

	USER REQUIREMENT SPECIFICATION
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KOEBERG NUCLEAR POWER STATION (KNPS)

BUSINESS SUPPORT

TITLE: THE PROVISION OF CATERING, CANTEEN, MOBILE KITCHEN POP-UPS, KIOSKS, AND VENDING MACHINE SERVICES AT KOEBERG NUCLEAR POWER STATION (KNPS).

REFERENCE NO: **BS24/002**

CONTRACT NO: **TBC**

PREPARED BY:



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S PEMBA

DATE:

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1. DESCRIPTION

The provision of catering, canteen, mobile kitchen pop-ups, kiosk, and vending services at Koeberg Nuclear Power Station (KNPS).

2. SCOPE OF SERVICE / WORK REQUIRED

The scope of this service is to provide comprehensive catering, canteen, and mobile kitchen pop-up services at KNPS.

Key services include:

- Meal Production and Distribution
 - Production of high-quality meals meeting dietary and nutritional requirements,
 - Timely delivery of meals to various serving sites,
 - Provision of breakfast, lunch, and dinner services during outages, and
 - Provision of breakfast and lunch services during online operations.
- Point-of-Sale and Technology
 - Implementation of access control, point-of-sale, biometrics, and cash systems, and
 - Provision of an online ordering platform for employee meals accessible via Windows, Android and/or iOS devices.
- Operational Support
 - Administration of meal services and staff management,
 - Maintenance of hygiene, pest control, and cleaning standards, and
 - Organisation of special catering events, boardroom services, and vending.
- Consumables and Supplies
 - Provision of all necessary consumables and supplies for daily operations.

Overall, the service aims to deliver a comprehensive catering solution that meets the needs of on-site personnel, Suppliers, and customers, ensuring a high level of satisfaction and efficiency.

3. CATERING REQUIREMENTS AND SPECIFICATIONS

3.1 SPECIFICATION FOR THE PROVISION OF MEALS

3.1.1. STARTER (OPTIONAL)

- Soup (nominally 250ml freshly cooked), or
- Fruit Juice (250ml 100% pure juice)
- Water (Still or Sparkling 500ml)

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3.1.2. MAIN MEALS (NORMAL, HALAAL, HEALTHY AND VEGETARIAN)

- Lean Protein
- Starch
- Vegetables and/or Salad (2-off)

The Supplier's dietician must curate well balanced and varied menus for the approval of the Employer.

3.1.3. FAST FOOD MEAL

Uncooked portion sizes to be at least:

Protein	–	150g (uncooked) per portion and
Starch/Salads	–	300g (cooked) per portion.

3.1.4. GRADE OF PROTEIN

Beef	–	Prime and/or Super
Lamb	–	Super
Mutton	–	(for stewing) 1 st Grade
Pork	–	Super
Poultry	–	Grain-fed/Equivalent Local Quality
Fish	–	Hake, Snoek, Tuna
Eggs	–	Grain-fed

3.1.5. PORTION SIZES

Uncooked portion sizes to be at least:

Raw meat off bone	–	200g per portion
Raw meat with bone	–	240g per portion
Raw fish	–	150g per portion
Raw poultry with bone	–	280g per portion
Bone content not to exceed 15%	–	Quarter chicken
Stews/Pasta Dishes	–	260g per portion
Meat, chicken, fish	–	150g protein off bone
Vegetables or Salads at	–	100g per portion (cooked)
Starch	–	100g per portion (cooked)
Vegetables/veg protein (vegetarian)	–	150g per portion (cooked)
Fruit	–	175g and
Pre-packed Margarine/Butter	–	8g

3.1.6. MEAT SUBSTITUTES

Soya products must never be used as a substitute for meat or poultry. They may only be included as a source of vegetable protein in vegetarian dishes.

3.1.7. VEGETABLES

Preference must be given to seasonal vegetables or first grade frozen vegetables. The use of canned vegetables is prohibited. Vegetables will be prepared by steaming, roasting, or baking. To prevent the presence of foreign objects, fresh vegetables will be thoroughly washed and rinsed in salted water as a precautionary measure.

3.1.8. SALAD

Priority should be given to using seasonal salads, ensuring they are fresh and prepared on the same day they are served. Salads must be washed and prepared in accordance with health and wellness standards. Preventative measures must be implemented to eliminate the presence of any foreign objects in the salads.

3.1.9. SPECIFICATION FOR THE HALAAL MEALS

- All meals must strictly adhere to Islamic dietary laws, ensuring that the food is certified Halaal by a recognized Halaal certification authority.
- Only Halaal-certified ingredients are to be used in the preparation of meals. No pork or pork-derived products (e.g., gelatin, emulsifiers) are allowed. All meat and poultry must come from animals that have been slaughtered according to Islamic guidelines. Meat must be sourced from a supplier that is Halaal-certified.
- Separate utensils, equipment, and storage areas must be used to prevent cross-contamination with non-Halaal food. All utensils and surfaces must be properly cleaned in accordance with Halaal hygiene practices before use.
- Halaal meals should be clearly labelled with a Halaal certification symbol to indicate compliance. Packaging must ensure that the food remains sealed and uncontaminated during storage and transportation.
- Meals must be transported in clean, Halaal-compliant containers, ensuring that no cross-contamination with non-Halaal food occurs during transit. Hot or cold boxes should be used depending on the temperature requirements, and they must be secured properly during transportation.
- A certified Halaal supervisor or quality assurance representative must oversee the preparation, packaging, and transportation of the meals to ensure compliance with Halaal standards.

3.1.10. SPECIFICATION FOR THE TAKE-AWAY MEALS

The specification for these meals will be similar to Canteen meals except for the following:

- Each component must be packed separately, hygienically, and attractively within a container as per order.

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- Pre-packed and sealed plastic packet containing cutlery (plastic knife, fork, and spoon), basic seasoning (salt & pepper) and a serviette shall be available at the point of serving; and
- To comply with Hygiene Requirements, all Take Away Meals will be transported in hot/cold boxes. These boxes to be properly secured during transportation to avoid damage to food packaging.

3.1.11. SPECIFICATION FOR THE HEALTHY MEAL

The wellness menu to be compiled by a Registered Dietician, complying with the SA Heart Foundation's preparation methods.

Healthy meal icons to be added to wellness meal:



Low Cholesterol / Meal Content



Low Sodium / Meal Content



Low Fat / Meal Content



Low GI / Meal Content



High Fibre / Meal Content

3.2 CATERING PREMISES

3.2.1. MAIN CANTEENS

The Supplier shall prepare all meals in the main kitchens located at the ISI building, Koeberg Training Centre (KTC), and halaal kitchen.

3.2.1.1. ISI CANTEEN

Meal distribution inside Access Point 2 (ACP2) shall be prepared at the ISI kitchen, while takeaway meals shall be delivered to the designated distribution points as follows:

- MAB Kiosk
- ISI Kiosk
- Halaal Kiosk
- eKhaya Building
- 19 metres OPS
- Radiation Protection
- Any additional kiosks as and when required.

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3.2.1.2. KTC CANTEEN

Meal distribution outside Access Point 2 (ACP2) shall be prepared at the KTC kitchen, while takeaway meals shall be delivered to the designated distribution points as follows:

- Bulkstores/FFD Centre Kiosk
- Nuclear Sites/Conservation Centre/ Fire Training Centre
- ACP1/Visitors' Centre
- K1 Documentation Archive Centre
- Duynefontein Office Block
- OTF Simulator Building

3.2.1.3. HALAAL CANTEEN

Distribution of halaal meals inside and outside ACP2 shall be delivered from the halaal kitchen on-site to any of the locations with the Affected Properties as per customer requirement.

The Supplier will be responsible for obtaining and maintaining a valid Halaal certificate for the Halaal Kitchens. Islamic Inspections will be conducted on a monthly basis for the account of the Supplier. Halaal food supplies are to be delivered exclusively to the Halaal Canteen and stored separately. Halaal food supplies and take-away meals must never be transported with non-Halaal items, except when secured in a sealed, Halaal-only container.

3.2.1.4. KIOSKS

The Supplier shall ensure the following kiosks are operational:

- ISI Kiosk
- MAB
- Halaal
- Bulkstores / FFD Centre
- OTF Simulator Building
- KTC Kiosk
- Duynefontein Office Block
- Any additional Outage kiosk as and when required

3.2.1.5. VENDING MACHINES

The *Supplier* shall ensure the following vending machines are operational:

- 19m OP Support
- Bulkstores / FFD Centre
- Duynefontein Office Block

The *Supplier* will be requested to provide vending machines as and when required.

3.3 CATERING REQUIREMENTS AND SPECIFICATION

The Supplier is expected to provide a diverse range of catering options that meet the needs and preferences of on-site personnel. These offerings should include:

- **Essential meal:** A balanced and satisfying meal featuring protein, starch, and vegetables. Portion size, variety, and affordability are key considerations for this core offering.
- **Meal of the day:** A distinctive and exciting daily meal that goes beyond the standard "meal of the day" concept.
- **Varied menu:** A well-planned menu showcasing a variety of options that offer value for money. The menu should be tailored to the demographics of the site and include clear pricing information.
- **Unique offering:** A distinctive and innovative meal that stands out from traditional offerings.
- **Grab-and-Go options:** A selection of convenient and fast-food-style items, incorporating creative and unique choices.
- **Resale items:** A range of popular resale items, including chips, sweets, soft drinks, popcorn, and other snacks.
- Menu Review and Approval
 - The Supplier must submit the proposed food menu to the *Service Manager* for the *Employer's* dietician for review and acceptance prior to distribution.
 - The review and approval process must be completed within one week.
 - The Supplier should clearly communicate the deadline for meal orders to ensure the timely procurement, preparation and serving of fresh and high-quality food.
- Additional requirements:
 - **Dietary Restrictions:** The Supplier should be prepared to accommodate various dietary restrictions and preferences, such as halaal, vegetarian, vegan, or allergen-free options.
 - **Seasonal Variations:** The menu should be adaptable to seasonal changes and incorporate fresh, locally sourced ingredients when available.
 - **Customer Feedback:** The Supplier should actively seek feedback from on-site personnel to continuously improve the catering offerings and address their preferences.

3.4 THE SERVING TURNAROUND TIME

The requirements the Supplier must conform to:

- **Efficient queue management:** The point-of-sale system should be optimised to minimise customer wait times and ensure a smooth serving process.
- **Food quality and safety:** All food served must adhere to the highest standards of quality and safety, complying with relevant food regulations i.e.:
 - Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act No. 54 of 1972)
 - National Health Act, 2003

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- Agricultural Product Standards Act, 1990
- **Sustainable packaging:** The Supplier shall avoid the use of polystyrene foam containers. Food must be served in dignified and environmentally friendly packaging, such as microwaveable oval compartment boxes or similar alternatives.
- **Real-time feedback:** A system for collecting and analysing customer feedback must be implemented at all *service* facilities. This feedback should be synchronised with the *Supplier's* and *Service Manager's* centralised system to enable immediate action on service improvements.
- **Additional requirements:**
 - **Peak hours:** The Supplier must have strategies in place to manage peak service times and ensure efficient *service* delivery during periods of high demand.
 - **Staff training:** Adequate training must be provided to the *Supplier's* staff to ensure they are knowledgeable about the menu, service procedures, and customer service standards.
 - **Customer satisfaction metrics:** Key performance indicators (KPIs) related to customer satisfaction, such as average wait times and customer feedback ratings, must be tracked and monitored regularly.

3.5 PAYMENT AND ORDERING SYSTEM

The Supplier shall provide their payment and ordering systems to incorporate to the *Employer's* existing IT infrastructure. The proposed system should be finalised and agreed upon between the *Employer* and Supplier prior to implementation. The system to consists of and not limited to:

- Debit/Credit card machine,
- Cash,
- Pre-loaded system compliant with biometrics,
- Alternative options i.e., snap scan, tap 'n go, etc.

3.6 FUNCTIONS AND EVENTS

- **Function catering services**

The Supplier provides comprehensive function catering *services* to support a variety of events held at the Employer's premises. These *services* will be prepared on-site and offered on a quote-and-acceptance basis.

This *service* requires:

- **Menu Development:** The Supplier will develop, cost, and maintain a diverse selection of core menus suitable for various event types and styles. Menus must maintain a consistent level of quality, style, content, and cost, aligning with the initial menu proposals or subsequent amendments approved by the *Service Manager*.
- **Menu Options:** The Supplier's menus shall include but are not limited to:
 - Working breakfasts
 - Working lunches
 - Hot and cold finger lunches

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- Assorted cakes, pastries, and biscuits
- Savoury items such as biltong, droewors, nuts, crackers, and dips
- Coffee, tea, and beverage service
- Special occasion and event catering
- **Event Logistics:** The Supplier will be responsible for providing table settings, decorations, and managing the setup and clean-up activities for all catering events held within designated areas.
- **Additional requirements:**
 - **Flexibility and customisation:** The Supplier must be prepared to accommodate special requests, dietary restrictions, and customization options for events.
 - **Emergency preparedness:** The Supplier should have contingency plans in place to handle unexpected events or changes to event requirements.
- **Function menu pack**

The Supplier shall submit a comprehensive function menu pack with pricing for various options. This pack must provide detailed information about menu choices, pricing, and any additional services or customisation options available.

Note: The Supplier is to bear in mind the demographics on-site

3.7 FOOD DISTRIBUTION

The Employer will expect the food to be ready prepared in accordance with the serving timelines as stipulated under section 1.3.1. The Supplier will submit a detailed proposal on the food transportation or distribution solution to the satellite sites and expected delivery timelines or slots for acceptance by the Service Manager.

The Supplier provides a mobilisation plan, including the detailed Plan incorporating employment of staff, IT, and interface with security systems (where applicable).

3.8 STAFFING

- **Staffing and training**

The Supplier ensures adequate staffing levels to deliver an efficient and effective catering service. This includes recruiting professional chefs, kitchen staff, and management personnel commensurate with the operating hours, shift patterns, and peak seasons.

- **Staffing structure:**

- The Supplier must provide a clear distinction between permanent, fixed-term contract, third-party employment, and part-time staff.
- An organisational chart outlining the staffing structure and placement of personnel should be submitted to the *Service Manager*.

- **Staff documentation:**

Within ten days of the receipt of the first Task Order, the Supplier provides the *Service Manager* with the following:

- Curriculum Vitae (CVs) of key personnel, including management and skilled staff.
- Training and development programs for all levels of staff.

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- **Staff training and development:**

- The Supplier ensures that all staff are well-trained in catering practices, service etiquette, and customer service.
- Ongoing training and development programs must be implemented, by the *Supplier*, to maintain high standards of performance and address evolving industry trends.

3.9 STAFF UNIFORM

The successful Supplier shall provide the staff with standardised, clean, easy identifiable workwear including the necessary PPE (safety footwear and headgear in accordance with the Food Control and Food Legislation in South Africa).

The Supplier shall provide a branded uniform to all staff (back and front offices) and all staff must be identified by means of clear name tags. The Supplier shall ensure that its staff wears their correct identification tags during the period they provide *service*.

3.10 CLEANING, PEST CONTROL, HYGIENE FOR ALL CATERING FACILITIES

- **Hygiene and Maintenance**

The Supplier shall maintain a high standard of cleanliness and hygiene throughout all catering facilities, ensuring that they are adequately kept neat and clean before, during, and after meals.

- **Key responsibilities:**

- **Deep Cleaning:** Conduct thorough deep cleaning of all facilities at least once a week.
- **Pest Control:** Implement effective pest control measures to maintain a hygienic environment.
- **Sanitation and Maintenance**
 - Manage and maintain hygienic facilities, including drains, sewage, gulleys, and fat traps, in compliance with the National Water Act, 1998 (Act No. 36 of 1998) and any specific regulations or by-laws.
 - Clean kitchen grease traps daily.
 - Ensure ongoing cleanliness and sanitisation of the kitchen and all kitchen Equipment.
- **Auditing and Sampling:** Conduct monthly independent audits and sampling to monitor hygiene standards and identify areas for improvement.

- **Additional Considerations:**

- **Staff Training:** Provide comprehensive training to staff on hygiene practices, food safety, and pest control procedures.
- **Cleaning Products and Equipment:** Use appropriate cleaning products and equipment that are safe, effective, and comply with regulatory standards.
- **Documentation:** Maintain records of cleaning activities, pest control treatments, and audit results for compliance and traceability.

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3.11 OPERATING, MAINTENANCE AND TRAINING MANUALS

The Supplier shall develop and provide an operating, maintenance, and training manual, for its employees, for all facilities prior to start of the contract. These manuals will be reviewed and updated annually (if necessary).

3.12 EMPLOYER'S HIGH ACTIVITY PERIOD FOR THE SERVICE

Provisional Outages (these are indications only):

- Outage (127, 128, 129, 130 & 131)
- Outage (227, 228, 229, 230 & 231)

The Halaal (Framex) and ISI snack bars will render a 24/7 *service*, serving the normal fast foods, cigarettes, cool drinks etc.

3.13 EMPLOYER'S ESTIMATED QUANTITIES FOR THE SERVICE

These quantities are given in good faith as a guide only, *Employer* does not guarantee these quantities will render payment on the number of actual meals sold (served) to the permanent employees of the *Employer* and not on the number of actual meals prepared.

Item Description	Unit Meal Cost (UMC)	Estimated Monthly Quantity Non-outage (online)	Estimated Monthly Quantity Outage
Main meal (plated)	Per serving	889	1 500
Main meal (take-away)	Per serving	10 500	20 500
Starter (soup or juice or bottled water)	Per serving	7 440	18 500
Dessert	Per serving	6 560	15 000

NOTE: The *Employer* does not guarantee any number of meals to be sold and will render payment on the number of actual meals sold (served), to the permanent employees of the *Employer* only, and not on the number of actual meals prepared.

3.14 EQUIPMENT / CONSUMABLES PROVIDED BY THE SUPPLIER

The Supplier shall:

- Provide own vehicle and ensure that sufficient vehicles are available on-site for the transportation of equipment, materials, and food. All vehicles must be consistently maintained and always serviced.
- Supply gas and refills as needed, always ensuring an adequate and continuous gas supply.
- Provide cleaning equipment and environmentally friendly chemicals for daily cleaning, as well as the Material Safety Data Sheets (MSDS).
- Supply all necessary consumable items, including but not limited to foodstuffs, cleaning materials, paper/labels for computers, cash registers, meal ordering machines, and other related items.

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- Provide additional equipment as required, including but not limited to PC equipment, telephones, fax machines, and portable appliances such as microwave ovens, toasters, fryers, pie warmers, as well as fridges and freezers, to deliver a professional resale service.
- Provide staff uniforms, which must be always worn along with clear name tags for easy identification. The Supplier will also provide non-slip footwear and appropriate personal protective equipment (PPE) for all staff at their own expense.
- Cover the cost of laundry.

4. CATEGORIES OF LABOUR REQUIRED TO RENDER SERVICE

- The Supplier will provide sufficient, properly trained staff to meet the requirement of the work scope.
- It is the responsibility of the Supplier to meet the category of the service required.

5. TIMING AND PLANNING

The work scope is planned as follows:

Start date: 01 September 2025

End date: 31 August 2031

6. SHIFT REGIME

The Supplier shall provide the catering services Monday to Sunday during the following envisaged hours:

Service Description	Online Operating Hours	Outage Operating Hours
Breakfast	07:30 – 10:00	07:00 – 10:00
Lunch (sit down or takeaway)	11:30 – 14:00	11:30 – 15:00
Dinner (sit down or takeaway)	N/A	17:30 – 20:00
Fast foods or grab-and-go	08:00 – 15:00	24 hours
Mobile Kitchen pop-up	Twice a month (minimum), the Supplier to decide the days	Twice a month (minimum), the Supplier to decide the days
Meeting room functions	As per request	As per request
Executive meetings buffet-style	As per request	As per request

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Note: The Supplier shall ensure that the catering premises are operational throughout the day to suit the nature of the Employer's business.

7. TRAINING

- The Supplier must provide comprehensive training to their staff to ensure they are well-versed in the menu, service procedures, and customer service standards.
- The Supplier must maintain adequate staffing levels to deliver an efficient and effective catering service. This includes recruiting professional chefs, kitchen staff, and management personnel appropriate to the operating hours, shift patterns, and peak seasons.
- The Supplier to ensure adherence to latest FFD requirement.

8. ACCESS FORMALITIES

- 7.1 As stated in section 4.2 of the NEC3 Term Service *Contract*.
- 7.2 After completion of the training as stipulated, the successful Supplier personnel will be issued with a personal identification access card.
- 7.3 Personal Protective Equipment (PPE) is mandatory at Koeberg Nuclear Power Station. The Supplier is responsible for supplying all his/her staff with the appropriate PPE prior to the start of work.

9. ESKOM SCOPE OF SUPPLY

Eskom to provide Supplier with the specification for services required.

Contact details:

Charity Samutela	Project Manager	(021) 522 3458
Siphokazi Pemba	Contract Manager	(021) 522 1316

10. QUALITY REQUIREMENTS

The Supplier shall implement a robust Food Safety Management System (FSMS) that comply with the requirements of SANS/ISO22000:2019, Food safety management systems —Requirements for any organization in the food chain, or equivalent.

The Supplier's quality assurance program will be reviewed and accepted by the Service Manager before implementation.

The Supplier shall ensure that the correct food safety & quality measures are implemented throughout all stages of the food supply chain.

The Supplier shall Implement routine quality checks during receiving, food storage, and preparation stages to promptly identify and resolve quality issues before they impact the customers.

The Supplier shall regularly collect feedback from customers, staff and conduct audits to obtain insights into the quality of their products and service offering.

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The Supplier shall ensure that staff receive on-going training on food safety and hygiene practices to minimize health risks to all.

11. HEALTHY AND SAFETY COMPLIANCE REQUIREMENTS

The Supplier shall ensure full compliance with the following at all times during the service period:

- 11.1 Certificate of Acceptability (CoA)** - A valid Certificate of Acceptability issued by the local health authority must be provided by the Supplier prior to commencement of services and kept current throughout the term of the contract.
- 11.2 Certificate of Compliance** - A valid Certificate of Compliance for all catering-related equipment and premises shall be submitted by the Supplier prior to the start date. Any changes requiring re-certification must be promptly communicated to the Employer.
- 11.3 HACCP Accreditation** - The Supplier must be HACCP-accredited and provide documentary evidence of accreditation upon request. Accreditation must remain valid throughout the duration of the contract.
- 11.4 Audit requirements** - The Supplier agrees to allow the Employer, or its nominated representatives, to conduct audits of the catering operations and premises, to verify compliance with all applicable health and food safety standards.

12. REFERENCES

In accordance with the NEC3 Term Service Contract.

13. DOCUMENTATION

In accordance with the NEC3 Term Service Contract.

14. PRICING STRUCTURE

In accordance with the Contract and the pricing schedules for Catering, Canteen, and Mobile Kitchen Pop-ups, Kiosk and Vending Machines Services at KNPS and ATKSS.

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- 15.1** Pricing Schedule for Catering, Canteen, and Mobile Kitchen Pop-ups, Kiosk and Vending Machine Services at KNPS
- 15.2** SHE Specification – Low Risk Work 240-73419711
- 15.3** Environmental Specification – Low Risk Work 240-73419711
- 15.4** Inventory of Employer-Supplied Equipment

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