	<b>Work Instructions</b>	<b>Generation Komati power station</b>
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Cleaning Services Scope of Work**

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## **1. Introduction**

Komati Power Station had outsourced the provision of office cleaning services. The critical item regarding this contract is the compliance with general safety regulations 2(2) and Facilities regulations 9 of the OHS Act 85 of 1993 which requires Eskom to provide free of charge equipment and facilities as well maintain in a clean, hygienic, and safe condition.

### **1.1 Scope**

The scope covers all cleaning activities to be performed on all Komati buildings, toilets, and the plant.

#### **1.1.1 Purpose**

The purpose of this document is to specify how the cleaning services must be rendered, the schedule, frequency, and competency of the Supervisors & cleaners.

#### **1.1.2 Applicability**

This document shall apply throughout Komati Power Station.

#### **1.1.3 Effective date**

The document will be effective from the date of authorization.

### **1.2 Normative**

- [1] ISO 45001:2018 Occupational Health & Safety Management System Standard
- [2] National Environmental management Act: 107 of 1998,
- [3] National Environmental Waste Act 59 of 2008
- [4] National Water Act 36 of 1990.

### **1.3 Informative**

- [1] Occupational Health and Safety Act no.85 of 1993 and Regulations

### **1.4 Abbreviations**

<b>Abbreviation</b>	<b>Explanation</b>
C&I	Control & Instrumentation
ISO	International Organisation for Standardisation
SDS	Safety Data Sheet

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OHS	Occupational Health and Safety
OPS	Operating
EMD	Electrical Maintenance Department
MMD	Mechanical Maintenance Department

## **1.5 Roles & Responsibility**

### **1.5.1 Employer – Service Manager**

- Responsible for overall management of the office cleaning contract.

### **1.5.2 Contractor Supervisor**

- The contractor supervisors are to monitor daily that all areas are cleaned, and the quality of service is always maintained.
- Received the sanitizer & soap stock.
- Report broken or stolen hygiene equipment to service manager.

### **1.5.3 Contractor's Employees**

- Accompany the hygiene personnel who conduct services to ensure that all hygiene equipment is serviced properly.
- Report broken equipment to service manager or contractor supervisors.
- Replenish the seat sanitizer dispensers.
- Replenish the paper towels.

## **2. REQUIREMENTS**

### **2.1 Services Times**

- ✓The plant runs 7x 365 days
- ✓The normal working time is Monday to Friday.
- ✓The scope of work routine is expected to be executed from Monday to Thursday between 7:00 am to 4:00 pm and on Fridays between 7:00 am to 12:00 pm. Saturday to Sunday including public holidays from 07:00 am to 14:00 pm.
- ✓Lunch is between 12:00 pm and 13:00 pm.
- ✓The Service provider shall provide the employer with standby roster with contact details.
- ✓Overtime will only be worked prior mutual agreement between the employer and the service provider.

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## **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 scaffolding requirement and erection for the services on site shall be employer's responsibility.

## **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 and equipment.

## **2.4 Labour requirements**

Position	Quantity	Minimum requirements
Site Supervisor	2	<ul style="list-style-type: none"><li>✓ Supervisory Skills</li><li>✓ Hazards Identification and Risk Assessment training</li><li>✓ Knowledge of Safety, Health, Environmental and Quality Management Systems</li><li>✓ 3 year or more experience in cleaning services in power station environment</li><li>✓ Job observation</li><li>✓ Report writing skills</li><li>✓ Computer literate</li><li>✓ Hazardous chemicals substances training &amp; knowledge</li><li>✓ Communication skills</li><li>✓ Mentoring &amp; Coaching skills</li><li>✓ Incident investigation skills</li></ul>
Cleaners	36	<ul style="list-style-type: none"><li>✓ Must be able to communicate in English or understand English</li></ul>
Safety Officer	1	<ul style="list-style-type: none"><li>✓ SAMTRAC/ NEBOSH/ Diploma in Safety management</li><li>✓ Computer literate</li><li>✓ Hazards Identification and Risk Assessment</li></ul>

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		<ul style="list-style-type: none"><li>✓ Report writing</li><li>✓ Communication skills</li><li>✓ Incident investigation skills and knowledge</li></ul>
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## **2.5 Additional requirements**

- [1] The service provider must provide sufficient labour to continuously cover the power station's plant and offices. Preferable the employees must be fully conversant with plant.
- [2] The Service provider must notify at least one month in advance, his intentions to withdraw and replace supervisors & safety officer. During this notice period the Service provider must find the replacement.
- [3] The contractor to comply with Eskom & statutory requirements.
- [4] The contractor must provide SDS for all chemicals to be used at Komati and SDS to comply with the requirements of the Occupational Health & Safety Act no. 85 of 1993 and regulations.
- [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 hrs.
- [7] Manage waste generated in accordance with the station Waste Management and Disposal procedure, PAB20100.

## **2.6 Description of service**

- All offices, control rooms, laboratories & boardrooms to be vacuumed / swept daily, furniture to be dusted & polished daily, cutleries washed daily and dustbins to be emptied twice daily.
- All offices and open plan area, passages, boardroom, toilets, tea rooms, reception area, waiting area, stairs, outside tiled area, guard houses and examination rooms to be cleaned daily.

## **2.7 Areas to be cleaned daily**

- Main Building Offices ground floor: Passages, stairs, and Leadership Boardroom
  - 1<sup>st</sup> floor: Passages and stairs
  - 2<sup>nd</sup> floor: Passage and stairs
  - 3<sup>rd</sup> floor: Control room, toilets, kitchen, both permit offices, shift managers office and passages
  - All escalators and stairs
- Medical Centre - All offices, examination rooms, tearoom, waiting area, toilets, and passages
- Security building: toilets, control room, reception area, waiting area, passages, outside tiled area, security guard houses (coal gate and main gate), access permit room and offices.

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- Ops training centre - All lecture rooms, tea rooms, toilets, offices, and corridors
- Stores Buildings (Main store, CMD Store and Siemens Store- All offices, passages, toilets, tea rooms, stairs, ground floor and 1<sup>st</sup> floor and Storage areas.
- CMD park homes: All offices, open plan areas, stairs, receptions area, toilets, storerooms and boardrooms and tea rooms.
- Station Service building; All floors' offices, open plan areas, stairs, reception area, Gym area, toilets, storerooms and boardrooms, showers, multipurpose area/ main hall, and tea rooms.
- All buildings as list below - All offices and open plan area, passages, reception area, boardroom, toilets, storeroom, and tearoom.
- The 7 days cleaning services will be required in the areas indicated in the spreadsheet below.

## 2.8 Areas to be cleaned are as follows:

ITEM	AREAS/BUILDINGS	UNIT	NUMBER OF CLEANERS REQUIRED
1	Main building offices (ground floor, 1 <sup>st</sup> floor, 2 <sup>nd</sup> floor, 3 <sup>rd</sup> floor) and Boardrooms, Server rooms	Monthly	3
2	Operating support offices; Two Boardrooms next to Chemical Services; Coal lab and office	Monthly	2
3	Chemical Services building; park homes toilets next to chemical services; lubrication (Engen) offices	Monthly	2
4	Medical Centre offices and examination rooms; Engineering Park homes and boardrooms; Fire station	Monthly	1
5	Common plant & electrical engineering park homes and C&I Offices and Boardroom	Monthly	1
6	Old Outage Offices & park homes and Boardroom, P&T building	Monthly	2
7	Mill workshop & offices; Howden offices, platter workshop, Actom main workshop	Monthly	1
8	OPS Training Centre Offices and lecture rooms; IBI building; Simulator building; Weighbridge, coal stockyard; oil burner workshop; platter shop park home toilets & shower	Monthly	1
9	Permits Offices; Operating main control room, Water treatment plant offices; Old commissioning offices, Permit office between unit 5&6 (7 days a week)	Monthly	2

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10	Main stores building, storerooms, boardroom, chemical storage areas and small office at petrol filling station and surrounding area	Monthly	2
11	Old commercial buildings offices and boardroom; Roshcon offices behind old commercial building	Monthly	1
12	MMD and EMD maintenance workshops, offices, kitchens, storerooms; female toilets next to platter shop	Monthly	2
13	Southey offices and C&I maintenance offices at unit 9 first floor; station cleaning offices at unit 6 first floor; ERI offices at unit 5 ground floor; park home toilets at unit 5 ground floor	Monthly	2
14	Unit 9 first floor males and female toilets; Unit 6 first floor male & female toilets; Unit 5 first floor male & female toilets; Unit 4 first floor male & female toilets; Unit 9 turbine basement males and female toilets	Monthly	2
15	Male toilets next to Outage department; two park home toilets next to EMD workshop; Toilets building behind EMD workshop (7 days a week)	Monthly	2
16	Security main building offices, reception and control rooms, guardhouses, parking security guardhouse; security coal gate guardhouse; ash dam security guardhouse & toilets, Induction area (7 days a week); Visitors centre	Monthly	2
17	Park homes x 3 next to chemical services; Rotek building at unit 1 turbine ground floor, Rotek toilets at unit 1 turbine ground floor	Monthly	1
18	Service building including multipurpose hall and Gym area	Monthly	3
19	CMD park homes & buildings and boardrooms, IT offices, KKS workshop. CMD park home new training centre, old Mutakalo building, CMD park home 14; CMD Toilets; P&T oil lab and offices	Monthly	4

## 2.9 Services to be rendered as follows

- All kitchens to be cleaned daily, washing of dishes, and emptying of dust bins included.
- All cutlery, crockery, and dish cloths to be washed after use.

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- Dish cloths to be sanitized twice a week
- All windows to be cleaned once a month.
- All toilets around the station to be cleaned and maintained in a hygienic state all times and to fill toilet papers in the toilet paper holders as soon as they are finish.
- Walls to be cleaned weekly and when required.
- All doors & door frames to be kept clean all the time.
- Passages and corridors to be kept clean and mopped daily & scrubbed thoroughly monthly.
- Cleaning of the luminaries (offices and toilets) monthly.
- Shampoo cleaning of all carpets (Offices and boardrooms) monthly.
- Cleaning of possible spillages in offices “as and when required.” Except hazardous waste.
- Cleaning of kitchen cupboards and storerooms once per month.
- Removing of dust and spider webs on air conditioners and wall edges / corners using feather duster.
- Provision of a full time cleaner at the Medical Centre to attend to all cleaning requirements.
- Provision of full-time cleaners at main building to clean the tea rooms at all floors/levels & control room, toilets at ground floor and control room as well as the passages frequently.
- Provision of full-time cleaners at unit 1-9 both males & females’ toilets to clean the toilets frequently.
- Provision of vacuum cleaners that are suitable for industrial cleaning and not emitting a lot of noise.
- Provide 2 ply high quality toilet paper,
- Provide cleaning equipment and chemicals including dish soap.

**2.10 The schedule of cleaning material & frequency are as follows:**

ITEM TO BE CLEANED	TYPE OF CHEMICALS TO BE USED	METHOD OF USE
Walls	Water, detergent	Manual, brush, cloth
Floors	Hot water, detergent	Manual, brush, mop
Doors	Hot water, detergent	Manual, brush, cloth
Windows	Windolene or similar window cleaning chemical	Manual, squeegee
Ceilings	Feather duster	Manual, brush, cloth
All wall cupboards	Clean out and keep free of rubbish.	Manual, brush, cloth
<b>WAITING AREAS/RECEPTION AREAS</b>		
Walls	Water, detergent	Manual, brush, cloth
Floors	If carpeted vacuum, if tiled sweep and mop	Use Vacuum cleaner or broom
Doors	Hot water, detergent	Manual, brush, cloth
Windows	Windolene or similar window cleaning chemical	Manual, squeegee
Ceilings	Feather duster	Manual, brush, cloth
<b>ABLUTION BLOCKS</b>		
Walls	Water, detergent	Manual, brush, cloth
Floors	Hot water, detergent	Manual, brush, mop
Doors	Hot water, detergent	Manual, brush, cloth
Windows	Windolene or similar window cleaning chemical	Manual, squeegee

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Ceilings	Feather duster	Manual, brush, cloth
Toilets	Hot water, detergent, and disinfectant	Manual, brush, cloth
Hand basins	Hot water, detergent, and disinfectant	Sanitize daily
Urinals	Use toilet cleaning chemical i.e., Deo blocks	Sanitize daily
<b>KITCHENS</b>		
Walls	Water, detergent	Manual, brush, cloth
Floors	Hot water, detergent	Manual, brush, mop
Doors	Hot water, detergent	Manual, brush, cloth
Windows	Windolene or similar window cleaning chemical	Manual, squeegee
Ceilings	Feather duster	Manual, brush, cloth
Hand basin	Use anti-bacterial chemicals	Manual, sanitize daily
Receptacles	All receptacles to be emptied, cleaned, and refitted with black bin liners. Lids to be replaced	Manual, sanitize daily
Drains	Remove dirt by using drain cleaner	Manual, sanitize weekly
<b>ITEMS</b>	<b>DECSRIPTION</b>	<b>FREQUENCY</b>
1	<b>CARPETING:</b>	
	Vacuum clean with portable machine	Daily (5 days a week)
	Shampoo cleaning followed by steam cleaning of all areas	Every 4 months
	Ditto for corridors, entrance foyers, heavy traffic areas	3 monthly
	Spot clean marks, all areas	Weekly
2	<b>FLOORS- CERAMICS:</b>	
	Sweep and mop with a damp mop	Daily (5 days a week)
	Machine scrub	Weekly
	Polish	As necessary
3	<b>FLOORS CONCRETE:</b>	
	Sweep daily	Daily (5 days a week)
	Sweep oily areas with wood shavings	As required
4	<b>WASTE DISPOSAL:</b>	
	Empty and clean wastepaper bins	Daily (5 days a week)
	Remove all waste	Daily (5 days a week)
5	<b>DUSTING:</b>	
	Dust all low-level horizontal surfaces	Daily (5 days a week)
	Dust all high-level vertical surfaces	Daily (5 days a week)
	Use a damp mop on all horizontal surfaces	Weekly
	Dust all vertical surfaces, walls, cabinets	Weekly
	Vacuum clean vertical carpet surfaces	Weekly

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	Dust and damp-wipe Venetian blinds	Weekly
	Dust and wipe with damp cloth all telephone instruments, PC's, and photo copiers	Daily (5 days a week)
	Sanitize all telephone instruments	Weekly
6	<b>WALLS AND PAINT WORK:</b>	
	Dust removal	Daily (5 days a week)
	Removal of fingermarks	Weekly
	Dust wood panels	Daily (5 days a week)
	Damp wipe wood panels	Weekly
	Wipe tiled surfaces	Daily (5 days a week)
	Wash tiled surfaces	Weekly
7	<b>GLASS DOORS, PARTITIONS, WINDOWS, AND METAL WORK:</b>	
	Spot clean glass doors	Daily (5 days a week)
	Spot clean partitions glass	Daily (5 days a week)
	Clean main doors and partitions at the entrances	Daily (5 days a week)
	Clean exterior faces of external windows	Monthly
	Clean interior faces of external windows	Monthly
	Clean both faces of partitions and glass doors	Weekly
	Clean all frames and fittings in traffic areas	Weekly
	Clean both faces of partitions and glass doors	Weekly
	Clean all frames and fittings in traffic areas	Weekly

### 3. Acceptance

This document has been seen and accepted by:

Name	Designation
D Mphuthi	Safety Manager
Thoko Ndimande	Senior Advisor Quantity Survey
Thevan Pillay	Acting Procurement Manager

### 4. Revisions

Date	Rev.	Compiler	Remarks
September 2019	0	Mapuleng Kobo	The scope for the condition monitoring contract

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Date	Rev.	Compiler	Remarks
March 2023	1	Mapuleng Kobo	Review scope to reduce cleaning frequency for buildings which are closed and to reduce number of cleaners

## **5. Development Team**

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

- Daniel Mphuthi

## **6. Acknowledgements**

- Mapuleng Kobo for compiling the first issue.

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