

## GOGO Narrative- CNC Hot Line Kiosk Telephone

### METHOD STATEMENT

The project is aimed at strengthening the Eastern Cape Operating Unit's relationship with customers by making the telephony channel more accessible to customers. Customer kiosks equipped with hotlines will be installed at fourteen Eskom sites to provide customers with access to Eskom services via the Contact Centre at no cost to the customer. This aligns with Customer Centricity and improving the Customer's experience

#### **ACCESS:**

CNC has access control since the cubicles are to be placed inside the Eskom boundary.

#### Mitigations

- Induction training of both staff and visitors required.
- Identify the risk involved and mitigate.

#### **SCOPE OF WORK**

- Procure materials and assemble Kiosks as per drawing ER00000:
  - 1,2m x 1,2m Hut with a 1,2m x 1,2m Veranda Extension and Total of 1.2m x 2.4m Area
  - Wall height 2m Roof height 2,4m
  - 2 opening glass windows to open externally– 0.620m x 0.920m
  - 1 fixed toughened window in door – 0.410m x 0.610m
  - 0.8m wide x 1.8m high door and should be lockable
  - Colour-plate steel framed floor with shutter-board should be strong enough to hold a person weighing 200kg maximum weight/m<sup>2</sup>
  - 6 Adjustable legs should be made of steel
  - Chalk/cream white colour walls with a blue roof
  - Should have a structural integrity guarantee from manufacturer/supplier
  - Should have space to attach Eskom Logo on the side
  - Roof should be preferably made of metal steel with pop rivets to hold in place
- After assembly, Kiosks will be inspected by relevant stakeholders before acceptance and taken to relevant Substations for placement:
  - Should last longer than the normal steel type of security huts
  - Should be rust and maintenance free
  - Should be designed for south African conditions
  - Should be fire, vermin and pest proof
  - Should be weather resistant and ventilated
  - Should comply to environmental requirements

#### **ESKOM BRANDING/LOGO**

- Kiosk Branding/logo will be procured by Eskom and provided to the contractor for installation after the kiosk has been Quality checked and accepted.

#### **CONSTRUCTION WORK**

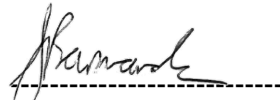
- Hot Line Kiosk to be placed in recommended area for each CNC
- CNC/Telecoms responsible to provide the Kiosk with a telephone and telephone line.
- Area minimum size to be of 2m x 3m (could be different from site to site).
- Always apply supervision.
- Alexandria CNC
  - The kiosk to be as close as possible to the kiosk of the Security, for them to lock it at night.
  - It must have its own access gate, so the public cannot enter the Eskom property where the CNC activities take place.
  - Will require supply and installation of fence and a pedestrian gate

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- Cala CNC
  - Only requires branding
- Selected Area to be level for placement of Kiosk
- If selected area is not level as required, and no other area within the CNC is viable, then excavation will be required.
  - Excavation amount will be identified and determined at respective CNC

**PLATFORM DESIGN**

- The platform shall have a slope of  $\pm 1:100$  across breadth of the site.

  
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2025-01-10  
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Date