	<p align="center">Work Instruction</p>	<p align="center">Group Capital</p>
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Title: Provision of catering functions and event Management at Medupi Power Station.

Document Identifier: 348-10120788

Alternative Reference Number: **N/A**

Area of Applicability: **Medupi Power Station Project**


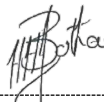
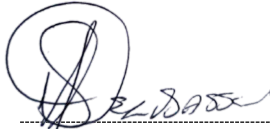
Functional Area: **Construction Site Support**

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Compiled by	QA, Interface & Governance Review	Functional Responsibility	Authorized by
			
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1. Introduction

The Employer seeks the provision of professional catering and event management services to support the Medupi Power Station Project. These services shall be rendered on an ad-hoc basis, with the understanding that all meals and refreshments shall be prepared at the contractor's premises and transported to designated delivery points as specified by the Employer. Providing a variety of first-class catering experiences across a range of events is a huge part of creating memorable moments. This arrangement is being put in place on an "as and when required" basis to support operational flexibility for special events and other ad hoc needs. The intent is to ensure that service can be promptly and efficiently rendered.

2. Supporting Clauses

2.1 Scope

2.1.1 Purpose

The purpose of this Scope of Work is to clearly define the expectations, responsibilities, and processes required for the successful delivery of catering and event management services at the Medupi Power Station Project. It serves as a guiding document to ensure that all functions are professionally planned and executed, meeting the highest standards of quality, responsiveness, and flexibility. By outlining the event requirements, service parameters, and key deliverables, this scope facilitates effective communication between the Employer and the catering service provider, supports the preparation of accurate quotations, and ensures alignment on objectives. Ultimately, it aims to establish a structured approach that prevents misunderstandings, controls costs, and promotes the smooth execution of events.

2.1.2 Applicability

This document shall apply to Medupi Power Station Project.

2.1.3 Effective date

This document shall be effective from the latest date of authorisation.

2.2 Normative/Informative References

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

2.2.1 Normative

- [1] ISO 9001 Quality Management Systems – Requirements
- [2] OHS ACT Occupational Health and Safety Act, 85 of 1993
- [3] ISO 45001 Occupational Health and Safety Management systems

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- [4] ISO 14001 Environment Management Systems
- [5] National Environmental Management Act, 107 of 1998as amended.
- [6] National Environmental Management Waste Act, 59 of 2008 as amended.
- [7] National Norms and Standards for the Sorting, Shredding, Grinding, Crushing, Screening or Bailing of General Waste, 2017
- [8] National Norms and Standards for the Storage of Waste, 2013
- [9] Waste Classifications and Management Regulations, 2013 as amended.
- [10]National Norms and Standards for Organic Waste Composting, 2020
- [11]Limpopo Environmental Management Act, 7 of 2003
- [12]National Water Act 36 of 1998 as amended.

2.2.2 Informative

- [1] 348-868846 Medupi Environmental Policy
- [2] 348- 882048 EMS Scope and Manual
- [3] 348 – 681011 The Environmental Management Plan for the Medupi Coal-fired Power Station in the Lephallale Area, Limpopo Province – The Construction Phase
- [4] 348-717685 Work instruction for the handling of Environmental Non-conformities and Corrective and Preventive Action
- [5] 348-694924 Procedure for Environmental Legal and Other Requirements
- [6] 348-880696 Spill Prevention Control and Countermeasures Plan
- [7] 348-22367 Waste Management Work Instruction
- [8] 348-693723 Environmental Incident Management Procedure
- [9] 348-717685 Handling of Environmental Nonconformances
- [10]348-882048 Medupi EMS Scope and Manual

2.3 Definitions

Term	Explanation
A sustainable or 'green' event	is one designed, organized and implemented in a way that minimizes potential negative impacts and leaves a beneficial legacy for the host community and all involved
Catering	Provision of catering and events management Medupi GC Projects
Client (Employer)	Eskom Holdings (PTY) Ltd. – Medupi Group Capital
Contractor	Service provider contracted to provide a specific service to Eskom, Medupi Power Station Project

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2.4 Abbreviations

Abbreviation	Explanation
B-BBEE	Broad Based Black Economic Empowerment
COIDA	Compensation for Occupational Injuries and Diseases Act
CSS	Construction Site Support Department
KPA	Key Performance Area
KPI	Key Performance Indicator
NEC3 (TSC)	NEC Terms of Service Contract
OHSA	Occupational Health and Safety Act, 85 of 1993.
PPE	Personal Protective Equipment
RACI	Responsibility roles (Responsible, Accountable, Consulted & Informed)
SABS	South African Bureau of Standards
SDL&I	Supplier Development, Localisation and Industrialisation
SHEQ	Safety, Health, Environment and Quality
SSA	Site Specific Agreement
RACI	Responsibility roles (Responsible, Accountable, Consulted & Informed)
SABS	South African Bureau of Standards

2.5 Roles and Responsibilities

a) Responsible

Those who do the work to achieve the task.

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

The Contractor's obligations shall extend to the post-event phase, encompassing comprehensive site restoration and sanitation. Such responsibilities shall include, without limitation, the thorough cleaning of all food service areas, buffet stations, kitchen facilities, serving equipment, and the prompt removal and lawful disposal of waste. Where applicable, these duties shall be undertaken in coordination with the venue's designated personnel to ensure shared accountability.

The Contractor shall prepare and implement a detailed cleaning checklist, aligned with the pre-event setup plan, to guarantee consistency and completeness of service.

All post-event cleaning activities must be executed diligently and without undue delay, ensuring the premises are restored to a standard of cleanliness acceptable to both the Client and the hosting facility prior to departure from the site. Furthermore, the Contractor shall ensure that all activities are undertaken in strict compliance with applicable legislative requirements and all prevailing Eskom regulations, processes, policies, and procedures.

b) Accountable (also approver or final approving authority)

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

c) Consulted (sometimes counsel)

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

d) Informed

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

Table 1: RACI Matrix

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

2.6 Related/Supporting Documents

N/A

3. Document Content

3.1 Process Map / Flowchart

N/A

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3.2 Scope of work

Catering Services

- All meals and refreshments shall be prepared at the Contractor's designated premises and delivered safely to Employer-specified destinations.
- Services shall include, but are not limited to:
 - Provision of refreshments suitable for meetings, events, and gatherings.
 - Supply of savoury and sweet platters to cater to diverse preferences.
 - Provision of finger lunches, including halal and vegetarian options.
 - Supply of hot and cold beverages tailored to event requirements.
 - Timely and safe delivery of all meals, refreshments, and beverages to designated venues.

On-Site Catering Setup

- Transportation of food, catering equipment, and staff using approved catering vehicles.
- Establishment of service stations in accordance with client expectations.
- Maintenance of accessible, hygienic, and discreet food service areas.
- Buffet setup to be conducted in compliance with food safety standards and visual presentation requirements.
- The Supply will be responsible for the décor arrangements and the provision of the catering equipment, e.g. chafing dishes to ensure proper presentation and warming of the food.
- Pre-assessment and communication of setup timelines to the Employer.
- Adjustments to layout or timing due to on-site conditions to be managed without additional cost, subject to prior discussion and agreement.

Staffing, Uniforms, and PPE

- Provision of Personal Protective Equipment (PPE) for all staff, compliant with SABS standards and Eskom SHE requirements (including headgear, safety boots, reflective vests, goggles, gloves, and masks).
- Supply of high-quality uniforms, branded with the Contractor's name.
- Maintenance of neat, presentable, and hygienic appearance of all employees while on duty.

Staff Transport

- Provision of safe and reliable staff transport to and from site.
- Compliance with Eskom Vehicle Safety Specifications (32-345).
- Transport radius limited to 65 km within the Lephalale town vicinity.

SHEQ Compliance

- Strict adherence to all statutory, regulatory, and Eskom-specific requirements, including:
 - Occupational Health and Safety Act 85 of 1993.
 - Foodstuffs, Cosmetics and Disinfectants Regulation R638.
 - General hygiene regulations for food premises and food transport (GN R723 of July 2002).

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- Compensation for Occupational Injuries and Diseases Act 130 of 1993.
- Eskom SHEQ Induction and Specifications.
- Eskom Life Saving Rules.
- SHE monthly audits and reporting obligations.

Environmental Requirements

- Recognition of the environmental footprint of catering and event management activities.
- Implementation of measures aligned with the United Nations Sustainable Development Goals (SDGs), including:
 - Goal 7 – Affordable and Clean Energy: promotion of energy efficiency and renewable energy.
 - Goal 9 – Industry, Innovation and Infrastructure: adoption of innovative solutions to reduce environmental impact.
 - Goal 11 – Sustainable Cities and Communities: support of sustainable infrastructure for event hosting.
 - Goal 12 – Responsible Consumption and Production: prioritisation of sustainable materials, local/organic food, and recycling practices.
 - Goal 13 – Climate Action: reduction of emissions and energy use, with measures to offset unavoidable impacts.
 - Compliance with the Construction Environmental Management Plan for Medupi Power Station (SPO No. 348-681011) and all applicable environmental legislation.
 - Application of the 4Rs principle (refuse, reduce, reuse, recycle) in waste management.

4. Process for Monitoring

4.1 Key Performance Areas and Indicators

The following Key Performance Areas / Indicators (KPA's / KPI's) shall be measured, analysed and reported. The Process Owner shall be accountable and assign the responsibility at the frequency as indicated below, documented as part of the QMS measurement, analysis and improvement initiative.

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Table 2: KPAs/KPIs

Key Performance Area	Key Performance Indicator	Target	Measure Frequency	Responsible	Record
Meal & Refreshment Preparation	All meals and refreshments prepared at Contractor's designated premises	100 % Compliance.	Inspection & client feedback.	Catering Manager	Preparation log, supplier invoices
Safe Delivery	Timely and safe delivery of meals, refreshments, and beverages to Employer-specified destinations	100% on-time delivery	Delivery schedules & sign-off sheets	Catering Manager	Delivery notes, time-stamped records
On-Site Catering Setup	Service stations and buffet setup established per client expectations	100% compliance	Visual inspection & client approval	Site Supervisor	Setup checklist, photographs
Hygiene & Food Safety	Maintenance of hygienic and discreet food service areas	Zero non-compliance	Health & safety audit reports	Site Supervisor	Hygiene checklists, inspection records

4.2 Document Review and Self-Assessment

4.2.1 Document Self-Assessment

The "Process Owner" identified on the front page of this document along with departmental personnel and the project QMS Engineer shall undertake a "self-check" review of the process defined in this document at six monthly intervals, commencing from the effective date of this document, to check:

- a) the process / procedure operational integrity
- b) process efficiency.
- c) the level of stakeholder knowledge and implementation.

Participants and results of the "self-check" review shall be documented by the Process Owner in the "Self-Assessment Checklist" (**Template No. 348-655890**) included as an Appendix to this document which shall be submitted via SharePoint to Medupi Documentation Department Help Desk by the Process Owner once completed.

Process Owner shall proceed with any revision requirements in line with Medupi Procedures, **348-653867** "Development and Change of Medupi QMS Documents" and **348-883808** "Document and Record Management".

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4.2.2 Review Period

All QMS documents shall undergo a 3-yearly compulsory review.

4.3 Training Requirements

It shall be the sole responsibility of the Supplier to ensure that all employees are adequately trained, competent, and equipped to perform their assigned duties in full compliance with the Employer's requirements, applicable legislation, and industry best practices.

5. Acceptance

This document has been seen and accepted by:

Name	Designation
Julius Manyathela	Officer Project Support
Ernie Basson	Construction Manager
Manie Botha	Discipline Contract Manager

6. Revisions

Date	Rev.	Compiler	Remarks
September 2028	1	M Manyathela	Major review of the previous Scope of Work.

7. Development Team

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

- Julius Manyathela
- Christina Mushi
- Luyolo Mokhatla
- Manie Botha
- Sakutanya Mamabolo
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- Sakutanya Mamabolo

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