

Document reference	Title	No of pages
	This cover page	1
C3.1	<i>Employer's Service Information</i>	
C3.2	<i>Contractor's Service Information</i>	
	Total number of pages	

C3.1: EMPLOYER'S SERVICE INFORMATION

Contents

When the document is complete, insert a 'Table of Contents'. To do this go to: Insert, → Reference, → Index and tables → Table of Contents. Three levels and the title (but not the subtitle) may be shown if the formats used in this template are retained.

Otherwise insert list of contents manually.

Part 3: Scope of Work	1
C3.1: Employer's service Information	2
1 Description of the service.....	4
1.1 Executive overview	4
1.2 <i>Employer's</i> requirements for the <i>service</i>	Error! Bookmark not defined.
1.3 Interpretation and terminology	Error! Bookmark not defined.
2 Management strategy and start up.	6
2.1 The <i>Contractor's</i> plan for the <i>service</i>	6
2.2 Management meetings	6
2.3 <i>Contractor's</i> management, supervision and key people	6
2.4 Provision of bonds and guarantees	7
2.5 Documentation control.....	7
2.6 Invoicing and payment.....	7
2.7 Contract change management	7
2.8 Records of Defined Cost to be kept by the <i>Contractor</i>	7
2.9 Insurance provided by the <i>Employer</i>	8
2.10 Training workshops and technology transfer.....	8
2.11 Design and supply of Equipment.....	8
2.12 Things provided at the end of the <i>service period</i> for the <i>Employer's</i> use	8
2.12.1 Equipment	8
2.12.2 Information and other things	8
2.13 Management of work done by Task Order	8
3 Health and safety, the environment and quality assurance	9
3.1 Health and safety risk management	9
3.2 Environmental constraints and management	9
3.3 Quality assurance requirements	10
4 Procurement	10
4.1 People.....	10
4.1.1 Minimum requirements of people employed.....	10
4.1.2 BBBEE and preferencing scheme	10

4.1.3	Accelerated Shared Growth Initiative – South Africa (ASGI-SA).....	10
4.2	Subcontracting	10
4.2.1	Preferred subcontractors	10
4.2.2	Subcontract documentation, and assessment of subcontract tenders	10
4.2.3	Limitations on subcontracting	11
4.2.4	Attendance on subcontractors	11
4.3	Plant and Materials	11
4.3.1	Specifications	11
4.3.2	Correction of defects	11
4.3.3	<i>Contractor's</i> procurement of Plant and Materials	11
4.3.4	Tests and inspections before delivery	11
4.3.5	Plant & Materials provided “free issue” by the <i>Employer</i>	11
5	Working on the Affected Property.....	12
5.1	<i>Employer's</i> site entry and security control, permits, and site regulations.....	12
5.2	People restrictions, hours of work, conduct and records.....	13
5.3	Health and safety facilities on the Affected Property	13
5.4	Environmental controls, fauna & flora.....	13
5.5	Cooperating with and obtaining acceptance of Others.....	13
5.6	Records of <i>Contractor's</i> Equipment.....	13
5.7	Equipment provided by the <i>Employer</i>	13
5.8	Site services and facilities.....	13
5.8.1	Provided by the <i>Employer</i>	13
5.8.2	Provided by the <i>Contractor</i>	13
5.9	Control of noise, dust, water and waste	14
5.10	Hook ups to existing works	14
5.11	Tests and inspections	14
5.11.1	Description of tests and inspections	14
5.11.2	Materials facilities and samples for tests and inspections	14
6	List of drawings.....	15
6.1	Drawings issued by the <i>Employer</i>	15

1 Description of the service

1.1 Executive overview

The service is defined as the Cleaning of all boilers 1-6 at Arnot Power Station during Outages on an as and when required basis. This service covers everything listed below but not limited to it. This work will be done as per the 10 year outage plan schedule, which may be altered based on Eskom's electricity supply requirements or any other reason that may cause delays on the outage.

1.2 Employer's requirements for the service

The contractor is expected to supply all required cleaning machines and labour for operation of machines and for manual cleae vacuuming thring on some components of the boiler. He must also make sure that all machines brought to site are in a good working condition and will be replaced if any breakdown is experienced to ensure that work is still completed as per agreed duration.

The type of service to be rendered to the client is as follows.

High pressure washing on some areas maily the economiser.
Manual washing of the boiler both internal and external.
Manual cleaning of the boiler both internal and external.
Dusting of boiler headers and tubes before vacuuming the dead spaces.
Vacuuming of ash and dust both internally and externally mainly on the dead spacec.
Vacuuming of sand blast grit on the boiler hopper and other areas.

Areas to be cleaned.

184 dead spaces.
4X4 dead space.
Boiler ash hopper.
Economiser high pressure washing.
Boiler external cleaning.

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
PSR	Plant Safety Regulations
QCP	Quality Control Plan
GO	General Overhaul
IR	Interim
RA	Risk Assessment
Hr	Hour
BCEA	Basic Condition of Employment Act
LRA	Labour Relations Act
OHSA	Occupational Health and Safety Act
HP	Hold Point

WP	Witness Point
OBL	Outside battery limits

2 Management strategy and start up.

2.1 The Contractor's plan for the service

- Employer will submit the ten year plan or inform the Contractor in advance about any outage that is scheduled and submit scope for the areas that will need to be cleaning so as to give the Contractor ample time to plan properly.
- The contractor must ensure that all equipment used to do the work is in good condition and inspection certificates are available for verification if required
- All deviations from what is required must be communicated to the client for a decision to be made.

Five Years outage plan (these are only planned outages which are due to change for any technical reason)

Nr	Unit	Start- End Dates	Year
1	4	2022/08/13 - 2022/11/15	2022
2	1	2022/12/16 - 2023/03/09	2022
3	5	2023/06/30 - 2023/10/02	2023
4	6	2023/10/30 - 2023/12/08	2023
5	2	2024/05/20 - 2024/06/28	2024
6	3	2024/08/19 - 2024/09/27	2024
7	5	2025/11/03 - 2025/12/12	2025

2.2 Management meetings

- Meeting will be arranged between the Employer and the Contractor as and when required.
- Contractor should avail himself for daily feedback meeting that takes place during the outage to report on the progress and problems encountered on the plant including safety.
- Contractors will also be requested to attend the main outage meeting mainly for interphases discussions.
- SHE meetings for Contractors also take place once a week to discuss all safety related issues mainly about the plant.

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties, the nature and the progress of the service. Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

2.3 Contractor's management, supervision and key people

The *Contractor* appoints employees with sufficient knowledge in their area of expertise.

The *Contractor's* employees on site should be able to conduct pre-job brief and RA. It will be required that the pre-job brief and RA be conducted daily.

The *Contractor* employs only people who have received sufficient training to ensure that they comply with the Act.

The Contractor appoints a person who liaises with the Employer's designated Safety Officer. The appointed person, on the request of the *Service Manager*:

- undertakes safety audits at the Site and on the *Contractor's* employees.
- refuses any employee, Sub-Contractor or agent of the Contractor access to the Site if such person is found to commit any unlawful act or any unsafe working practice or is found to be not authorised or qualified in terms of the Act.
- issues the *Contractor* with a work stop order should he become aware of any unsafe working procedure or conditions of non-compliance with the Act, Regulations and Procedures by the *Contractor*.

2.4 Provision of bonds and guarantees

N/A

2.5 Documentation control

The Contractor will compile QCP's of work to be done and which will be approved by the Employer before any work commences.

2.6 Invoicing and payment

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to:
Eskom Holdings SOC Limited
Finance Department No 2002/15527/6
Private Bag x2
Rietkuil
1097
South Africa

and include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*;
- The contract number and title;
- *Contractor's* VAT registration number;
- The *Employer's* VAT registration number 4740101508;
- Description of service provided for each item invoiced based on the Price List;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;
- (add other as required)

Add procedures for invoice submission and payment (e. g. electronic payment instructions)

2.7 Contract change management

N/A

2.8 Records of Defined Cost to be kept by the Contractor

The Contractor should keep all costs involved and avail them on request.

2.9 Insurance provided by the *Employer*

The Purchaser's Insurance Policies can be viewed on the following website:

http://www.eskom.co.za/Tenders/InsurancePoliciesProcedures/Pages/EIMS_Policies_From_1_April_2014_To_31_March_2015.aspx

The Purchaser's insurance policies is reviewed and may be revised annually on the annual insurance policy maturity date at the end of March each year when the supplier is advised to inform himself of such updates on the above website. Claims procedures and claim forms are also available from this website. Marine insurance the procedure for initiation of this insurance cover is also available from this website.

2.10 Training workshops and technology transfer

N/A

2.11 Design and supply of Equipment

N/A

2.12 Things provided at the end of the *service period* for the *Employer's* use

2.12.1 Equipment

N/A

2.12.2 Information and other things

Reports must be submitted to the Employer after each service.

2.13 Management of work done by Task Order

The Contractor performs work in accordance with a Task Order issued and this Task Order will be created by the Employer and signed by both parties.

The Task Order is complete when the content and deliverables called up on the scope of work and any additional work done and all work complies with appropriate standards, requisite QCP and sound engineering practice to provide reliable generating plant.

Should the Contractor be unable to supply the resources required to complete a Task within the period specified, he immediately notifies the delegated Service Manager to this effect. The notification includes recommendations as to how the work can be completed.

An emergency work is work required when normal administration cannot be achieved and allows the Contractor to start work on a verbal instruction by Service Manager. The Contractor, without prior issue of a Task Order, but upon the verbal instruction of the Service Manager or Supervisor, provides the works in an Emergency. The Task Order is confirmed in writing within 24 hours.

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

In addition to the requirements of the laws governing health and safety, Eskom may have some additional requirements particular to the *service* and the Affected Property for this contract. The text below provides for these being attached as an Annexure to this Service Information. PLEASE ALSO READ CORE CLAUSE 27.4 TOGETHER WITH Z7 IN THE ADDITIONAL CONDITIONS OF CONTRACT TO MAKE SURE THAT WHATEVER IS INCLUDED IN THE ANNEXURE FOLLOWS ON FROM THOSE CLAUSES.

The Divisional/Regional Safety Risk Manager or his representative having jurisdiction over the *service* must provide the relevant safety, health and environmental (SHE) criteria for incorporation into this Service Information. The SHE specification / scope must be signed off by the Divisional/Regional Safety Risk Manager or his representative confirming that the applicable safety criteria have been taken into account.

The Commodity Manager / Buyer must refer the tender to the Divisional/Regional Safety Risk Manager or his representative in order to evaluate against enquiry-specific safety criteria.

The Divisional Safety Risk Managers who will be responsible for the allocation of resources to assist P&SCM with the above processes are as follows:

- Generation: Roley McIntyre
- Transmission: Tony Patterson
- Distribution: Alex Stramrood
- Enterprises: Jace Naidoo
- Corporate: Kersemi Pather

The *Contractor* shall comply with the health and safety requirements contained in **Annexure A** to this Service Information.

Compliance to the 5 CARDINAL RULES:

RULE 1: OPEN, ISOLATE, TEST, EARTH, BOND, AND/OR INSULATE BEFORE TOUCH

RULE 2: HOOK UP AT HEIGHTS

RULE 3: BUCKLE UP

RULE 4: BE SOBER

RULE 5: ENSURE THAT YOU HAVE A PERMIT TO WORK

3.2 Environmental constraints and management

The *Contractor* ensures that all goods, services or *works* supplied in terms of the Contract conform to all applicable environmental legislation.

The *Contractor* shall comply with **ISO 14001** and Arnot Power Station Environmental Policy **SHQP ENV 079**.

- **The environmental policy for Arnot Power Station is set out below:**

We are committed to sustainable development and will actively work to reduce the impact on the natural environment resulting from the power generation process.

We commit to continual improvement in our performance and aspire to minimum harm to people and the environment

- **Whenever we conduct our business, we will:**

- L : Legal compliance
- I : Improve continuously
- M: Management of natural resources
- P: Prevention of pollution

- **Refuse Disposal**

The *Contractor* is responsible to keep the work area clean of any rubble.

All waste introduced and/or produced on the *Employer's* premises by the *Contractor* for this contract, is handled in accordance with National Management Waste Act No. 59 of 2008 and Waste Management procedure: SHQP ENV 079.

The *Employer* provides colour coded bins for refuse disposal.

The *Employer* empties these bins.

Contractor keeps the work area clean of any rubble, and to places all refuse into the bins provided.

The *Contractor* ensures that all workers under his control strictly adhere to the correct use of refuse bins:

Blue bins: - Scrap metal only
White bins: - Lagging and general household rubbish
Red bins: - Oil contaminated waste
Blue and green drums - Waste grease

The *Contractor* shall comply with the environmental criteria and constraints stated in **Annexure B**

3.3 Quality assurance requirements

The Contractor will supply a quality Management program.

The Contractor supplies a QCP for the scope prior to the work commencing. The QCP will have all the activities to ensure quality of the work to be undertaken.

Code of practise for quality systems: ISO.9001, ISO 9002, ISO 9003 and QM 58.

The Contractor complies with the quality procedures and codes relevant and also advises on the appropriate use of other applicable standard and codes of practice.

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

N/A

4.1.2 BBBEE and preferencing scheme

N/A

4.1.3 Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

N/A

4.2 Subcontracting

4.2.1 Preferred subcontractors

N/A

4.2.2 Subcontract documentation, and assessment of subcontract tenders

N/A

4.2.3 Limitations on subcontracting

N/A

4.2.4 Attendance on subcontractors

N/A

4.3 Plant and Materials

4.3.1 Specifications

General specifications:

Arnot Power Station SHE Specifications
Arnot Power Station Environmental Policy
Site Regulations and Access Control
GGR 0992 Plant Safety Regulations
ISO 14001
ISO 9001

4.3.2 Correction of defects

Defects are to be corrected by the Contractor as soon as it comes to the Contractor's attention. Any defect notified by the Employer to the Contractor is to be corrected within 24 hours.

4.3.3 *Contractor's* procurement of Plant and Materials

The Contractor must provide the Material Safety Data Sheet for the chemicals used for cleaning to the Service Manager and chemicals used must be stored adequately.

4.3.4 Tests and inspections before delivery

N/A

4.3.5 Plant & Materials provided "free issue" by the *Employer*

N/A

5 Working on the Affected Property

The work will be performed on Arnot Power Station Boilers 1-6 including all boiler auxiliaries.

5.1 *Employer's* site entry and security control, permits, and site regulations

Security

- All site access is controlled through the designated access gate. The *Contractor* is informed of the access procedure through site regulations and that such procedures may change depending on the prevailing security situation.
- The *Contractor* will be restricted to the working areas associated with his place of work. The *Contractor* is forbidden to enter any other areas, and must ensure that his employees abide by these regulations.
- The chief protective services may with valid cause remove any of the *Contractor's* personnel from the site, either temporarily or permanently. He may deny access to the site to any person whom, in the opinion of the said chief of protective services, constitutes a security risk.
- The *Contractor* book in any tools, cabins, furniture, PC's, etc. at the security office before entering. The copy of the tool list needs to be kept in a safe place, as it will be the only acceptable document allowed to remove the items after contract completion.

Fire Precaution

- Any tampering with the *Employer's* fire equipment is strictly forbidden. All exit doors, fire escape routes, walkways, stairways and stair landing must be kept free of obstruction and not be used for work or storage at any time. Fire fighting equipment must remain accessible at all times.

IN CASE OF FIRE: CONTACT CONTROL ROOM AT EXTENSION 5035

Plant Safety and High Voltage Regulations

- On request from the *Contractor*, the *Employer* isolates the required plant from all sources of danger as described in the plant safety and High Voltage Regulations. The *Contractor* conforms to all rules and regulations applicable to plant safety.

Barricading and Screens

- The *Contractor* provides and installs barricades and warning devices to ensure that equipment and persons are not exposed to danger or to prevent access to dangerous areas.
- All welding, flame cutting and grinding work is properly screened to protect persons from arc flashing or eye injuries.
- All gratings are covered with an adequate protective screening when welding or flame cutting in the vicinity is undertaken strictly in accordance with the *Employer's* directive SP SER 003.

Speed Limit

- All vehicles are driven with due consideration for personnel and property. A maximum speed limit of 40km/h is adhered to on the premises at all times.

Reporting of accidents

- The *Employer* follows an accident prevention policy that includes the investigation of all accident involving personnel and property. This is done with the intention of introducing control measures to prevent a recurrence of the same incident. The *Contractor* is expected to co-operate fully to achieve this objective. Risk Management is informed within 24 hours of any injuries or damages to property or equipment.
- This report does not relieve the Contractor of his legal obligation to report certain incident to the department of labour, or to keep records in terms of the Occupational Health and Safety Act and Compensation for Occupational Injuries and Diseases Act.

Site Regulations

- All *Contractors'* employees entering the site are medically fit. A full medical examination is carried out by a registered Occupational Health worker who issues a certificate confirming the medical fitness of the employee. The examination consists of an eye test, heart function, lung function, chest

X-Ray, blood pressure, hearing function, previous occupational injuries, epilepsy, allergies, asthma and verification of work in elevated / confined spaces. Basically full examinations are allowed to work on site.

5.2 People restrictions, hours of work, conduct and records

The Contractor will keep records of all employees. The Service Manager will have access to them at any time.

In terms of the BCEA and LRA , all employees is afforded a fair minimum wage, including allowances for meals and transport, which has been agreed and set by the relevant bargaining councils and form part of the Act.

All employees are granted 3 breaks during the course of a 12 hour shift (1x 15 minutes break in the morning; 1x 30 minutes lunch break midday; and 1x 15 minutes break in the afternoon).

5.3 Health and safety facilities on the Affected Property

The Contractor to apply safety awareness at all times through continuous training.

The Contractor to have a daily toolbox talks, periodic site inspections, job observations, risk assessments, safety equipment checks and safety talks with all employees.

Medical centre facility for first aid will be provided.

5.4 Environmental controls, fauna & flora

N/A

5.5 Cooperating with and obtaining acceptance of Others

The Contractor might encounter other parties also doing work in the Contractor's designated work area. Co-operation and liaison between different parties are expected by the Employer.

5.6 Records of *Contractor's* Equipment

All equipment, welding panels, compressors, pneumatic tools, electrical equipment complies with a relevant SABS code of practice and all documentation related to this is made available as and when required.

5.7 Equipment provided by the *Employer*

Scaffold where required.

Forklift for offloading of pumps and tanks.

5.8 Site services and facilities

5.8.1 Provided by the Employer

Adequate water supply

Ablution facilities.

Electrical supplies.

5.8.2 Provided by the Contractor

Site establishment will be at the start of the contract and will remain for as long as the contract exists. A site will be allocated to the contractor and he will be responsible to maintain and keep the area clean and tidy. Accommodation is available at the Eskom guest house or private guest house in Rietkuil at the Contractors cost. All arrangement for accommodation will be the contractor's responsibility.

5.9 Control of noise, dust, water and waste

It is the contractors responsibility to ensure that all employees working on an outage wear their PPE at all times and they dispose all waste to the right containers.

5.10 Hook ups to existing works

The contractor must ensure that employees working on elevated areas uses the correct existing structure to hook up for their own safety.

5.11 Tests and inspections

5.11.1 Description of tests and inspections

During the course of the work, the Service Manager will do inspections on the work being conducted. The Site manager is also expected to do inspections during the course of the work. The Supervisor will on a daily basis do inspections. After the completion of work in the various areas, the Service Manager, Plant Engineer, Site Manager, Quality Controller and Supervisor will do final inspections.

5.11.2 Materials facilities and samples for tests and inspections

6 List of drawings

6.1 Drawings issued by the Employer

This is the list of drawings issued by the Employer at or before the Contract Date and which apply to this contract.

Drawing number	Revision	Title