

	<p style="text-align: center;">Scope of Work</p>	<p style="text-align: center;">Generation Komati Power Station</p>
---	---	---

Title: **Komati Power Station – Provision of subsidized meals (Catering service)**

Document Identifier: **285-169104**

Alternative Reference Number: **N/A**

Area of Applicability: **Komati Power Station**

Functional Area: **Risk**

Revision: **3**

Total Pages: **23**

Next Review Date: **November 2029**

Disclosure Classification: **Controlled Disclosure**

Compiled by	Functional Responsibility	Authorized by
		
<p>J. Botes Senior advisor: Risk management</p>	<p>K. Dhlamini Finance Manager</p>	<p>T. Pillay Risk and Assurance Manager</p>
<p>Date: 2026/03/04</p>	<p>Date: 2026/03/04</p>	<p>Date: 2026.03.04</p>

Content

	Page
1. INTRODUCTION	3
1.1.1 Applicability	3
1.1.2 Effective date.....	3
1.2 Normative.....	3
1.3 Informative	3
1.4 Abbreviations	3
1.5 Roles & Responsibility.....	4
1.5.1 Employer – Service Manager	4
1.5.2 Contractor Site Manager.....	4
1.5.3 Contractor’s Employees.....	4
2. REQUIREMENTS.....	4
2.1 Services Times.....	4
2.2 Resources provided by the employer “free issue”	5
2.3 Resources provided by the Service Provider”	6
2.4 Labour requirements	6
2.5 Additional requirements.....	7
2.6 Description of service	7
2.7 Services required:	8
3. SCOPE OF WORK REQUIREMENTS	8
4. GENERAL REQUIREMENTS.....	17
5. REVISIONS.....	23
6. DEVELOPMENT TEAM.....	23
7. ACKNOWLEDGEMENTS.....	23

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

1. INTRODUCTION

This is an all-inclusive Catering Services providing basic meals and beverages, and other items daily to on-site employees and visitors. Provision of daily meals for Komati permanent employees, ERI (Eskom ROTEK Industries), meetings, functions, conferences and courses arranged for Eskom employees and external parties (e.g. Auditors) working at Komati Power Station. Kindly note Service Provider and Contractor are used interchangeably on this document

1.1.1 Applicability

This document shall apply throughout Komati Power Station.

1.1.2 Effective date

The document will be effective from the date of authorization.

1.2 Normative

- [1] Basic Conditions of Employment Act No 75 of 1997.
- [2] Occupational Health and Safety Act and Regulations No 85 of 1993.
- [3] National Environmental Management Act 107 of 1998.
- [4] National Road Traffic Act 93 of 1996.
- [5] 32-37 Eskom Substance Abuse Procedure.
- [6] Regulations Governing General Hygiene Requirements for Food Premises the Transport of Food and Related Matters (R638 of 2018)

1.3 Informative

- [7] 32-726 Mandatory SHE Requirements for Eskom Procurement and Supply Chain Management
- [8] 240-62196227 Eskom Life Saving Rules
- [9] Tobacco Products Control Act 83 of 1993 (Updated 2011.05.19)
- [10] SANS 1186 Symbolic Safety Signs
- [11] Constitution of the Republic of South Africa No 108 of 1996
- [12] 32-95 Eskom Procedure Manual for Performing Occupational Health & Safety Management & Environmental Management: Conducting EH&S Incident Management, OHS Act & Regulations

1.4 Abbreviations

	Explanation
PPE	Personal Protective Equipment
OPS	Operating

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

1.5 Roles & Responsibility

1.5.1 Employer – Service Manager

- Responsible for overall management of the catering services contract.

1.5.2 Contractor Site Manager

- The contractor supervisors are to monitor daily that all areas are cleaned and the quality of service is always maintained.
- Address reported cases on food qualities and quantities.
- Receive stock, check temperature where applicable.
- Report broken or stolen hygiene equipment to service manager.
- Ensure MOCCA software licence is paid per year

1.5.3 Contractor's Employees

- Deliver ordered meals to allocated sites.
- Hand meals to those who ordered food to be collected
- Clean and do pest control.
- Adhering to all Food, Hygiene, Environmental and Occupational Health and Safety Act 85 of 1993 standards, ISO9001, ISO14001, ISO18001 and any other applicable laws for Food and Catering Services.
- Serviettes, disposable cutlery, packed seasoning (salt & pepper) and sauce packages (tomato sauce, vinegar and salad dressing (where applicable) to accompany all meals delivered)
- Plates (when requested for management, meetings and training)
- Take-away food containers, foil containers with lid (Microwavable), for all other meal deliveries

2. REQUIREMENTS

2.1 Services Times

- ✓The plant operates 24/7, 365 days per year.
- ✓The normal working time is Monday to Sunday.
- ✓Normal service time will be from 08:00 to 21:00 (Monday to Sunday including public holidays).
- ✓Access to site shall be done according to the requirements set out in the Eskom procedure for the management of security operations, PAB20028 (latest revision)

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

Breakfast will be served from 6:00 to 9:00 am daily including Public Holidays. The Ordering system closes at 8:30. Deliveries will only be for Shift-workers (Ops, WTP, Ash and Security).

Lunch will be served from 10:30 to 11:30 am daily including Public Holidays. The Ordering system closes at 9:30. The Service Provider can still serve food if it is still available, where the employees will order as supper. Note: this will be an exceptional case. All lunch meals are delivered except Service Building employees.

Supper will be served from 18:00 to 19:00 daily including Public Holidays. The Ordering system closes at 20:00. Deliveries will only be for Shift-workers (Ops, WTP, Ash and Security).

Any extended operating hours will either be at the discretion of the Contractor or be negotiated directly with the Contract Manager should such a requirement be deemed necessary.

Eskom employees to place orders on the Mocca Kiosks or eMocca on-line as follows:

Breakfast latest 8:30

Lunch latest 9:30

Supper latest 20:00

2.2 Resources provided by the employer “free issue”

- [1] The employer shall provide water and power supply.
- [2] The employer will provide the contractor access to toilet facilities.
- [3] The employer will perform maintenance to facilities.
- [4] The scaffolding requirement and erection for the services on site shall be employer's responsibility.
- [5] Kitchen equipment as per list below:
 - 2 x Ovens
 - 2x Deep Chips Fryer
 - 1x Gas stove
 - 3x Stainless Racks Freezer Fridge area
 - 9x Stainless Racks Cold room area and dry storeroom
 - Combined stainless scullery with one dish washer
 - 1x Vulcan moving trolley
 - 1x Tilting Pan
 - 10x Insect catchers
 - 1x Defy 185 Litres

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- 1x Defy 481 Litres
- 1x KIC 583 Litres
- 5x Chest Stainless Fridge
- 2x Sliding door cold drinks fridges
- 4x Zink
- 2x Stainless Food Warmers
- 2x Stainless Display Tables
- 2x Top Grillers
- 13x Stainless tables

2.3 Resources provided by the Service Provider”

- [1] The Service provider to supply competent staff, however Eskom must approve supervisors to be used by service provider including safety officers. It is the Service provider’s responsibility to ensure that the required manpower is always available
- [2] The Service provider shall provide all PPE required to perform the task.
- [3] The Service provider shall provide their own medical certificates.
- [4] The training and travelling for the service provider staff shall be borne by the service provider.
- [5] The Service provider shall provide all cleaning chemicals
- [6] The Service provider will perform maintenance to service kitchen’s equipment as per list of equipment above.
- [7] The Service provider shall be responsible for the yearly renewal of the Mocca software licence.
- [8] The Service provider shall be responsible for procurement of till rolls for printing of meal orders
- [9] The Service Provider shall be responsible for maintenance of the fat trap.

2.4 Labour requirements

Position	No of personnel
Site Manager	1
Supervisor	1
Safety Officer	1
Quality check Officer	1
Cashier/Admin	1
Chef	1
Cook	2 1 as back-up
Drivers	2 1 as back-up

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

General assistant	2	1 as back-up
Cleaners	3	1 as back-up

TOTAL	15	
--------------	-----------	--

NB: The above is only an indication of estimated or optimal required numbers, the Service Provider will decide on the numbers based on the situation and Employer's needs.

2.5 Additional requirements

- [1] The service provider must provide sufficient labour to continuously meet contractual obligations
- [2] The Service provider must notify at least one month in advance, his intentions to withdraw and replace supervisors & safety officers. During this notice period the Service provider must find the replacement.
- [3] The Service provider to comply with Eskom & statutory requirements.
- [4] The Service provider must provide MSDS for all chemicals to be used at Komati and MSDS to comply with the requirements of the Occupational Health & Safety Act of 1993.
- [5] The contractor to comply with all environmental legislations that govern the power station activities: National Environmental management Act: 107 of 1998, National Environmental Waste Act 59 of 2008 and National Water Act 36 of 1990.
- [6] Waste to be disposed in accordance with the station colour code. Report all environmental incidents within 24 hours.
- [7] Manage waste generated in accordance with the station Waste Management and Disposal procedure, PAB20100.

2.6 Description of service

- Food Preparation
- Food Cooking
- Food Serving and delivering
- Food Preservation
- Food Disposal
- House Keeping

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- Provide mobile fridges /deep freeze when required/ emergency basis (max 2 months)

2.7 Services required:

- ✓ Daily meals for employees approximately 4000 to 5000 meals per months.
- ✓ Daily meals for students attending training approximately 500 to 1000 meals per month.
- ✓ Special catering for events, served buffet style or platters:
 - A coffee and tea station for an average of 25 people per visit
 - Site visits by interested parties approximately 300 meals per month
 - Management functions (Safety, Heritage, Awards etc) approximately 3000 meals per year
 - Sporting events (e.g. Blue Flag)
 - Any ad hoc requests not covered above
 - Décor as and when required

3. SCOPE OF WORK REQUIREMENTS

3.1 Catering conditions

- The Supplier to make provision for special events, functions and meetings.
- The Supplier to stick to the menu unless changes were discussed and a written notice submitted to Eskom.
- The Supplier must apply healthy options like salads and offer variety for vegetarian and halaal food amongst others.
- If there's a change in the menu the Supplier to provide a sample before the implementation to Eskom appointed Contract Manager.
- Meal portions to be provided according to the contract.

3.1.1 Minimum Menu Requirements for the meal of the day

Meat – choice of beef /lamb/ Pork, Chicken or Fish

Starch – choice of rice, pap, samp, Pasta or potato

Veggies – 1 per meal

Salads – 1 per meal

Fruits – 1 per meal

Drinks – variety of 1 soft drink or 1 juice (100% pure fruit juice)

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

3.1.2 Food Portions and Sizes

FOOD TYPE	WEIGHT / PORTION SIZE
Meat	
Mutton chops (not more than 3 mm fat)	3 x 80 g raw
Tenderised steak (no fat or sinew)	250 g raw
T-bone	350 g raw
Chuck	350 g raw
Schnitzel	250 g raw
Sirloin steak tenderised (max 3 mm fat)	250 g raw
Mincemeat portion	300 g raw
Pork chops	250 g raw
Stew, boneless, little fat	250 g raw
Kebab	250 g raw
Boerewors – 80/20 meat / fat	2 x 150 g raw
Russians / Franks	25 g cooked
Roast meat	
BBQ Ribs	400g
Chicken wings	5 wings for 1 portion size
Eggs	
Fried, boiled, scrambled or poached	Two medium sized per portion
Fish	
Hake fillet	180g raw
Chicken	
Leg	260 – 300 g raw
Breasts	180 g raw
Hamburgers	
Beef burgers	160 g raw
Chicken burgers	160 g raw portions
Pizza bases	15 cm diameter (minimum)

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

Starch	
Rice	100 g
Chips	300 g
Samp	100 g
Pap	200 g
Pasta	200 g

Vegetables	
Fresh vegetables	150 g
Frozen vegetables	100 g
Potatoes mashed / boiled or wedges	180 g

Cold drinks	
Soft drinks	330 ml
Fruit juice	100 % pure fruit juice 330 ml minute maid

Meat – employees have a choice of red meat, chicken or fish

Starch – employees have a choice of Rice, Pap, Samp, or pasta

3.1.3 Minimum requirements for the Health Pack

- 1 x Energy or Breakfast Health bar
- 1 x Yogurt
- 2 x Different Fruits
- 1 x Fish or Chicken (grilled)
- 2 x Health biscuits (provitas)
- 1 x Cheese Wedge
- 1 x Juice (100 % pure fruit juice)

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

3.1.4 Food Safety Plan:

Step	Critical control point	Hazard	Critical Limits	Monitoring Actions	Corrective Actions
Receiving	Yes	Food Contamination	Product must be from approved suppliers	All suppliers must be on the approved list and if doubt verify	Site manager to return unsuitable food to the supplier
		Growth of pathogens	Refrigerated food Temp must be 4°C or Less upon receipt	Temperature of food must be checked and recorded	
			Food is wholesome, free of pests; packaging is undamaged	Visual inspection of incoming food and packaging	
Storage	Yes	Growth of pathogens	Perishable food is stored at 4°C or cooler	Temperature of food/cooler to be checked and recorded	Ensure the unit temperature are within tolerable range, otherwise adjust accordingly Any food held above 4°C for more than 2 hours must be discarded
			Store Frozen food at -20°C or cooler		
			Thaw frozen food: <ul style="list-style-type: none"> In a refrigerator Under cold running water In microwave, just prior use 	Audit and observe thawing practice	
Food preparation	Yes	Food contamination	Sanitize food contact surfaces and equipment prior to use Practice food employee hygiene: <ul style="list-style-type: none"> No ill employees Frequent hand washing Cuts, burns and abrasions treated and covered 	Verify proper sanitizer concentration with test strips	Modify practices; discard contaminated food Require rewashing of hands if necessary

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

			<ul style="list-style-type: none"> • Clean clothing worn • Hair restrained • No jewelry • Clean fingernails 	<p>Observe practices</p> <p>Observe staff</p>	<p>Ill workers to be assigned non-food handling duties or excluded from work</p>
Cooking	Yes	Survival of pathogens	<p>Cook food to an internal temperature of:</p> <ul style="list-style-type: none"> • 74°C 	<p>Check internal temperature, using a probe thermometer, at the thickest part of the food</p>	<p>Continue cooking until the required internal food temperature is reached</p>
Hot Holding	Yes	Growth of pathogens	<p>Hold potentially hazardous foods at or above 60°C</p>	<p>Check internal temperature, using a probe thermometer, at the thickest part of the food and record temperature</p>	<p>Adjust temperature setting or service unit;</p> <p>Move food to alternate storage unit;</p> <p>Discard food held below 60°C for more than 2 hours</p>
Cooling	Y	Growth of pathogens	<p>Cool foods:</p> <p>60°C to 20°C within 2 hours; then from 20°C to 40°C within 4 hours;</p> <p>Total cooling time should be 6 hours or less</p> <p>Maintain at 4°C or colder.</p> <p>Cooling methods:</p> <ul style="list-style-type: none"> • Use shallow storage containers • Use an ice bath • Wait until food is cold before covering 	<p>Check internal temperature, using a probe thermometer, of the food at various times during cooling; use a timer to ensure that food is cooled within the appropriate timeframe</p>	<p>Discard food if cooling times and temperatures are not met</p>

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

Reheating	Y	Survival of pathogens	Reheat foods to 74°C within 2 hours	Check internal temperature, using a probe thermometer, at the thickest part of the food	Continue cooking until the required internal food temperature is reached Discard food that takes more than 2 hours to reach 74°C
-----------	---	-----------------------	--	---	--

3.1.5 Storage and handling:

Storage and Handling	Testing Frequency	Remarks
Refrigeration compartment	2x per day (Morning and afternoon)	Regularly check built in thermometers against a 2nd thermometer known to be accurate (i.e., recently calibrated)
Cold-holding	2x per day (Morning and afternoon)	Check cooling inserts and foods held on ice
Hot-holding	At least twice a day, but depending on the period food is stored	Randomly check 1 food item in each holding unit 2 hours after commencement of hot-holding
Cooking/Re-heating	On each instance	Check cooking and reheating temperatures for each food item.

3.1.6 Transportation:

Measures	Monitoring	Actions	Records
<ul style="list-style-type: none"> Use insulated containers to reduce heat loss Delivery person has received appropriate training Use clean vehicle 	<ul style="list-style-type: none"> Visual check vehicles 	<ul style="list-style-type: none"> Retrain delivery person Clean and repair delivery vehicle 	<ul style="list-style-type: none"> Vehicle inspection sheet Staff training record

3.2 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 Supplier will be expected to implement a quality system and maintain the quality system until the completion of this contract. The Supplier will comply with the provisions of the ISO9001:2015 series.
- The Supplier 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.

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- The Supplier provides a Quality Check Plan (QCP) with hold points for Eskom for approval 2 weeks prior to commencement of work.
- The Supplier shall appoint a full-time quality controller or an employee with experience in quality control who will work with Eskom representative for all quality related aspects on the site.

3.3 Monitoring Quality Control Systems

- It is important that every member of the kitchen 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 foods.
- 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.
- Ensure that all food to be served meets the required presentation standards.
- Blast-chill procedures must be strictly followed.
- Ensure that food is distributed at the right time, and within the required amount of time.

3.3.1 Quality points for fresh fruit:

Be uniform in size and shape

Be free from blemishes (specks, moulds, bruises)

Have good shape and colour

Not be overripe

Not be wilted or shrivelled up.

Firm, clean, free from defect, fully matured, and well formed with good shape and colour.

3.3.2 Quality points for fresh Vegetables

Crisp and firm in texture and to the feel.

Free from any defects: bruises, decay, or damage.

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

Fresh in appearance with a bright colour.

Not wilted or shrivelled up.

3.3.4 Quality points for Meat

Pork

Colour: Bright pink in young animals. Deeper rose in older.

Texture: Uniform, fine grained and firm.

Lamb

Colour: Light to darker pink, reddish in Mutton.

Texture: Fine grained, smooth and uniform.

Beef

Colour: Light, bright red.

Texture: Fine grained, velvety and firm.

Quality of fish

Frozen fish should be solidly frozen, clear in colour and free of ice crystals.

3.3.5 Quality points for Starch

To retain their quality, they should be stored in undamaged packaging or in a tightly lidded container.

3.3.6 Contractor's Quality Assurance and Quality Control

The Supplier compiles, in conjunction with the appointed Contract Manager and the Supervisor, a product verification plan. This document shows at which stages during the contract involvement is required, and what types of inspection, testing, witnessing etc are carried out to ensure that the requirements of the specifications have been met.

3.3.7 Quality control plan

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

The Quality Control plan consisting of the following as a minimum and is accepted by the appointed Contract Manager and the Supplier prior to commencement of the work.

A covering page which includes and makes provision for the following:

- Document unique number
- Revision number
- Page number
- Provision to incorporate all inspection report numbers
- System worked on
- High level description of work execution
- Test reports. Where tests were performed, they are recorded and the positions of measurements are traceable to the specific area of testing against the records.
- Provision for review and approval signatures of the Supplier, the appointed Contract Manager and the Supervisor.
- Provisional for final releases signatures by the Supplier, appointed Contract Manager/Supervisor the Executive chef and supervisor.

A page which includes a logical sequence of work execution, but not detailed

- Abbreviations
- Record numbers
- Procedure numbers
- Reference document numbers
- Certificate numbers and references.

The work execution logic and sequences for the fabrication and erection addition to this hold, witness points etc are also detailed.

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

4. GENERAL REQUIREMENTS

4.1 Cleaning

- General cleaning of the canteen area will be the Supplier's responsibility.
- The Supplier to arrange for general cleanliness to the kitchen and dining hall at the canteen and surrounding areas at the Suppliers own cost. A pest control certificate obtained from Eskom to be displayed with the Certificate of Acceptability on the notice board in the dining area.
- Areas used for the preparation of meat, poultry, offal and game must be clean with no visible signs of food debris or food particles.
- Stainless steel shelving, tables and counters need to be cleaned and sanitised daily or after each use.
- Kitchen staff to clean as they work.
- Kitchen staff to wipe up spilled or splashed food immediately to avoid creating a safety hazard, e.g. slips and falls.
- When cleaning equipment, special attention must be given to any item that contains areas where food particles may become lodged, e.g. graters, sieves or food processor components.
- Maintaining clean and hygienic preparation and cooking areas and equipment is necessary to prevent the spread of harmful bacteria through cross-contamination.
- The Supplier to provide proof of deep cleaning every 3 months.

4.2 Cleaning Materials

- 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 Supplier to provide their own hygiene soap, hand towel and toilet paper for the toilets for the kitchen staff.
- Eskom will provide hand soap, hand towels, due blocks, toilet spray and toilet paper for the toilets and hand basins inside the canteen area.

4.3 Waste Management

- 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.
- 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.

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- Line all garbage bins with plastic liners and replace as needed.
- Clean and sanitise garbage containers frequently.
- All bins to have lids.
- Keeping drains, gullies, traps and overflows clean and free flowing.
- The wastewater from a kitchen contains large amounts of grease and soap that have not been dissolved.
- 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. All waste must be weighed and recorded before it is removed from site. All records to be available on request from the Environment department. Waste must be appropriately packaged for disposal with the use of proper refuse bags.
- The Supplier shall provide bins/containers for use in the kitchen and dining area.
- Fat trap must be checked monthly and cleaned as and when required.

4.4 Environment

The Supplier shall comply with Komati Power Station's environmental management system. This includes the identification, collection, storage, transportation, and disposal of waste. Hazardous waste shall be disposed off in line with the applicable environmental legislation. 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.

4.5 Water, electricity and telephone

- Power is available from existing boards.
- Telecommunication installations and telephone accounts are for the Suppliers account. All costs associated with rental, calls, etc., will be for the account of the Supplier. The Supplier will be billed on a monthly basis to this effect.
- The Supplier will supply own consumables (coffee, tea, sugar, milk, stationery, printing and copying paper, etc.)
- The cost of the water and electricity consumptions by the Supplier will be paid by ESKOM.

4.6 Maintenance and defects

- Maintenance report of the premises to be submitted to the appointed Contract Manager once a month.
- Eskom will be responsible for the maintenance of the facility occupied.

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- The Supplier to maintain its equipment in good order so as to comply with Eskom standards and Occupational health and safety standards.
- If the Supplier suspect there may a blockage in the drainage pipes, the Supplier must report the problem immediately to Eskom.

4.7 Equipment

- Any equipment, or appliances, used by the Supplier confirms to the applicable OHS Act safety standards and is maintained in a safe and proper working condition. Eskom has the right to stop the Supplier use of any equipment which, in the opinion of Eskom does not conform to the foregoing.
- All equipment / assets must be declared and registered with security upon entering site. This includes portable assets such as laptops. No asset shall be removed from site if the asset removal book is not completed.
- Off-loading and material handling equipment is not available on site and if required, is to be provided by the Supplier.

3.8 Storage

- The Supplier shall maintain stock of consumables in the store provided; at the Suppliers own risk, provided that all local council by laws and the Occupational Health and Safety Act are adhered to.
- Eskom shall not be responsible or liable for any loss or damage to the Supplier's stock of consumables and equipment stored on Komati Power Station's premises.
- Stocktaking must be executed outside normal trading hours.
- It is important to keep food storage areas clean and hygienic to eliminate the risk of contamination and food spoilage, which will increase.
- A competent person to be appointed in writing with the duty of supervising all stacking and storage at the canteen area.
- 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 adhered to at all times.
- The Supplier to make sure that dry stores are kept clean and free of garbage and food scraps.
- The Supplier to make sure that all products are raised above floor level and stored on suitable shelving.
- The Supplier to apply stock rotation techniques (FIFO), using old stock first.
- Chemicals should not be kept in food storage areas.
- All appropriate measures to be taken to avoid the risk of fire;

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- 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.

4.9 Occupational Health and Safety

- Full compliance to the OHS Act, Health and environmental regulations and other Eskom legal requirements.
- The Supplier 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 their 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. The plan will be to Eskom's satisfaction and will be accepted prior to the commencement of any work.
- The Supplier will be subject to periodic audits by Eskom in order to ensure compliance with the plan. Any deviations will be corrected to Eskom's satisfaction.
- Eskom has the right to stop the Suppliers work activities which, in the opinion of Eskom, is unsafe. The Supplier may only continue with work activities when all safety deficiencies have been corrected to the appointed Contract Manager satisfaction.
- The Supplier to ensure that all personnel working under this contract are in good health and pose no risk to any personnel working at Komati Power Station
- Eskom to arrange for swab tests after four weeks of occupation and then every 3 months. The full report of the swab tests and health and safety audit must be discussed with the supplier within 2 weeks after the audit.
- Food samples to be carried out and report submitted to an Occupational Hygienist for further investigation (swabbing results).
- The Supplier 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 Supplier will be expected to investigate and submit a report within 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 for non-compliance and the NEC contract termination process will commence.
- SHE Rep inspection book to be submitted to Eskom Safety department on a monthly basis.
- 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 Supplier 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 120 hours for laboratory analysis should any need arise.
- The Supplier employees will be required to abide by the Eskom lifesaving rules on site at all times.

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- Before any work can commence a risk assessment to be performed by a competent person appointed in writing 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.

4.10 Housekeeping at canteen area

The Supplier shall ensure that

Good housekeeping is continuously implemented on each: Kitchen area, including provisions for the:

- Proper storage of materials and equipment; and
- Removal of scrap, waste and debris at appropriate intervals;
- Loose material require for use, are not placed or allowed to accumulate on the site so as to obstruct means of access to and egress from workplaces and passageways
- The Supplier shall ensure that all waste and debris is as soon as reasonably practicable removed and disposed of from the site in accordance with the applicable legislation.
- A green skip bin will be provided by Eskom for the Supplier to dispose of scrap metal and will be dumped in an area pointed out by the Environmental officer.
- A yellow skip bin will be provided by Eskom for the Supplier to dispose of topsoil and building rubble and will be dumped in an area pointed out by the Environmental officer.
- A white skip bin will be provided by Eskom for the Supplier to dispose of general waste or domestic waste and will be dumped in an area pointed out by the Environmental officer.
- All waste material to be properly sorted and placed in the appropriately allocated skips by the Supplier before any dumping of waste takes place.

4.11 Transport 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 40 Km/h. The vehicle permit of any persons contravening any traffic act on site will be cancelled.

4.12 Audits and Surveys

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

- Surveys to be conducted quarterly by the Supplier and feedback to be provided to the appointed Contract Manager.
- Audits will be carried out, a percentage of 90% will be expected, if less a follow up audit will be carried out. If requirements are not met for three weeks, the contract will be terminated.
- Eskom appointed Contract Manager with the safety department will conduct on-going inspections.
- Regular, scheduled inspections must be carried by the Supplier to ensure that the cleaning schedule is being carried out. These must be carried out using checklists, and a note must be made of problems.

4.13 Non-compliance / NCR

- If there's no compliance on the above an NCR will be issued.
- If the Supplier does not conform to the required standards, resulting in 5 NCR's being accumulated consecutively (on the same or different tasks), then an INO (Initial Notification of Occurrence) will be raised against the Supplier.

4.13.1 The Service Provider shall maintain a minimum service delivery rating of 95% based on:

- Meal delivery punctuality
- Temperature maintenance ($\geq 65^{\circ}\text{C}$ hot meals, $\leq 5^{\circ}\text{C}$ cold meals)
- Customer complaint ratio (maximum 2% of meals served)
- Food quality inspections
- Compliance with R638 hygiene standards

4.13.2 Penalties for Non-Performance:

Non-compliance with the SLA may result in:

- Written warning
- Withholding of payment
- Penalty fees (to be negotiated with SCM) • Termination of contract for repeated failures

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

This document has been seen and accepted by:

Name	Designation
Jenny Botes	Catering Manager
Kingsley Dhlamini	Finance manager/ CCO
Thevan Pillay	General Manager (Acting)

5. REVISIONS

Date	Rev.	Compiler	Remarks
2023/08/20	1	K. Dhlamini	The scope was updated.
2025/11/03	2	J. Botes	Changes to SOW and quantities
2026/03/02	3	J. Botes	Additions to SOW content

6. DEVELOPMENT TEAM

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

- Kingsley Dhlamini
- Mpho Mosikari

7. ACKNOWLEDGEMENTS

- Mpho Mosikari for compiling the first issue.

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 without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.