

PART 3: SCOPE OF WORK

PART A: PROVISION OF SECURITY SYSTEM MAINTENANCE SERVICES FOR A PERIOD OF 5 YEARS ON AN AS AND WHEN REQUIRED BASIS TO ESKOM TRANSMISSION& TELECOMS

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C3.1: EMPLOYER'S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

The *service* involves maintenance service, spares and replacements that cover both software & hardware.

Refer the following section for detailed maintenance support required.

- Maintenance
Refer 3.6.1 of 24017000723.
- Service Level Agreement (SLA requirements)
Refer 3.6.2 of 24017000723.
- Repairs & Replacement
Refer 3.6.2 (e) of 24017000723.
- Spares
Refer 3.3.6 & 3.6.8 of 24017000723.
- Software Maintenance
Refer 3.6.6 of 24017000723.
- Training
Refer 3.9 of 24017000723.

1.2 *Contractor's* requirements for the service

Refer the following section for detailed maintenance support required.

- Maintenance
Refer 3.6.1 of 24017000723.
- Service Level Agreement (SLA requirements)
Refer 3.6.2 of 24017000723.
- Repairs & Replacement
Refer 3.6.2 (e) of 24017000723.
- Spares
Refer 3.3.6 & 3.6.8 of 24017000723.
- Software Maintenance
Refer 3.6.6 of 24017000723.
- Training
Refer 3.9 of 24017000723.

The *Contractor* shall submit a proposed SLA agreement, see the typical SLA agreement below

1. Responsibilities of Eskom

1.1 The Client will be responsible for utilising the facility and the technology for its intended use as specified in the project scope.

1.2 In the event of service breakdown / malfunction the Client will immediately endeavour to locate the cause and determine the extent of the problem by applying normal operating procedures as prescribed by the Service Provider. The Client will give a description to the Call & Support Centre of the problem, as he perceives it, and may give his opinion as to the reason or cause. However, the Client will not accept any responsibility for any information given with regard to the extent of the fault or reasons for the failure or malfunction. The Client shall apply normal caution in operating the service. Only authorised personnel are allowed to log a call with the Service Provider's Call & Support Centre.

1.3 If applicable the Client will execute the prescribed reset procedure as prescribed by the Service Provider. In the event that the services become operative again, the Client will return to normal operation. In the event that the services are restored but of unsatisfactory quality, or remain inoperative, the Client will log a call to the Service Provider's Call & Support Centre for further action and escalation.

1.4 The Client will ensure that all fault reporting pertaining to the premises is reported through the Control Room Logs on the PSIM or Client Fault Reporting Register and communicated to the Service Provider. The Service Provider will on a regular basis liaise with the Control Room Supervisor and take cognizance of the faults recorded in these logs and will endeavour to resolve the faults within the prescribed restoration times.

1.5 In the case of service requests not covered by the SLA, all such services requests or instructions must be officially issued in writing to the Service Provider by the Manager or its nominated deputy i.e. Supervisor.

1.6 The Client will afford the Service Provider access to the facility and to such other places as may be necessary to enable the Service Provider to perform the required services and maintenance. However, due to operational circumstances the Client may not always guarantee access or at any time. The Client is to schedule and facilitate such access. The Client accepts that such delays caused by him not being able to give the access timeously, will be cause for an extension of the Repair Time.

1.7 The Client will ensure that maintenance or repairs to the facility, other than that stated above, will not be attempted by himself or any other parties during the course of an agreement, unless specifically authorised in writing by the Service Provider or the client having sufficient training and expertise on site.

1.8 Should the Client move, modify or add additional equipment or components to the facility, or change facility features, a written request should be logged at the Service Provider's Call & Support Centre for processing of a relevant quotation if required and to update the site as build files.

1.9 The Client will provide suitable access for our staff to office space, ablution facilities and storage facilities if required during call outs, routine maintenance works for the period of maintenance.

2. Responsibilities of the Service Provider

2.1 The Service Provider shall be responsible for the complete provision of standard and critical services, fully described and detailed herein.

2.2 The Service Provider shall establish and maintain a comprehensive Record System through the Call & Support Centre's Maintenance Management System and the use of the PSIM Maintenance module.

2.3 The service provider will liaise and have a brief regular meeting with the responsible person i.e. Site Manager or nominated deputy in order to report back on the previous day's maintenance events and on the maintenance schedule for the days ahead.

2.4 The Service Provider shall not respond nor be held accountable for any faults not reported through the mentioned systems and procedures.

2.5 The Service Provider shall at any time during the contract period, perform all repairs, replacements or maintenance services covered by the SLA upon receipt or upon written notification of a Fault Report from the Client through the Call & Support Centre or the Advancis PSIM Platform, and respond to the report within the specified Restoration Time, and/or restore the service to its intended working condition.

2.6 The service provider will perform all scheduled maintenance tasks planned for the month, these activities and completion thereof are to be monitored and verified by the nominated responsible person on a week-to-

week basis or month to month basis as applicable as well as tracked, monitored and reporting through the PSIM platform.

2.7 Notwithstanding that all emergency maintenance and scheduled maintenance tasks are to be prioritized; the Service Provider will only attend to service requests not covered by the SLA upon completion of all SLA contractual binding obligations.

2.8 The Service Provider once agreed with the client, list and report all backlog issues, technical operational issues, repairs with long turn around lead times, etc. Where applicable, on the faults on a monthly basis.

2.9 The Service Provider shall restore the service to a condition equal to its condition prior to the reported fault.

2.10 After completion of the work for all types of maintenance and service restoration the Service Provider's Call & Support Centre shall inform the Client of the successful restoration. This will also be reflected in the monthly reports and on the PSIM platform.

2.11 The Service Provider shall be responsible for setting up, maintaining, and administrating the Call & Support Centre.

2.12 The Service Provider shall ensure that all work performed by him is carried out in accordance with the requirements, regulations, and stipulations of *inter alia* the Occupational Health and Safety Act as amended, as well as any other applicable legislative requirements.

2.13 The Service Provider shall ensure that all the work performed by him is in accordance with technical maintenance specification of the developers/engineers of the system(s).

2.14 The Service Provider shall train personnel on maintenance and operation of the installed PSIM security system at various sub substation.

2.15 The Service Provider shall ensure that all the work performed is in accordance with technical maintenance specification of the developers/engineers of the system(s).

1.3 Interpretation and terminology

If required include here definitions additional to those used in the *conditions of contract* which are required only for the purpose of making the Service Information easier to draft and read. Also list abbreviations used and provide a full interpretation of each one, for example:

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
EMS	Energy Management System
GDS	Generation Dispatch System
IPS	Interconnected Power System
NCC	National Control Centre
NEC	National Engineering and Construction contract
OTS	Operator Training Simulator
PCC	Primary Control Centre
PPE	Personal Protective Equipment
SCC	Secondary Control Centre
SOC	System Operating and Control
TPSCM	Transmission Power System Control and Monitoring system
VPN	Virtual Private Network
WAMS	Wide Area Monitoring System
<i>Contractor</i>	<i>Contractor</i> is referred to as a <i>Supplier</i> .
"shall"	Requirements that are defined by the word "shall" must be considered as definite requirements or constraints on the proposal.
system or solution	May be read as Transmission Power System Control and Monitoring (TPSCM) system
Working Day	From 08h00 to 16h00 on any day during the Working Week.
Working Week	Monday to Friday, excluding official public holidays of the Republic of South Africa.

2 Management strategy and start up.

2.1 The *Contractor's* plan for the service

All services will be required on an as and when required basis.

2.2 Management meetings

Regular meetings of a general nature may be convened and chaired by the *Supply Manager* as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Activity and upgrade planning meeting	As necessary	MS Teams or as agreed	<i>Contractor</i> , stakeholders and <i>Contractor</i>
Risk register and compensation events	As necessary	MS Teams	<i>Contractor</i> , stakeholders and <i>Contractor</i>
Quarterly contract review meetings	Quarterly on date and time as agreed	MS Teams or in person as agreed	<i>Contractor</i> , stakeholders and <i>Contractor</i>
Services review meeting to discuss the status of open issues	On demand	MS Teams	<i>Contractor</i> , stakeholders and <i>Contractor</i>

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* is to submit an organogram showing all key people involved in the contract 7 days after contract award. All key personnel must be appointed in writing, must be current for the specific site and area of work and must be kept on file

2.4 Documentation control

All correspondence is to be addressed to the *Service Manager* with a sequential numbering system, as defined below, in the form of TSC templates.

Documentation shall be identified using the code: [Contract Number] [Sender] [Receiver] (where E = Employer, C = Contractor) yyyy-mm-dd-[index]. Contractual communications will be in the form of properly compiled letters or forms attached to e mails and not as a message in the email itself.

Documentation shall be exchanged freely between the relevant parties except that all correspondence relating to or affecting contract pricing shall be routed through the *Service Manager*.

2.5 Invoicing and payment

Within one week of receiving a payment certificate 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 payment certificate.

The Contractor shall address the tax invoice to

Eskom Holdings SOC Limited
P O Box 1091
Johannesburg
2000

and include on each invoice the following information:

- Name and address of the Contractor;
- 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;
- Previous, present and to date values per payment certificate;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;
- Any other information as may be required.

An original invoice must be sent to the Accounts Payable Department and a copy to the Service Manager.

Details on how to submit invoices and additional information:

The Contractor must ensure that the Eskom order number is clearly indicated on the invoice together with the line number on the order they are billing for.

All Electronic invoices must be sent in PDF format only.

Each PDF file should contain one invoice; or one debit note; or one credit note only as Eskom's SAP system does not support more than one PDF being linked into workflow at a time.

The Contractor's E-mail may contain more than one PDF file (e.g., 2 invoices on 2 separate PDF files in one e-mail)

Send all invoices in PDF to the following email addresses:

1. For local invoices: invoiceseskomlocal@eskom.co.za
2. For foreign invoices: Invoicesgrpcapital@eskom.co.za

The Contractor can request a park invoice from the Finance Shared Services (FSS) contact center, which can then be followed up and corrected. The Contractor is welcome to forward the details of invoices to the FSS contact center.

All queries and follow ups on local invoice payments should be made by contacting the FSS contact center
Tel: 011 800 5060
e-mail: fss@eskom.co.za

FOREIGN INVOICES

The foreign invoice should be sent together with relevant shipping documents and the Contractor shall ensure that the commercial invoice has been used previously and therefore funds are not exhausted. The shipping documentation is as follows:

1. Tax invoice
2. Commercial invoice
3. SARS Release notification
4. SAD 500
5. Custom worksheet
6. Bill of lading.

If the *Contractor* does not furnish the supporting documents, the payment cannot be made, and the *Contractor* will charge the cost of moving the Forward Exchange Cover (FEC) that Eskom has incurred in managing the risk of currency movement.

Tax Requirement

A PDF file that was created directly from a system meets the definition of original document and is allowed (including saving documents from excel to PDF, word to PDF etc.)

An Invoice that was printed and then scanned to PDF by the Vendor is not acceptable as this is not an original tax invoice by SARS definition but a copy.

The following wording needs to appear on the invoice: "Your invoice is encrypted in order to comply with SARS requirements that invoices, and statements sent electronically are tamperproof."

If there is Cost Price Adjustment (CPA) on your invoice we recommend that the *Contractor* issue a separate invoice for CPA so that if there are any issues on the CPA the rest of the invoice can be paid while resolving the CPA issues.

Introduction of electronic invoicing does not guarantee payment but will ensure visibility of all invoices and ensure that no invoices get lost. If the goods receipt is not done the invoice will be parked and the system will automatically send an e-mail to the end user to do the goods receipt. This is also tracked by Eskom through the park invoice report.

The *Contractor* can request a park invoice report from the Finance Shared Services (FSS) contact center which can then be followed up and corrected. The Contractor is welcome to forward the details of invoices corrected to the FSS contact center.

Email addresses for invoice submission:

Transmission Projects Delivery (TPD): Invoiceseskomlocal@eskom.co.za

PROCEDURE FOR INVOICE PAYMENT:

- Once work/ activity is complete, both parties are to agree
- A payment certificate will be created to certify the work done – both parties to sign
- Eskom end user to use payment certificate to do Service Entry and Goods Receipt
- Payment certificate to have amount due, service entry number, goods receipt number and order number
- Copy of the payment certificate is to be issued to the *Contractor*
- *Contractor* to create invoice in terms of the payment certificate
- Invoice to have order number, goods receipt number and service entry number displayed
- *Contractor* to attach copy of signed payment certificate to invoice and send it electronically to invoiceseskomlocal@eskom.co.za
- Procedure for retention payments is the same
- For first retention release a completion certificate is required

2.6 Contract change management

In the event of any changes to the contract in the form of changes to the scope, cost and time, the *Contractor's* governance process will be followed. The *Contractor* is not authorised to implement any changes to the contract unless authorised in writing by the *Service Manager*.

2.7 Records of Defined Cost to be kept by the Contractor

The *Contractor* shall keep records of all costs until the final account has been settled.

2.8 Training workshops and technology transfer

The *Contractors* should comply with the requirements as specified in section 3.9 of 24017000723

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The Contractor shall at all times comply with the health and safety requirements prescribed by law as they may apply to the works. The Contractor shall comply with the health and safety requirements contained in the following documents:

- SHEQ policy – 32 727
- Eskom Procurement and supply chain management procedure – 32-1034
- SHE Requirements for the Eskom Commercial process – 32- 726
- Contractor health and safety requirements – 32-136
- Integrated SHE organisation: roles and responsibilities and statutory appointments – 32-296
- Life saving rules – 240-62196227
- Working at heights – 32-418
- Eskom Vehicle safety specification – 32-345
- Employer's Health and Safety requirements - TST32-136

The authorization procedure for a permit to work shall be followed by the Contractor before commencing work on site. It is the Contractor's responsibility to ensure that a permit to work is obtained before access to the work can be given. It is the Contractor's responsibility to also ensure that the safety file has been audited by the Health and Safety Representatives before establishing site.

The Contractor must be in possession of current first aid certificate. The Contractor's trucks must have a valid and current crane test certificate with the truck driver and crane operator's certificate. All tools must have valid and current test certificates, which must be produced two weeks before site establishment.

The Contractor will only leave site once a written site instruction has been issued by an Eskom site representative. Working hours will be from 08h00 to 16h00 during week days (as per outages), weekend work to be carried out only on request by Eskom.

The Contractor is to have an Eskom certified and authorized person available in each area where work is being performed at all times in accordance with Eskom transmission standard TST32-136 contractor safety in a high voltage environment.

A complete safety and risk assessment must be done BEFORE the contractor starts works on site. The Site Supervisor will be monitoring the works continuously to ensure strict adherence to Safety rules. If needed, the contractor is to visit the site at the Contractor's own cost before work commences to familiarize with the scope of works and to assess any safety issues.

Before any excavation is commenced, it will be the responsibility of the Contractor to ascertain from the Site Supervisor the position of any existing services on site. Once these are indicated to the contractor they shall be deemed "known". Any costs incurred for repairs to any "known" services shall be for the contractor's account.

The Contractor shall allow safe access for other contractors and Eskom personnel when required.

Copies of the Valid Eskom ORHVS Certificates are to be submitted with the tender documents.

The contractor is to compile a complete Safety File. The file needs to be audited and approved by the Transmission Services Risk and Safety Department:

For **Central Grid**: - Contact persons:
Lebohang Nkosi, Contact No. +27 82 807 1111

For **North East Grid**: - Contact persons:
Ramoatse Masiza, Contact No. +27 82 716 8118

For **North West Grid**: - Contact persons:
Phuthi Tlhako, Contact No. +27 72 893 1841

For **East Grid**: - Contact persons:
Bongeka Sitshange, Contact No. +27 82 513 5515

PLEASE NOTE that only once approval for the SAFETY FILE has been granted by Transmission Services Risk and Safety Department can the contractor commence with the works.

The Contractor's attention is drawn to the fact that other contractors might be on site and access and interfacing with them may be required. The Contractor shall allow safe access for other contractors and Eskom personnel when required.

The Contractor shall make his own arrangements for the provision of accommodation for his employees. No accommodation or camping will be allowed on site..

The *Contractor* undertakes to take all reasonable precautions to maintain the health and safety of persons in and about the provision of goods and execution of services. The *Contractor* shall;

- comply to the life-saving rules
- Acknowledge *Contractor's* rules and requirements including the requirements of annexure B
- Provide and maintain a current Health and Safety file
- After the site readiness health and safety file have been approved, the contractor shall undergo the Employers site induction before site access is granted.
- Ensure that there is always Valid letter of good standing in the file.
- The contractor to ensure that Police clearances is done to all their employers on the project.
- The shall ensure that all the COVID-19 are complied to, as per the Health and Safety requirement specification.

Below is the list of standards applicable to this scope of work. The *Contractor* provides only for the *Contractor's* standards, it is the responsibility of the *Contractor* to source the national and international standards.

Drawing / Document number	Revision	Title
240-62196227		Lifesaving Rules
32-727		Safety, Health, Environmental and Quality policy (SHEQ) policy
Act 102 of 1980		National Key Points Act

ISO 9001		Quality Management Systems – Requirements
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3.2 Environmental constraints and management

The *Contractor* shall comply with the environmental criteria and constraints stated in the Environmental requirement for the contractors.

3.3 Quality assurance requirements

The *Contractor* shall control the activities and processes in accordance with the *Contractor's* Eskom's Quality Requirements for Procurement of Assets, Goods & Services QM 58. ISO9001:2015 compliance is a condition and shall be applied.

3.4 Plant and Materials

3.4.1 Specifications

- Maintenance
Refer 3.6.1 of 24017000723.
- Service Level Agreement (SLA requirements)
Refer 3.6.2 of 24017000723.
- Repairs & Replacement
Refer 3.6.2 (e) of 24017000723.
- Spares
Refer 3.3.6 & 3.6.8 of 24017000723.
- Software Maintenance
Refer 3.6.6 of 24017000723.

3.4.2 Tests and inspections before delivery

The supplier is required to provide a Certificate of Conformance for each item to be supplied and/or delivered (Serial Number should be used for traceability). Where Batch testing was done the serial number of the item to be supplied and /or delivered must be traceable to the Batch tested.

The supplier shall provide delivery lead times for each offered products, equipment, module, software and associated licences.

The *Contractor* shall provide a list of licenses and the associated license keys or serial numbers for all software.

The *Contractor* shall provide the list of the serial numbers for all equipment.

Refer doc 24017000723 & 24017000096.

4 Working on the Affected Property

4.1 *Contractor's* site entry and security control, permits, and site regulations.

- Entry to the site is governed by the Grid's Engineering Assistant and the Contractor shall adhere to all regulations given.
- All employees are to sign the Workers declaration on entering and leaving the working area.
- The *Contractor* is to have an Eskom certified and authorized ORHVS person available on site at all times in accordance with Eskom's Construction Safety, Health and Environmental Management 32-136.
- The authorized ORHVS person is to have a valid first aid level 2 certificate.
- The authorization procedure for a permit to work shall be done before the *Contractor* commences work on site.
- It is the *Contractor's* responsibility to ensure that the authorization procedure for a permit to work is obtained before access to the work can be given.
 - ❖ For **Central Grid** Please contact Mr Bongumusa Mnguni 013 693 2776 or 083 999 4103 to arrange for an interview for authorization.
 - ❖ For **East Grid** Please contact Mr Flip Lingenfelder 035 787 8719 or 076 645 5458 to arrange for an interview for authorization.
 - ❖ For **North-East Grid** Please contact Mr Donovan Bovey 013 693 2084 or 079 401 1027 to arrange for an interview for authorization.
 - ❖ For **North- West Grid** Please contact Mr Steven Banda 011 871 2060 or 079 780 7585 to arrange for an interview for authorization.
- The Contractor will be required to have an Eskom certified and authorized ORHVS person available in each area where work is being performed.

4.2 People restrictions, hours of work, conduct and records

Access on site is restricted to the area in which the Contractor is working and which has been barricaded.

The *Contractor's* Working Day is from 8h00 to 16h00 on any day during the Working Week. The Working Week is Monday to Friday, excluding public holidays of the Republic of South Africa. Work outside these times will only be allowed if arranged accordingly.

4.3 Health and safety facilities on the Affected Property

The contractor shall incorporate their emergency plan with the Employer emergency plan.

4.4 Environmental controls, fauna & flora

Not applicable.

4.5 Cooperating with and obtaining acceptance of Others

Not applicable.

4.6 Records of *Contractor's* Equipment

The *Contractor* shall keep daily records of his equipment used on Site and the Working Areas (distinguishing between owned and hired equipment) with access to such daily records available for inspection by the *Service Manager* at all reasonable times.

4.7 Equipment provided by the *Contractor*

The *Contractor* shall provide any equipment required to perform the *services*.

4.8 Site services and facilities

4.8.1 Provided by the *Contractor*

The *Contractor* is to provide his own facilities on site and ensure that these facilities are kept in a clean condition to Eskom's satisfaction.

The *Contractor* shall provide everything else necessary for providing the *services*.

4.8.2 Provided by the *Contractor*

The *Contractor* shall supply all plant and materials required for providing the *services*.

The *Contractor* shall make arrangements for accommodation and transportation of his/her employees. The *Contractor* shall make his own arrangements to house his employees and transports them to site in a closed vehicle specifically designed for passenger transport (bus or similar) which is in a roadworthy condition. All safety precautions shall be taken into consideration.

4.9 Control of noise, dust, water and waste

The contractor shall comply with the Occupational Health and Safety Act 85 of 1993 and National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008) (NEMWA).

4.10 Hook ups to existing works

All personnel working at height shall be certified medically fit to work at height.
They should have a valid working at height certificate and must be appointed in writing.
The Contractor shall that all the FAS (fall arrest system) must be inspected prior use.
The Contractor shall ensure the appointed work at height rescuers have the appropriate rescue kits.

The *Contractor* shall ensure that all the mechanisms and equipment that will be used for working at heights are inspected including all the necessary supporting documents e.g. the use of skyjacks, stepladder, scaffoldings etc.

4.11 Tests and inspections

4.11.1 Description of tests and inspections

The *Contractors* should comply with the requirements as specified in document 24017000723.

4.11.2 Materials facilities and samples for tests and inspections

The *Contractors* should comply with the requirements as specified in document 24017000723.

5 List of drawings

5.1 Drawings issued by the *Contractor*

Still to be issued