

	Scope of work	Kusile Power Station
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1. Introduction

Kusile Power Station is committed to promoting occupational hygiene and safety among its employees. This scope of work outlines the requirements for the provision of promotional materials and services for campaigns, ensuring compliance with Eskom Corporate Identity (CI) standards and occupational safety guidelines.

2. Supporting Clauses

2.1 Scope

This scope applies to all Kusile Power Station employees targeted by occupational hygiene and safety campaigns. It covers:

- **Design and Production:**
 - Develop campaign content aligned with occupational hygiene and safety messaging.
 - Design promotional materials in line with Eskom CI standards.
- **Printing and Branding:**
 - Print materials using approved suppliers.
 - Ensure correct logo usage and branding compliance.
- **Distribution:**
 - Deliver materials to relevant departments and employees.
 - Maintain delivery records.
- **Campaign Support:**
 - Assist with installation of physical branding (banners, posters, inflatables).
 - Facilitate interactive campaign events where required.
- **Documentation and Reporting:**
 - Maintain promotional material registers.
 - Submit campaign completion reports including feedback and lessons learned.

2.1.1 Purpose

To define the scope of supply, management, and deployment of promotional materials and services for occupational hygiene and safety campaigns at Kusile Power Station, ensuring effective communication and compliance

2.1.2 Applicability

This document applies to the Occupational Hygiene & Safety division, Corporate Communications, and any service providers contracted for campaign material production and services.

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2.1.3 Effective Date

This document shall be effective on the 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 45001:2018 Occupational health and Safety Management Systems.
- [3] 240-88303218 Kusile Power Station Occupational health and safety Manual.
- [4] 240-83458011 Kusile Power Station Internal Audit.
- [5] Occupational Health and Safety Act, No. 85 of 1993
- [6] Eskom Corporate Identity

2.2.2 Informative

- [9] Best practice guidance for occupational hygiene safety campaigns

2.3 Definitions

Definition	Explanation
Promotional Material	Physical or digital items used to convey campaign messages (e.g., banners, posters, t-shirts, selfie frames)
Supplier	Entity responsible for the design, printing, or provision of campaign materials
Campaign Event	Any planned activity aimed at promoting safety and hygiene awareness
Promotional Material	Physical or digital items used to convey campaign messages (e.g., banners, posters, t-shirts, selfie frames)
Supplier	Entity responsible for the design, printing, or provision of campaign materials
Campaign Event	Any planned activity aimed at promoting safety and hygiene awareness
Promotional Material	Physical or digital items used to convey campaign messages (e.g., banners, posters, t-shirts, selfie frames)
Eskom	Refers to Eskom Kusile Power Station.
Non-Conformance	Failure to meet or fulfil a specific requirement.
Sub-contractor	A firm or person that carries a portion of a contract from the principal contractor or from another subcontractor.

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Definition	Explanation
Supplier	A person who controls the supply, importation or resupply of machinery, plant, or work systems.
Workplace	Any physical location in which work related activities are performed under the control of the organisation.
Work system	A system in which human participants or machines or human participants and machines perform work using information, technology, and other resources to produce products or services for internal or external customers.

2.4 Abbreviations

Abbreviation	Explanation
CI	Corporate Identity
OHS	Occupational Health & Safety
PPE	Personal Protective Equipment
NCR	Non-Conformance Report
SANS	South African National Standards
SOW	Scope of Work
OHS	Occupational Health & Safety

2.5 Roles and Responsibilities

2.5.1 Employer

Approves campaign and allocates budget. To manage the contract on behalf of the Eskom and ensure that work is carried out as per scope of work issued and/or the Service level agreement.

2.5.2 Occupational Hygiene Practitioner

Oversee the implementation of the hearing protection maintenance program.

2.5.3 Employees

Participate in campaigns and provide feedback.

2.5.4 Corporate Communications

Ensures CI compliance and campaign messaging quality.

2.5.5 Contractor

To comply with the contract requirements and deliver a quality service to Eskom Kusile Power station. Designs, prints, delivers, and supports promotional materials according to specifications. To comply with any requirements stipulated in the scope of work.

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2.6 Process for Monitoring

Compliance verified through internal audits, campaign reports, and supplier performance evaluations compliance to this document shall be verified via internal audits.

2.7 Related/Supporting Documents

- Eskom CI Manual
- Occupational Health & Safety Act, No. 85 of 1993

3. Scope of Work

3.1 Supply of Promotional Material

- Design and produce campaign materials (posters, t-shirts, banners, selfie frames, inflatables) as per bill of quantity (BOQ) list.
- Provide materials for new campaigns, replacements, or on-demand requests.

3.2 Quality Assurance & Approvals

- All designs approved by Occupational Hygiene & Corporate Communications before printing.
- Conduct pre-production sample verification.

3.3 Delivery & Issuing

- Deliver materials to relevant sites/departments.
- Maintain distribution register and collect acknowledgment signatures.

3.4 Campaign Support Services

- Assist in setting up campaign materials.
- Facilitate employee engagement activities.

3.5 Reporting & Documentation

- Submit post-campaign evaluation reports, including supplier performance and lessons learned.
- Maintain all records for audit purposes.

3.6 Complaints & Non-Conformance

- Maintain complaints register.
- Implement corrective actions for non-conformance in design, delivery, or quality.

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3.7 Required Staff Competencies

- Contractors and suppliers must demonstrate prior experience in safety campaigns.
- Personnel must have relevant qualifications in marketing, communications, or occupational safety.

3.8 Service Level Requirements

- Response time for urgent requests: 7 days.
- Routine production and delivery timelines must be adhered to.
- Contingency plans for backup suppliers to avoid campaign delays.

3.9 Acceptance Criteria

1. All campaign materials meet Eskom CI standards.
2. Materials delivered on time and in full.
3. Positive feedback from Occupational Hygiene and employees.

3.10 Document Control/ Record Keeping

Maintain a log of all maintenance activities, including inspection dates, test results, repairs, and replacements.

Submit a maintenance report after each visit to the Occupational Health & Safety department.

3.11 Service to Eskom Kusile Generation Division

The contractor shall be willing to cooperate with Eskom Kusile Generation Division or their representatives by providing the Eskom or Eskom representative access to relevant information/tools used during the maintenance and servicing for the witnessing of maintenance performed for Eskom. The contractor should inform the Kusile Power station contract manager of any delays or major deviations in the performance of the maintenance and servicing.

3.12 Complaints

The contractor shall have a policy and procedure for the resolution of complaints received from Eskom or other parties. Records shall be maintained of all complaints and of the investigations and corrective actions taken by the contractor.

3.13 Control of non-conformance on work performed.

The contractor shall have a policy and procedures that shall be implemented when any aspect of its survey work, or the results of this work, do not conform to its own procedures or the agreed requirements of the customer. The policy and procedures shall ensure that:

- a) The responsibilities and authorities for the management of non-conforming work are designated and actions (including halting of work and withholding of assessment reports and certificates, as necessary) are defined and taken when nonconforming work is identified.
- b) an evaluation of the significance of the non-conforming work is made.

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- c) correction is taken immediately, together with any decision about the acceptability of the non-conforming work.
- d) where necessary, the customer is notified, and work is recalled.
- e) the responsibility for authorizing the resumption of work is defined.

3.14 Required Staff Competencies.

The contractor shall ensure that the work is conducted by competent staff with the relevant qualifications and training (**i.e., at least a bachelors' degree in a field, such as Audiology, Diploma of Audiometry, or a related field**) and at least 1 years' experience to perform the task.

3.15 Maintenance Methods

The contractor is required provide maintenance services to Kusile Power Station as indicated in the in the scope of work.

The contractor shall use appropriate methods and guidelines for all maintenance work within its scope.

The contractor shall have instructions for performing the maintenance activity and where the absence of such instructions could jeopardize the results of assessments, all instructions, standards, manuals, and reference data relevant to the work of the contractor shall be kept up to date and shall be made readily available to personnel.

Maintenance and calibration must be performed annually or as and when required.

3.15.1 Deviation from Methods.

Deviations from standard methods shall occur only if the deviation has been documented, technically justified, authorized, and accepted by Eskom.

3.15.2 Assuring the Quality of Maintenance Work.

The contractor shall have quality control procedures for monitoring the validity of assessments/maintenance undertaken.

3.15.3 Equipment.

- a) The contractor shall be equipped with all equipment required for the correct performance of the test (including measurements, calculation, and analysis of data).
- b) Equipment and its software used for measuring, calculating, and analysing shall be capable of achieving the accuracy required and shall comply with specifications relevant to the maintenance concerned.
- c) Where applicable, the contractor shall ensure that all calibration certificates for all equipment that requires calibration are made available to the Kusile Power Station contract manager and shall further form part of the assessment report submitted to Kusile Power Station.

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3.16 Result Turnaround Time

- a) The contractor shall adhere to the agreed project timeline as stated in the quotation and purchase order.
- b) All approved promotional items and campaign materials shall be delivered within 30 working days from receipt of design approval unless otherwise stated in the service agreement.
- c) The contractor shall notify the Kusile Power Station contract manager in writing of any anticipated delays or disruptions to the approved schedule.
- d) Turnaround time compliance shall form part of the contractor's Key Performance Indicators (KPI). Repeated delays without just cause may result in a Non-Conformance Report (NCR) or contract review.

3.17 Service Level Requirements

Response Time

- a) The contractor must respond to Eskom queries, approval requests, or change instructions within 48 hours of receipt.
- b) Urgent requests for additional promotional materials or campaign support must be actioned within 7 working days.

Availability

- a) The contractor must maintain sufficient inventory of common campaign materials (e.g., t-shirts, banners, gazebos) to avoid delays during campaign activation.
- b) The contractor must ensure staff availability during the agreed campaign periods for installation, setup, and onsite support.

Assuring the Quality of Promotional Material and Services

The contractor shall implement and maintain quality control procedures to ensure that all promotional materials, awareness items, and campaign services meet the approved specifications and Eskom standards.

- a) All maintenance activities must adhere to the manufacturer's specifications and comply with the relevant safety standards.

All materials shall undergo internal quality verification before delivery to Kusile Power Station.

- b) The contractor shall ensure that all artwork, printing, and branding conform to Eskom's corporate identity guidelines.
- c) Proof samples must be submitted and approved by the Kusile Power Station Occupational Hygiene & Safety Department before mass production.
- d) The contractor shall maintain documented evidence of quality inspections, approvals, and corrective actions for non-conforming items.
- e) Only materials that meet the final acceptance criteria shall be delivered to site for campaign rollout.

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Equipment and Production Tools

- a) The contractor shall be equipped with all relevant design, printing, and fabrication equipment to ensure high-quality production of campaign materials (e.g., digital printers, cutting machines, embroidery tools, large-format printing, etc.).
- b) Equipment and software used for design, printing, and production shall be capable of achieving the quality, resolution, and colour accuracy required, and must comply with Eskom branding standards.
- c) Where applicable, the contractor shall provide equipment calibration or colour proofing certificates to demonstrate adherence to quality control standards.
- d) The contractor shall ensure that all promotional installations (e.g., banners, gazebos, selfie frames, and inflatable structures) are securely set up, safe, and compliant with site access and safety requirements.

3.18 Acceptance Criteria

- a) All promotional materials and campaign items must comply with Eskom's corporate identity and Occupational Hygiene & Safety communication standards.
- a) Materials must be free from defects such as incorrect colours, spelling errors, smudges, poor print alignment, or physical damage.
- b) All branded items must match the approved artwork and specifications submitted to the Kusile Power Station Occupational Hygiene & Safety Department for pre-production approval.
- c) Campaign services, including setup and onsite activation, must be performed professionally and safely, adhering to Kusile Power Station access and SHE requirements.
- d) Delivery of items must be completed within the agreed timeline, and all materials must arrive properly packaged and labelled.
- e) Acceptance shall be granted only after inspection and sign-off by the Occupational Hygiene & Safety Department or the appointed Eskom representative.

3.19 Contents of the Report

- a) Payments will be made upon the successful completion of each campaign delivery or service milestone and after verification of compliance with all specifications and quality requirements.
- b) Invoices must be submitted with supporting documentation, which shall include:
 - i. Delivery note and signed acceptance by the Kusile Power Station representative;
 - ii. Quality inspection checklist or photographic evidence of delivered items;
 - iii. Approved artwork and proof of pre-production approval;
 - iv. Summary of campaign activities (e.g., installation, event support, and dismantling where applicable).
 - v. The contractor shall submit a post-campaign report summarizing items delivered, campaign reach, and any deviations, feedback, or corrective actions implemented.
 - vi. Failure to provide complete documentation or to meet the agreed specifications may result in withholding of payment until all deficiencies are corrected.

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4. Acceptance

This document has been seen and accepted by:

Name	Designation
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Dumi Gama	Operating Group Manager Kusile (Acting)
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5. Revisions

Date	Rev.	Compiler	Remarks
November 2025	1	N.N. Sikhakhane	Development of guidance document

6. Development Team

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

- Thobile Yonga
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7. Acknowledgements

N/A

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