Eskom	**Scope of Work**	**Group Capital**

Title: **Provision of General Office Cleaning, Park homes and ablution facilities at Medupi Power Station**

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1. Introduction

Eskom intends to appoint a suitably qualified and experienced service provider to provide a professional cleaning services at Medupi Power Station Project, Lephalale, for a fixed period of ten (10) months. The appointment is intended to ensure that all designated office buildings, park homes and ablution facilities are maintained in a clean, hygienic and presentable condition, thereby supporting a safe and healthy working environment for employees, contractors and authorised visitors.

The successful Contractor shall have the necessary resources, competent personnel and operational capability to deliver the Services in accordance with the requirements of the Contract. The Services are expected to uphold acceptable hygiene standards, protect Eskom's facilities from deterioration resulting from inadequate cleaning practices, and ensure that all allocated areas are maintained to a consistent standard throughout the duration of the Contract.

2. Supporting Clauses

2.1 Scope

The scope of this Contract is the provision of cleaning services for designated office buildings, park homes and ablution facilities at Medupi Power Station Project for a period of ten (10) months. The Contractor shall provide all labour, supervision, equipment and materials necessary to perform the Services.

2.1.1 Purpose

The purpose of this Contract is to appoint a suitably qualified and experienced Contractor to deliver reliable and efficient cleaning services. The Services are intended to maintain a clean, safe and hygienic working environment while protecting Eskom's facilities and supporting its operational requirements.

2.1.2 Applicability

This document shall apply to GCD Medupi Power Station Project.

2.1.3 Effective date

This document will be effective from the latest date of authorisation.

2.2 Normative/Informative References

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs:

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2.2.1 Normative

[1] ISO 9001 Quality Management Systems - Requirements

[2] OHS ACT Occupational Health and Safety Act, 85 of 1993.

[3] ISO 45001 Occupational Health and Safety Management systems.

[4] ISO 14001 Environment Management Systems.

[5] National Environmental Management Act of1998.

[6] National Environmental Management Waste Act, 2008

[7] 240-62196227 Life- saving Rules.

[8] 348-681011 The Environmental Management Plan for the Medupi Coal-fired Power Station in the Lephalale Area, Limpopo Province – The Construction Phase.

[9] 348-631731 Medupi Record of Decision

[10] 348-31313 Medupi Amended Water Use License Rev 1 December 2020 (Station).

2.2.2 Informative

348-882048 Medupi EMS Scope and Manual

348-22367 Waste Management Work Instruction

2.3 Definitions

Term	Explanation
Client (Employer)	Eskom Holdings (PTY) Ltd. – Medupi Group Capital Division
Cleaning Service	Provision of cleaning services to Medupi GCD projects
Contractor	Service provider contracted to provide a specific service to Eskom, Medupi Power Station Project
Extension 30	Eskom Contractor accommodation Camp, situated in Onverwacht

2.4 Abbreviations

Abbreviation	Explanation
B-BBEE	Broad Based Black Economic Empowerment
COIDA	Compensation for Occupational Injuries and Diseases Act
CSS	Construction Site Support Department
GCD	Group Capital Division
HIRA	Hazard Identification and Risk Assessment
ISO	International Organisation for Standardisation
KPA	Key Performance Area

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Abbreviation	Explanation
KPI	Key Performance Indicator
NEC3 (TSC)	NEC Terms of Service Contract
OHSA	Occupational Health and Safety Act, 85 of 1993
PPE	Personal Protective Equipment
QMS	Quality Management System
RACI	Responsibility roles (Responsible, Accountable, Consulted & Informed)
SABS	South African Bureau of Standards
SDL&I	Supplier Development, Localisation and Industrialisation
SHEQ	Safety, Health, Environment and Quality
SSA	Site Specific Agreement

2.5 Roles and Responsibilities

a) Responsible

The party assigned responsibility shall perform the activities and discharge the obligations allocated under the Contract in accordance with the Scope of Work.

Employer's Responsibilities

- Provide the Contractor with access to the designated work areas.
- Identify the facilities and areas included within the scope of the Services.
- Identify and communicate areas requiring improvement.
- Monitor the Contractor's performance against the Contract requirements.
- Facilitate access permits and site inductions in accordance with Eskom's policies and procedures.
- Verify completed Services and process payments in accordance with the terms of the Contract.
- Assess compliance with the agreed service levels and Contract requirements.

Contractor's Responsibilities

- Ensure full compliance with all requirements of the Scope of Work.
- Ensure that all employees and subcontractors comply with the requirements of the Scope of Work and all applicable Eskom policies, procedures and legislative obligations.
- Provide all labour, supervision, equipment, materials and consumables necessary to perform the Services.
- Ensure that all personnel are competent, appropriately trained and equipped with the required personal protective equipment.
- Deliver the Services in accordance with the Contract, applicable legislation and Eskom's policies, standards and procedures.
- Maintain acceptable standards of quality, hygiene, health, safety and environmental compliance throughout the Contract.
- Maintain adequate supervision, records and reporting to demonstrate compliance with the Contract.
- Take all necessary corrective action to address identified non-conformances and maintain the required service standards.

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b) Accountable

The party designated as accountable shall retain overall responsibility for the satisfactory performance and completion of the relevant contractual obligations and shall approve or accept the associated deliverables.

c) Consulted (sometimes counsel)

The party designated as consulted shall provide advice, technical input or operational guidance on matters affecting the performance of the Services and shall participate in consultation where required under the Contract.

d) Informed

The party designated as informed shall be kept advised of matters relating to the administration and performance of the Contract, including service delivery, performance outcomes, incidents and any material changes affecting the Services.

Table 1: RACI Matrix

Process Step	**General Manager**	**Contracts Manager**	**Contracts Supervisor**	**Contractor**
Define the cleaning requirements and service standards	**I**	**R**	**C**	**A**
Perform the cleaning services	**I**	**R**	**R**	**A**
Provide labour, supervision, equipment and consumables	**I**	**R**	**R**	**A**
Ensure compliance with the Scope of Work	**I**	**R**	**R**	**A/C**
Ensure employees and subcontractors comply with the Contract	**I**	**R**	**R**	**A**
Monitor and assess service performance	**I**	**R**	**C**	**A**
Identify and communicate areas for improvement	**I**	**C**	**C**	**R/A**
Implement corrective actions	**I**	**C**	**C**	**A**

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Process Step	General Manager	Contracts Manager	Contracts Supervisor	Contractor
Conduct inspections and verify service levels	**I**	**R**	**R**	**A**
Report service delivery and performance	**I**	**R**	**R**	**A**

2.6 Related/Supporting Documents

N/A

3. Document Content

Executive Summary

Eskom intends to appoint a suitably qualified and experienced Contractor to provide comprehensive cleaning and housekeeping services at Medupi Power Station and extension 30, Lephalale, for a fixed period of ten (10) months.

The Services comprise the routine cleaning and maintenance of office buildings, park homes, ablution facilities and associated external areas to ensure that all facilities are maintained in a clean, safe, hygienic and presentable condition. The appointment is intended to support a healthy working environment for employees, contractors and authorised visitors, while protecting Eskom's assets and maintaining acceptable housekeeping standards across the Site.

The Contractor shall provide a fully integrated cleaning service, including the management, supervision, administration and execution of all housekeeping activities necessary to achieve the required service outcomes.

Without limitation, the Services include routine and periodic cleaning, sanitary waste management, deep cleaning, high-rise window cleaning, pest control, litter collection, the maintenance of external areas and any associated activities required to maintain the Site in accordance with Eskom's operational, safety and environmental standards.

The Contractor shall prepare, implement and maintain cleaning schedules that reflect the operational requirements of the Site and shall ensure that sufficient supervisory resources are available to monitor service delivery, conduct routine inspections and maintain service continuity in the event of employee absenteeism or other operational disruptions.

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The Contractor shall perform the Services in accordance with all applicable legislation and Eskom's policies, procedures, standards and Safety, Health, Quality and Environment (SHEQ) requirements. The Contractor shall remain responsible for the effective management of its personnel, equipment and operational resources throughout the Contract Period and shall ensure that the Services are delivered efficiently, consistently and to the quality standards specified in this Scope of Work.

The overarching objective of this Contract is to deliver a reliable, responsive and professionally managed cleaning service that promotes a safe and hygienic workplace, minimises health and environmental risks, prevents pest infestation, preserves Eskom's infrastructure and assets, and supports the efficient operation of Medupi Power Station.

Employer-Furnished Facilities

The Employer shall make available the following facilities for the Contractor's use during the execution of the Services:

- Office accommodation inclusive of a kitchen.
- Secure storeroom for the storage of consumables and equipment.
- Ablution facilities.
- Water supply.
- Office tables and chairs only.
- Electricity supply.

The Employer shall not be responsible for providing any additional equipment, furniture, information technology, communication devices or operational resources required by the Contractor to perform the Services.

Contractor- Furnished Resources

The Contractor shall provide all personnel with the equipment, tools and operational resources necessary to perform their duties safely, efficiently and in accordance with this Scope of Work.

This includes, but is not limited to:

- Computers, printers and associated information technology equipment.
- Office furniture required for Contractor personnel, including chairs at laydown and operational areas.
- Cleaning equipment, tools and specialised machinery required to deliver the Services.
- Personal Protective Equipment (PPE) and work uniforms.
- Cleaning consumables and materials.
- Any additional equipment necessary to maintain the required service standards.

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Cleaning Equipment

The Contractor shall provide and maintain, as a minimum, the following equipment:

- Mop trolleys and mop wringers.
- Industrial wet and dry vacuum cleaners.
- Carpet and upholstery cleaning machines.
- Industrial floor scrubbers and polishers.
- Professional window cleaning equipment, including squeegee systems.
- Manual paving sweepers.
- Industrial blowers and dirt removal equipment.
- Brooms and all general cleaning tools necessary for the effective delivery of the Services.

The Contractor shall ensure that all equipment remains safe, serviceable and suitable for continuous operational use throughout the Contract Period.

Equipment Maintenance

The Contractor shall be solely responsible for the inspection, servicing, maintenance, repair, calibration and replacement of all equipment and tools supplied under the Contract. Equipment that is defective, unsafe or unserviceable shall be immediately repaired or replaced to ensure uninterrupted service delivery.

Labour, Supervision and Contract Management

The Contractor shall provide sufficient suitably qualified, competent and experienced personnel to perform the Services. Adequate supervision shall be maintained at all times to ensure compliance with this Scope of Work, applicable legislation and Eskom's site requirements.

The Contractor shall:

- Deploy sufficient cleaning personnel to meet all operational requirements.
- Provide competent supervisors responsible for the daily coordination, monitoring and quality assurance of the Services.
- Submit daily operational reports and service records to the Employer's Contract Service Manager.
- Submit weekly standby, overtime, weekend and public holiday rosters for review and approval by the Contract Service Manager.
- Align working hours and shift arrangements with the operational requirements of Medupi Power Station unless otherwise approved in writing by the Employer.
- Ensure that all personnel receive appropriate induction, task-specific training and ongoing competency development necessary to perform their duties safely, efficiently and to the required quality standards.

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Labor Requirements

- Recruitment and appointment of local labor shall be prioritised.
- Criminal background checks and Medupi Site clearance checks shall be conducted prior to appointment.
- Verification of qualifications and competence should be conducted prior to appointments.
- Conduct testing and training to ensure adequately trained workforce.
- No Site-Specific Agreement (SSA) is applicable for this Contract.

Demobilisation

- Recognising the project-based nature of the Medupi Power Station operations, the Contractor shall, upon written instruction from the Contract Service Manager, prepare and implement a Demobilisation Plan detailing the orderly reduction or withdrawal of personnel and resources.
- Where the Employer reduces the cleaning scope and no suitable alternative work exists for affected personnel, the Contractor shall undertake demobilisation in accordance with applicable labour legislation, contractual obligations and approved workforce transition arrangements.

NOTE: No deviation from the South African Labor relations Act and any other relevant labor legislation will be allowed. The supply must comply with all applicable Law governing the industry. The Supplier will ensure compliance with all Labour laws and regulations as well as Eskom labour related policies and procedures and submit all required information on time to Medupi GCD Wage bureau.

Staff Uniform, PPE and other:

The Contractor shall provide all personnel engaged in the Services with appropriate personal protective equipment (PPE) that complies with applicable legislation, Eskom Safety, Health and Environment (SHERQ) requirements and relevant SABS standards.

As a minimum, the Contractor shall provide:

- Safety boots.
- Protective gloves.
- Reflective safety vests.
- Protective headgear.
- Safety goggles or other suitable eye protection.
- Dust masks or respiratory protection, where required.
- Any additional PPE necessary for the safe execution of the Services.

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The Contractor shall ensure that:

- PPE is maintained in a safe and serviceable condition.
- Damaged or worn PPE is replaced without delay.
- Employees wear the prescribed PPE at all times while performing the Services.

The Contractor shall provide all employees with good quality uniforms clearly displaying the Contractor's company name or logo. Employees shall, at all times whilst on duty, be neatly dressed, well-presented and maintain an acceptable standard of personal hygiene.

To support employee welfare, the Contractor shall provide:

- Lockable lockers for the safekeeping of employees' personal belongings.
- Kitchen facilities, including a refrigerator, microwave oven and kettle.
- Tea, coffee, milk, sugar and other basic refreshments for its employees.
- Suitable chairs or seating within designated laydown or rest areas for use during authorised break periods.

Employees shall not occupy Eskom offices, boardrooms, kitchens or other operational work areas during break periods. The Contractor shall ensure that employees do not create unnecessary noise or otherwise disrupt Eskom personnel while carrying out their duties.

Employee Transport

The Contractor shall be solely responsible for providing transport for all personnel engaged in the Contract. All vehicles used under this Contract shall comply with Eskom Vehicle Safety Specification 32-345 and all applicable road traffic legislation.

The Contractor shall provide transport for employees between their homes and the workplace within an estimated operating radius of 100 kilometres from Medupi Power Station.

The transport arrangements shall ensure that employees:

- Arrive at the workplace on time at the commencement of each shift.
- Return home safely at the completion of each shift.
- Are transported, where operationally required, between the Site and Lephalale town.

As a minimum, the Contractor shall provide:

- Three (3) twenty-two (22) seater minibuses for daily employee transport.
- One (1) double-cab light delivery vehicle (LDV) available full-time on Site for operational use.

The Contractor shall employ suitably licensed and competent drivers who shall be responsible for the safe transportation of employees, equipment and cleaning materials to designated work areas. Vehicles provided under this Contract shall be used solely for purposes associated with the delivery of the Services.

Standard of Service

The Contractor shall be responsible for planning, coordinating and managing all cleaning activities necessary to meet the requirements of this Contract.

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Without limitation, the Contractor shall:

- Supply and deliver all cleaning equipment, machinery, tools and materials.
- Supply all cleaning chemicals and consumables required to perform the Services.
- Maintain all equipment in a safe and operational condition.
- Replace defective or unserviceable equipment without delay.
- Ensure that sufficient resources are available at all times to meet the required service standards.

The cleaning activities and service frequencies set out in the following schedules represent the minimum service requirements under this Contract. Eskom may reasonably amend the cleaning frequencies or service requirements to accommodate operational or business needs during the Contract Period.

The cleaning frequency must be adjusted during times of high traffic or exceptional use (e.g. events, pandemic etc) to maintain a high level of service and customer satisfaction to the Client (Eskom). The Contractor must establish the location of those areas and make provision for frequent and additional service to ensure an always neat, tidy and hygienic facility.

A report of defects observed on the window and supporting structures must be submitted to the Service Manager.

Supply and Control of Materials, Equipment and Consumables

The Contractor shall be responsible for:

- Purchasing, Replenishing, safe storage, distribution and control of consumables to pre-agreed levels and shall include some non-consumables e.g. equipment required by the employees while providing cleaning services. For more detail on consumables and non-consumables, refer to Appendix B.
- Requesting approval from the Contract Service Manager before purchasing of consumables. A copy of consumables / stock requested that indicates the remaining level available in storage against the stock required / requested.
- The Contractor shall thus implement adequate Stock control system to provide accurate Stock register.
- The Contract Service Manager shall approve all requests to purchase before the Contractor can proceed to place an order to replenish consumables. Supporting documentation should be attached to the request, indicating the current stock level of the consumable and the number requested to purchase.
- Consumables shall be kept safe in a storage facility that demonstrates good “housekeeping” standards.
- The Contractor shall take full responsibility for any deviations relating to stock levels. The Contractor shall take note that the cost will be calculated in case of deviations and will be recovered from the Contractor. If deviation in inventory can be proof to be due to theft by one of the Contractors Employees, the Contractor shall inform the Contract Service Manager and proceed with internal disciplinary processes.

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- A Reconciliation report indicating receipts, issues and remaining stock levels shall be submitted to the Contract Service Manager every month.
- All consumables and equipment bought, remains Eskom property and should be handed over to Eskom at the end of Contract.
- The Contractor shall ensure that all employees is adequately trained and informed in the use of cleaning materials / consumables and equipment.
- The Contractor shall ensure that equipment is regularly inspected in line with requirements and does not pose a risk to the operator/s or any person of the public in the surrounding areas where this equipment is being used.

Records

This includes but are not limited to:

- Roster for routine maintenance.
- Daily, weekly cleaning schedule.
- List of defects and corrections (defect notification report)
- Stock/Inventory control list of all stock levels, purchased consumables (invoices), and stored consumables, materials, indicating issued for usage and location issued to.
- Daily, weekly and weekend attendance register/s.
- Safety and Environmental reports / records ad per SHE Department requirements.
- Supervisors' daily diary/reports.

SHERQ

The Contractor shall comply with all applicable requirements of SHEQ system. Provide safety requirements related to activities identified in the scope of work.

The Contractor shall comply, procure and ensure compliance by its employees, agents and Subcontractors at all times with:

- Provisions of the Occupational Health and Safety Act 85 of 1993 (as amended) and all regulations in force from time to time in terms of that Act.
- The contractor must be registered with DoEL and maintain affiliation to cover employees to medical treatment in case of work injuries
- Health and safety plan prepared by the Contractor in accordance with the SHEQ requirements.
- The Contract Service Manager can instruct the Contractor to stop work, without penalty to the Employer, where the Contractors personnel fail to comply to safety standards or contravene any health and safety regulations.
- The Contractor shall implement additional health and safety precautions where necessary.

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- The Contractor shall provide all employees with adequate and required Personal Protective Equipment (PPE).
- Risk Assessments, Pre-Job briefs, post-Job briefs, toolbox talks, and job observations will be conducted for all tasks.
- The Contractor shall provide medical surveillance and ensure that necessary immunization is provided to employees that will be exposed.
- The Contractor shall ensure that all his personnel attend Health and Safety Induction course prior to starting with their work, if they were absent from work continuously for more than two (2) weeks, when they are recruited or absorbed from another Contractor working at Medupi Site and or annually if the Contract period is longer than 12 months.
- The Contractor shall ensure that an adequately qualified person with a qualification recognised by Eskom SHEQ requirements will be appointed as a Safety Officer to manage all matters related to health and safety – it is to be noted that this employee should be reachable / contactable 24 hours a day.
- The Contractor agrees that the Employer is relieved of all of its responsibilities and liabilities in terms of Section 37(1) of OHSA in respect of any acts or omissions of the Contractor, and the Contractor's employees, agents or Subcontractors, to the extent permitted by the OHSA.
- The Contractor shall ensure that all services and works supplied in terms of the Contract comply to all applicable environmental legislation.
- All All necessary Environmental and Safety Management procedures and reports to be submitted to the Service Manager or Supervisor as agreed.
- The Contractor shall comply with all requirements of Quality as per Eskom's Quality Requirements QM-58 as per ISO 9001-2015.
- The contractor must ensure it comply with all SHEQ reporting which requested by the Client.

The Contractor shall comply with the following legal and other requirements throughout the duration of the contract.

- Occupational Health and Safety Act 85 of 1993.
- Eskom Life Saving Rules.
- Eskom OHS Specifications.
- Eskom SHEQ Induction.
- COIDA.
- Eskom Incident Management Procedure – 32-95.
- Monthly Safety File Evaluation Checklist and audits.
- Safety file evaluation checklist and monthly Audits.

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Working at height – Window cleaning

Working at height is a significant part of work within Eskom. Working at height is a high-risk activity, and therefore the Contractor shall ensure all precaution will be taken to prevent incidents while working at height. It is the Contractors responsibility to ensure a safe working environment that complies to all Safety, health, Environmental and Quality (SHEQ) legislation, Policies, Procedures, Standards and Working Instructions.

The contractor shall:

- Provide manpower with necessary protective equipment to work at heights and ensuring that all employees who will do the cleaning of High-rise windows have the necessary training and experience in the field especially working at height rope access. This will be managed through task order instruction.
- Ensure all safety plans, method statements including Fall Protection Plan are in place and accepted by Eskom Safety Department prior to commencement of task/s.
- Ensure windows are free from film, grime, grit, spider webs, spots, stains and residue.
- Ensure any accumulated dirt, smears, paint specs, or other foreign matter is hand scraped from the windows in a manner that does not damage such windows or surfaces.
- Ensuring avoidance of use of any supplies, materials, equipment, or methods that could damage window surface, adjacent areas, structures or building in any manner.
- Inspecting window gaskets, sealants and frame to structure caulk joints as part of the frames, cracks, chips, and or damage as part of the window cleaning process.
- A report of defects observed on the window and supporting structures must be submitted to the Service Manager.

Environmental Management

- Provide waste receptacles including bins that are colour coded, scavenger proof and clearly marked/labelled in line with accepted environmental waste management standard/requirements and requirements stipulated in the CEMP Rev 2, 2010 SPO. No. 348-681011. All bins should have close-fitting lids and should be easy to clean e.g. cages.
- Make sure chemicals used for cleaning and to control pest are correctly labelled and stored in line with Eskom requirements. Provide deep clean and disinfectant as a when required. Use or implement environmentally friendly cleaning practice, using eco-friendly products when applicable, and guideline. Keep accurate records of cleaning activities, and any necessary documentation for reference and compliance.
- Keep external areas tidy, litter free and free from weeds. In addition, clean the ash or residues at the braai areas and dispose ash at the designated areas or as directed by Eskom.
- Wastebins should be disinfected regularly (after waste removal from the bins). Employees should be trained to correctly identify the type of waste they work with and in which waste bin it should be disposed.

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Sanitary Waste Services

- The Contractor shall be responsible for providing suitable sanitary waste bins at all ladies' toilets appropriate to the workforce size and work duration to confirm with the requirements of health and safety Act No 85 of 1993, facilities regulations. Furthermore, the bins are to be emptied at least once a week, washed and disinfected regularly.
- Collection, transportation and disposal must be done in line with the health, safety and environmental statutory requirements. This activity must be done by a supplier accredited/suitable to do it safely.
- Provide necessary environmental compliance records such as landfill site/ treatment facility permits, registration and transportation certificates, latest audit s reports for the facilities used, waste disposal records (Waste manifest) as per requirements provided by Medupi SHE Department.

Pest Control Services

Pest control services which may be required may include but are not limited to:

- Rodent control, crawling insect control, flying insect control and may include other.

The Pest Control service provider will provide:

- All necessary equipment, chemicals and supplies to provide the required services.
- Shall provide a certified Pest Control Officer for the applicator in line with Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act (Act 36 of 1947) and any applicable legislation.
- Providing the Contract Service Manager with the safety data sheet for pest chemical to be used for acceptance by HSE Department prior to treatment.
- Provide a method statement and associated risk assessment for pest control, shall be submitted to HSE Department prior to treatment for acceptance.
- Implementing all measures to safeguard health and safety of all people and animals in the Property against any perils of using pesticides.
- Submit the report within 7 days post provision of services.

Recycling Participation

- Waste emptied from office bins is separated into different waste streams and refuse bags and must be emptied or disposed of into appropriate wheelie bins and ensure that all monkey cages is properly closed and always locked. Quality
- The Supplier shall demonstrate, provide, and maintain a Quality Management System (QMS) that is ISO 9001:2015 certified or compliant thereto as well as the contractor quality requirements (240-105658000) and Medupi Contractor Quality Specification (348-389557). Compliance with the provisions of this clause in no way relieves the Supplier of the final responsibility to furnish acceptable services. Contractors QMS that includes:

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- Ensuring that processes, plans and procedures needed for the QMS are established and maintained and the integrity of the QMS is maintained when changes are implemented.
- Ensuring that Quality Assurance and Quality Control Depts are sufficiently manned with competent resources to effectively implement quality requirements.
- Reporting to top management on the performance of the quality management system and any need for improvement. Ensuring the awareness of customer requirements throughout Contractors organization Quality management shall ensure that the Employer's requirements as specified in the Contract are met in full and verified as such to Employer satisfaction.
- Quality management shall be in accordance with ISO 9001:2015 and related ISO 9000 series of Standards and is to provide full documentary and Objective evidence that the Works have been designed, manufactured, executed, completed, and maintained in accordance with the Contract.
- The quality management system shall apply to the Contractor and all persons real or juristic working for or on behalf of the Contractor on or in connection with the Works and regardless of the form of employment contract.

Quality Payment Schedule

- The Contractor shall ensure that Quality Assurance is performed at all levels and phases of work carried out for the Employer. The Contractor shall use processes to ensure that quality is built into their products/services i.e. its business processes are organized such that quality is built into the process of producing goods and rendering services.
- The Contractor shall work according to processes.
- The Contractor shall ensure that it can be relied on to deliver quality goods and services without the need for the Employer to have to inspect all the time.
- The Contractor shall keep the Quality Table of Payments (Quality Payment Schedule) updated with progressive Employer sign-off (as the work is done and payments applications are submitted).
- This means that as the Contractor completes an activity and has the related ITP/QCP signed by the Employer, the Contractor shall bring the Quality Table of Payments to the Employer’s Quality representative to sign off for that activity.
- The updated Quality Table of Payments shall accompany all payment applications (proforma invoices).
- The Contractor shall attach the signed (or partially signed if applicable) ITPs/QCPs to the payment application. Payment will only be made if the ITPs/QCPs are signed by the Employer.

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3.1 Process Map / Flowchart

A. Offices, Boardrooms, park homes, control rooms, kitchen, braai areas, paved areas and dining areas	
Activity	**Frequency**
Sweep Mop Wipe equipment and furniture Wipe doors, door frames, door handles and windowsills Clean and disinfect surface areas (tabletops) Remove soiled dishes and wash for boardrooms Wash dishes and cloths Empty, wash and disinfect waste bins Segregate waste at source (e.g. empty chemical containers, empty aerosol cans) and place recyclables inside clearly labelled receptacles located at the laydown area. Clean braai areas and dispose ash/residues at the designated areas provided by Eskom	**Daily and in-between use**

B. Storerooms	
Activity	**Frequency**
Sweep Mop Wipe equipment and furniture Wipe doors, door frames, door handles and windowsills Empty, wash and disinfect waste bins. Segregate waste at source (e.g. empty chemical containers, empty aerosol cans) and place recyclables inside clearly labelled receptacles located at the laydown area. Wipe all items in storage and shelves	**As and when required.**

C. Foyers/Veranda	
Activity	**Frequency**
Sweep. Mop. Clean door mats. Wipe equipment and furniture. Wipe doors, door frames, windowsills and disinfect door. handles and handrails. Empty, wash and disinfect waste bins.	**Daily and in-between use.**

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Segregate waste at source (e.g. empty chemical containers, empty aerosol cans) and place recyclables inside clearly labelled receptacles located at the laydown area. Sweep and mop entrance stairs. Vacuum and dust carpets/mats. Empty ash trays. Dust light fixtures and shades.	

D. Sports Centre/ Gym	
Activity	**Frequency**
Sweep. Mop. Vacuum carpets. Wipe and disinfectant equipment and furniture. Wipe doors, door frames, door handles and windowsills. Empty, wash and disinfect waste bins. Segregate waste at source (e.g. empty chemical containers, empty aerosol cans) and place recyclables inside clearly labelled receptacles located at the laydown area. Wipe all items in storage and shelves.	**Daily and in-between use**

E. Ablution Facilities	
Activity	**Frequency**
Sweep. Mop. Clean and disinfect toilet and urinal. Clean and disinfect hand wash basin. Empty waste bin dispose at the main waste collection point. Segregate waste at source (e.g. empty chemical containers, empty aerosol cans) and place recyclables inside clearly labelled receptacles located at the laydown area. Wash and disinfect waste bin. Wipe equipment and furniture Wipe doors, door frames, door handles, windowsills and mirrors Replenish toilet paper and hand towels. Refill hand soap, seat sanitizer, air fresheners, urinary blocks Clean and disinfect showers. Disinfect toilet brushes. Replace toilet brushes on agreement with the Employer. **Female ablutions** In addition to the above:	**Daily and in-between use** **Note:** *Ablutions are checked frequently, at least every hour and any deviations addressed. A checklist is kept and signed at each facility by a cleaner and supervisor.* **Every week or more frequently if necessary.**

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Provide clearly labelled sanitary (SHE) bins and service them as per schedule. Wash and disinfect sanitary bins. Submit waste removal checklist to Eskom Environmental/HSE Department prior removal of waste from site. Waste must only be removed from site post approval of the checklist by Eskom. Provide necessary environmental compliance records such as: - Waste management license for the treatment facility and for landfill site used to dispose treated residues. - Registration and transportation certificates required in terms waste information regulations and municipal bylaws. - Environmental Authorisations issued in terms of Gauteng Health Care Waste Management Regulations for waste transporter and treatment facility. - Waste manifest (complying to requirements stipulated in the Waste Classifications and Management Regulations, GN R634) - Waste disposal records e.g. safe disposal certificate as instructed by the Eskom Environmental/HSE Department within 30days post removal of sanitary waste from site. The ladies' ablutions will be cleaned by ladies and men ablution will be cleaned by men.	

F. Spring Cleaning and Deep cleaning	
Activity	**Frequency**
Wash walls Dust ceilings Wash chairs Wash carpets Strip and polish the floors using suitable cleaning chemicals and equipment's. Wash windows and external windowsills Pest control measures as required.	**Once every month and as and when required**
Toilet deep cleaning services includes: • Urinals • Shower drains • Toilet bowls • Toilet rims, seats and covers • Toilet walls	**Monthly and as when required.**
Kitchen deep cleaning services includes:	

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• Kitchen drains • Kitchen sinks and worktops • Drawers and cupboards • Areas behind appliances such as fridges, microwaves and other kitchen appliances. • The inside of fridges, microwaves and other kitchen appliances • Kitchen doors	

G. Litter picking	
Activity	**Frequency**
Daily litter picking around streets, offices, and dining hall areas. Any additional areas which require litter picking will be determined by the Service Manager Office paving is kept clean all the time. Daily removing of used wheelie bins bags and replacement. Cleaning around smoking areas and emptying the ash trays and disposing cigarette butts at the designated area.	**Daily**

H. General Maintenance	
Activity	**Frequency**
Ensure that milk, coffee, tea, and sugar are replenished in offices. Water coolers, coffee machines are always filled up and clean. Fridges, microwave, water coolers are always kept clean	**Daily**

I. Cleaning / Disinfecting	
Activity	**Frequency**
Clean and disinfect floors daily. Twice or more daily disinfect frequently touched surfaces such as door handles, microwaves, kettles, printers, phones etc. Monitor boardrooms by disinfecting tables, chairs etc after every meeting. Toilet and bathroom facilities must be cleaned and monitored at least hourly, and surfaces disinfected as well. Refill antibacterial hand soap and provide hand towel in bathrooms and toilets. Use bleach or 70% alcohol-based sanitiser for disinfecting frequently touched areas/objects.	**Twice or more per day depending on the traffic in the area.**

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J. Hazardous Chemicals Substances/Agents and waste segregation at source	
Activity	**Frequency**
Waste recycling/segregation at source • Only remove and take shredded office white papers to the collection's points. In case, segregated papers are not shredded, shred the papers before taken then to the central collection's points. • At contractor's laydown area, include shredder machine to ensure that office paper for destroying confidential or sensitive documents, preventing unauthorized access, or the disclosure of proprietary information and compliance to the POPIA and other requirements. • Manage waste collection points and facilitate emptying or removal of waste by ERI Waste Logistics. • Provide clearly labelled colour coded waste receptacles and cage to prevent animals to access the waste. **Hazardous Chemicals Substances/Agents** • Apply for a permit or certificate of registration required in terms of the Waterberg Emergency Services Bylaws for the chemical store and ensure that valid permit/certificate is place. • Provide adequate shelves and drip trays (secondary containment) at the hazardous chemical store. • Provide valid 16 codes safety data sheets for all chemicals brought to site. • Segregate empty chemical containers and take them to the designated area. • Puncture the holes on the empty aerosol containers using approved equipment and procedures.	**Daily.**

3.2 Subheading

N/A

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4. Process for Monitoring

4.1 Key Performance Areas and Indicators

The following Key Performance Areas / Indicators (KPAs / KPIs) shall be measured, analysed and reported. The Process Owner shall be accountable and assign the responsibility at the frequency as indicated below, documented as part of the QMS measurement, analysis and improvement initiative.
Table 2: KPAs/KPIs

Key Performance Area	Key Performance Indicator	Target	Measure Frequency	Frequency
Cleaning Standard	Offices, restrooms, and common areas cleaned to high standard	95% compliance with cleanliness audits	Visual Inspection, audit check list	Weekly
Response Time	Addressing cleaning request or spillages	Within 15 minutes of reporting	Incident logs, super visitor reports	Daily
Supply management	Availability of cleaning supplies (soap, paper towel, etc)	100 % stock availability	Inventory checks	Weekly
Waste management	Proper disposal and recycling of waste	100 percent compliance with disposal	Waste log report	Weekly
Staff attendance	Cleaners reporting on time for scheduled shift.	95 % attendance rate	Attendance registers	Monthly
Hygiene compliance	Disinfection of a high touch area e.g. door nobs, desks	Daily sanitation	Supervisor inspection, audit reports	Daily
Customer satisfaction	Feedback from office occupants on cleaning quality	90% positive feedback	Survey, complaint logs	Quarterly
Safety compliance	Use correct cleaning chemical	100% compliance	Safety inspections, incidents report	Monthly
Pest control	Office free from pest infestation	Zero pest complaints	Pest control reports, complaints log	Monthly
Contract compliance	Adhering to service level agreement	100% compliance to service level agreement.	Review management report	Quarterly

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4.2 Document Review and Self-Assessment

4.2.1 Document Self-Assessment

The "Process Owner" identified on the front page of this document along with departmental personnel and the project QMS Engineer shall undertake a "self-check" review of the process defined in this document at six monthly intervals, commencing from the effective date of this document, to check:

a) the process / procedure operational integrity.

b) process efficiency.

c) the level of stakeholder knowledge and implementation.

Participants and results of the "self-check" review shall be documented by the Process Owner in the "Self-Assessment Checklist" ***(Template No. 348-655890)*** included as an Appendix to this document which shall be submitted via SharePoint to Medupi Documentation Department Help Desk by the Process Owner once completed.

Process Owner shall proceed with any revision requirements in line with Medupi Procedures, **348-653867** "Development and Change of Medupi QMS Documents" and **348-883808** "Document and Record Management".

4.2.2 Review Period.

All QMS documents shall undergo a 3-yearly compulsory review.

4.3 Training Requirements

First Aider Course
SHE Rep Course
Hepatitis Injections (for bathroom cleaning) every six month :50 employees, twice per year
HIRA Training
Legal Liability training covering both safety and environmental requirements
Hazardous chemical substance/ agents' management
Emergency Response Procedures
Incident Investigation
Heavy Duty raincoats

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APPENDIX A

List of GCD Offices/Blocks to be maintained includes but not limited to:

Also note these are temporary buildings (i.e., cabins) might be reduced as project scale down.

	LENGTH	**BREATH**	**QTY**	**m^2**
Large Cabins	17	9	83	1269.9
Small Cabins	6	3	12	216
H-Block				2902.38
Toilets Large	17	9	6	918
Toilets Small	9	3	11	297
Information Centre	25	25	1	625
Turnstiles	30	3	12	1080
Dining Hall 1,2,3,4,5				2902.38
Total Area to be cleaned				**10210.28**

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APPENDIX B

List of consumables to be used includes but not limited to:

ITEM	DESCRIPTION	SPECIFICATION	UNIT	QUANTITY	PERIOD
1	Toilet paper (SABS Approved)	500 pieces of Double ply soft	each	300	weekly
2	Hand paper towel barrel rolls single ply, centre pool, 30gsm	11.8 x 9.2 inch	each	2x per toilet block	weekly
3	BH38 (all purpose)	5lt	each	420	monthly
4	Toilet cleaner	5lt	each	102	monthly
5	Deo balls	each (5kg)	box	3 balls per toilet	weekly
6	Disposable gloves	100 gloves box	box	1 pair of gloves per cleaner	daily
7	Dust masks		box	1 dust mask per cleaner	daily
8	Respiratory masks		each	1 respiratory mask per cleaner	annually
9	Mutton cloth	1 kg roll	roll	4	monthly
10	Stalk Broom		each	1 per cleaner	quarterly
11	Floor Mop		each	1 per cleaner	quarterly
12	Feather duster	Short stalk	each	1 per cleaner	quarterly
13	Dustpan		each	1 per cleaner	Every 6 months
14	Toilet brush and holder	Medium	each	1 per cleaner	quarterly
15	Dishwashing liquid	5lit	each	102	monthly
16	Dish cloth	5 per pack	pack	6 packs	monthly
17	Dish towel	5 per pack	pack	6 packs	monthly
18	Refuse bags for office and kitchen bins	20 per pack	pack	1 per bin	weekly

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19	Refuse bags for 240lt wheelie bins	20 per pack	pack	1 per bin	daily
20	Liquid hand soap	5lt	each	4	Monthly
21	Sanitary bags	20 per pack	pack	20	monthly
22	Toilet seat sanitizing sprays	6 per pack	pack	1 can per toilet	monthly
23	Air fresheners	6 per pack	pack	1 can per toilet	weekly
24	Floor polish	25lt	each	2	weekly
25	Furniture polish (aerosol)	6 per pack	pack	2 per cleaner	weekly
26	Window cleaner	6 per pack (750ml)	pack	1 per cleaner	quarterly
27	Handy Andy	6 per pack (750ml)	pack	6 packs	monthly
28	Bleach Thick	5L	each	20	Monthly
29	Carpet cleaning spray	6 per pack	pack	1 x	quarterly
30	Window cleaning kit squeegee, washer, sleeve (4 meters)		each	1 per cleaner	In two years.
31	Office and kitchen waste bins			As and when required	

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