

: Document Title: **SCOPE OF WORK –  
CHEMICAL TOILETS, SHE-BINS,  
SEPTIC, AC & COCs (100 SITES)**

Document Identifier:

Alternative Reference

Number: **Not Applicable**

Area of Applicability: **Eskom Rotek Industries  
SOC Ltd**

Functional Area: **Construction Services**

Revision: **0**

Total Pages: **8**


Next Review Date: **July 2028**

Disclosure

Classification: **Controlled Disclosure**

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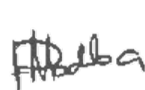


Date:

26.08.2025

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Date:

26 August 2025

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Date:

22 October 2025

# SCOPE OF WORK – CHEMICAL TOILETS, SHE-BINS, SEPTIC, AC & COCs (100 SITES)

Unique Identifier:

Revision: 0

Page: 2 of 8

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## TABLE OF CONTENTS

<b>1. INTRODUCTION</b>	<b>3</b>
<b>2. SUPPORTING CLAUSES</b>	<b>3</b>
<b>3. SCOPE OF WORK REQUIREMENTS</b>	<b>6</b>
3.3. Personnel & Competency .....	6
3.4. Vehicles, Equipment & Spares.....	6
3.5. Documentation & Records .....	7
3.6. KPIs & Performance.....	7
4. ACCEPTANCE .....	7
5. REVISIONS .....	7
6. DEVELOPMENT TEAM .....	7
7. ACKNOWLEDGEMENTS.....	8

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## 1. INTRODUCTION

This Scope of Work (SOW) defines the technical requirements for the supply, routine servicing, and compliance inspections of chemical toilets, SHE-bins (hygiene bins), septic tanks, air conditioners, and portable electrical tools across approximately one hundred ( $\pm 100$ ) active project sites for a period of 36 months. The intent is to ensure reliable route-based service delivery (e.g., 3x/week for toilets/SHE-bins; monthly for septic, AC and tool checks), with measurable on-time performance and traceable documentation.

## 2. SUPPORTING CLAUSES

### 2.1. Scope

#### 2.1.1. Purpose

Provide a clear, standardised specification to procure and manage multi-site services for chemical sanitation, SHE-bins, septic tank servicing, and monthly technical inspections/COCs for container power, portable tools and AC units.

#### 2.1.2. Applicability

Applicable to all ERI projects operating distributed sites that require route-based sanitation and technical services with national coverage.

#### 2.1.3. Effective Date

Effective from contract award and valid for the 36-month contract period.

### 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

- **SANS 10142-1** - Wiring of Premises (Low-voltage installations)
- **SANS 10400-S** - Facilities for Persons with Disabilities
- **Occupational Health and Safety Act, 1993** (Act No. 85 of 1993) as amended
- **Construction Regulations, 2014** (Government Notice R84)
- **National Environmental Management Act, 1998** (Act No. 107 of 1998)

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# SCOPE OF WORK – CHEMICAL TOILETS, SHE-BINS, SEPTIC, AC & COCs (100 SITES)

Unique Identifier:

Revision: 0

Page: 4 of 8

- ISO 9001 - Quality Management Systems
- ISO 14001 - Environmental Management System
- ISO 45001 - Occupational Health & Safety Management System
- OEM service manuals for AC and service vehicle equipment

These documents are indispensable for the application of this document and must be used together with this specification.

## 2.2.2. Informative

- Site-specific EMPs and ERI Quality Management System
- Electrical Machinery Regulations (EMR)
- Relevant Eskom technical standards where applicable

Definition	Explanation
<b>Accessibility</b>	Design features that enable use by persons with disabilities, including wheelchair users
<b>COC</b>	Certificate of Compliance for electrical installations as per SANS 10142-1
<b>DB Board</b>	Distribution Board - electrical panel containing circuit breakers and earth leakage protection
<b>PAT</b>	Portable Appliance Testing (portable electrical tools).
<b>Route-based servicing</b>	Pre-planned repeat service routes and time windows across multiple sites.

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# SCOPE OF WORK – CHEMICAL TOILETS, SHE-BINS, SEPTIC, AC & COCs (100 SITES)

Unique Identifier:

Revision: 0

Page: 5 of 8

Definition	Explanation
Wheelchair Accessible	Compliant with SANS 10400-S requirements for persons with disabilities

## 2.3. Definitions

## 2.4. Abbreviations

Abbreviation	Explanation
COC	Certificate of Compliance
DB	Distribution Board
AC	Air Conditioner
ERI	Eskom Rotek Industries
SANS	South African National Standard

## 2.5. Roles and Responsibilities

- **Project Manager** – Contract execution oversight; KPI tracking; approvals.
- **Site Lead** – Daily coordination of access and readiness for servicing.
- **Technical Supervisor** – Ensures SOP adherence; validates COCs and test records.
- **Supplier** – Provides personnel, vehicles, equipment, spares; executes services and record-keeping.

## 2.6. Process for Monitoring

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- Monthly performance reports with serviced counts per site and COCs issued.
- KPI dashboard: on-time service %, response time, first-time-fix, exceptions.
- Quarterly reviews and annual audits of records and instruments' calibration.

## 2.7. Related/Supporting Documents

- Contract, BOQ and site lists; SOPs; OEM manuals; calibration certificates; disposal certificates; sample COCs.

## 3. SCOPE OF WORK REQUIREMENTS

### 3.1. Service Frequencies & Coverage

- Chemical Toilets & SHE-Bins – Serviced three (3) times per week per site.
- Septic Tanks – Serviced monthly with licensed tanker units.
- Container Power COCs – Monthly inspection and certification (per container DB).
- Portable Tools COCs – Monthly PAT/inspection and certification (per site).
- Air Conditioners – Monthly inspection/servicing and COC issuance as applicable.
- Coverage – Approximately 100 concurrent sites with national footprint.

### 3.2. Technical Methodology (SOP-Driven)

- Route planning with fixed windows; contingency vehicles for breakdowns.
- Checklists per service type (toilet/SHE-bin; septic; COCs for container DB/tools; AC).
- Digital job cards; barcode/QR tagging for traceability; exception logging and close

### 3.3. Personnel & Competency

- Trade-tested electricians for DB/tool testing; HVAC technicians for AC; mechanical/plumbing technicians for sanitation kits.
- OEM training certificates for vac-pumps and AC equipment; current calibration for PAT/insulation testers.
- Skills matrix mapping technicians to tasks; supervision ratio declared.

### 3.4. Vehicles, Equipment & Spares

- Service vehicles with vacuum tanks/pumps sized for route volumes; hose diameter/length fit-for-purpose.

CONTROLLED DISCLOSURE

# SCOPE OF WORK – CHEMICAL TOILETS, SHE-BINS, SEPTIC, AC & COCs (100 SITES)

Unique Identifier:

Revision: 0

Page: 7 of 8

- Spill-resistant couplings and shut-off hardware (technical feature).
- AC service kits (gauges, vacuum pump, leak detector) and electrical testers (PAT/insulation).
- Minimum spares holding and mobile/bench workshop arrangements to maintain uptime.

### 3.5. Documentation & Records

- COCs (container power, tools, AC) with traceable serials and technician IDs.
- Monthly performance report per site: counts serviced, COCs issued, exceptions and corrective actions.
- Waste transport/disposal documentation retained (manifests, certificates, weighbridge tickets).

### 3.6. KPIs & Performance

- On-time service performance  $\geq 95\%$ .
- Response to breakdowns within 24–48 hours depending on severity/site.
- First-time-fix rate  $\geq 90\%$  on reactive tasks; zero missing records in monthly packs.

## 4. ACCEPTANCE

Name	Designation
Project Manager	
Engineering/Technical Manager	
Quality/Contracts Representative	

## 5. REVISIONS

Date	Rev.	Compiler	Remarks
Aug 2025	0	[Initials & Surname]	Initial compilation using ERI scope template.

## 6. DEVELOPMENT TEAM

- Engineering/Technical Team
- Project Management Office
- Contracts & Quality Assurance

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# SCOPE OF WORK – CHEMICAL TOILETS, SHE-BINS, SEPTIC, AC & COCs (100 SITES)

Unique Identifier:

Revision: **0**

Page: **8 of 8**

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## 7. ACKNOWLEDGEMENTS

This scope is adapted to the ERI template and aligns with route-based servicing and monthly COC deliverables across 100 sites.

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