

	<p align="center">Scope of work</p>	<p align="center">Generations</p>
---	--	--

Title: **Provision of Canteen and Catering services to Tutuka Catering Services Department for a period of three (03) years.** Document Identifier:

Alternative Reference Number:

Area of Applicability: **Eskom Holdings SOC Ltd**

Functional Area: **Catering Services Dept.**

Revision: **01**

Total Pages: **16**

Next Review Date: **01 April 2027**

Disclosure Classification: **Controlled Disclosure**

Compiled by	Functional Responsibility	Authorized by
<p><i>P.P. pdigomo</i> S.R.Simelane. Catering Officer.</p>	<p><i>B Khwela</i> B Khwela Support services Manager</p>	<p><i>Lameck Nyakane</i> Lameck Nyakane Risk & Assurance Manager</p>
<p>Date: 2025/08/15</p>	<p>Date 2025/08/15</p>	<p>Date 2025.08.15</p>

CONTROLLED DISCLOSURE

Content

Page

1. Introduction.....	3
2. Supporting Clauses	3
2.1 Scope	3
2.1.1 Provision of Canteen management	3
2.1.2 Duration of serviceApplicability.....	3
3.1 Normal working hours	4
3.2.1 Normal service time.....	4
3.2.2 Order process	4
5.1 Housekeeping at Canteen area.....	4
5.2. Cleaning materials/chemicals:.....	5
5.3 Waste management.....	5
5.4..Environment.....	5
5.5 Storage	5
6.3.SHEQ documentation.....	7
7 Eskom life saving rulesSubheading	13
3.2 Subheading.....	13
4. Acceptance	14
5. Revisions.....	14
6. Development Team	14
7. Acknowledgements	14

CONTROLLED DISCLOSURE

1. Introduction

Provide Canteen and Catering services to Tutuka Catering Department for a period of 3 (Three) years.

2. Support Clauses

2.1 Scope

The supplier is required to provide basic meals and beverages daily to Eskom and Subsidiaries employees, including providing equipment required for internal use during the preparation of meals.

This to include Provision of daily meals to employees, meetings, functions, conferences, and trainings arranged by Eskom and subsidiaries employees who are working at Tutuka Power Station. This service will include provision of catering service for emergency situations in a form of prepacked meals. The service provider must have the capacity to cater for large number of meals at a short notice

Meals will be ordered by employees on the Mocca system before 08:00. The meals will be served at the Canteen and deliveries will only be made at pre-approved areas around the station as some employees are unable to come to the canteen and are sitting in various buildings around the station.

The service provider must be prepared to cater (including source from outside) for all dietary preferences including health, religions, culture, vegetarian, kosher and halaal with valid certification from respective bodies where applicable.

2.2 Provision of Canteen Management Service

Providing the service using skilled and suitably qualified staff that have the required experience in the following areas:

- 1.1.1 Canteen Supervision (Site Supervisor).
- 1.1.2 Stock Management.
- 1.1.3 Office Administration.
- 1.1.4 Food Preparation.
- 1.1.5 Food Cooking.
- 1.1.6 Food Serving.
- 1.1.7 Food Preservation.
- 1.1.8 Food Disposal.
- 1.1.9 House Keeping.
- 1.1.10 SHEQ requirements and compliance.

2.3. Duration of Service

The intended term of the contract will be for a period of 3 years (36 months) commencing on 01 December 2025.

CONTROLLED DISCLOSURE

3.1. Normal working hours (Canteen staff).

Normal working hours will be from 05:00 to 13:00 for the morning shift and 10:00 to 18:00 for the afternoon shift. The supplier must be flexible to work outside normal working hours when requested to.

3.2 Normal service time

Normal service time will be from 05:00 to 07:00 the collection of breakfasts, 11:00 to 13:00 for the lunch collection and sit-down meals on (Monday to Sunday including public holidays) and 17:00 to 18:00 for the collection of Supper.

Any extended operating hours will be communicated to the Service provider by Eskom representative should such a requirement be deemed necessary.

Eskom and Subsidiaries employees are only entitled to a 30-minutes lunch hour. Therefore, it will be expected from the service provider to work in an organised, swift, and professional manner.

4. Ordering Process

The process of ordering food is as follows:

4.1 The ordering process for daily meals will be communicated with the successful service provider once the contract has been awarded.

4.2 Eskom and Subsidiaries employees to place orders on the Mocca Kiosks, eMocca or any other system provided not later than 06:00 in the morning for breakfast and not later than 09:30 in the morning for lunch. The collection of lunch from the canteen is from 11:00 and 13:00 and the lunch sit down meals at the Canteen commences at 12:00. The Supper Take away collection commences at 17:00.

4.3 Ordering of Food & Beverages for meetings, functions and conferences may only take place after the catering request/e-form has been approved and signed by the Catering officer, where a function is held on site or outside the station.

4.4 Meal orders for one (1) to twenty (20) employees attending the meetings, functions or training are to be placed 24 hours before required.

4.5 Meal orders for twenty (20) to fifty (50) employees attending the meeting, function or training must be placed forty-eight (48) hours before.

4.6 Catering orders / requests for big functions to be submitted seven (7) days prior to the day of the function.

Note: Cancellation for meal of the day will be accepted before 08:00 on the day of the meeting, function or training. No cancellation will be accepted for special catering unless 8 hours notification of rescheduling is received otherwise full amount will be charged on the ordering cost centre and the cost centre owner will decide on how to use that meal.

5.1 Housekeeping at Canteen area

The service provider shall ensure that good housekeeping is continuously implemented on all Kitchen areas including provisions for the:

- Proper storage of materials and equipment.
- Removal of scrap, waste and debris at appropriate intervals;

CONTROLLED DISCLOSURE

- The service provider shall ensure that all waste and debris is as soon as reasonably practicable removed and disposed off from the site in accordance with the applicable legislation and ensure that disposal certificate is submitted to the services manager.
- A skip bin will be provided by ESKOM for the service provider to dispose waste material.
- Waste bins will be provided by ESKOM for the service provider to dispose of general waste or domestic waste.
- All waste material to be properly sorted and placed in the appropriately allocated skips by the service provider before any disposal of waste takes place.
- It is the service provider's responsibility to replace minimum fly catchers around the kitchen,

5.2 Cleaning Materials/ Chemicals

- Before cleaning commences, hazard warning signs must be in place.
- There should be enough signs available to indicate where the hazard starts and finishes.
- The service provider to provide food industry compliant cleaning products.
- The service provider is responsible to provide Hand paper towels, toilet papers and sanitisers for the canteen area, food preparation area and kitchen staff change rooms. If change rooms are not sufficient for the service providers staff , it will be the responsibility of the service provider to provide additional change rooms)
- Eskom will provide all required consumables inside the Eskom Employees Canteen Ablutions
- The service provider must implement HACCP process and it must include cleaning material and process.

5.3 Waste Management

- Cooking oil: Old used oil to be treated according to the required minimum environmental and health requirements and to be disposed in the oil storage (or arrangements made with an outside service provider for removal) by the service provider. Proper audit trail to be kept for record purpose. Disposal certificate must be submitted to service Manager
- 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. The service provider is to make sure it is collected and removed frequently by notifying the relevant department or contract manager, especially during peak trading times.
- Line all garbage bins with plastic liners and replace as needed.
- Clean and sanitise garbage containers frequently.
- All bins to have lids.
- Keep drains, gullies, traps free flowing because the wastewater from kitchen contains large amounts of grease and soap that have not been dissolved.
- The service provider is to remove all waste (wet or dry) daily to their designated places or arrangements must be made with an outside service provider for removal of the swill. All waste must be weighed and recorded before it is removed from the kitchen.
- All records to be available on request by the Eskom Representatives and auditors.
- Waste must be appropriately packaged for disposal with the use of proper refuse bags.
- The service provider shall provide white bins for use in the kitchen and dining area.

5.4.Environment

- The service provider shall comply with Tutuka Power Station's environmental management
 - systems and policy. This includes the identification, collection, storage, transportation, and disposal of waste.
- Hazardous waste shall be disposed off in line with the applicable environmental legislations.
- It is important to note that all spillages must be cleaned immediately and reported to the appointed Contract manager as soon as possible.
- It is the responsibility of the polluter to clean all spillages and for the rehabilitation of the polluted land and area.

5.5 Storage

- The service provider shall maintain stock of consumables in the store provided; at the service provider own risk, provided that all local council by laws, Requirements of R638 (General Hygiene Requirements) and the Occupational Health and Safety Act are adhered to.
- ESKOM shall not be responsible or liable for any loss or damage to the service provider's stock of consumables and equipment stored on Tutuka Power Station's premises.
- Stocktaking must be executed outside normal trading hours at services provider's own cost.

CONTROLLED DISCLOSURE

- It is important to keep food storage areas clean and hygienic to eliminate the risk of contamination and food spoilage. Non-conformance will be raised against the service provider for any storage finding from audits
- A competent person to be appointed in writing with the duty of supervising all stacking and storage at the canteen area. (TO BE INCLUDED ON THE PRICE LIST) (2 STORE PERSONS)
- Storage area to be kept neat, clean and under control.
- All food items have recommended storage procedures that look at temperature, shelf life and place of storage and must be always adhered to.
- The service provider to make sure that dry stores are kept clean and free of garbage, food scraps and free of spider webs.
- The service provider to make sure that all products are raised above floor level and stored on suitable shelving.
- The service provider to apply stock rotation techniques (FIFO), using old stock first.
- All appropriate measures to be taken to avoid the risk of fire; (Fire blankets)
- Suitable and sufficient fire-extinguishing equipment is placed at strategic locations or as may be recommended by the Fire Officer, and that such equipment is maintained in a good working order. It is the service provider's responsibility to do monthly inspections on the fire extinguishers and to report in time before the expiry date.
- Chemicals should not be kept in food storage areas, and chemical storage should be kept neat at all time and all chemicals should be labelled and be accompanied by their MSDS.

– **6. Health and safety requirements.**

– **6.1 The service provider shall comply with the following:**

- Tutuka Power Station Health and Safety Standards as per Tutuka Power Station Contractors Safety manual. This manual will be handed over on contract award.
- Adhere to the OHS Act 85 of 1993.
- All staff will undergo a one day Safety Induction training course preferable one week before site occupation.
- Adhere to Eskom and Tutuka Power Station's zero tolerance for non-compliance to any of Eskom's and / or Tutuka Power Station's safety rules and regulations.

The service provider must appoint Safety Representatives to assist the Site Manager to:

- Identify possible hazards, dangers and risks
- Eliminate potentially dangerous conditions and actions
- Ensure a safe working environment
- Inspect and record findings of his workplace and submit a copy monthly to the site supervisor and appointed contract manager.

– The appointed contract manager shall be entitled to request the Supplier to stop work, without penalty to ESKOM when the service provider's personnel fail to conform to acceptable health and safety standards or contravene the health and safety sections and regulations.

– The appointed Eskom's contract manager must be informed before the end of the shift of any injury or damage to property or equipment.

– The service provider must perform job observations on critical tasks as identified and provide proof to the Eskom's appointed contract manager.

– **6.2 Occupational Health and Safety**

- Full compliance to the OHS Act, Health and environmental regulations and other ESKOM legal requirements.
- The service provider will provide ESKOM with a copy of the SHEQ (Safety, Health, Environment and Quality) plan two weeks before the start of the contract to ensure compliance to all the required Safety, Health Environment and Quality procedures and standards.
- The plan, will as a minimum, contain PPE information, written safe work procedures, job specific risk assessments, safety meetings etc.

CONTROLLED DISCLOSURE

- The plan will be to ESKOM's satisfaction and will be accepted prior to the commencement of any work.
- The service provider will be subject to periodic audits by ESKOM to ensure compliance with the plan. Any deviations will be corrected to ESKOM's satisfaction.
- ESKOM has the right to stop the service providers work activities which, in the opinion of ESKOM is unsafe. The service provider may only continue with work activities when all safety deficiencies have been corrected to the appointed Contract Manager satisfaction.
- The service provider to ensure that all personnel working under this contract are in good health and pose no risk to any personnel working at Tutuka Power Station.
- Eskom to arrange for swab tests after four weeks of occupation and then every three (3) months. The full report of the swab tests and health and safety audit must be discussed with the service provider within two (2) weeks after the audit.
- Food samples to be carried out and report submitted to an Occupational Hygienist for further investigation (swabbing results).
- The service provider to comply to all ESKOM legal requirements e.g. OHS Act no 85 of 1993
- Food poisoning will be taken as a serious matter by ESKOM and the service provider will be expected to investigate and submit a report within twenty-four (24) hours to the appointed contract manager.
- If any bacteria is found, a follow up swab test will be conducted within a month. An NCR will be issued to the service provider for non-compliance and the NEC contract termination process will commence.
- SHE Rep inspection book to be submitted to ESKOM Safety department monthly.
- In the event of an injury suffered in the canteen due to a tripping hazard not removed by the (negligent) the Supplier, the incident shall be regarded as work-related.
- Food poisoning that results from a meal provided free of charge or subsidised by the service provider to ESKOM employees from internal sources or external sources managed by means of a formal agreement, shall be considered work-related.
- Samples of each prepared food to be frozen for hundred and twenty (120) hours for laboratory analysis should any need arise.
- The service provider employees will be required to abide by the Eskom lifesaving always rules on site.
- Before any work can commence a risk assessment to be performed by a competent person appointed in writing by the service provider and the risk assessment shall form part of the health and safety plan to be applied on the site and shall include at least:
 - The identification of the risks and hazards to which persons may be exposed to;
 - The analysis and evaluation of the risks and hazards identified.
 - A documented plan of safety work procedures to mitigate, reduce or control the risks and hazards that have been identified.
 - A monitoring plan; and review the plan.

16.3 SHEQ documentation required from the service provider

- The following documents must be provided by the Supplier in terms of Health, Safety and Environmental performance, should the service provider not provide this information it will be assumed that it does not exist.
 - Letter of good standing with COID or any insurance body
 - An organogram indicating the names of all persons that will hold legal appointments on the contract in terms of the Act.
 - The expected roles, responsibilities and authority of those who are proposed to receive legal appointments.
 - The resume'(s) of the proposed and authority of those who are proposed to receive legal appointments.
 - The resume'(s) of the proposed Safety Officer(s) and Environmental Officer(s) his / their roles, responsibilities and authority is required in terms of the scope of work.
 - Proof of environmental, health and safety awareness training (provided by a recognized training body) for all employees required to perform work at Tutuka.
 - The service provider shall be responsible to ensure that their employees are trained before commencing work at Tutuka.
 - Proof of training to be provided, i.e. attendance registers and the training content shall be submitted to the Eskom Agents and / or Environmental and Safety Officers for approval before commencing work on site.
 - The service provider company Safety, Health and Environment policy.

CONTROLLED DISCLOSURE

- The service provider must provide an overview of the system / program that is utilized to manage Safety, Health and Environment.

The service provider must compile a Health and Safety Plan, filed in a Health and Safety File, comprising of the following:

- Proof of the company's own Health and Safety Policy
- Proof of appointments, assignments and designations as required in the terms of the Occupational Health and Safety Act, No 85 of 1993.
- Proof of Risk Assessments regarding Hazards identified.
- Proof of Safe Work Procedures that derived out of the Risk Assessments.
- Proof of the contracting company's own Emergency Plan that will deal with their own emergencies on site
- Proof of an Induction Program it is advised that the Tutuka SHEQ Rules as a Guide and an attendance register signed by its employees prior the commencement of any construction work on site.
- Proof of the service provider's (contracting company's) employees Medical Fitness Certificate. (Must still be valid for one year and may only have been issued by an occupational health practitioner.)
- Proof of service provider's weekly Health and Safety Representative's inspections regarding its own site and where detached work is performed.
- Proof of Personal Protective Equipment (PPE) issued to service provider's employees.
- Proof of service provider's Accident/Incident Reporting and Investigation System.
- Proof of checklists and where applicable tests certificates, regarding service provider's equipment, machinery, mobile equipment, vessel under pressure and any other applicable checks required by the Act.

NB: The principle service provider must ensure that his contractors (subcontractors) do also have a Health and Safety File and that it must be accepted by the principle service provider.

The Safety Officer employed by Tutuka Power Station will audit these Health and Safety Plans to ensure compliance with the provisions of the Act.

7. Eskom Life Saving rules

The service provider is required to adhere to the Eskom Life Saving rules and any failure to do so will result in the immediate termination of the contract:

The following are the Eskom Life Saving Rules:

- Open, Isolate, test, earth, bond and / or insulate before touch
- Hook up at Heights
- Buckle up
- Be sober
- Ensure you have a permit to work

Should a service provider or its employees fail to comply with the above lifesaving rules , their service with Eskom Tutuka Power Station will be terminated immediately.

8. Operated by workers who:

- Have received appropriate training and been certified competent and been authorized to operate such vehicle.
- Are physically and psychologically fit to operate such construction vehicles and mobile equipment by being in possession of a medical certificate of fitness.
- Have safe and suitable means of access.
- Are properly organized and controlled in any situation by providing adequate signalling or other control arrangements to guard against the dangers relating to the movement of vehicles and plant, to ensure their continued safe operation.
- Preferably mobile equipment with a reversing alarm.

CONTROLLED DISCLOSURE

- Are daily inspected prior to use, by a competent person who has been appointed in writing and the findings of such inspection is recorded in a register.
- No person rides or be required or permitted to ride on any vehicle otherwise than in a safe place provided thereon for that purpose.
- Every site is organized in such a way that as far as is reasonably practicable pedestrians and vehicles can move safely and without risks to health.
- Whenever visibility conditions warrant additional lighting, all vehicles should be equipped with two headlights and two taillights when in operation.
- Tools and material should be secured to prevent movement when transported.
- Vehicles used to transport employees should have seats with seat belts firmly secured and adequate for the number of employees to be carried.
- No persons are allowed to be in a back of a bakkie or truck.
- When the motor vehicle is in motion, all passengers must be attached by seat belts to their seats.

9. Transportation of Food

- Transport used for food to comply with the appropriate regulations and procedures prescribed in the R638 Foodstuffs, Cosmetics, and disinfectants Act, 1972 (Act 54 of 1972) of 26 June 2018.
- Note that the speed limit on site is between 20Km/h and 40 Km/h depending on the area around the station. The vehicle access permits of any persons contravening any traffic act on site will be revoked.

10. Staff issues.

- The on-site supervisor or Senior Chef to be available throughout the shift to provide supervision.
- At least Site Supervisor, Senior chef to be on site on weekends.
- At least 4 staff members must be trained Safety representatives, qualified first aiders (first aid level 1 and 2), environmental rep, fire warden and trained evacuation officers, stacking and storage.
- SHEQ Officer must be trained in HIRA and Incident investigation. (SAFETY TO CONFIRM).
- The service provider to ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.
- The stores personnel should be physically fit to work in a very cold environment.
- The service provider and staff to conduct business in a courteous and professional manner.
- Tutuka Power Station requires that the service provider should make every effort to recruit or employ minimum target of 60% suitable candidates for all required skills from the local community (Lekwa Municipality) and will only explore other venues if the local community cannot provide the requisite resources. Proof is required that recruitment was done through Eskom Tutuka HUB before recruitment can be extended to other surrounding areas
- The service provider shall under no circumstances be allowed to recruit labourer(s) at Eskom Tutuka Power Station's main security gate.

11. Service Provider Staff hygiene

- Food handlers' hands must be washed with anti-bacterial soap and warm water before, during and after preparation to maintain a high standard of hygiene.
- Food handlers' attention to personal hygiene and always take pride in their appearance.
- Food handlers to have neat and clean fingernails
- No jewellery or nail polish/artificial nails may be worn when working in the kitchen.
- Strong scents and aftershaves should be avoided by food handlers.
- No makeup may be worn by personnel working in the food production area.
- Service Provider must ensure that all employees are trained and familiar with the requirements of R638.

12. Staff Uniform

Service Provider should provide:

- All personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure that clean PPE is always worn.
- All personnel working under this contract with uniforms, which state the name of the service provider and that can be clearly identified from other Service Providers. And ESKOM reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.

CONTROLLED DISCLOSURE

–Note:

- Inspection will be conducted as per the PPE procedure (e.g. hand gloves, aprons, hair nets, white long sleeved chefs' jackets, etc.)
- Identification, in the form of name badges or tags, should be neatly and prominently displayed on staff.
- All Uniforms including protective clothing should be:
 - ✓ Clean and freshly laundered.
 - ✓ In good condition.
 - ✓ Shoes must be clean, polished, in good condition.
 - ✓ Name tag always worn on the left breast of uniform
 - ✓ Wear gloves where appropriate and hairnets.
 - ✓ Masks should be worn as directed by Eskom Representative.

13.1 Transport for Catering Staff

- Ensure that all vehicles brought onto or used on site comply with the Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standard instructions of the Eskom procedure.
- The Supplier to ensure that no employee will be transported in the back of bakkies or trucks.
- When using sourcing for a transportation company, the service provider must source transport from Local Taxi Association.
- If the service provider intends to use their own transport, they must ensure affiliation with the Local Taxi Association.
- It is the service provider's responsibility to arrange transport for the employees including weekends.
- The driver must attend Tutuka Power Station induction and must obtain permit to access Tutuka Power Station site.
- Service provider must ensure that the employees' transport complies with all site requirements

13.2 Accommodation

- No accommodation is available at Tutuka Power Station therefore the service provider must ensure that none of their employees sleeps at the Station.
-

13.3 Training

- The service provider will be responsible for trainings and skills development for food preparation, preservation, cooking, handling, and serving.
- The service provider will provide all relevant training records to ESKOM to verify the competency of the key staff, certificates, and letters of experience.
- The Safety Officer must have at least a SAMTRAC (safety health and environment management training certificate) or equivalent qualification i.e. ISO 18001 certificate or a NOSA certificate and proof of that needs to be submitted to ESKOM appointed contract manager. Incident/accident investigation training And HIRA training AND ALIGN WITH THE TOP PART! CONFIRM WITH SAFETY
- The service provider to provide refresher food service training annually with an accredited service provider.
- All food handlers must be trained on level 2 food safety within 3 months of work commencement.
- All supervision and management personnel of catering service must be trained on HACCP.
- Service provider is expected to have the following SHEQ appointments and all appointed Staff members must have valid certificate of the Following trainings:
 - First Aider must have valid First aid training Level 1 and 2
 - SHE Representative must have:
 -
 - HIRA (hazard identification & risk assessment training)
 - SHE Representative training
 - Incident/accident investigation.
 - Store person must have the following trainings:
 - Stacking and storage
 - Inventory management/Stock Control training
 - Evacuation Warden must have evacuation warden training

CONTROLLED DISCLOSURE

- Fire Warden must have Fire Fighting training

–
The supplier is to ensure that all personnel are adequately trained prior to the commencement of the contract.
–

13.4 Meetings

- Weekly meetings will be held between the ESKOM and the service provider to track progress and resolve any problems that may arise during the contract period.
- Daily toolbox talks, risk assessments and monthly Safety meetings will be held by the service provider. The minutes of these meetings must be made available to ESKOM when requested.
- A monthly assessment meeting will be held on the 10th of each month, or the earliest working day closest to the 10th day, to do the monthly assessment for payment of the Supplier.
- The service provider is to ensure that all statutory meetings are always attended.

13.5 Financial Position.

- Service Provider must be in a financially stable to sustain their business in terms of their staff salaries, procurement of food commodities, PPE, equipment, etc. whilst waiting for Eskom payment.
- Service Provider to align their salary payment dates with Eskom pay day's which is currently the 26th of every month (If the 26 falls on Saturday, then pay day is the Friday the 25th and if the 26 is on a Sunday then pay day is on the 27th of that month.)

13.6 Industrial Relations

- The service provider must ensure that he complies with the minimum wage requirement as prescribed by law and all other Labour Relations Acts and should adjust rates as changes are affected.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, Provident Fund and Workmen's Compensation etc.
- Tutuka Power Station is a National Key Point therefore the Service Provider must ensure that their employees do not embark on a strike on site or anywhere around Tutuka Power Station.
- Service Provider must ensure that they have contingency plans should their employees be unable to come to work due to any protest action.
- Service Provider must ensure that their employees do not partake in the Eskom employees' industrial action.
- If the main entrance to the station is closed, the service provider will be advised on an alternative entrance and the driver must be flexible to divert to the alternative route.

Note: Department of labour must be consulted regarding minimum wage rate, benefits, and all required registrations

Note:

- It must be noted that this a service contract between the service provider and the Services Manager and any disputes that arise between service provider and its employees should be addressed with the Service Provider
- Should it be found that the service provider a any given time is paying the employees below the minimum wage rate, the contract will be terminated

14. Audits and Surveys

- Customer satisfaction surveys will be conducted monthly and consolidated quarterly by appointed Eskom's Contract Manager together with quality department. Feedback will be shared with the service provider to accept and to come up with the improvement plan which should be approved by Eskom contract manager and implementation should be within 30 days of approval.
- Internal Audits and Hygiene Audits will be carried out as required, Non-conformances are to be closed within specified time frames. No repeat findings will be accepted and might result in the termination of the contract.
- A pest control certificate obtained from Eskom Representative to be displayed with the Certificate of Acceptability on the notice board in the dining area.
- Regular scheduled Safety Health Environmental & Quality inspections and food hygiene inspections must be carried by the service provider to ensure that high level of compliance is maintained. These must be carried out using checklists, and findings must be documented and addressed.

CONTROLLED DISCLOSURE

- Catering Officer together with Safety, Health, Environmental and Quality departments will conduct on-going inspections and deviations are to be addressed by the service provider within specified time frames.
- Housekeeping inspections will also be carried out by sustainability and repeat audit findings will not be tolerated and might result in contract termination

14.1 Non-compliance / NCR

- If there's non-compliance finding on the audit inspections, an NCR will be issued.
- If the service provider does not conform to the required standards, resulting in 3 NCR's being accumulated consecutively (on the same or different tasks), then an INO (Initial Notification of Occurrence) will be raised against the service provider and this will result in the termination of the contract

14.2 Invoices / Payments

A tax invoice must be addressed to ESKOM as follows:

The service provider includes the following information on each tax invoice:

- Name and address of the service provider
- The contract number and title
- Supplier VAT registration number
- ESKOM's VAT registration number: 4740101508
- The total price for meals provided during the month with proof of the monthly total sales report attached
- Other amount to be paid to the service provider

The service provider attaches the detailed assessment of the amount due to each tax invoice showing the price for meals supplied.

Tax Invoice to be addressed to:

Attention: Accounts payable
Eskom Holdings SOC Ltd
Tutuka Power Station

ESKOM will not accept any responsibility of accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.

Procedures for invoice submission and payment (i.e., electronic payment instructions)

1. A service/goods assessment must be completed and signed by both parties, preferably not later than the 10th of each month.
2. Thereafter, an invoice reflecting the Contract number, Purchase Order (PO) number, preferably together with the GR/SE (Goods receipt/service entry) number, should be emailed (as above) to Eskom shared services by the 15th of each month. The detailed invoice breakdown should reflect the base values (at original contract rates) and a separate column reflecting CPA portion (where CPA arises).
-
3. A signed CPA verification report must be attached with the invoice (where CPA applies).
-
4. It would also suffice to invoice the CPA portion separately i.e., separate into 2 invoices (base contract amount, and CPA portion amount). The CPA invoice must also include the same PO & GR/SE number.
-

15. Access to Tutuka Premises/ Kitchen

- The necessary keys for the works station where applicable will only be made available to the service provider representative on the day of occupation.
- The service provider will be responsible for the loss or misuse of the keys.
- The service provider will return all keys within one hour of the contract being completed.
- Access will only be granted to the service provider's personnel who have undergone Induction at ESKOM offices at Matla Power Station site and who have a valid security permit for entrance to the Power Station.

CONTROLLED DISCLOSURE

- No "private work" can be carried out during contracted hours for or on behalf of any ESKOM employee or any other persons.

16. Security

- The service provider will be responsible for controlling and monitoring of access to the canteen, safe guarding of materials, cutlery, crockery and equipment within the canteen area.
- All persons entering Tutuka Power Station site pass through the control points at the main access gate and are required to have temporary permits that will be issued to service provider staff. All persons to submit ID documents with the application for temporary permits. If it is necessary to bring equipment onto site a list is submitted which is verified by security staff prior to equipment entering the security area.
- If any service provider staff is transferred from Tutuka Power Station site or leave site, the person's permit is handed over to the appointed Contract Manager. The service provider to ensure that personnel leaving site are transported out of the security area and that the permit is returned.
- No firearms, weapons, alcohol, illegal substances and cameras are permitted on site. Any person suspected of being under the influence of alcohol is tested and if proven positive, is refused entry to the security area.
- The service provider will be held responsible for any damages and losses of ESKOM property and equipment unless no negligence on part of the Service provider can be proven if using ESKOM canteen.
- The service provider to comply with ESKOM security and emergency policies, procedures and regulations.
- The service provider to ensure that ESKOM is informed of any removal and replacement of personnel.
- For security reasons, ESKOM reserves the right to vet all personnel working under this contract.
- The service provider to demonstrate his modus operandi to ESKOM with regards to supplies delivered to site.
- The service provider to provide ESKOM with a detailed contingency plan in case of strike and staff turnover within a week after the contract commenced.

17. Procedures & Policies

- 229/12295 Waste Management Procedure
- 32-1034 Eskom Procurement and Supply Management Procedure
- 32-95 Vehicle and driver Safety Management
- 004/11402 Personal Protective Equipment Procedure
- 32-95 Procedure Manual for Perform Occupational Health and Safety Management and Environmental Management: Conduct EH & S Incident Management
- ISO9001 South African National Standards – Quality Management systems requirements
- ISO18001 South African National Standards – Occupational Health and Safety Management system Requirements
- ISO14001 Environmental Management Systems requirement with guidance use.

18. References

- ESKOM reserves the right to request and confirm references pertaining to the outsourced services from the service provider.
- Service provider must source food commodities from suppliers that comply with all requirements of food premises as per the requirements of R638 Food Hygiene and supplier quality requirements.
- List of Service provider's food commodity suppliers must be submitted during tendering stage as they would form part of technical evaluation. Site visits will be done as part of technical evaluation and confirmation of documents submitted and therefore the addresses of service provider must be included in the list of suppliers.
- Should the Service provider change his or her supplier, the compliance documents must be submitted to Employer representative for evaluation and approval.

CONTROLLED DISCLOSURE

20. Menu Requirements

20.1 Menu Rotation

- Pre agreed menu rotation plans to be established and implemented with the Eskom appointed contract manager.
- Vegetarian meals should be specified on the menu cycle and sufficient variety should be included.
- African cuisine and Braai meal to be included on the menu and it will be served once a month.
- As menu fatigue is a reality for employees, the menus should be evaluated and reassessed and changed every 3 months.
- The menu to consist of interesting, complementary ingredients and flavours.
- The menu to include dishes that accommodate choices of diabetic, gluten intolerance and dairy intolerance and other dietary requirements.
- If there's a change in the menu the supplier to give a sample before implementation to the Eskom appointed Contract Manager.
- The Site Supervisor to issue weekly and daily menus to the appointed Eskom Contract Manager before the end of business on a Thursday for approval.
- Wrapped Bread must be fresh and not older than 12 hours.

20.2 Preparation quality and standards

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.

- The service provider will be expected to implement a quality system and maintain the quality system until the completion of this contract. The service provider will comply with the provisions of the ISO9001:2015 series.
- The service provider ensures that all plant and materials for the works are to the standard and quality accepted by Eskom and ensures that they are suitable for the purpose intended by the manufacturer.
- The Service provider provides a Quality Check Plan (QCP) withhold points for Eskom for approval 2 weeks prior to commencement of work.
- The Service provider shall appoint a full-time SHEQ Officer with experience in Safety, Health, Environment and Quality control who will work with Eskom representative for all SHEQ related aspects on the site.

20.3 Monitoring Quality Control Systems

- It is important that every member of the Catering team understands exactly how quality is to be measured.
- Check that deliveries comply with required standards of quality, hygiene, packaging and temperature.
- Monitor the quality of the food provided.
- Ensure that work practices are hygienic and comply with the required standards.
- Comply with hygienic food production practices.
- Follow the required production procedures and comply with cooking standards.
- Monitor the conditions under which cooked foods are stored.
- Ensure that products are in the correct containers and that they are stored in the appropriate storage area.
- Ensure that items are not stored for longer than permitted / required minimum period.
- Ensure that all food to be served meets the required presentation standards.

Ensure that food is distributed at the right time, and within the

21.1. Purpose

The purpose of this document is to define the user requirements specifications for the provision of Canteen services to Tutuka Catering Department for a period of 1 year.

21.2. Applicability

This document shall apply to Tutuka Power Station Catering Services Department.

CONTROLLED DISCLOSURE

21.3. Effective Date

This work instruction will be effective from the date of authorisation.

22. The supplier will deliver the Catering services plus resources.

Item no.	Item Description	Quantity.
1.	ON -SITE MANAGER.	1
2.	ASSISTANT SUPERVISOR.	1
3.	ADMIN CLERK/CASHIER	2
4.	STOREMAN	2
5.	SENIOR CHEF	
6.	CHEF	12
7.	CLEANERS	6
8.	Driver.	1
	TRANSPORT FOR ALL EMPLOYEES.	QTY
9	EMPLOYEE TRANSPORT	
10	QUARTERLY KITCHEN DEEP CLEANING	
11	QUARTERLY EXTRACTION FAN CLEANING	
	CLEANING CHEMICALS (KEMKLEAN BRAND).	
12	BACTERCEX-C	30gx50 PER PACK
13	BEST	25 LITRES
14	DRAINCLEAN	25 LITRES
15	FATSOLVENT	25 LITRES
16	KEMKLOR 12	25 LITRES
17	KEMSHINE	25 LITRES
18	KEMSTRIPPER	25 LITRES
19	POWERKLENS	25 LITRES

CONTROLLED DISCLOSURE

20	OVENKLEAN	25 LITRES
21	STERKLENS	25 LITRES
22	WINGLO	5 LITRES
23	STERIRUB	25 LITRES
	CLEANING EQUIPMENTS.	
24	MOP BUCKETS.	
25	MOP HEADS.	
26	MOP BUCKETS.	
27	SOFT BROOMS.	
28	HARD BROOMS.	
29	DISH CLOTHS.	
30	TOILET PAPERS	
31	JUMBO TOWEL ROLLS.	
32	POT SCOURERS.	
33	STEEL WOOL.	
34	TOILET FRESHENERS.	
35	TOILET DEO BLOCKS.	
36	MUTTON CLOTH.	
37	FLOOR POLISHER.	
38	FLOOR SATRIPPER.	

CONTROLLED DISCLOSURE

	PERSONAL PROTECTIVE CLOTHING.	PER PERSON.
39	1.CHEF'S PANTS.	2
	2.LONG SLEEVE CHEF'S JACKETS.	2
	3.APRONS.	2
	4.CHEFS HATS.	2
	5.1 PAIR SAFETY BOOTS.	1
	6.OVERALLS PER CLEANER.	2
	7.PANTS & JACKETS.	2
	8.NAME BADGES.	
	9.EAR PLUGS.	
	10.DUST MUSK.	
	11.SURGICAL MASK.	
	12.GLOVES.	
	13. SAFETY GOGGLES.	
	SPECIALISED CLEANING.	
52	QUARTERLY KITCHEN DEEP CLEANING	
53	QUARTERLY EXTRACTION FAN CLEANING	
	SHEQ TRAINING.	
54	First aid Level 1 and 2 (4 person)	
55	HIRA (hazard identification & risk assessment	
56	Stacking and storage (4 person)	
57	Incident/accident investigation.	
58	Evacuation (4 person)	
59	SHE (Safety Health & Environment) (4 person)	
60	Evacuation (4 person)	

CONTROLLED DISCLOSURE

	MEDICALS SCREENING FOR ALL EMPLOYEES	
	Overtime.	
61	Overtime Saturdays.	
62	Overtime Sundays.	
63	Overtime Public holidays.	
64	MANAGEMENT PROFIT	

23.1. Normative/Informative References

Normative Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

23.2. Normative

- [1] ISO 9001 Quality Management Systems
- [2] OHSAS 18001:2007/ ISO 45001:2018, Occupational Health and Safety Management systems

23.3 Informative

- [3] ISO 9001 Quality Management Systems
- [4] ISO 14001 (Environment)

24.0 Definitions

Definition	Explanation
Supplier	a company, person that provides service or need, especially over a long period of time:
Brands	a type of product manufactured by a particular company under a particular name
Contractor	a person or company that signs a contract to supply materials or workers to perform a service.

CONTROLLED DISCLOSURE

Supply Manager	is an individual in a company responsible for the management and administration of contracts, as well as processes.
----------------	---

25.1. Document:

N/A

25.2. Abbreviations

Abbreviation	Explanation
OHSAS	Occupational Health and Safety Management systems
SHEQ	Safety Health Environment and Quality

25.3 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:

25.4.The Contractor

25.4.1 Ensure compliance to all requirements within this document.

25.4.2 Provide training and create awareness to their employees.

25.5.1 The Employer

25.5.2 Provides the Eskom Standards and Procedures

25.5.3 Compliance Monitoring

The following requirements for conducting and monitoring the supply and delivery will apply. The supplier shall actively participate in and adhere to the Employer’s requirements and other procedures initiated for the purpose supply and delivering of Fresh meat. The Contractor shall attend the Site meetings when deemed required by the Employer.

Title and Purpose	Approximate Time & Interval	Location	Attendance by:
-------------------	-----------------------------	----------	----------------

CONTROLLED DISCLOSURE

**Provision of Canteen and Catering services to Tutuka
Catering Services Department for a period of three (03)
years.**

Unique Identifier:

Revision: **01**

Page: **20**

Contractual meetings	Once a month	Eskom Premises	Eskom representative and Management
----------------------	--------------	----------------	-------------------------------------

CONTROLLED DISCLOSURE

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

25.6 Process for Monitoring

The purpose of this document is to define the user requirement specifications for the supply and delivery of Fresh meat to Tutuka Power Station employees.

Contractor’s Responsibilities

To ensure that he delivers s requested using an order number.

To ensure he complies to all the health and safety requirements.

25.7 Related/Supporting Documents

N/A

26.1. Document content

26.2. Subheading

N/A

26.3.Subheading

N/A

26.4. Acceptance

This document has been seen and accepted by:

Name	Designation
Lameck Nyakane	Risk and Assurance
Ben Khwela	Support Services Manager
Portia Digomo	Business Support Officer

27.Revisions

Date	Rev.	Compiler	Remarks
February 2027	01	P Digomo	First Revision

CONTROLLED DISCLOSURE

27.1. Development Team

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

- Portia Digomo
- Ronald Simelane

27.2. Acknowledgements

N/A

CONTROLLED DISCLOSURE