

	<b>Scope of Work</b>	<b>Medupi Power Station Project</b>
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Title: **Provision Of General Office and Ablution Facilities Cleaning Service for Medupi Power Station Project**

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## **1. Introduction**

This is an all-inclusive General Office and Ablution Facilities Cleaning Service that will render a service on a daily basis to Medupi Power Station (Group Capital Division) and its Information Centre in Lephalale. The objective of the cleaning contract is to achieve high quality standard of cleaning to ensure health and safety of personnel occupying the site office premises. This will include provision of labour, supervision and management, staff uniform/PPE, equipment and its maintenance, transport and services such as cleaning, sanitary waste management, litter picking, deep cleansing, pest control, supply of consumables, and etc.

## **2. Supporting Clauses**

### **2.1 Scope**

#### **2.1.1 Purpose**

The purpose of this document is to provide a scope of work for Provision of General Office and Ablution Facilities Cleaning Service at Medupi Power Station Project.

#### **2.1.2 Applicability**

This document shall apply to Medupi Power Station.

#### **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.

#### **2.2.1 Normative**

- [1] ISO 9001 Quality Management Systems
- [2] ISO 9001 Quality Management Systems.
- [3] OHS ACT Occupational Health and Safety Act, 85 of 1993.
- [4] Medupi Quality Specification -200-1689
- [5] Medupi Power Station Safety, Health and Environmental Specification (200-207219)

#### **2.2.2 Informative**

N/A

## 2.3 Definitions

TERM	DEFINITION
Client (Employer)	Eskom Group Capital Division
Contractor	Service provider contracted to provide a specific service to Eskom, Medupi Power Station Project.

## 2.4 Abbreviations

Abbreviation	Description
CSS	Construction Site Support Department
SHEQ	Safety, Health, Environment and Quality

## 2.5 Roles and Responsibilities

### a) Responsible

Those who do the work to achieve the task. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required.

### b) Accountable (also approver or final approving authority)

The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible. In other words, an accountable must sign off (approve) work that responsible provides. There **must** be only one accountable specified for each task or deliverable.

### c) Consulted (sometimes counsel)

Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication.

### d) Informed

Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

**Table 1: RACI Matrix**

Process Step	Contracts Manager	Contracts Supervisor	Contractor	Employer
Document compiler and provide contract management function and support	A,R,C	C,I		I,C
Review and provide technical support on the defined scope	C,I	R,C,I		A
Executes the scope as per this document.	C,I	C,I	A,R	I
Reviews the works executed by the Contractor for acceptance and provides Project Management, Contract Management and Payment functions in accordance with the scope of works and the contract.	R,C,I	C,I	I	A,C

## 2.6 Related/Supporting Documents

N/A

## 3. Scope of Work

### 3.1 Provision Of Offices, Equipment And Services

#### 3.1.1. To be provided by Employer

- Office unit with a kitchen,
- Storeroom for consumables, spares and equipment,
- Ablution facilities,
- Water supply,
- Furniture (only office tables and chairs), and
- Electricity

#### 3.1.2. To be provided by Contractor

- Computers, printers, chairs for employees to sit at laydown area, and any additional items
- The provision of all necessary equipment to do the works:

##### 3.1.2.1. Cleaning

For example: Mop Trolleys; Mop Trolley Ringer, Fabric coated furniture cleaning machine, carpet cleaner, Industrial Floor Scrubber/Polisher, Window cleaning kit squeegee/ washer sleeve and etc...

### **3.1.2.2. Paving**

For example: Manual paving sweeper KM70/15c, Industrial dirt hoover or blower; Pans and brooms with stalks; and etc...

### **3.1.2.3. Maintenance of Equipment**

All equipment will be maintained and replaced by the Contractor at their own cost

## **3.2 The Provision of Labour, Supervision And Management**

- Supply provision of all necessary general labour, supervision and management to do all the works
- All staff will be available on fulltime basis only for purpose of this contract works
- The Contractor is required to have a roster for weekends, public holidays and for after hours to cater for any emergencies that may occur on site.
- The Contractor will be required to submit a weekly rooster for weekend or public holiday work to the Service Manager for approval.
- Shift hours will be the same as Medupi Site hours, for any change prior approval must be obtained from the Service Manager.
- Contractor is also to provide necessary training of all the staff appointed to ensure conformity with the scope of work.

**NOTE:** Due to the nature of the project environment and Medupi project nearing completion, the contractor will be required to submit staff demob plan when instructed by the Service Manager in order to review number of employees required going forward. Where the scope for office cleaning is reduced the Contract Manager might request that some of the cleaners work as litter pickers around site. Unfortunately some of the employees might need to be demobbed if there is no other work for them on the project.

## **3.3 Provision of Staff Uniform/PPE and other**

The Contractor shall:

- Supply staff protective wear uniforms/gear i.e. headgear, goggles, reflective vest safety boots and gloves, dust mask (appropriate to their tasks and functions) whilst on duty.
- Ensure uniforms are of good quality and labelled with a company name.
- Ensure that all staff members whilst on duty are neatly dressed, presentable and hygienic.
- Provide locker units for all staff to place their belongings.
- Provide fridge, kettle, microwave oven, coffee, tea, milk and sugar for their staff
- Ensure cleaners are provided with chairs at the laydown area or any other agreed rooms so they can rest there during break. Cleaners should not be sitting in offices and boardrooms making noise without permission.

### 3.4 Provision of Transport

- Contractor is responsible for providing own transport for its employees in line with Eskom Vehicle Safety Specifications (32-345)
- The transport is required for:
  - Staff traveling for Home-Work-Home
  - Movement of equipment and staff around site

### 3.5 Standard Service Required and Frequency

The contractor will be responsible for the planning of the cleaning activities, supply and delivery to site of all cleaning equipment, materials and services needed to execute the cleaning works.

The following table outlines the minimum requirements in terms of cleaning service and the frequency and can be adapted to accommodate changes in circumstances.

<b>A. Offices, Boardrooms, classrooms, control rooms, laboratories, kitchen and dining areas</b>	
<b>Activity</b>	<b>Frequency</b>
Sweep Mop Wipe equipment and furniture Wipe doors, door frames, door handles and window sills Clean and disinfect surface areas (table tops) Remove soiled dishes and wash for boardrooms Wash dishes and cloths Empty, wash and disinfect waste bins	Daily and in-between use

<b>B. Storerooms and Workshops</b>	
<b>Activity</b>	<b>Frequency</b>
Sweep Mop Wipe equipment and furniture Wipe doors, door frames, door handles and window sills Empty, wash and disinfect waste bins Wipe all items in storage and shelves	As and when required but the offices must be cleaned daily.

<b>C. Foyers/Veranda</b>	
<b>Activity</b>	<b>Frequency</b>
Sweep Mop Clean door mats Wipe equipment and furniture Wipe doors, door frames, window sills and disinfect door handles and hand rails Empty, wash and disinfect waste bins	Daily and in-between use.

Sweep and mop entrance stairs Vacuum and dust carpets/mats Empty ash trays Dust light fixtures and shades	
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D. Sports Centre/ Gym	
Activity	Frequency
Sweep Mop Vacuum carpets Wipe and disinfectant equipment and furniture Wipe doors, door frames, door handles and window sills Empty, wash and disinfect waste bins Wipe all items in storage and shelves Pick up and safely keep any small parts (e.g. screws) from gym equipment's	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 Wash and disinfect waste bin Wipe equipment and furniture Wipe doors, door frames, door handles, window sills 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	Daily and in-between use
<b>Female ablutions</b> In addition to the above: Empty sanitary (SHE) bins Wash and disinfect sanitary bins Provide necessary environmental compliance records such as landfill site permits, registration and transportation certificates, waste disposal records as instructed by the Environmental Manager  The ladies ablutions will be cleaned by ladies and men ablution will be cleaned by men	<b>Note:</b> <i>Ablutions are checked frequently, at least every hours and any deviations addressed. A checklist is kept and signed at each facility by a cleaner and supervisor.</i>  <b>Female ablutions</b>  <b>At least every second week or more frequently if necessary</b>



<p>Ensure there are hand sanitisers in every office and regularly refill them.</p> <p>Twice or more daily disinfect frequently touched surfaces such as door handles, microwaves, kettles, printers, phones etc.</p> <p>Monitor boardrooms by disinfecting tables, chairs etc after every meeting.</p> <p>Toilet and bathroom facilities must be cleaned and monitored at least hourly and surfaces disinfected as well.</p> <p>Refill antibacterial hand soap and provide hand towel in bathrooms and toilets.</p> <p>Use bleach or 70% alcohol based sanitiser for disinfecting frequently touched areas/objects</p> <p>Cleaning staff should also protect themselves from COVID19 when performing tasks through wearing masks, gloves, social distance etc.</p> <p>Ensure cleaning staff are trained on how to clean and disinfect during COVID19 pandemic.</p> <p>All COVID19 relevant statutory laws and regulations must be adhered to.</p>	
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The cleaning frequency must be adjusted during times of high traffic or exceptional use (e.g. events, pandemic etc) in order to maintain a high level of service and customer satisfaction. The Contractor must establish the location of those areas and make provision for frequent and additional service in order to ensure an always neat, tidy and hygienic facility.

### **3.6 Supply and Control of Materials, Equipment and Consumables**

The Contractor shall be responsible for:

- Purchasing, replenishing, safe storage, distributions and control of consumables, to agreed inventory levels, of consumables and some non-consumables (i.e. equipment's) required by the staff in the provision of the cleaning services. For details please refer to attached Appendix B;
- Requesting approval from Service Manager before purchasing of consumables. A copy of stock request must show stock remaining in store versus new stock required;
- Safe storage of all consumables. Should any of its staff members found to be pilfering the cost shall be recoverable from the Contractor and security protocols will be implemented to deal with culprits;
- Maintaining records of receipts and issues which should be reconciled and report submitted to the Service Manager on a monthly basis;
- All consumables and materials bought belongs to Eskom
- Ensure any non-compliant cleaning equipment is not used by any person whatsoever in the provision of the cleaning services;
- Ensure that its staff is properly trained in the use of cleaning materials and equipment; and
- Ensure that equipment used is safe and does not endanger the operator/s or member of the public in the surrounding areas where the equipment is being used.

### **3.7 Sanitary Waste Services**

- The contractor will be responsible for providing suitable sanitary waste bins at all ladies toilets. Furthermore the bins are to be emptied at least twice a month, 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 permits, registration and transportation certificates, waste disposal records as instructed by the Environmental Manager in line with the Medupi Waste Management Procedure.

### **3.8 Pest Control Services**

- This will be done on an RFQ system, where contractor must provide different quotes from suppliers specialising in pest control management.
- Pest control services which may be required may include but not limited to:
  - Rodent control, crawling insect control, flying insect control and any other
- The pest control Contractor will be responsible for
  - Provide all necessary equipment, chemicals, and supplies to provide all required services.
  - Providing Valid Pest Control Officer Certificate for the applicator in line with Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act (Act 36 of 1947)
  - Providing the Service Manager with safety data sheet for pest chemical to be used for acceptance by HSE Department
  - Providing method statement for pest control for acceptance by HSE Department
  - Making every endeavour to safeguard health and safety of people and animals in the Property against any perils of using pesticides

### **3.9 Deep Cleaning Services**

- Deep cleaning of toilets, basins and kitchens using suitable chemicals will be required.
- COVID19 disinfection service will also be required in situations where positive cases are known. The contract will be required to appoint a suitable/accredited service provider for disinfection.
- This will be done on an RFQ system, where contractor must provide different quotes from suppliers specialising in COVID 19 disinfection and deep cleaning.

### **3.10 Recycling Participation**

- Waste emptied from office bins is separated into different waste streams and refuse bags and must be emptied or disposed-off into appropriate wheelie bins.

### **3.11 Records**

This includes but not limited to:

- Roster for routine maintenance
- List of defects and corrections (defects notification Report)
- A stock control list of all purchased and stored goods versus usage and area of usage and consumables invoices
- Weekday and weekend attendance register
- Safety and Environmental requirements

### **3.12 SHEQ**

- The contractor shall comply with all applicable requirements of SHEQ system.
- 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 9001-2008

### **3.13 Labour Requirements**

- Hiring of local labour takes priority, for recruitment all CV's are to be obtained from Eskom Information Centre and locality of all appointed candidates will be verified via Eskom Medupi IR office on Medupi site.
- Conduct criminal and Medupi site clearance check (before offer of employment)
- Conduct training, testing and verifying key personnel qualifications and competence.
- Medupi Site Specific Agreement (SSA) is not applicable for this contract.

**NOTE:** Due to the nature of the project environment and Medupi project nearing completion, the contractor will be required to submit staff demob plan when instructed by the Service Manager in order to review number of employees required going forward. Where the scope for office cleaning is reduced the Contract Manager might request that some of the cleaners work as litter pickers around site. Unfortunately some of the employees might need to be demobbed if there is no other work for them on the project.

## 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 <sup>2</sup>
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
<b>Total Area to be cleaned</b>				<b>7307.9</b>

## 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 single 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	ea (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

<b>9</b>	Mutton cloth	1 kg roll	roll	4	monthly
<b>10</b>	Stalk Broom		each	1 per cleaner	quarterly
<b>11</b>	Floor Mop		each	1 per cleaner	quarterly
<b>12</b>	Feather duster	Short stalk	each	1 per cleaner	quarterly
<b>13</b>	Dust pan		each	1 per cleaner	Every 6 months
<b>14</b>	Toilet brush and holder		each	1 per cleaner	quarterly
<b>15</b>	Dishwashing liquid	5lit	each	102	monthly
<b>16</b>	Dish cloth	5 per pack	pack	6 packs	monthly
<b>17</b>	Dish towel	5 per pack	pack	6 packs	monthly
<b>18</b>	Refuse bags for office and kitchen bins	20 per pack	pack	1 per bin	weekly
<b>19</b>	Refuse bags for 240lt wheelie bins	20 per pack	pack	1 per bin	daily
<b>20</b>	Liquid hand soap	5lt	each	4	Monthly
<b>21</b>	Sanitary bags	20 per pack	pack	20	monthly
<b>22</b>	Toilet seat sanitizing sprays	6 per pack	pack	1 can per toilet	monthly
<b>23</b>	Air fresheners	6 per pack	pack	1 can per toilet	weekly
<b>24</b>	Floor polish	25lt	each	2	weekly
<b>25</b>	Furniture polish (aerosol)	6 per pack	pack	2 per cleaner	weekly
<b>26</b>	Window cleaner	6 per pack (750ml)	pack	1 per cleaner	quarterly
<b>27</b>	Handy Andy	6 per pack (750ml)	pack	6 packs	monthly
<b>28</b>	Bleach Thick	5L	each	20	Monthly
<b>29</b>	Carpet cleaning spray	6 per pack	pack	1 x	quarterly
<b>30</b>	Window cleaning kit squeegee, washer, sleeve (4 meters)		each	1 per cleaner	In two years.
<b>31</b>	Office and kitchen waste bins			As and when required	

### 3.14 Process Map / Flowchart

N/A

## 4. Process for Monitoring

### 4.1 Key Performance Areas and Indicators

See scope above

### 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 procedure which shall be issued to the Quality Management office through [medupiqa@eskom.co.za](mailto:medupiqa@eskom.co.za) 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 Revision Period

All QMS/EMS documents shall undergo a 3-yearly compulsory revision.

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### 4.3 Training Requirements

"No project specific training required to implement the process documented in this document beyond normal job function."

## 5. Acceptance

This document has been seen and accepted by:

Name	Designation
Lebogang Ramono	CSS Manager Acting
Harold Marais	Contracts Manager

## 6. Revisions

Date	Rev.	Compiler	Remarks
17 May 2022	0	J Sebetha	First Document version

## 7. Development Team

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

- L Ramono
- H Marais
- J Sebetha

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**Appendix A – Process Self-Assessment Checklist**

Discipline:		Applicable Document No.: (Please delete this and add Procedure's SPO Number)				Self-Assessment Date: DD / MM /YYYY	
Item No	Ref Section	Self-Assessment Question	Compliant			Comment	
			Yes	Part	No		
1							
2							
3							
4							
5							
Comments:							
Self-Assessment by:		Name:	Position:			Revision Required? (Yes / No)	Planned Revision Date:
Attendees:							

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