply disruptions, call: 2330 1100 to notify the Buildings Department maintenance hotline.
6. **Handover:** Inform the incoming colleague and brief them on the situation.

## Annex 7

### **Fire Alarm Procedures**

1. **Initial Check:** When the fire alarm system or campsite fire bell rings, check the relevant location to determine if there is an actual fire.
2. **Emergency Response:** If a fire is confirmed, execute the "Emergency Incident" procedures.
3. **False Alarm:** If the alarm is a false alarm, notify the fire equipment maintenance contractor according to the phone list.
4. **Documentation:** Record the entire incident in the shift log.

## Annex 8

### **Emergency Incident Procedures - Fire, Criminal Activity, Injury, Severe Building Damage, etc.**

1. **Initial Assessment:** Upon receiving notification, assess the situation without immediately investigating the cause.
2. **Immediate Danger:** If the incident poses an immediate threat to life or involves an actual fire, call 999 to report it.
3. **Notification:** Inform the campsite manager according to the phone list.
4. **Documentation:** Once the situation is under control, record all relevant details in the shift log, including individuals involved, times, and on-site personnel (firefighters, police, ambulance, etc.).
5. **Case Inquiry:** If the police were called, inquire about the case number and contact information.
6. **Further Reporting:** Report the situation to the campsite manager and the security company.
7. **Handover:** Notify the incoming colleague about the incident.

## **Annex 9**

### **Handling Bird Carcasses (Civil Aid Service Camp)**

#### **Avoid Direct Contact with Bird Carcasses, as well as their Blood and Bodily Fluids:**

1. **Do Not Move:** Do not move or dispose of the bird carcass on your own.
2. **Immediate Reporting:** Report the incident immediately to the office or campsite manager.
3. **Government Hotline:** Call the 24-hour government hotline at 1823 to notify the Agriculture, Fisheries and Conservation Department (AFCD) for carcass removal.
4. **Cover the Carcass:** Before AFCD personnel arrive, cover the bird carcass with a garbage bag. Weigh down the edges of the bag with heavy objects to prevent it from being blown away.
5. **Record Details:** After AFCD removes the carcass, record the vehicle number and name of the officer, and report this information to the campsite manager.
6. **Disinfection:** Wear disposable waterproof gloves and surgical masks. Use diluted household bleach (mix 1 part bleach with 49 parts water) to thoroughly clean and disinfect the contaminated area with a brush. If the carcass was found on soil, spray the area with the diluted bleach for disinfection.
7. **Documentation:** Record the incident and relevant personnel details in the shift log.

#### **Supplies for Disinfecting the Area (to be prepared in the campsite storage room):**

- Disposable waterproof gloves
- Surgical masks
- Household bleach
- Toilet brush
- Plastic bucket
- Plastic container

#### **Additional Precautions:**

- If exposed to potentially infectious liquids, shower immediately.
- If injured (e.g., cuts or stings) while handling the bird or carcass, report the incident to your supervisor and the campsite manager, and seek medical attention as soon as possible.

**Annex 10****Civil Aid Service Tai Tan Camp Phone Directory****(Effective from 4 December 2024)**

<b>Campsite manager</b>		
<b>Priority</b>	<b>Phone Number</b>	<b>Contact Person</b>
1	3651 9348	Mr. Wong Chi Man
2	3651 9345	Ms. Wong Sze Yue
3	6655 6205	Mr. Wong Chi Man
4	9735 6402	Ms. Wong Sze Yue
Emergency Contacts	If unable to reach the above contacts in a critical emergency:	
5	9489 4836	CAS duty officer
Electrical, Swimming Pool, and Fire System Repairs	2333 3762 / 2636 8553	Electrical and Mechanical Services Department
Water Supply, Doors, Windows, and Structural Repairs	2330 1100	Architectural Services Department
Sai Kung Police Station Reporting Room	3661 1630	Hong Kong Police Force
Marine Incidents	3661 1718	Hong Kong Police Force
Civil Aid Service Tai Tan Camp	Property Attendant	2328 2173
	Duty Room	
	Camp Office	2328 2390
	Fax Number	2328 2390