

	Instruction	Hendrina Power Station
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Title : **Scope of Work for the Provision of Canteen and Catering Services (Interim – 6 months)**

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1. Introduction

This scope of work outlines the roles and responsibilities for the all-inclusive canteen and catering services providing basic meals, beverages, snacks and other items on a daily basis to the employees of Hendrina Power Station. The services will be provided by an outsourced supplier on a NEC Term Services Contract.

2. Supporting Clauses

2.1 Scope

The scope of work (SOW) specifies the required services to be rendered by the Supplier for a period of 6 months and conditions for the acceptance of such a contract. The scope herein does not substitute procurement procedures that will be followed in the procurement process.

2.1.1 Purpose

The scope of work gives detailed information on the expectations of both the Supplier and the Employer (Eskom) for the duration of the Catering Contract.

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] 240-168966153: Tender Technical Evaluation Procedure
- [2] 32-1033: Eskom Procurement Procedure
- [3] 32-727: Safety, Health, Environment and Quality (SHEQ) Policy
- [4] Technical Evaluation Strategy for the Catering Contract

2.2.2 Informative

- [1] NEC3 Term Services Contract

2.3 Definitions

- Contractor: The Supplier who is awarded the contract and will deliver the services outlined in the document.
- Employer: Refers to Eskom, Hendrina Power Station
- Supplier: Refer to definition of Contractor
- Services Manager: The employee nominated by Eskom, Hendrina Power Station who will be overseeing the Canteen and Catering Services contract.

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2.4 Abbreviations

Abbreviation	Explanation
MSDS	Material Safety Data Sheet
NEC TSC	New Engineering Contract Term Services Contract
SoW	Scope of Work

2.5 Roles and Responsibilities

Role	Responsibility
The Contractor	Will provide the canteen and catering services in line with this scope of work and adhering to all Eskom SHEQ guidelines and South African SHEQ acts. May be used interchangeably with The Supplier in this document.
The Employer	Will inform the Supplier of expected service requirements
The Supplier	Will provide the canteen and catering services in line with this scope of work and adhering to all Eskom SHEQ guidelines and South African SHEQ acts. May be used interchangeably with The Contractor in this document.

2.6 Process for Monitoring

There will be regular audits taking place at the canteen, which includes internal audits by the safety department, external audits by Department of Labour, SABS, as well as other authorities identified by the Eskom Risk and Assurance Department.

Peer review will be done by the employees of Hendrina Power Station.

Housekeeping and safety inspections will be done periodically by the Services Manager and the Safety Departments.

2.7 Related/Supporting Documents

N/A

3. Scope of Work for the Canteen and Catering Services

3.1 Executive Overview

Eskom, Hendrina Power Station intends to enter into a 6 months contract with a suitable qualified, experienced and established catering supplier with the capacity to deliver Canteen and Catering services for Eskom at the Hendrina Power Station canteen.

The provision of the Catering and Canteen Services comprises of the following:

- The provision of quality meals and fast foods at the canteen premises

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- Administration surrounding provision of the meals
- Hygiene and cleaning services in and around the canteen area
- Special catering upon request and subject to approval by the relevant management
- Provision of snacks, confectionery, beverages and other items.

The services rendered will be on account for Eskom, Rotek and Roshcon employees, and cash on collection for contractor employees. The Employer can not guarantee the number of meals to be served on any given day. All figures used elsewhere in this document are only estimates.

3.2 Service Information

Employer Requirements:

The scope of work for the provision of Canteen and Catering Services at Hendrina Power Station comprises the following:

Production and serving of quality meals at the canteen, including the meal of the day on the menu and fast foods.

Administration around the meals and meal services

Special catering on request. A signed special catering form must be submitted before providing the meals. This form is available from the Service Manager and all employees responsible for ordering special meals are informed. No special meal may be provided without the form, which must be signed by the Support Services Manager.

Provision of snacks, confectionery, beverages and other resale items are to be provided on a cash basis only, operated like a tuck shop.

Meal cards (both normal and overtime cards) are to be used to purchase only meals as specified on the price list. The figures (number of meals per day) provided on the price list are based on estimates only and may vary significantly during outages of which the Supplier will be notified.

3.2.1 Canteen Management Services:

The supplier will provide skilled and suitably qualified staff with experience in the following areas:

- Food preparation
- Food cooking
- Food serving
- Food preservation
- Food disposal

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The Supplier will adhere to all Food, Hygiene, Environmental and Occupational Health and Safety Act 85 of 1993 standards, ISO 9001, ISO 14001, ISO 45001 and any other applicable laws for food and catering services.

It must be further noted that Hendrina Power Station has employees in excess of +/- 1500, including both Eskom employees, Rotek and Roshcon employees and contractor employees.

There are approximately 750 Eskom employees (Permanent & Fixed Term) working on site that are entitled to one subsidized meal per day for 22 days of the month. There are approximately 84 ERI employees working on site that are entitled to one subsidized meal per day for 22 days of the month.

There are approximately 1000 contractor employees, who have the option of buying cash meals from the canteen. During outages, there are more contractors on-site and the canteen will be informed of the dates.

For cash meals, the Supplier should supply a card machine whereby employees can buy cash plates/snacks paying with their debit card. The Supplier must bear the banking costs for the machine and will not transfer the cost to the employees, customers or the Employer.

The supplier must be prepared to cater (including source from outside) for all dietary preferences including religious-, cultural-, vegetarian-, kosher- and halaal requirements, as well as cater for diabetics with valid certification from the respective bodies where applicable.

Normal Working Hours:

Normal operation hours for the canteen will be 24 hours per day (Mondays to Sundays, including Public Holidays).

Note: Meals to be served 11:00 - 22:00. Only the tuck shop must be operational outside these hours.

Buffet lunch to be available 11:00 - 13:00.

Employees only get lunch for half an hour and the canteen staff must as such ensure that service is prompt and efficient.

Ordering process:

Eskom, Rotek and Roshcon employees will come to the canteen with a meal card during the service hours (11:00 – 22:00) which will be utilised to deduct the meal cost from their card.

Employees who wishes for the food to be delivered to their office must order before 08:15 for breakfast and before 09:30 for lunch.

The Eskom and ERI employees pay at petty cash for the meal card and coupon for the month. The coupon is activated by the Contractor for 22 meals. Once finished, the Contractor will take the coupon back to petty cash.

Tuck shop items are to be paid cash with NO additional overhead costs (i.e. bank charges).

Contractors will pay their meals in cash/card.

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Meal Deliveries:

The Supplier must prepare and deliver meals all Eskom and ERI employees' office. Start with Senior Management in the Gigawatt Building.

Meal deliveries for breakfast to take place from 09:00 - 09:30.

Meal deliveries for lunch to take place from 11:00 - 12:00.

Meal Standard and Menu:

Meals provided must be of high quality and tasteful and be presented to look good.

The Contractor must submit a 15 day cycle menu. The menu may be changes only if approved by the Employer.

The menu should be reviewed every 3 months to prevent menu fatigue, and to incorporate seasonal foods.

Everyday, there should be an option available to all dietary requirements which includes religious-, cultural-, vegetarian-, kosher- and halaal requirements, as well as cater for diabetics. Once per week, a traditional meal must be provided.

The main meal for every day should include protein (meat), starch (rice, pap, samp, potato or pasta), 2 vegetables, a small salad, a fruit and a cold drink/water.

An alternative of a red and a white meat should be available everyday, and where possible, dry and wet cooked alternatives should be made available.

Cutlery must be provided with every meal.

Serving of Meals:

Meals served must be hot, which may then be taken away by the employee or be consumed in the canteen dining area. The food preparation must be aligned to be served hot as times agreed with the Employer. This may change at the Employers' discretion and will be timeously communicated

The Contractor should ensure that they have the capacity and man-power for simultaneous refilling of serving stations and replenishing of stock as well as serving of meals – at least 3 staff members for serving meals and a cashier.

All serving points must be open and fully functional during lunch peak on normal week days and any other time when high demand is anticipated.

At least 2 runners must be available during the peak period to assist the servers.

A supervisor must supervise the serving of meals at all times, ensuring that the serving process runs smoothly and efficiently, preventing any delays. Where there is a delay, the supervisor must intervene to restore smooth operation of the serving process.

Food Containers:

The food containers should be fully biodegradable, divided with a lid and big enough to ensure complete cover of the food without squashing it. It must be able to withstand heat up to 100 degrees Celsius and withstand weight pressure during packaging.

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Cutlery Set:

Should include a knife, fork, spoon, salt, black pepper, serviette and a toothpick. This cutlery set must be inside sealed packaging and not be open to contamination. Extra condiments like vinegar, tomato sauce and salad sauce should be available on request.

Food Preparation:

Food preparation is done in the canteen kitchen on Hendrina Power Station, however the Supplier is aware that this may have some constraints and is expected to continually ensure that food preparation is not interrupted.

Food preparation must be done according to approved standardised recipes and methods.

Food will be prepared strictly according to the approved menu, standardised recipes and food preparation methods.

Food should be received, stored, prepared and served in a safe manner as per prescribed standards.

Food will be prepared freshly for each shift.

Prepared food is held for the minimum time before consumption and held for a maximum of three (3) hours after preparation dependant on temperature control.

Tuck Shop:

All serving points in the tuck shop should be open and functional during peak periods.

The Contractor should have the capacity for simultaneously replenish stock and serve customers. There will also be a runner available for each serving point to ensure quick and efficient service.

An electronic/email/phone system should be in place for orders to be placed remotely and this ordering system must be used between the pay point and the preparation area to coordinate orders. Orders must be efficiently tracked to ensure the minimum waiting time.

The Contractor will ensure that there is effective communication between supervisors, managers, stores, servers and staff.

Snacks and Fast Foods:

The Contractor will continuously provide the snacks and beverages as specified in the price list which will be sold at the tuck shop on a CASH ONLY basis. Any additional items and their prices should be approved by the Employer before implementation.

A list of the items that will be supplied in the tuck shop on cash basis must be handed in to the Service Manager and will be discussed and agreed upon, with the pricing. Any changes must first be discussed with the Service Manager for the duration of the contract.

Special Catering:

From time to time, it may be necessary to provide special catering in addition to normal day-to-day canteen and catering services i.e. for special functions, meetings, training, braai packs, audits etc.

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The special catering will be supplied on request by the submission of the Special Catering Form to the Contract, which must be signed by the Line/Group Manager of the requestor and approved by the Support Services Manager.

The above special catering will be done by the Contractor as and when required at prices agreed with the Employer.

Cleaning and Hygiene:

The Contractor shall manage and maintain the facilities in a good and hygienic condition.

All dining facilities and the kitchen area must be cleaned before, during and after meals.

All canteen facilities and the surrounding areas must be deep cleaned at least once a week – this includes the kitchen, the dining hall, the tuck shop, the serving area, the chemical storeroom, the swirl room.

Kitchen drains, gullies and grease traps must be cleaned on a daily basis.

All equipment and surfaces must be cleaned on an ongoing basis.

The pavement and area immediately around the canteen must be cleaned monthly with a high pressure hose or similar to ensure it is properly clean. This includes windows, the pavement around the canteen, including about 4 meters to all sides of all canteen buildings and the parking area for the canteen.

The Contractor will conduct monthly independent audits and sampling. The Employer reserves the right to conduct its own audits and sampling at its discretion.

The Contractor will keep the waste area in clean condition.

The Contractor will arrange for the Extraction Fans to be cleaned with a supplier who provides a certificate that cleaning and servicing has been done.

The Contractor will arrange monthly pest control. A pest control certificate to be displayed with the R962 certificate on the notice board in the dining area.

Hazard signs must be in place when cleaning starts

The Contractor will supply their own cleaning materials for both the cleaning of the facilities, as well as hand washing, hand towels and toilet paper for the staff.

Waste Management:

The Contractor will separate all waste at source and keep the waste area (Swirl) locked and clean at all times. The Contractor will dispose of prepared food waste and used oil in a safe manner and separately from the rest of the waste. The Contractor will make arrangements with a service provider to remove old oil and keep a proper audit trail. The Contractor will keep the bins around the Canteen in a clean and proper condition. All bins must have lids and not overflow at any given time. All waste must be removed daily by a service provider in appropriate packaging.

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Environment:

The Contractor will comply with Hendrina Power Stations' Environmental Management System. This includes the identification, collection, storage, transportation and disposal of waste. Hazardous waste shall be disposed of in line with the applicable environmental legislation. It is important to note that all spillages must be reported to the Service Manager and Environment Department as soon as possible and cleaned up immediately. It is the responsibility of the polluter to clean the spillage and rehabilitate the polluted area.

Storage:

The Contractor shall maintain stock of consumables in the stores provided, at the Suppliers' own risk, and ensure that all local council laws and the OHS Act 95 of 1993 are adhered to. Eskom shall not be responsible or liable for any loss or damage to the Suppliers' stock of consumables and equipment on Hendrina Power Station premises.

Stocktaking must be executed outside of normal working hours of the Eskom employees.

Food storage areas must be kept clean and hygienic to eliminate the risk of contamination and food spoilage. It must also be neat and under control.

A competent person must be appointed, in writing, with the duty of supervising all stacking and storage at the canteen area.

All food items have recommended storage procedures that specifies temperature, shelf life and place of storage and these procedures must be adhered to at all times.

The Supplier must ensure that all food products are stored raised from the floor level on suitable shelving.

Stock rotation technique of First In First Out shall be applied.

No chemicals may be stored in food storage areas

Appropriate measures must be in place to avoid fire risk

Maintenance and Defects:

The maintenance of the facility and equipment belonging to Eskom will be maintained by Eskom. Any defects noticed by the Contractor must be reported immediately. If a blockage in the drain pipes is suspected, it must also be immediately reported to the Service Manager.

The Supplier will maintain any equipment brought to site by them.

Equipment:

Eskom will identify the equipment that will be made available with the facility. Any equipment that the Supplier makes available must conform to the applicable OHS Act and Standard and should be maintained in safe and proper working condition. Eskom reserves the right to stop the Supplier from using any equipment, which in the opinion of Eskom does not conform the foregoing.

All equipment/assets must be declared and registered with the Security department upon entering the site. This includes portable and electronic equipment such as laptops.

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Offloading and materials handling equipment will not be made available by Eskom, and if required on site, must be arranged and provided by the Supplier.

Staffing:

In the execution of its duties, the Contractor will:

Provide adequate human resources to execute the tasks as required by the Employer, including outside normal working hours i.e. administration, management, SHEQ and quality control.

Provide constant supervision in all areas where work is performed.

Provide at least one Quality Control per shift.

Provide a fully dedicated SHEQ Officer to oversee all safety, health, environmental and quality matters

Develop a plan for all levels of staff submitted within 1 month of contract inception.

Submit all new appointed employees for approval by the Employer

Provide transport for employees to and from site within a reasonable distance.

Administration:

The Contractor will provide and maintain till points that have card readers and barcode scanners with no manual capturing of transactions. The Contractor will submit an automated month-end report of meals per account holder/card to the Employer.

The Employer reserves the right to full access to all records and may require further verification or change to supporting documents at any time.

The Contractor will update the system management and maintenance plan monthly.

Cash Handling:

The handling of cash will be outsourced to an accredited cash management company by the Contractor.

A card machine must be made available by the supplier with no banking costs being transferred to employees.

PPE & Uniform:

The Contractor will provide their employees with PPE and uniform that meets the requirements of a food preparation facility free of charge to the employee. They should be supplied with enough PPE and uniforms to ensure they have a clean set for each shift (minimum of 2 full sets and 1 pair of boots) and that PPE is kept in neat condition. This PPE should be branded with the company name.

The Contractor will provide coats, mop caps and beard covers and keep a register of people entering any of the food handling areas.

The Contractor will keep an updated register of all the PPE and uniforms issued to employees.

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3.2.2 Maintenance

Risk:

The Contractor will provide the Employer with a comprehensive risk analysis for the complete operation prior to the contract start date.

Other Requirements:

The Contractor shall conduct a quarterly independent audit, keep the records and report the findings to the Service Manager.

The Contractor shall conduct monthly internal audits, keep the record and report the outcomes to the Service Manager.

The Contractor shall conduct quarterly swab tests, keep records and report the outcomes to the Employers Agent.

Constraints on the Contractor:

The canteen on Hendrina Power Station is situated near the coal storage area and as a result, dust is an on-going problem. Keeping the area clean is a full time requirement and of paramount importance.

The quantity of meals to be served on a daily basis can't be guaranteed.

Key Performance Indicators:

Area	Indicator	Weight
Food Safety	Swab tests done with clear results Work stations separated properly Colour coding used Hand washing done properly Food safety reflecting on daily toolbox talk Sanitiser available at all work stations at all times Safe temperature maintained around food	20%
Food Service	Waiting time per order All tills working as per requirement, at least 20 minutes 90% of the time Presentation of food attractive and hygienic Servers is courteous and identifiable with a name tag A supervisor is overseeing the front of house at all times during the main lunch period	20%

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	Food is served as per approved menu Deviations is reported beforehand (max 5%)	
Complaint Handling	Customer satisfaction system in place and functional All complaints received followed up and corrected	10%
Cleaning	Cleaning as per approved cleaning schedule Facilities and surroundings kept clean at all times	10%
Safety	Incidents recorded and investigated as per procedure Safety forms part of daily toolbox talks PPE worn correctly at all times - no deviations	10%
Staffing	Staff as per structure at all times Temporary employees used for periods of long absence	10%
Stock Availability	Sufficient stock available at all times	20%

3.2.3 Meals and Meal Quality

The following list has items that will be purchased on the meal card (only Eskom employees), and contractors may purchase on cash basis as per predetermined prices. Items that don't form part of the list may be purchased by employees using cash.

Each meal is to be accompanied by a soda drink, juice or bottled water.

Employees using a meal card may only get 1 meal per day (max 22 meals per month).

Various meals <ul style="list-style-type: none"> - Meal of the day (protein, starch, vegetables, salad, fruit) - Fish & Chips
Various Health Meal options not limited to: <ul style="list-style-type: none"> - Chicken wrap meal - Chicken / Green / Italian Salad - Vegetarian Meal - Health Packs
Other Options: <ul style="list-style-type: none"> - Chicken Mayo Sandwich - Club Sandwich

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<ul style="list-style-type: none"> - Loose eggs - Chips (small, medium & large) - Bread (Half, brown or white)
<p>Assorted drinks:</p> <ul style="list-style-type: none"> - Cold drinks buddy (440ml) - Cold drinks can (300ml) - Water Still (500ml) - Juice 100% - Milk (500ml) - Maas (500ml)

Food Portion and Size:

Item	Alternatives	Specification (raw) /Portion	
Protein	(with bone)		
	Beef	300g	
	Mutton/Lamb	300g	
	Chicken (leg quarters)	220 - 225g	
	Pork	300g	
	(without bone)		
	Chicken breast	250g	
	Beef - Tenderised steak	250g	
	Mutton / Lamb	250g	
	Sausages	200g	
	Mince	200g	
	Fish	150g	
	Boerewors (80% meat/20% fat)	2 x 150g	
	Vegetarians alternatives to equal specifications		
	Bone and fat content no to exceed 15 & 10 % respectively		

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	(Roast Meat) BBQ Ribs Chicken wings Eggs Fried, boiled, scrambled or poached Hamburgers Beef Burgers Chicken Burgers Bun Size	400g 5 wings for 1 portion size 2 medium sized per portion 160g 160g 15cm Diameter
Starch	Pap Rice Samp Samp with beans (70/30 ratio) Pasta Chips	200g 100g 100g 150g 200g 300g
Vegetables	2 x Vegetables - proper balance of complementary vegetable groups per meal. Can be cooked or served as salads Cabbage to be excluded. Fresh vegetables Frozen vegetables Potatoes - mashed/boiled/wedges	150g 100g 180g
Gravy	Must be cooked (no tinned gravy)	
Fruit	In season fruit	150g
Assorted Drinks	- Cold drinks buddy - Cold drinks can - Water Still - Juice 100% - Milk - Maas	440ml 300ml 500ml 300ml 500ml 500ml

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Meat - employees must have an alternative choice between red meat, chicken or fish

Starch - employees must have an alternative choice between rice, pap or samp

Healthy meal requirement:

- 1 x Energy bar, 3 x different fruit, 2 x health biscuits (i.e. Provita), 1 x cheese wedge, 1 x yogurt, 1 x chicken or fish (grilled), 1 x juice/water
- There must be at least one healthy meal available every day in addition to the Health Pack described above i.e. wrap with grilled chicken, salads

Quality check points:

Fresh Fruit:

- Be uniform in shape and size
- Be free of blemishes (specs, mould, bruises)
- Have good and consistent shape and colour
- Not overly ripe, wilted or shrivelled
- Firm, clean, free from defect, fully matured and well formed

Vegetables:

- Crisp and firm in texture and to the touch
- Free from any defects such as bruises, decay or damage
- Fresh in appearance with bright colour
- Not wilted or shrivelled

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

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Texture: Fine grained, velvety and firm

Fish

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

Starch:

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

3.2.4 Catering Service – Premises and Equipment

Canteen Premises:

Eskom, Hendrina Power Station will supply the following:

- An office with a desk and chair in the canteen area
- One landline phone (internal calls only)
- Electricity
- Water
- Geyser
- Walk-in refrigerator and freezer
- Air-conditioning and ceiling
- Extraction fan
- Tables and chairs for the dining area
- Lockers for the staff change rooms
- Built-in safe
- Food preparation tables and work counters
- Sinks (kitchen and scullery)
- Stainless steel counters
- Vegetable Grater
- Potato Peeler
- Work Bench with thick cutting board
- Food Warmer
- Convection Oven
- Tilting Pan
- Capdan Pot (double)
- Dishwasher
- Bone Cutter

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- Industrial Oven
- Flat Top Griller
- Microwave Oven
- Pots
- Wooden Trays
- Chest Freezer
- Shelves
- 20L Double Fryer
- Bain Marie Display Units (2)
- Bain Marie Inserts
- Strainers
- Display Fridges
- Mixer
- Pie Warmer
- Tables and Chairs for the Dining Hall
- Chips Dump Station (double)
- Flat Top Griller
- Wheely Bins

The Contractor will ensure that the facility adheres to the standards prescribed in the R962 Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972.

Any improvements made by the Contractor will be for their own account and may only be done after approval from the Employer. No compensation will be paid to the Contractor/Supplier.

On termination of the contract, fixed improvements will become Eskom properties, unless otherwise agreed, at the time of implementation, in writing and signed off by both parties.

All furniture and fittings must be of acceptable industry standards. Eskom reserves the right to instruct the Supplier to remove any furniture and fittings that is deemed unacceptable.

On termination of the contract, the Contractor/Supplier will repair all damages incurred during their occupancy to the premises.

No structural changes may be affected without Eskom's written approval.

The Supplier must provide the following equipment:

- An IT system tracking meals ordered in full. This should show who ordered, which meal, can track monthly cost, monthly meals served, expenses, income etc.
- Point of Sale System i.e. tills

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- Landline will be opened for external calls, which will be billed by Eskom, to be paid by the Contractor
- 3 x Delivery vehicles meeting the Eskom Vehicle Standards (32-345 Eskom Vehicle Safety)

Note that the above list is not restrictive and the Supplier may add any equipment deemed necessary, but won't be included on the price list. A written notice and motivation must be given to Eskom for any equipment omitted, and permission must first be granted.

4. SHEQR requirements

SHEQR requirements that cover the total holistic approach to all potential risks includes the following legal obligation:

Safety:

- Annexure B - refer to the Safety Requirements as part of the Tender Enquiry
- OHS Plan or OHS Manual for the company and contract
- Baseline OHS Risk Assessment
- Valid Letter of Good Standing with COIDA / equivalent
- OHS Policy (must be signed)

Environmental:

Please refer to the Environmental Evaluation Checklist as part of the Tender Enquiry.

Quality:

Please refer to the Quality Tender Returnable documents as part of the Tender Enquiry.

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