

 Eskom	Scope of Work	Kusile Power Station
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1 Introduction

ESKOM intends to enter into a 3-year (36 months) contract with a suitably qualified, experienced and established catering supplier with the capacity to deliver canteen and catering service for ESKOM at the Kusile Power Station Site canteen.

A comprehensive catering and canteen services will be provided to Eskom employees, fixed term contractors, partners, and visitors of the Kusile Power Station Generations Division. Meals will be prepared on-site at the Eskom Kitchen within the power station.

The initial phase of this contract involves the provision of catering service exclusively to Eskom employees. Within three to four months, and contingent upon to successful negotiations with Eskom, service may be required to extend catering service to include the Eskom Generations contractors.

This extension is subject to an evaluation of the Kitchen capacity and readiness to accommodate additional demand. The service provider shall ensure that all necessary preparations and adjustment are made to facilitate this expansion in a timely manner.

This contract is established as a performance -driven agreement to ensure that the service provider consistently meets the expected service level. Should the service provider fail to perform to the required standards, Eskom reserves the right to terminate and remove the service provider from the site. In such case, Eskom may continue operations using other procurement mechanism.

The supply is committed to deliver high quality and up marketed meals, ensuring that the service and food provided are never compromised regardless of economic of scale. This dedication to excellence is consistent across all levels, as both management and staff will receive the same meals. The focus remains on maintaining superior service and food quality at all times, ensuring every meal reflects the organisations to commitment to consistency and excellence.

The contractor responsible for breakfast and dinner may prepare these meals at their own expense, as no compensation will be provided by Eskom. Furthermore, breakfast and dinner shall be prepared solely for personnel working at the Kusile Power Station and not for individuals outside the station. The winning bidder must also acknowledge that Eskom strictly prohibits conducting business with other contractors operating outside Kusile Power Station using Eskom facilities. The supply can do business elsewhere but not using the resources from this contract.

The Catering Manager, Safety Officer, and Head Chef are considered key personnel for the successful execution of the services outlined in this contract. Their roles are critical in ensuring the effective management of catering operations, adherence to safety protocols, and maintenance of high food quality standards. Any changes to these key positions must be communicated in writing to the service manager and approved prior to implementation, as their expertise and leadership are integral to the performance of this contract.

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2. Supporting Clauses

2.1 Scope

Provision of daily meals for employees, meetings, functions, conferences, Eskom and employees of the contractors, subcontractors working at Kusile Power Station under generations division. Catering services will be made available to Eskom employees and visitors of power station. Meals will be prepared on-site at the Eskom Kitchen within the power station and served in the dining halls on-site at the meal service area. The supply will provide daily meal service including breakfast, lunch and dinner, to meet dietary needs of the workforce.

The supply and delivery of Bottled Drinking Water (Mineral Still Water 20l Bottle of Drinking water)

The meals/beverages served will be of high quality and prepared in a clean and hygienic manner in accordance with all health and safety regulations.

2.1.1 Purpose

The purpose is to ensure that all individuals working at or visiting the site have access to high-quality meals prepared on-site. This service enhances the well-being and productivity of those at the power station by offering convenient and reliable food options within the facility. by offering on site catering, Eskom enhance employee satisfaction reduce time spend on meal breaks and maintain high level of efficiency and focus through the workday. This supportive initiative underscores Eskom's commitment to creating a supportive and productive work environment for its employees.

To provide hygienic, nutritious, and safe meals to employees and approved contractors on-site, in compliance with relevant South African legislation, food safety standards, and occupational hygiene requirements.

2.1.2 Applicability

This document shall apply to Eskom Holdings Limited, Generation Division with reference to Kusile Power Station.

2.1.3 Effective date

The document will be effective from 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] Foodstuffs, Cosmetics and Disinfectants Act (Act 54 of 1972).

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- [2] Regulation 638 of 2018.
- [3] Occupational Health and Safety Act (Act 85 of 1993).
- [4] HACCP (SANS 10330:2020).
- [5] SANS 10049:2019 (PRPs) food safety management standard
- [6] ISO 22000 / FSSC 22000 Food safety management standards
- [7] Hazardous Biological Agents Regulations, under the OHS Act
- [8] Local municipal by-laws and public health regulations
- [9] ISO 9001 Quality Management Systems
- [10] Must be Registered Member of Recognised Food Association Regulatory Body like FEDHASA (Federated Hospitality Association of South Africa)
- [11] SSA Site Specific Agreement
- [12] Eskom Food Hygiene and Safety Management 39-113
- [13] OHSAS 18001:2007/ ISO 45001:2018, Occupational Health and Safety Management systems.
- [14] Regulation 638
- [15] Monitor and manage workplace exposure to Hazardous Biological Agents (HBA) in food environments.

2.2.2 Informative

- a) ISO 14001 (Environment)
 - b) Project Management Institute Standards and Guidelines
 - c) King IV Report on Corporate Governance for South Africa
 - d) 240-130905388 Generation Projects/Expenditure planning and approval process [12]
- Conditions of Services

2.3 Definitions

N/A

2.3.1 Document:

N/A

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2.4 Abbreviations

Abbreviation	Explanation
COVID-19	The coronavirus disease 2019 (COVID-19)
FEDHASA	Federated Hospitality Association of South Africa
HACCP	Hazard Analysis and Critical Control Points
OHS Act	Occupational Health and Safety Act
PPE	Personal Protective Equipment
R638	Regulation governing the general hygiene requirements for food premises
SANS	South African National Standard
SSA	Site Specific Agreement
HBA	

2.5 Roles and Responsibilities

The following sections contain specific functions within each of the following roles and responsibilities related to the execution of the works, but is not limited to below:

2.5.1 The Contractor responsibility

- [1] The supplier is responsible for catering and canteen services for employees, fixed-term contractors, partners, and visitors at Kusile Power Station.
- [2] The supplier's kitchen staff will collaborate with Eskom catering employees to ensure that Eskom's goal of providing satisfactory service to all its customers is met.
- [3] Acquisition of foodstuffs and beverages is the responsibility of the supplier.
- [4] The supplier shall provide full catering services to Eskom and its personnel at Kusile Power Station, as outlined in the contract and scope.
- [5] Providing and replacing the necessary movable equipment and kitchen/dining hall utensils required for meal preparation, cooking, distribution, and consumption (e.g., crockery, cutlery, condiments, tablecloths, serviettes, and packaging), as well as cleaning all facilities and equipment involved.

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- [6] Ensuring and maintaining security for deliveries, dispatches, stockholding, and any equipment and kitchen/dining hall utensils.
- [7] Managing and maintaining hygienic facilities, overseeing the process flow.
- [8] The supplier is responsible for providing the appropriate ingredients required to prepare the menus.
- [9] The supplier will cook and prepare meals according to the agreed-upon menus.
- [10] Pre-packed breakfast meals will be collected from the dining hall.
- [11] The supplier will administer the distribution/serving of all meals and be responsible for recordkeeping, measurement, and audit processes as required.
- [12] Dining halls will be set up, cleaned, and maintained before, during, and after meal-serving periods. This includes cleaning all fixed and movable facilities and equipment used in providing the service.
- [13] To ensure service is provided in staggered mealtimes, accommodating approximately 1100 Eskom personnel per sitting to ensure quick meal provision.
- [14] The supplier is responsible for the regular maintenance and hygienic upkeep of all delivery, storage, production, and dispatch equipment provided by Eskom, including fat traps, staff change rooms, staff toilets, admin offices, serving, and dining hall facilities.
- [15] All Eskom equipment must be returned in good condition at the end of the contract, except for fair wear and tear.
- [16] Proper signage for the entire operation will be supplied, displayed, and maintained by the supplier.
- [17] The supplier will supply and maintain any necessary communication systems, such as telephone services.
- [18] The supplier will keep inventory registers and regularly verify all assets or equipment provided by Eskom and the service provider.
- [19] Service provision must continue without interruption.
- [20] The supplier guarantees that in the event of industrial action the service will continue uninterrupted unless instructed otherwise by the Eskom representative.
- [21] The supplier will continue to provide food alternatives and ensure the supply of food in case of food poisoning, viruses, or other food/water/human-borne diseases.
- [22] Records of maintenance services, including calibration certificates for cold rooms, fridges, scales, cooking equipment, and pressure tests for equipment, will be maintained by supply.
- [23] The supplier shall carry out the services to the required service levels as stipulated in the general conditions of the contract.
- [24] The supplier will submit reports on matters required by the employer and maintain training and development programs.
- [25] Provide training and create awareness to their employees.
- [26] The supplier is responsible for the transportation of its staff to the site and working areas, ensuring compliance with site vehicle requirements and relevant laws and regulations.

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- [27] To provide food and beverages in an efficient and compliant manner to all. bb) Ensure that Food Safety management system is implemented.
- [28] The service Providers shall ensure compliance to all Employer regulations, processes and policies and procedures, including without limitation.
- [29] All menus, Ingredients specifications, standardised recipes and meals are to be verified and approved by Eskom prior to implementation.
- [30] Ensure transportation and delivery of food must comply with the general Hygiene requirements for food premises, the transportation of food and related matters (R638). ff) Supply of cleaning equipment tools and chemicals according to specifications provided.
- [31] To provide pest control management services monthly, to Identify and eliminate pests, regular inspection and preventive measures.
- [32] Provide detail report on pest control activities.
- [33] Provide pest bait station for pests.
- [34] Any food price increase (tuck shop and take-away's) to be agreed with the appointed Contract Manager prior to implementation.
- [35] - In the event of a decision to include items on the menu over and above the required minimum items, the prices shall be agreed with the appointed Contract Manager.
All other pricing assumptions excluded and unknown costs must be clearly documented.
- [36] The Supplier provides his own accommodation and transport for all his employees engaged in the execution of the works.

2.5.2 The Employer

- a) Clearly outline the scope of canteen services required, detailing specific areas, task, and any specific considerations.
- b) Eskom reserves unlimited laboratory information access regarding medical information of staff, food samples, hygiene audit results, recordings relating to cold chain management, records relating to traceability within the supply chain, production, storage, transport system, distribution or serving of meal batches, and relating food samples.
- c) Provide necessary access to the site or premises of the catering staff and ensure appropriate security measures, including key management.
- d) Maintain open communication with the catering contractor, addressing concerns, providing feedback, and promptly communicating any changes in the catering requirements.
- e) Share relevant safety information about the premises, including potential hazards, emergency procedures, and any specific protocol catering staff should follow.
- f) Agreed upon payment terms and make payment promptly as outlined in the contract.
- g) To provide constructive feedback on the catering services and cooperate during periodic inspections to assess the quality of work.
- h) Abide by terms and conditions specified in the catering contract, share relevant emergency contact information and procedures, allowing the catering contractor to respond appropriately to unforeseen situations.
- i) Inform the catering contractor in advance of any changes in operating hours, facility layout, or any factor that might impact the catering services.
- j) Treat catering staff with respect and consideration, fostering a positive working relationship.

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- k) Ensure availability of utilities, such as water and electricity required for catering and cleaning activities.
- l) Compliance Monitoring Provides the Eskom Standards and Procedures.
- m) The employer does not provide any accommodation or feeding facilities for the contractor the contractor's employees and / or their families.
- n) Canteen Building consists of fully equipped Kitchen and dining hall. (Immovable equipment only)
- o) OHS and risk management.
- p) Provides the Eskom Standards and Procedures.
- q) Provide Cabin to be used as office by Kitchen Management.

2.6 Process for Monitoring

- a) Meetings to be held between Eskom and the service provider. Minutes of this meeting must be made available when requested.
- b) The Supplier compiles, in conjunction with the appointed contract manager and the Supervisor, a product verification plan. This plan must show at which stages during the contract involvement on what is required, and what types of inspection, testing, witnessing etc are carried out to ensure that the requirements of the specifications have been met.
- c) Annual internal and/or external SHEQ Audits to be conducted.
- d) It is important that every member of the kitchen team understands exactly how quality is to be measured.
- e) Check that deliveries comply with required standards of quality, hygiene, packaging and temperature.
- f) Monitor the quality of the foods.
- g) Ensure that work practices are hygienic and comply with the required standards.
- h) Comply with hygienic food production practices.
- i) Follow the required production procedures and comply with cooking standards.

2.7 Related/Supporting Documents

Not applicable

3 Scope of Work

3.1 Meal provision

The supplier has been assigned the responsibility of delivering comprehensive catering services at Kusile Power Station. These services encompass the provision of breakfast, lunch, and dinner for on-site personnel. The scope includes supplying all necessary ingredients to prepare the agreedupon menus and managing the cooking and preparation of meals according to these menus.

This all-inclusive canteen and catering service will provide basic meals, beverages, snacks, and other items daily to personnel stationed at the facility. The supplier is also tasked with providing daily meals for employees, meetings, functions, conferences, and courses organized for Eskom, as well as for contractors and subcontractors working at Kusile Power Station.

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Breakfast, Lunches, and dinners are to be served to Eskom employees and workers at the station, with the provision of meals served to contractor workers being contingent upon Eskom's negotiations. The supplier is responsible for the administration and distribution of meals, which includes maintaining accurate records, measurements, and audit processes.

The service provider is expected to manage the catering services according to the specified guidelines. While Eskom will not cover the cost of breakfast and dinner, employees may still purchase breakfast from the catering contractor at the canteen. Prices for breakfast items will remain unchanged, with no adjustments allowed unless sanctioned by the service manager guided by NEC. Fast food may be sold to anyone interested.

Eskom will pay for lunch and /night shift or overtime meals. Meals for the night shifts will be prepared and collected from the kitchen, with further details to be discussed during the kick-off meeting. Initially, the total number of meals to be prepared is 1,100, though this may change depending on the station's requirements.

The service provider will install a biometric system / cuisine system for billing purposes, which will be managed by Eskom. Billing for meals consumed in the dining hall will be based on the biometric data, and the service provider will submit a distribution list along with a collection sheet as part of the monthly submission for accurate billing.

Eskom staff working from 07:00 to 12:00 on Fridays will not be provided with lunches. Only skeleton staff working shifts during this period will receive catered meals. The exact number of staff requiring meals will be communicated by the Service Manager in advance.

Emergency Packs (Cold Packs) The Contractor is required to maintain a stock of emergency cold packs to be utilized in the event of strikes or industrial action. The Contractor must have no less than 3,000 cold packs in storage at all times. These packs must have a minimum shelf life of six (6) months from the date of delivery.

The Contractor is responsible for notifying the Employer at least two (2) months prior to the expiration of any cold packs to ensure timely replenishment. The Employer will provide guidance on the necessary steps to be taken upon notification of expiry.

The responsibility for implementing the Cuisine system lies with the service provider. They shall ensure that all components, including the Point of Sale, stock control, and access control systems (whether through cards or biometric devices), are correctly installed and fully operational. The service provider is also responsible for configuring the system to meet the specific requirements of the site, including setting up the database and ensuring integration with access control systems, as required.

For system maintenance, service provider will provide support as agreed upon in the contract, either through ad-hoc services or a formal maintenance agreement. The system, which runs on Windows PCs with a SQL back-end, will be regularly updated by provider to ensure functionality. Any changes or development updates will be applied to the software and database to keep the system aligned with operational needs. Maintenance may include installing new executable files, running SQL scripts, and addressing any technical issues that may arise. It is also the service provider's responsibility to maintain the system.

Inventory registers must be maintained, and all assets or equipment provided by both Eskom and the supplier are to be regularly verified. All services must be performed in accordance with the required standards as outlined in the general conditions of the contract. The supplier is required to

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arrange for their own accommodation and transport for all employees involved in the execution of the works. Acquisition of foodstuffs and beverages is the responsibility of the supplier.

NB: Food Preparation & Delivery

Prepare and serve breakfast, lunch, dinner, and snacks as per shift requirements.

Maintain a nutritious rotating menu that includes:

- a) Standard meals
- b) Vegetarian options
- c) Diabetic-friendly options
- d) Low-sodium/low-fat meals
- e) Use only approved suppliers for raw ingredients.
- f) Ensure strict temperature control during cooking, transport, and serving.

3.1.1 Meal Specifications (RAW Weight):

Main Course: Each meal should include 280g of protein (no bone) or 300g (bone-in),

- a) Meat – employees have a choice of red meat, chicken, lamb, wors, or fish.
- b) Starch – employees have a choice of Rice, couscous, pap, Samp, or pasta. c) **100g of starch**, and
- d) 80g of vegetables.
- e) **Salad:** 80g.
- f) **Beverage:** 500ml of juice or cold drink.
- g) **Gravy:** 100 mil litres of gravy
- h) **Dessert:** Hot or cold puddings of any kind.

Minimum Menu Requirements for the meal of the day

- a) Meat – choice of beef /lamb, Chicken or Fish
- b) Starch – choice of rice, pap, samp, couscous, potato or pasta
- c) Veggies – 1 per meal
- d) Salads – 1 per meal
- e) Gravy- 80g
- f) Fruits – variety of 3 per meal
- g) Drinks – variety of 1 soft drink or 1 juice (100% pure fruit juice – e.g., minute maid)
- h) **Dessert:** Hot or cold puddings of any kind.

Minimum requirements for the Health Pack

- a) 1 x Energy or Breakfast Health bar 1 x Yogurt
- b) 3 x Different Fruits 1 x Fish or Chicken (grilled)
- c) 2 x Health biscuits (provides) 1 x Muffin.
- d) 1 x Cheese Wedge 1 x Juice (100 % pure fruit juice)

NB The supply must be flexible to meet everyone needs and accommodate all employees.

The supply and delivery of Bottled Drinking Water (Deliveries will be at HV yard, Admin Building, KCW, GE Stores, Medical Centre, Fire Dept, Coal Stock yard, Workshop, New Stores and Unit 1 - 6 (Transportation included)

- a) 35 000l x Mineral Still Water 20l Bottle of Drinking water

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- b) 600 x New dispenser bottle with handle
- c) 800 x Three months of cleaning and servicing of water dispensers. Replace filters every 6 - 9 months (Service and minor repairs of dispenser)
- d) 12 x Drinking water quality testing as per SANS 241 and Swab test for testing effectiveness of cleaning on water dispenser (Common Micro Analysis)

3.1.2 Rotation and Dietary Standards:

- a) The supply to provide upmarket meals and the quality of the meal must remain top notch, with no compromises.
- b) Menus will be rotated on a six-week cycle to prevent menu fatigue.
- c) Menus must include items for fast food, such as burgers, chips and similar items.
- d) Menus must adhere to balanced dietary standards and be adjusted for seasonal changes.
- e) There should be no negative impact on the prime protein content and meal variety due to changing menu cycles.
- f) Pre agreed menu rotation plans to be established and implemented with the ESKOM appointed contract manager.
- g) Vegetarian meals should be specified on the menu cycle and sufficient variety should be included.
- h) African cuisine to be included on the menu once a week.
- i) As menu fatigue is a reality for employees, the menus should be evaluated and reassessed and changed every 3 months.
- j) The menu to consist of interesting, complementary ingredients and flavours.
- k) The menu to include dishes that accommodate choices of diabetics.
- l) If there's a change in the menu the Supplier to give a sample before implementation to the appointed Contract Manager.
- m) The on-site Manager to issue weekly and daily menus to the appointed Contract Manager before the end of business on a Thursday for approval.
- n) Bread must be fresh and not older than 24 hours.
- a) Red meat served must be strictly A Grade, with the supplier required to provide proof of this grade.
- b) Soya Use: Soya can be used as a primary protein source only for vegetarian meals. It may be used as a supplementary protein but not as a substitute for the primary protein source in lunch or dinner meals.

Menu Approval: All menus, ingredient specifications, standardized recipes, and meals must be verified and approved by contractor's dietitian and Eskom before implementation. Sample menus adhering to the specified quantities and recommendations from a dietitian must be provided.

The agreed upon specifications should be strictly adhered to. Only A grade meat will be accepted.

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3.2 Staffing Requirements

- a) To avoid unrest with local community all staff must be hired through local municipality database.
- b) The Contractor to familiarise themselves with the SSA agreement and adhere to sections pertaining them.
- c) Supplying qualified and trained staff to ensure safe and hygienic food production.
- d) Strictly qualified and competent Health and Safety officer with National Diploma in Environmental Health or Safety Management and must be registered with a professional body.
- e) Managing the staff and suitable processes involved
- f) Have the appropriate qualified and trained staff for the safe & hygienic production, transportation and serving of meals according to the industry requirements.
- g) To make provision for overtime, bonuses, people going on leave (sick, maternity and contingency) as the legislation requirements Act.
- h) Organogram and CV's of personnel to be provided, desirable each with relevant or more experience.
- i) Provide staff transport as per Kusile Power Station Employer Policies and Procedures, include neighbouring villages.
- j) Provide sufficient PPE as prescribed by the catering, hospitality and construction industry standards including the all COVID-19 requirements.
- k) Ensure PPE is worn at all times.
- l) Staff to wear clean works uniform every day.
- m) Ensure that the name of the person is embroidered on the uniform matches the name of the person.
- n) Proved staff uniform, which state the name of the supplier and that can be clearly identified from other service providers.
- o) Undergo medical evaluations for all employees as prescribed by the Employer SHE policy.
- p) Recruitment and skills development as per contractual requirements.
- q) The Supplier to ensure that no employee will be transported in the back of open vehicles.
- r) No person may be transported in the back of vehicles closed by means of canopies, unless provided with proper seating and safety belts.

Staff compliment and qualifications.

A structure or man plan must be submitted for providing Canteen and Catering Service with

The following minimum requirements:

- 1. **Catering/Site Manager**
 - a) **Diploma in Hospitality/Catering; ≥ 5 years industrial catering experience.**
- 2. **Food Safety Officer / Quality Assurance Manager.**
 - b) **BSc Food Science/Environmental Health; HACCP Lead, ISO 22000 Lead Auditor**

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3. Executive Chef
Culinary Arts diploma; ≥ 5 years bulk-catering or large-scale kitchen leadership, SACA membership
4. Nutritionist (as needed)
 - c) BSc Nutrition/Dietetics; HPCSA registration; workplace nutrition experience
5. Food Handlers & Kitchen Assistants
 - d) Certified food handler per Reg. 638; matrix of training & refresher records
6. Cleaning Staff
 - e) Basic literacy (able to read cleaning instructions and safety signs).
 - f) Minimum 6–12 months experience in cleaning within a food service or industrial environment (preferred).
 - g) Hygiene and food safety training as per Regulation 638 of 2018.
 - h) Chemical handling training (Material Safety Data Sheets – MSDS awareness).
 - i) Occupational Health & Safety (basic first aid and fire prevention).
 - j) Pest awareness training to detect and report infestations.
7. OHS Representative (must attend site SHEQ meetings)
 - k) SHE rep training; knowledge of kitchen safety & permit-to-work processes
8. Cooks + certificate in culinary studies or related qualification plus 2 years' experience.
9. Cashier X 3, Grade 12 + 1 years' experience.
10. Drivers - Grade 10 with valid driver's licences (PDP).
11. Pest control operator.

3.3 Waste Management

- a) The service Provider shall propose the methodology and be responsible for, handling of water pollution and waste management whilst complying with relevant water service by laws.
- b) This must include the management and maintenance of the provided fat traps.
- c) The service provider shall apply for and maintain the necessary permits and licences required for the entire operation.
- d) This shall include those related to the main dining halls and food transportation.
- e) The Contractor is accountable for all waste food and/or leftovers disposal irrespective of where consumption takes place.
- f) Cooking oil – old oil to be treated as such and be dumped in the oil store (or arrangements made with an outside service provider for removal) by the Supplier. Proper audit trail to be kept for record purpose.
- g) It is most important to make sure that the health and safety of staff and customers is not compromised by the build-up of overflowing bins and refuse. Make sure it is collected and removed frequently, especially during peak trading times.
- h) Waste Removal Contractor, and control responsibility still lies with the Contractor.
- i) Contractor is also responsible for good housekeeping, cleaning, and deep cleaning of all areas.
- j) Supply will be responsible for special deep cleaning which may be required from time to time.
- k) Line all garbage bins with plastic liners and replace as needed.
- l) Clean and sanitise garbage containers frequently.
- m) All bins to have lids.
- n) Keeping drains, gullies, traps, and overflows clean and free flowing.

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- o) The wastewater from a kitchen contains large amounts of grease and soap that have not been dissolved.
- p) The Supplier is to remove all waste (wet or dry) on a daily basis or arrangements must be made with an outside service provider for removal of the swill.
- q) All waste must be weighted and recorded before it is removed from site. All records to be available on request from the Environment department.
- r) Waste must be appropriately packaged for disposal with the use of proper refuse bags.
- s) The Supplier shall provide bins/containers for use in the kitchen and dining area.

3.4 Special Catering (“as and when”) / Catering conditions

- a) Ordering of Food & Beverages for meetings, functions and conferences may only take place after the catering request form has been approved and signed by the appointed contract manager.
- b) Meal orders for 1 – 9 employees attending the meetings, functions, or training to be placed 24 hours before required. Meal requirements for 10 and above number of employees must be placed 48 hours before the meeting, function, or training.
- c) The Supplier to make provision for special events, functions, and meetings.
- d) The Supplier to stick to the menu unless changes were discussed, and a written notice submitted to ESKOM.
- e) The Supplier must apply healthy options like salads and offer variety for vegetarian and halaal food amongst others.
- f) If there's a change in the menu the Supplier to provide a sample before the implementation to ESKOM appointed contract manager.
- g) Meal portions to be provided according to the contract.

3.5 Kitchen Hygiene & Infrastructure

- a) Managing and maintaining clean and hygienic facilities including but not limited to offices, inside Ablutions, Change Rooms, Kitchens, Dining rooms, Waste Areas, Fat Traps and areas surrounding Facilities (boardrooms/meeting).
- b) Before cleaning commences, hazard warning signs must be in place.
- c) The Supplier to provide their own hygiene soap, hand towel and toilet paper for the toilets for the kitchen staff.
- d) There should be enough signs available to indicate where the hazard starts and finishes.
- a) Daily Cleaning of the facility and all equipment with method statements and check sheets. (MSDS, procedure and methods)
- b) Deep clean all facilities at least once a week Stripping, scrubbing, and resealing of all floors.
- c) Drains sewage / gulley's, fat/grease traps will be monitored and maintained according to the Water Act, SANS and HACCP requirements.
- d) Cleaning 10 meters around the kitchen dining hall complex.
Cleaning of extractors canopy and provide certificate.

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- e) Have a program/strategy for cleaning infrastructure.
 - f) Maintain hygiene and cleanliness in all food prep and storage areas.
 - g) Implement a daily cleaning and sanitation schedule.
 - h) Provide and maintain functioning handwashing stations, dishwashers, and refuse disposal.
 - i) Ensure effective pest control measures are in place.
 - j) Maintain a facility layout supporting hygienic food flow (separation of raw/cooked).
- k, Provide changerooms (staff changing facilities) aligned with SANS 10049, Regulation 638 of 2018, and ISO 22000 prerequisites for food service and industrial environments.

Pest Control Programme

1. Implement a documented, site-specific pest control programme that covers:
 - a) Rodents (rats, mice)
 - b) Crawling insects (cockroaches, ants, beetles)
 - c) Flying insects (flies, moths, mosquitoes)
 - d) Stored product pests (weevils, mites)
 - e) Bird control measures for canteen delivery/loading zones
2. Programme must be integrated into the Food Safety Management System (HACCP/SANS 10330).
3. Only **approved pesticides** for use in food premises.

Service Provider Requirements

Pest control may be done by:

- a) An in-house trained and certified pest control operator, or
- b) A registered external pest control contractor.
- c) **External contractor** must be registered with SAPCA (South African Pest Control Association) and/or Department of Agriculture, Land Reform & Rural Development (DALRRD).

Monitoring and Inspections

- a) Develop a Pest Control SOP (Standard Operating Procedure)
- b) Routine inspections at least monthly (or more frequently if infestation risk is high).
- c) Maintain pest sighting logs for all staff to report sightings immediately.
- d) Service records must be kept.
- e) Provide and maintain pest Monitoring Tools i.e. Rodent bait stations, Insect light traps etc.
- f) Routine inspections at least monthly

3.6 Food Safety Compliance

- a) Implement and maintain a HACCP plan in line with SANS 10330.
- b) Comply with SANS 10049 prerequisite programmes.
- c) Maintain ISO 22000 or FSSC 22000 certification (preferred).
- d) Conduct internal audits and support external inspections.

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HBA Monitoring & Control

1. Monitor and prevent occupational exposure to Hazardous Biological Agents (HBA) including:
 - a) Bacteria (e.g., Salmonella, Listeria, E. coli)
 - b) Fungi, moulds and yeast
 - c) Viruses (e.g., Norovirus if applicable)
2. Conduct surface swabs and air sampling as part of routine HBA monitoring in food prep areas.
3. Use SANAS-accredited labs to analyze:
 - d) Surface and hand-contact areas.
 - e) Airborne biological contaminants in enclosed food areas.
4. Maintain records of exposure assessments, trend analysis and corrective actions.
5. Train staff on biohazard awareness, hygiene practices and illness reporting.

Frequency of Surface Swab (Food Contact & Non-Food Contact Surfaces)		
Recommended Minimum Frequencies		
Surface Type	Examples	Minimum Frequency
High-risk food contact	Cutting boards, knives, countertops, mixers, slicers	Weekly (or more frequently if high production)
Medium-risk food contact	Serving utensils, storage bins, trays	Bi-weekly
Non-food contact	Door handles, switches, equipment handles	Monthly
Deep-clean verification	Drains, vents, difficult-to-clean machinery parts	Monthly / Quarterly
<p>NB: Trend analysis: Review results quarterly to adjust swabbing plan</p> <p>Adjustments Based on Risk</p> <ul style="list-style-type: none"> If unsatisfactory results are found (e.g., pathogens or high total plate count), increase frequency until three consecutive satisfactory results are achieved. After events such as pest infestations, water damage, or power failures, perform immediate additional swabs. Frequency should be based on a risk assessment of the food preparation areas and historical results. <p>References:</p> <ol style="list-style-type: none"> SANS 10049:2019 – Food safety management – Requirements for prerequisite programmes <ol style="list-style-type: none"> f) Requires documented environmental monitoring (surface swabs) based on risk assessment. SANS 10330:2020 – Hazard Analysis and Critical Control Point (HACCP) system <ol style="list-style-type: none"> g) Verification activities (e.g., surface swabs) must be planned at appropriate intervals. Regulation 638 of 2018 (Foodstuffs, Cosmetics & Disinfectants Act) <ol style="list-style-type: none"> h) Requires monitoring of food contact surfaces to ensure hygienic conditions. ISO 22000:2018 – Food Safety Management Systems <ol style="list-style-type: none"> i) Environmental and surface monitoring should be scheduled according to risk. 		

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Food Handler Health & Training

1. Ensure all food handlers are:
 - j) Trained in accordance with Regulation 638 of 2018
 - k) Medically fit and screened periodically for infectious diseases
2. Maintain a training matrix with proof of refresher courses in:
 - l) Hygiene and sanitation
 - m) Food allergens
 - n) HACCP and food safety culture

Food Testing & Quality Assurance

1. Partner with a SANAS-accredited laboratory for testing:
 - a) Microbiological (e.g., Total Plate Count, coliforms, pathogens)
 - b) Chemical (e.g., preservatives, additives)
 - c) Nutritional analysis and shelf-life testing
2. Retain food samples for a minimum of 72 hours for traceability.

Equipment Maintenance Strategy

- a) Canteen Equipment to have Maintenance Strategy
- b) Maintenance Strategy to cover both Corrective and Preventative maintenance.
- c) To be responsible for the maintenance of all kitchen equipment including the supply parts needed to repair equipment, Eskom will provide approval before purchase.

Waste Management & Sustainability

- a) Separate and dispose of organic, recyclable, and hazardous waste.
- b) Comply with local environmental by-laws and site-specific waste procedures.
- c) Reduce food waste and use environmentally friendly cleaning chemicals.

Compliance & Reporting

1. Submit monthly reports on:
 - a) Food safety test results
 - b) HBA exposure data
 - c) Staff training and medical screening
 - d) Incident logs and non-conformance reports
2. Participate in internal audits, inspections, and SHEQ reviews.
3. Provide documentation for COA, HACCP plan, training records, and licenses.

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3.7 Employer's Responsibility

3.8 Canteen Operation

3.8.1 Working Hours

Normal working hours for Canteen employees will be as follows: The hours will be reviewed based on the need's basis.

- a) Monday -Saturday: 06:00-16:30
- b) Evening Shift workers collection weekdays from 17:30 to 19:00
- c) Sunday and Public holiday: 08:00-17:00

3.8.2 Serving Schedule

- a) Monday-Thursday Breakfast: 09:00-14:00
- b) Monday-Thursday Lunch: 11:30 -14:00
- c) Friday Breakfast: 09:00-13:00
- d) Saturday and Public Holiday lunch: 11:30-14:00

3.9 Site Establishment (Once off)

Interior designer to decorate and partition (with Soundproof) the dining hall.

NB: The decorations and partitioning materials will remain part of Eskom when the contract ends. Eskom image should be used for this purpose.

4 Acceptance

This document has been seen and accepted by:

Name	Designation
Ngwanaweso Modula	Officer Business Administration
Kgomotso Mathe	Officer Fleet
Ntobeko Sikhakhane	Senior Advisor Occupational Hygiene & Safety
Tumi Mosaka	Middle Manager Finance

5 Revisions

Note: Start with the latest Revision History in the first row and go backwards.

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Date	Rev.	Compiler	Remarks
July 2025	1		

6 Development Team

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

7 Acknowledgements

N/A

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