Eskom	Scope of work	Generations

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Compiled by	Functional Responsibility	Authorised by
.....	.....	.....
[redacted]	[redacted]	[redacted]
Catering Officer	**Support Services Manager**	**Finance Manager**
Catering Services	**Site Services**	**Site Services**
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Content

Page

1. Introduction 3
2. Supporting Clauses 3
   2.1 Scope 3
      2.1.1 Purpose 3
      2.1.2 Applicability 3
      2.1.3 Effective date 3
   2.2 Normative/Informative References 9
      2.2.1 Normative 9
      2.2.2 Informative 10
   2.3 Definitions 10
      2.3.1 Document: 10
   2.4 Abbreviations 10
   2.5 Roles and Responsibilities 10
   2.6 Process for Monitoring 11
   2.7 Related/Supporting Documents 12
3. Document Content 13
   3.1 Subheading 13
   3.2 Subheading 13
4. Acceptance 14
5. Revisions 14
6. Development Team 14
7. Acknowledgements 14

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1. Introduction

Provide Catering Service for Kriel employees and its visitors at Kriel Power Station Canteen (excluding contractors).

1.1 Scope

The supplier is required to provide catering services for Kriel employees and its visitors at Kriel power station canteen (excluding contractors). Meals will be provided 7 days a week as per the working hours and service schedule information below.

The contractor to be a suitably, qualified, experienced, and well-established service provider with the capacity to give an excellent service to Kriel power station employees and its visitors. Eskom will provide the supplier with a fully equipped kitchen and building which will be utilised for food storages, preparation areas, all equipment, crockery, cutlery.

The contractor kitchen staff will work together with the Catering Officer to meet Eskom's goal to satisfy its customers. Canteen management will be a sole responsibility of the contractor (site manager) reporting to contract manager.

Providing the service which rendered using skilled and suitably qualified staff that have the required experience in the following areas:

Canteen Supervision	• Food Serving
• Stock Management	• Food Preservation
• Office Administration	• Food Disposal
• Food Preparation	• House Keeping
• Food Cooking	• SHEQ requirements and compliance

The Executive Chef, SHEQ Officer, and Supervisor are considered key personnel for the successful execution of the services outlined in this contract. Their roles are critical in ensuring the effective management of catering operations, adherence to safety protocols, and maintenance of high food quality standards. Any changes to these key positions must be communicated in writing to the service manager and approved prior to implementation, as their expertise and leadership are integral to the performance of this contract.

This service will include provision of catering service for emergency situations in a form of prepacked meals to provide details of where the service provider will get those meals in order for the Catering officer to check compliance with Food Hygiene.

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1.1.1 Purpose

Provision for Catering Services

a. **Staff compliment and qualifications**

A structure or organogram must be submitted for providing Canteen and Catering Service with the following minimum requirements:

NB: The number of Employees will be determined by the meals served, to be confirm by the catering officer.

• Executive Chef	Grade 12, Catering / Food service Management National diploma, or NQF level 6 with 5 years supervision experience in the industrial kitchen, National Driver's License)	An executive Chef is responsible for organizing, leading, and motivating a catering team, planning menus and staff schedules, ensuring food hygiene and safety regulations are met, managing inventory, ordering supplies, and providing excellent customer service. Mass catering skills (food preparation methodology)
1 x On-site Supervisor	(Grade 12, Catering and Food Management or any related Diploma, 2 years supervision experience in the industrial kitchen, National Driver's License)	Accepts total responsibility for the catering functions as well as related services ensuring that they are performed at the highest industry level in compliance with set standards, procedures and within budgetary parameters. Example: Ordering of stock, Receive of stock, Food Safety and Hygiene Control, Portion Control, Administration, Maintenance and defects in the kitchen, Staff Management, contract, and that of Eskom. Staff meetings. Operation duties, Pre-Preparation and Preparation of Food, Serving, and quality Control.
1 x On-site Ass. Supervisor	(Grade 12, Catering and Food Management or any related Diploma, 1 year's supervision experience in the industrial kitchen, National Driver's License)	• Perform supervisory activities • Co-ordinate and control assets and stock • Perform administration activities • Plan menus and recipes • Perform on job training • Perform control activities • Perform any other legitimate activities as required • Mass catering skills (food preparation methodology) • Reviewing monthly statements and provide explanation regarding food and beverage expenditure • Conduct regular customer surveys

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1 x SHEQ Officer	(Matric N-Diploma in SHEQ Management or Environmental Health 2 Years SHEQ experience in a canteen. HIRA, Incident Investigation training, Legal liability, Training Knowledge and understanding of ISO 45001 Computer Literacy	• Safety and hygiene practices • Quality control systems Safety and Hygiene: - Conducting monthly safety meetings in accordance with NOSA procedures. - Contributing to the maintenance of the NOSA 5 –Star grading by conducting regular inspections with the Site Manager and the SHEQ Rep. - Checking and verifying safety related reports - Overseeing environmental issues and emergency preparedness
2 x Admin Clerk	(Grade 12, Computer literacy, Diploma or 2 years certificate in Hotel Administration or related qualification, 2 years' experience	- Review menu cycles on a regular basis to ensure cost effectiveness and variety - Ordering of stock, Receive of stock - Provides a special catering service to all Kriel Power station clients by: • giving quotations according to specifications • providing advice on products available • providing high-quality products - Conducting regular customer surveys (Quarterly) to ensure a high-quality service. - Managing the smooth operation of all the "behind the scenes" activities performed by chefs, cooks, and cleaning staff, to ensure a cost effective and efficient operation. - Scrutinising the reports to verify meal participation 1. Accepts responsibility for the Food & Beverage Stores by: - Ensuring that sufficient and appropriate stock is available in accordance with the prescribed stock control standards. This involves: • ensuring all purchasing contracts are in place • ordering and goods receipt on SAP takes place • implementing stock control
1 x Store Man inventory control	(Grade 12, Computer literacy, Experience in the cooking environment, Basic food preparation and cooking skills, National Driver's License, Inventory	Receiving and inspecting stock – Checking deliveries against orders or invoices, noting quantities and any damage, and entering items into inventory systems.

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	control, staking and storage certificate)	Safe storage of items – Placing goods in the correct storeroom or on shelves. Storemen must stack materials safely label stock clearly and follow first-in-first-out procedures. reviewing income statements monthly and providing explanations regarding food and beverage expenditure providing monthly meal statistics, swill reports, meal participation, and stock turnover figures ensuring that all billing of clients is done in accordance with the service level agreements and verifying these monthly verifying menus and beverage prices
2 x Senior Chefs / 1 Pastry Chef 2 x Chefs	(Grade 12, Catering / Diploma Food Service Management ,1 year experience National Driver's License) (Grade 12, at least 1 Chef de Patisserie (Pastry Chef), NQF level 4, 3 years' experience At least two must have National Driver's License	• Prepare food according to the menu and recipes • Perform on job training to cooks • Perform control activities • Perform any other legitimate activities as required • Portions control • Review menus on regular basis to ensure cost effectiveness and varieties • Perform safety and hygiene practices
10 x Cooks	(Grade 12, Culinary or Professional Cookery Certificate, 2 years' experience	• Prepare food according to the menu and recipes • Crockery and cutlery set-up as per requirements • Serving meals as per standards • Collect crockery and cutlery after all functions Perform safety and hygiene practices
6 x Cleaners	Grade 8, a minimum of 3 years' experience in the industrial environment).	•To make sure all corners, underneath, windows, floor, and walls of the canteen are clean •Clean all storerooms (Cold, and dry) •Perform sanitizing activities •Perform any legitimate activities as required •Perform safety and hygiene practices

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2 x Drivers	(Grade 12, 2 years' experience in driving, Driver's licence Code 8)	•Check vehicle for road worthiness •Perform driving activities. •Collect goods from different areas as per requirements and needs of the department •Perform any legitimate activities as required •Perform safety and hygiene practices
1 x Runners/ waitresses	(Grade 12, Experience in cooking environment, experience in waitress for more than 3 years, Basic food preparation and cooking skills, preparing tea and coffee stations, delivering food to the guests around the station	Their duty is to prepare tea and coffee stations, taking orders, serving food and beverages, ensuring guest satisfaction, assisting the cooks with prep as and when requested. Effective communication and multitasking skills are essential. Proper knowledge of the menu.
1x Dietitian Nutritional assessment/ consultation	NUTRITIONAL QUALITY A dietitian is required to develop meal plans basis on dietary needs, taste preferences, Activity level, available cooking time, Allergies or intolerance, medical conditions, and desired nutritional goals.	Key responsibility • Create plans: Develop personalized nutrition plans that meet a client's needs • Educate: Teach clients about healthy eating habits and how to overcome health challenges (awareness) • The dietitian must be registered with the Health Professions Council of South Africa (HPCSA) under the Dietetics and Nutrition Board

- **WORKING HOURS**

Normal Working Hours (all) Monday to Thursday: 06:00 – 15:00 Monday to Thursday: 07:00 – 16:15 Friday: 07:00 – 12:00 Saturday, Sunday, Public Holidays 07:00-14:00	There might be requests to work outside of normal working hours, however this is limited and on request only (Overtime Monday-Thursday: 1 hr = 1.5)
Saturday, Sunday, Public Holidays/Statutory days (from the team) Saturday, Sunday, (2 Cooks, 2 Senior Chef, 2 Chef,2 Cleaners,1 Storeman per weekend, however this will depend on the Roster which is scheduled by the Catering Officer)	The price list makes provision for these hours (1 hr represents the following): Saturday: 1 hr = 1.5 Sunday: 1 hr = 2 Other Public Holidays: 1 hr = 2 *Statutory Public Holidays: 1 hr = 2

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- **SERVING SCHEDULE**

Any extended operating hours will be communicated to the Service provider by Eskom representative should such a requirement be deemed necessary.

Eskom and Subsidiaries employees are only entitled to a 30-minute lunch hour. Therefore, it will be expected from the service provider to work in an organised, swift, and professional manner. Meals are to be served on time daily failure to do so in non-compliance.

The on-site facility is provided by the Employer and is fully equipped to produce 1000 lunch, 500 Breakfast meals per day.

The Contractor shall be required to register and comply with all associated Safety, Health, and Environmental Acts and Bodies. This is: Nationally and the Kriel Site requirements.

Monday-Thursday	**Friday**	**Saturday, Sunday, Public Holidays**
08:30 – 15:00	10:30 – 15:00	11:00 – 15:00 (Eskom personnel)
Appr 400 people per day	Appr 150 people per day	Appr 150 people per day
Meal of the day for Eskom Employees is mainly served in the Canteen and on special request in other areas such as training rooms and boardrooms as per the times requested and delivering at control room every day.		

- **SPECIAL CATERING ON REQUEST**

Breakfast	**Lunch**
08:30 – 10:00 Monday – Thursday	10:30-11:30 Monday - Thursday

Ordering Process

Eskom employees to place orders on the lunch hub website the opening and closing times are as follows:

07:00 till 10:00 in the morning for meal deliveries at 12:00

- Ordering of Food & Beverages for meetings, functions and conferences may only take place after the catering request form has been approved and signed by the appointed manager.
- Meal orders for 1 - 9 employees attending the meetings, functions or training to be placed 24 hours before required.
- Meal requirements for 10 and above number of employees must be placed 48 hours before the meeting, function or training.
- The service provider to have an alternative network connection e.g Wi-Fi to ensure continuity on the mocca

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Distribution and Serving

- Transport used for food to comply with the appropriate regulations and procedures prescribed in the R638 Foodstuffs, Cosmetics, and disinfectants Act, 1972 (Act 54 of 1972) of 26 June 2018.
- Note that the speed limit on site is between 20Km/h and 40 Km/h depending on the area around the station. The vehicle access permits of any persons contravening any traffic act on site will be revoked.
- Deliver and serve meals around the station in all the satellite points. (these points will be confirmed by the catering officer). Contractor to ensure that meal are delivered on time
- Have two vehicles and drivers on standby at all times,
- Have Supervisors, with means to be mobile.
- Vehicle for transportation of meals needs to be customized to deliver a hot or cold, dust free and uncontaminated meals to the employees
- Provide a 7day service to various Control Rooms on site (Including Sundays and Public Holidays)
- Provide Food Heating Box with Universal Wheels to Keep Hot Food 90L/120L

Take aways

The contractor must provide 1 x Container for additional services one will be used for storage and the other one will be used for cafeteria (canteen tuck shop). Please note: This will not form part of Contract as the employees pay for their meals.

- Take Aways (Call Order Bar) is an additional work for the Contractor.
- All costs associated will be for the Contractors own account.
- An initial charge will be agreed upon. Yearly increase from there will be subject the Food Price Index (FPI) on the same Indices used for Cost Price Adjustment (CPA)

Please note only in cases of strike the contractor will be requested to assist with emergency meals (prepacked/ takeaways) which will be as and when requested.

Industrial Relations

- The service provider must ensure that he complies with the minimum wage requirement as prescribed by law and all other Labour Relations Acts and should adjust rates as changes are affected.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including minimum wages, working hours, overtime, allowances. leave, bonus, UIF, Provident Fund, Workmen's Compensation, disciplinary procedures, union rights etc. These costs are to be included in the management costs, failure to include all costs should not result in penalties imposed on employee payment rates.
- Kriel Power Station is a National Key Point therefore the Service Provider must ensure that their employees do not embark on a strike on site or anywhere around Kriel Power Station.
- Service Provider must ensure that they have contingency plans should their employees be unable to come to work due to any protest action.

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- Service Provider must ensure that their employees do not partake in the Eskom employees' industrial action.
- If the main entrance to the station is closed, the service provider will be advised on an alternative entrance, and the driver must be flexible to divert to the alternative route.
- Labour Rate quoted must not be below the industrial rates of skill quoted as specified by department of labour.
- Contractor employees to be paid monthly, failure by contractor to pay employees as agreed on the employment contract shall result in penalties.
-

Note: Department of labour must be consulted regarding minimum wage rate, benefits and all required registrations to ensure compliance annually.

➢ **Food Production**

- Cooking/preparing the appropriate meals as per agreed menus according to the specifications as per Menu Specification on the Pricing Schedule
- Use approved standardized recipes to produce meals (to be provided by the *Contractor*).
- Have a full traceability system that can trace or analyse the product all the way back and pinpoint the specifics in each step of production according to all relevant Acts and Requirements.

1.1.2 Applicability

This document shall apply to employees at Kriel Power Station.

1.1.3 Effective date

TBA

1.2 Normative/Informative References

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

1.2.1

[1] ISO 9001 Quality Management Systems

[2] HACCP Hazard Analysis and Critical Control Points

[3] OHSAS 18001:2007/ ISO 45001:2018, Occupational Health and Safety Management systems

[4] SANS all South African National Standards pertaining to Food Industry

1.2.2 Informative

[5] ISO 9001 Quality Management Systems

[6] ISO 14001 (Environment)

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1.3 Definitions

Definition	Explanation
Employer	Employer will be Eskom Holdings SOC Ltd (Kriel Power Station)
Menu	List of dishes available at the Canteen
Canteen	Means where meals will be served to the employees
Contractor	Means an Employer as defined in Section 1 of the OHS Act, who is formally contracted (directly or indirectly) by Eskom and performs work for the Catering Services
Contract Manager	Means an Eskom representative appointed to manage the Contract

1.3.1 Document:

N/A

1.4 Abbreviations

Abbreviation	Explanation
OHSAS	Occupational Health and Safety Management systems
HACCP	Hazard Analysis and Critical Control Points
FIFO	First In First Out
SHEQ	Safety Health Environment and Quality

1.5 Roles and Responsibilities

The following sections contain specific functions within each of the following roles and responsibilities related to the execution of the works, but is not limited to below:

1.5.1 The Contractor

1.5.1.1 Ensure compliance to all requirements within this document.

1.5.1.2 Provide training and create awareness to their employees.

1.5.2 The Employer

1.5.2.1 Provides the Eskom Standards and Procedures

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1.5.1.2 Compliance Monitoring

The following requirements for conducting and monitoring the services will apply to the Works. The Contractor shall actively participate in and adhere to the Employer's requirements and other procedures initiated for the purpose of maintaining the Catering service. The Contractor shall attend the Site meetings when deemed required by the Employer.

Title and Purpose	**Approximate Time & Interval**	**Location**	**Attendance by:**
Finance and HR meeting	Once or twice a month	Main Building	Employer and Contractor
Operations meeting	Once a month	Canteen boardroom	Eskom representatives and the contractor representatives
SHEQ meetings	As and when required	TBA	Eskom representatives and the Contractor representatives
Contractual meetings	Once a month	Eskom Premises	Eskom representative and Management

The Employer's Supervisor or representative shall be entitled to request the Contractor to provide additional reports when in his/her opinion they are warranted to monitor the progress of the work

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The documents are as follows:

Title and purpose	**Frequency**
Weekly progress report, reporting on actual work completed.	Every Monday of the week, reporting on the previous week's progress
Stock taking report	Monthly
Risk Register and Customer Surveys	Monthly
Delivery notes	Weekly
LPO and receipts	Weekly

1.6 Process for Monitoring

The purpose of this document is to define the user requirement specifications for the provision of Catering services for Kriel Power Station employees.

N/A

2. Contractor's Responsibilities

(a) Staffing

- The supplier is responsible for catering services for employees, fixed-term contractors, partners, and visitors at Kriel Power Station.
- Ensure that Food Safety management system is implemented.
- The supplier shall provide full catering services to Eskom and its personnel at Kriel Power Station, as outlined in the contract and scope.
- Providing and replacing kitchen/dining hall utensils required for meal preparation, cooking, distribution, and consumption (e.g., crockery, cutlery, condiments, tablecloths, serviettes, and packaging), as well as cleaning all facilities and equipment involved.
- Ensuring and maintaining security for deliveries, dispatches, stockholding, and any equipment and kitchen/dining hall utensils.
- Managing and maintaining hygienic facilities, overseeing the process flow.
- The supplier shall cook and prepare meals according to the agreed-upon menus.
- Pre-packed breakfast meals will be collected from the dining hall or delivered as requested by the end user.
- The supplier shall administer the distribution/serving of all meals and be responsible for recordkeeping, measurement, and audit processes as required.

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- Dining halls shall be set up, cleaned and maintained before, during, and after meal-serving periods. This includes cleaning all fixed and movable equipment used in providing the service.
- To ensure service is provided in staggered mealtimes to avoid delays.
- The supplier is responsible for reporting defects in the canteen interior and hygienic upkeep of all delivery, storage, production, and dispatch equipment provided by Eskom, including fat traps, staff change rooms, staff toilets, admin offices, serving, and dining hall facilities.
- All Eskom equipment must be returned in good condition at the end of the contract, except for fair wear and tear.
- Proper signage for the entire operation shall be maintained by the supplier.
- The supplier shall be responsible for telephone bill.
- The supplier shall keep inventory registers and regularly verify all assets or equipment provided by Eskom and the service provider.
- Service provision must continue without interruption.
- The supplier to ensure that in the event of industrial action the service continues uninterrupted unless instructed otherwise by the Eskom representative
- The service provider to conduct induction and ensure that all employees understand the canteen rules before the commence work. To further explain no tolerance on theft and bad behaviour.
- The supplier shall carry out the services to the required service levels as stipulated in the general conditions of the contract.
- The supplier shall submit reports on matters required by the employer and maintain training and development programs.
- Provide training and create awareness to their employees.
- To provide food and beverages in an efficient and compliant manner to all.
- The service Providers shall ensure compliance to all Employer regulations, processes and policies and procedures, including without limitation.
- All menus, Ingredients specifications, standardised recipes and meals are to be verified and approved by Eskom personnel and dietitian prior to implementation.
- Ensure transportation and delivery of food must comply with the general Hygiene requirements for food premises, the transportation of food and related matters (R638).
- Supply of cleaning equipment tools and chemicals according to specifications provided.
- To provide pest control management services monthly, to Identify and eliminate pests, regular inspection and preventive measures.
- Provide detail report on pest control activities.
- Any food price increase (tuck shop and take-away's) to be agreed with the appointed Contract Manager prior to implementation.
- In the event of a decision to include items on the menu over and above the required minimum items, the prices shall be agreed with the appointed Contract Manager.
    - All other pricing assumptions excluded, and unknown costs must be clearly documented.

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- The Supplier provides transport for all his employees engaged in the execution of the works.
- For continuity in operations, service and stability on site we request that existing staff be considered primarily when mobilizing the workforce.
- Have the appropriate qualified and trained staff for the safe & hygienic production, transport and serving of meals according to industry norm.
- Organogram and CVs of key personnel (executive chef, Supervisor and SHEQ officer) to be provided
- The supplier is responsible for the transportation of its staff to the site and working areas, ensuring compliance with site vehicle requirements and relevant laws and regulations.
- Provide sufficient PPE as prescribed by the catering, hospitality and construction industry standards.
- Provide sufficient and appropriate uniform for all staff, with a clean set for each shift.
- Undergo medical evaluations for all employees including Police clearance as prescribed by the Employer SHE policy.
- Recruitment and skills development as per contractual requirements.
- Food handler's hands must be washed with anti-bacterial soap and warm water before, during and after preparation to maintain a high standard of hygiene.
- Food handlers' attention to personal hygiene and always take pride in their appearance.
- Food handlers to have neat and clean fingernails
- No jewellery or nail polish/artificial nails may be worn when working in the kitchen.
- Strong scents and aftershaves should be avoided by food handlers.
- No makeup may be worn by personnel working in the food production area.
- Service Provider must ensure that all employees are trained and familiar with the requirements of R638.
- All personnel working under this contract with uniforms, which state the name of the service provider and that can be clearly identified from other Service Providers. And ESKOM reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.
- The supplier's kitchen staff shall collaborate with Eskom catering employees to ensure that Eskom's goal of providing satisfactory service to all its customers is met.
- It is the responsibility of the service provider to ensure that Nutritional Quality is Conducted by a dietitian to assist with nutritional plan. The dietitian must be registered with the Health Professions Council of South Africa (HPCSA) under the Dietetics and Nutrition Board. The service must be provider on a quarterly basis.

Note:

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- Inspection will be conducted as per the PPE procedure (e.g. Aprons, safety shoes, safety goggles, hard heads, ear plugs, freezer jacket, hand gloves (for chefs and cleaners), hair nets, white long sleeved chefs' jackets and pants, etc.)
- Identification, in the form of name badges or tags, should be neatly and prominently displayed on staff.
- All Uniforms including protective clothing should be clean and freshly laundered and in good condition.
- Shoes must be clean, polished, in good condition.
- Name tag always worn on the left breast of uniform
- Wear gloves where appropriate and hairnets.

Note: Department of labour must be consulted regarding minimum wage rate, benefits and all required registrations

Cleaning

- Managing and maintaining clean and hygienic facilities using necessary cleaning materials, **Please note** it is the responsibility of the contractor to provide all cleaning tools **(Colour mops, Double bucket wringer, brooms etc)** and to ensure that all the tools are in a good condition at all times.
- Clean and clear the dining facilities and kitchen area before, during and after meals
- Maintaining a visibly clean and neat working area at all times inside and outside of facility (House Keeping)
- Daily Cleaning of all facilities and all equipment at all facilities
- Stripping, scrubbing and resealing of all floors
- Drains, fat/grease traps to be monitored and maintained according to the Water Act, SANS and HACCP requirements
- The cleaning and maintaining of kitchen fat/grease traps on a daily basis
- Keeping the kitchen and all kitchen equipment clean and sanitized on an ongoing basis
- Food temperature control according to Food Safety and Control Legislation in South Africa
- Undergo monthly external audits
- Pest and rodent control according to all SANS requirements regarding Food Premises at all areas used by the Service Provider
- Manage and follow all COVID-19 protocols, regulations and requirements as set out by Governmental and Kriel Site Employer Policies. The requirements can become stricter or more relaxed and the Contractor must adapt accordingly.

The service provider to arrange for general cleaning at the kitchen, dining hall, canteen and surrounding areas.

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- Areas used for the preparation of meat, poultry, offal and game must be clean with no visible signs of food debris or food particles.
- Stainless steel shelving, tables and counters need to be cleaned and sanitised daily or after each use.
- Kitchen staff to clean as they work.
- Kitchen staff to wipe up spilled or splashed food immediately to avoid creating a safety hazard, e.g. slips and falls.
- When cleaning equipment, special attention must be given to any item that contains areas where food particles may become lodged, e.g. graters, sieves or food processor components.
- Maintaining clean and hygienic food preparation areas, cooking areas and equipment is necessary to prevent the spread of harmful bacteria through cross-contamination.
- Kitchen Deep cleaning must be done twice a month. The service provider to submit proof of deep cleaning every month from a reputable service provider.

CHEMICALS REQUIRED

BACTERCEX-C	30gx50 PER PACK
BEST	25 LITRES
DRAINKLEAN	25 LITRES
FATSOLVENT	25 LITRES
KEMKLOR 12	25 LITRES
KEMSHINE	25 LITRES
KEMSTRIPPER	25 LITRES
POWERKLENS	25 LITRES
OVENKLEAN	25 LITRES
STERKLENS	25 LITRES
WINGLO	5 LITRES
STERIRUB	25 LITRE

- The service provider shall ensure that good housekeeping is continuously implemented on all Kitchen areas including provisions for the:
- Proper storage of materials and equipment.
- Removal of scrap, waste and debris at appropriate intervals.

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- The service provider shall ensure that all waste and debris is as soon as reasonably practicable removed and disposed of from the site in accordance with the applicable legislation.
- A skip bin will be provided by ESKOM for the service provider to dispose waste material.
- Waste bins will be provided by ESKOM for the service provider to dispose of general waste or domestic waste.
- All waste material to be properly sorted and placed in the appropriately allocated skips by the Supplier before any dumping of waste takes place.

Catering PPE is essential for hygiene and safety including.

- Chef's pants 2 per person long sleeve chef's jacket 2 per person, aprons 2 per person
- pair Safety boots (Bova) per person
- Storeman and Driver 2 pants and jacket 2 per person, storeman freezer jacket and pants per person
- Cleaners 2 pants and 2 Jackets
- Name badges
- Gloves
- Safety goggles
- Raincoat
- Hard hat
- Ear plugs

➢ **HYGIENE AUDIT**

Food safety training and hygiene audit will be conducted as a mandatory requirement stipulated in Regulation 638 for regulations governing general hygiene requirements for food premises and the transport of food. This regulation is promulgated under Foodstuff, cosmetics and Disinfectant Act 54 of 1972.

Training

Training will be done in 2 interventions of 2 hours each, it will focus on the following: Basic hygiene awareness training

- Video on personal hygiene
- Video on hygiene in general
- Cleaning
- Germs (what they are and how do they multiply)
- Personal hygiene
- Housekeeping

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- Food handling
- Food temperature control
- Pest control
- Cross contamination
- Food poisoning
- Sanitation

A manual/booklet of the topic of discussion must be made available to the catering officer before each intervention (Training manual).

A written report outlining the assessment results, possible problems identified and / or gap analysis and problem solving and / or action plans must be submitted after each session within 4 days after such an intervention.

Training must be provided by a qualified person in Hygiene or related specialized field. The Employer may ask for proof of qualification.

Full staff compliment: +/- 30 staff members.

Hygiene Testing

- Food samples (total plate count, total coliforms, clostridium, salmonella, E coli and staphylococcus)

- Hygiene swabs (total plate count, total coliforms, and staphylococcus and E coli)

- Hygiene testing of personnel
- Temperature monitoring
- Samples need to be taken every quarter for the period of 5 years.

During each visit

- 10 Hygiene swabs,
- 3 Food samples,
- 3 hygiene tests on personnel must be done and water sample.

As and when required.

Food samples to be tested for food poisoning to check the following total plate count, coliforms, clostridium, salmonella, E coli and staphylococcus) for full meal served.

1. Vegetable
2. Starch
3. Protein

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Basic Hygiene Audit		
hygiene audit- including Food samples, Hygiene swabs, Hygiene testing of personnel and Temperature monitoring.		15
Basic hygiene awareness training and Attendance training certificate X30		5
Food poisoning testing		25

Monitoring Quality Control Systems

- It is important that every member of the Catering team understands exactly how quality is to be measured.
- Check that deliveries comply with required standards of quality, hygiene, packaging and temperature.
- Monitor the quality of the food provided.
- Ensure that work practices are hygienic and comply with the required standards.
- Comply with hygienic food production practices.
- Follow the required production procedures and comply with cooking standards.
- Monitor the conditions under which cooked foods are stored.
- Ensure that products are in the correct containers and that they are stored in the appropriate storage area.
- Ensure that items are not stored for longer than permitted / required minimum period.
- Ensure that all food to be served meets the required presentation standards.
- Ensure that food is distributed at the right time, and within the required amount of time.

Quality points for fresh fruit and fresh Vegetables:

- Be uniform in size and shape
- Be free from blemishes (specks, moulds, bruises)
- Have good shape and colour
- Not be overripe
- Not be wilted or shrivelled up.
- Firm, clean, free from defect, fully matured, and well formed with good shape and colour.

- Crisp and firm in texture and to the feel.

- Free from any defects: bruises, decay, or damage.
- Not wilted or shrivelled up.
- Fresh in appearance with a bright colour.

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Quality points for Meat

Pork	Colour: Bright Pink in young animals. Deeper rose in older. Texture: Uniform, fine grained and firm.
Lamb	Colour: Light to darker pink, reddish in Mutton. Texture Fine grained, smooth, and uniform.
Beef	Colour: Light, bright red. Texture: Fine grained, velvety, and firm.
Quality of fish	Frozen fish should be solidly frozen, clear in colour and free of Ice crystals.
Quality points for Starch	To retain their quality, they should be stored in undamaged packaging or in a tightly lidded container.

Administration

- Maintaining an overall high standard of management of the kitchen and dining hall facilities
- Maintain a proper Auditable record keeping system with daily, meal by meal, feedback.
- Customer satisfaction rating system with daily feedback to Employer

2.1 Subheading

N/A

2.2 Subheading

N/A

3. Acceptance

This document has been seen and accepted by:

Name	Designation
[redacted]	Finance Manager
[redacted]	Support Services Manager
[redacted]	Catering Officer
[redacted]	Fleet Officer

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4. Revisions

Date	Rev.	Compiler	Remarks
October 2026	01	C. Letswalo	First Revision

5. Development Team

The following people were involved in the development of this document:

- Caroline Letswalo
- Veliswa Mlotshwa
- Mpho Tshisudzungwane

6. Acknowledgements

N/A

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