



**PROVISION FOR COMMERCIAL CLEANING
SERVICES WITH DEEP CLEANING AT
SALDANHA TERMINAL, FOR FIVE (5)
YEARS**

DOCUMENT REFERENCE

SITE

Transnet Port Terminals: Saldanha

DATE

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1. DEFINITIONS

Contract

An agreement with specific terms between two or more parties or entities based on mutual consent, which has legal effects and involves the transfer of consideration – usually financial or some other type of benefit.

Contract Manager

Transnet employee who is authorized to represent Transnet in terms of the contract and appointed to supervise and/or liaise with the contractor to ensure that the specifications of the contract are met (with special emphasis on technical specifications, inspection of quality, health and safety, environment, and quantity of work). A contract manager has the role of executing the plan to achieve the deliverables. This person receives all his authorizations from the project initiator and the stakeholders.

Contract Owner

The person who requires a specific product, goods, or services and who is responsible for providing the budget and approval.

Contractor

An employer (organization) or a person performing any work and has entered into a legally binding business agreement contract to supply a product or provide services to Transnet. This applies to the Suppliers, Vendors, Consultants, Service providers, and Contractors.

Contractor Execution Plan

A site, activity, or project-specific documented plan by the client's project requirements. The Contractor to Transnet submits a plan for approval before mobilization on-site. The Contractor Execution Plan includes, inter alia: Health and Safety, Environmental, Energy, Quality, Delivery plans, etc.

Contractor Compliance File a file or other record containing the information in writing required by Transnet.

NB: A file must be submitted for each discipline where applicable e.g., health and safety, environment file, etc.

Job Owner:

Any permanent employee of IOT who has been trained, tested, and found competent, and appointed in writing to carry out or supervise work on plant, machinery, and equipment.

Risk Assessment

A risk assessment in this procedure is the process where all risks associated with the contract and its execution are identified, mitigated, and managed.

Specification

A detailed prescription of the Integrated Management System (IMS) requirements to which equipment, construction, product, or service must comply with this includes various models, drawings, and documents. It noted that the specification might even comprise a multitude of different elements.

Lockout:

The fitting of a padlock (or caliper and padlocks) to an isolator switch so that it cannot be returned to an operating condition.

Permit Acceptor:

Any person who has been appointed in writing to receive a Permit to Work to carry out or supervise work on equipment.

Permit Issuer:

The operations shift manager will be responsible for the issuing of permits.

Permit Number:

A number issued by CCR that logs the work performed, the person responsible for the work, and the approximate duration. Note: This is not the same as the sequential number on the Permit to Work.

Permit to Work:

A written document indicating the equipment to work on, the potential hazards, how and where these hazards are negated, signatures indicating that equipment is safe, and the names of all persons working on the equipment.

Responsible Supervisor:

The Operations and Maintenance Supervisor who been assigned responsibility for the operation and maintenance of a particular section/s of the plant.

2. BACKGROUND

Transnet Port Terminals (TPT) manages the commercial handling of sea-route freight at the Port of Saldanha, supporting imports, exports, and transshipments. TPT operates two terminals that play a crucial role in the regional economy by facilitating the movement of various types of cargo, including bulk and break-bulk goods. These terminals connect markets across Asia, Europe, the Americas, Australia, and both West and East Africa, ensuring smooth and efficient trade routes for diverse global destinations.

To support its operations, the terminal uses various facilities for staff involved in management, administration, support services, and operational tasks. These facilities require a range of commercial and deep cleaning services to maintain a safe and conducive work environment.

3. OBJECTIVES

The contract's objective is to streamline all cleaning activities at TPT's Saldanha Terminals by engaging a single service provider. This provider will handle all aspects of cleaning, including labor, supervision, transport, and equipment to meet TPT's comprehensive cleaning needs. The chosen service provider will align with TPT's mission and business objectives, collaborating to fulfill contract requirements and address new challenges. This partnership will emphasize teamwork, joint participation, flexibility, innovation, and open communication.

TPT aims to benefit from the partnership in these specific ways:

These benefits support TPT's operational goals and commitment to a productive, safe, and adaptable terminal environment.

4. SCOPE OF REQUIREMENTS

4.1 TPT Facilities Cleaning Standards:

The service provider will be required to implement the following TPT Standard Operating Procedures (SOPs):

- 4.1.1 The service provider will be expected to follow the procedures for routine cleaning of all TPT facilities. This includes regular cleaning tasks to maintain cleanliness, hygiene, and safety across various areas within the terminals. Adhering to this safety standard will help ensure that all TPT facilities meet the required standards for routine cleanliness and operational readiness.
- 4.1.2 To meet TPT's cleanliness and hygiene standards, facilities must be entirely free of visible debris, dirt, and any signs of inadequate hygiene. The service provider is responsible for adhering to all technical specifications outlined in the document to maintain these standards. For clarity, a dirt, dust, and debris-free area is defined as one that fully aligns with these rigorous cleanliness requirements.
- 4.1.3 All horizontal and vertical surfaces, including floors, walls, ledges, furniture, and equipment, are dust-free.
- 4.1.4 No litter or trash is present on floors and horizontal surfaces, Surfaces such as walls, partitions, doors, dividers, cabinets, and appliances are free from finger marks, spots, and soil build-up.
- 4.1.5 Floors are free from encrustation, soil, and wax build-up, particularly in corners, along baseboards, and around furniture and equipment bases.

- 4.1.6 Restroom fixtures and surfaces, including drains, taps, soap dispensers, stalls, and mirrors, are free from soil, scale, and stains.
- 4.1.7 Restroom floors and baseboards, including tile and grout, are stain-free and without build-up.
- 4.1.8 Kitchen fixtures and surfaces, as well as floors and baseboards, are clean and free from soil, grease, scale, and stains.
- 4.1.9 Upholstered furniture is free of dust, lint, and litter, all furniture and equipment surface and legs are free from soil, litter, dust, and encrustations
- 4.1.10 Upholstered furniture should be free of dust, lint, and litter to maintain cleanliness and hygiene.
- 4.1.11 To ensure cleanliness, Furniture and equipment surfaces and legs should be free of soil, litter, dust, and encrustations.
- 4.1.12 Glass, mirrors, window treatments, sills, frames, ledges, and horizontal surfaces should be free of marks, stains, dust, soil, trash, and cobwebs to ensure a clean environment.
- 4.1.13 Floors, walls, windows, and windowsills should be free of water, and trash bins should be empty to maintain cleanliness.
- 4.1.14 shall restore to good condition any items damaged from lack of due care by the service provider employees.

5. General obligations of the Service Provider

- 5.1 The service provider will be responsible for the commercial and routine deep cleaning of the Transnet Port Terminal of Saldanha for five (5) years, including all labor, supervision, people management, transport, equipment, health, and safety.
- 5.2 Cleaning should include, but not be limited to offices, temporal structures, toilets, showers, kitchens, boardrooms, workshops, warehouses/stores, stairways, landings, lifts, smoking areas, parking garages, and outside areas.
- 5.3 This document, all tables found in its content, and all referenced annexures describe the scope of requirements and must be considered when completing the pricing information.
- 5.4 The Service Provider will conduct all business with TPT in a professional manner that will reflect positively on the Service Provider and the Service Provider's services.
- 5.5 The Service Provider will attend to the cleaning of equipment and facilities that are in operational environments that could be surrounded by moving equipment that operates on a 24-hour basis.

- 5.6 Services will be required during normal working hours, after hours, weekends, and Public Holidays.

Table 1-1: Working Hours

Working Hours: Saldanha Terminal (BTS&MPT)	
Normal Hours (Day shift)	Monday to Friday 07h00 until 16h00
After Hours (Night shift)	Monday to Friday 19h00 until 07h00
Weekends and Public Holidays	07h00 to 19h00
Deep Cleaning Intervals	Every 3 month-Toilets and Showers Every 6 months (Including the first month of appointment)-Shampoo carpets and blinds

- 5.7 The service provider must comply with TPT's (Transnet Port Terminals) regulations, rules, operating methods, and procedures while delivering the service. This ensures all services align with TPT's standards and operational requirements.
- 5.8 The service provider must use cleaning products and methods that prevent damage to finishes, furnishings, fixtures, or electronic components. They are responsible for repairing or replacing any items damaged due to employee negligence.
- 5.9 The service provider must ensure that all cleaning procedures and schedules are established and kept up to date.
- 5.10 The frequency indicated in Table 2-2 applies to each shift, meaning tasks labeled as "Daily" are to be completed during both the day shift and the night shift

The service provider is required to adhere to the cleaning interval schedules provided in Tables 2-2 and 2-3, following the specified frequencies and procedures for each task.

Table 2-2: Cleaning Intervals for offices, cabins, kitchens, boardrooms, reception areas, and outside areas:

Specification	Frequency
Vacuum Carpets and Blinds	Weekly
Deep clean carpets and blinds, Shampoo cleaning	6 months
Broom/sweep tiled areas including Slope areas	Daily
Mop (Wash) tiled areas	Daily
Use tile cleaner to clean tiles as per industry standards	Weekly
Dusting and polishing to all exposed surfaces including desks, cupboards, and windowsills	Daily
Cleaning and disinfecting of all telephones	Daily
Removal of all refuse and cleaning of Dustbins	Daily
Deep cleaning of walls and wall fixtures (Scrub and wash)	Monthly
Collecting, cleaning, and storing away kitchen crockery, cutlery, and utensils (including other dirty dishes)	2x Daily
Cleaning and hygiene care of kitchen equipment including but not limited to the fridge and microwave	Daily
Cleaning of windows (interior all levels and exterior not higher than 2.4m) of buildings	Monthly
Cleaning the inside of lifts	Daily
All cobwebs to be removed	Daily
General cleaning of all surfaces and fixtures/equipment/ornaments etc.	Daily
Boardrooms to be cleaned	Daily
Outside areas within 1 meter from the building (Pick up papers and remove dust and debris)	Daily
Cleaning of main entrance and reception areas	Daily
Serving of tea or coffee as and when required	As required
Cleaning of designated smoking areas	Daily
Deep clean toilets, showers, urinals, and any other bathroom accessories monthly	Every 3 months
Scrubbing and cleaning of lockers inside	As and when requested
Scrub and wash walls.	Monthly

Table 2-3: Work items (Bathrooms only)

Specification	Frequency
Ensure that the Toilet has sufficient toilet paper	Daily
Ensure that hand sanitizer/soap dispenser has sufficient hand sanitizer	Daily
Ensure that paper towel dispensers have sufficient paper towels	Daily
Toilets and Urinals to be cleaned/washed	Daily
Toilet Basins to be washed and cleaned	Daily
Showers to be washed and cleaned	Daily
Mirrors to be cleaned	Daily
Toilet Floors to be swept and mopped/washed	Daily
Toilet walls and tiles to be cleaned	Weekly
Dust bins to be emptied, including the bins (subject to OHS Act requirements)	Daily
Place scented pads in urinals.	Weekly

5.11 The number of personnel to be deployed

- 5.11.1 A total of thirty (30) personnel, including supervisors, are required to be deployed on a full-time basis during normal working hours as specified in the schedule. This staffing requirement ensures adequate coverage for all tasks and areas as outlined in the cleaning and maintenance plan. For detailed information on costs, refer to the pricing schedule.
- 5.11.2 Fourteen (14) personnel are required to work after normal hours, providing coverage for tasks outside the standard day shift. For details on associated costs, please refer to the pricing schedule.
- 5.11.3 Fifteen (14) personnel are needed to work on public holidays and weekends, ensuring that essential tasks are covered during these times. For the cost details, please refer to the pricing schedule.
- 5.11.4 TPT reserves the right to request that the service provider redeploy personnel to different shifts and work areas within the port as needed. This flexibility ensures that staffing can be adjusted to meet changing operational requirements and priorities.

5.11.5 The work assignment areas are detailed in Tables 2-4, which outline the specific locations, tasks, and frequencies for cleaning and maintenance. These tables provide essential information for personnel deployment and task scheduling across different areas within the facility

Table 2-4: Saldanha Port Terminals: List of Buildings and personnel allocation: Normal Hours, After Hours, weekends, and Public Holidays.

LOCATION		NORMAL HOURS No. of employees required daily
A.	Supervisor	1
B.	Administration Building	2
C.	Operation's Building	1
D.	Procurement Building	1
E.	Workshop 17 office, receiving stores offices, and toilets	1
F.	Electrical workshop	1
G.	Electronics	1
H.	Siyaphambili Canteen, Laundry, Lappa, Ablutions men and woman	2
I.	Stacker Reclaimer Maintenance office and shift office	1
J.	Civil Workshop, next to Operations	1

	Container, public toilets	
K.	Tippler 1- offices and ablutions showers	1
L.	Tippler 2 –offices and ablutions showers, Substation A toilets	1
M.	Technical Building (ground floor, first floor, clinic, hall area, and security office)	2
N.	Ship loader maintenance offices and toilets and ship loaders operations toilets	1
O.	RCS building	1
P.	Training Kwik spaces next to Siyaphambili, Tippler 1&2	1
Q.	Sampling plant (NEW)	1
TOTAL STAFF REQUIRED		20
R.	Security guard house - 201	1

S.	Security guard house - 202	1
T.	Security guard house - 203	1
U.	RCS guardhouse	1
V.	SHERQ offices and Kwikspace	1
W.	MPT operations, planning, Technical	1
X.	MPT Ablutions men's, women's, and mess room	1
Y.	MPT warehouse offices and workshop ablutions, MPT Kwikspaces	2
Z.	Reverse Osmosis Plant (RO)	1
TOTAL STAFF REQUIRED		10
KWIK-SPACES		
AA.	SECURITY –main gate wash bay	1-person required
BB.	TIPPLER1 + MPT Kwik-space	
LOCATION		After hours. No. of employees required daily
A.	Administration Building	1
B.	Operation's Building	1
C.	Procurement Building	1

D.	Workshop 17 office, receiving stores offices, and toilets	1
E.	Electrical workshop	1
F.	Electronics	1
G.	Siyaphambili Canteen, Laundry, Lappa, Ablution's men and woman	1
H.	Stacker Reclaimer Maintenance office and shift office	1
I.	Civil Workshop, next to Operations Container, public toilets	1
J.	Tippler 1- offices and ablutions showers	1
K.	Tippler 2 –offices and ablutions showers, Substation A toilets	1
L.	Technical Building (ground floor, first floor, clinic, hall area, and security office)	1

M.	Ship loader maintenance offices and toilets and ship loaders operations toilets	0
N.	RCS building	0
O.	Training Kwik spaces next to Siyaphambili, Tippler 1&2	1
P.	Sampling plant (NEW)	0
TOTAL STAFF REQUIRED		13
Q.	Security guard house - 201	0
R.	Security guard house - 202	0
S.	Security guard house - 203	0
T.	RCS guardhouse	0
U.	SHERQ offices and Kwikspace	0
V.	MPT operations, planning, Technical	0
W.	MPT Ablutions men's, women's, and mess room	0
X.	MPT warehouse offices and workshop ablutions, MPT Kwikspaces	0

Y.	Reverse Osmosis Plant (RO)	1
TOTAL STAFF REQUIRED		1
KWIK-SPACES		
Z.	SECURITY –main gate wash bay	0
AA.	TIPPLER1 + MPT Kwik- space	
LOCATION		Weekends & Public Holidays No. of employees required daily
A.	Administration Building	1
B.	Operation's Building	1
C.	Procurement Building	0
D.	Workshop 17 office, receiving stores offices, and toilets	1
E.	Electrical workshop	1
F.	Electronics	1
G.	Siyaphambili Canteen, Laundry, Lappa, Ablution's men and woman	1
H.	Stacker Reclaimer Maintenance office and shift office	1

I.	Civil Workshop, next to Operations Container, public toilets	1
J.	Tippler 1- offices and ablutions showers	1
K.	Tippler 2 –offices and ablutions showers, Substation A toilets	1
L. 2222	Technical Building (ground floor, first floor, clinic, hall area, and security office)	1
M.	Ship loader maintenance offices and toilets and ship loaders operations toilets	1
N.	RCS building	0
O.	Training Kwik spaces next to Siyaphambili, Tippler 1&2	1
P.	Sampling plant(NEW)	0
TOTAL STAFF REQUIRED		13

Q.	Security guard house - 201	0
R.	Security guard house - 202	0
S.	Security guard house - 203	0
T.	RCS guardhouse	0
U.	SHERQ offices and Kwikspace	0
V.	MPT operations, planning, Technical	0
W.	MPT Ablutions men's, women's, and mess room	0
X.	MPT warehouse offices and workshop ablutions, MPT Kwikspaces	1
Y.	Reverse Osmosis Plant (RO)	0
TOTAL STAFF REQUIRED		1
KWIK-SPACES		
Z.	SECURITY –main gate wash bay	0-person required
AA.	TIPPLER1 + MPT Kwik- space	

5.12 SAFE WORKING

5.12.1 All work must comply with the **Occupational Health and Safety (OHS) Act 85 of 1993** and the **National Environmental Management Act No. 107 of 1998**,

particularly concerning the use of potentially hazardous cleaning chemicals. This includes adhering to the OHS Act's specific requirements for handling such chemicals. Additionally, where applicable, the service provider and their employees are required to follow all safe working procedures as set by **Transnet Port Terminals (TPT)** to ensure safety and compliance with these regulations.

5.13 SITE INSPECTION (non-compulsory)

5.13.1 Tenderers are required to visit the buildings and facilities to familiarize themselves with the work requirements, conditions, access points, and any restrictions imposed by **Transnet Port Terminals (TPT)**. They should consider all factors that may influence or affect the contract and account for any associated costs in their tenders, as no claims for additional costs related to the nature or location of the works will be accepted. Following the non-compulsory site briefing, a site inspection will be conducted, where tenderers will be accompanied by the Facilities Manager or a designated TPT employee.

5.14 GENERAL CLEANING SPECIFICATIONS

5.14.1 For **high-traffic resilient floors** (such as vinyl, PVC, linoleum, sealed wood, and ceramic tiles), the following maintenance routine is recommended:

5.14.2 Daily Cleaning:

5.14.2.1 Remove dust using a damp mop or a disposable cloth sweeper.

5.14.2.2 Use a damp mop on soiled areas as needed.

5.14.3 Weekly Maintenance:

5.14.3.1 Strip the floor three times a week to remove old wax build-up, preparing it for re-coating.

5.14.3.2 Apply a non-slip, fully buffed, water-based wax to maintain the floor's finish and ensure safety.

5.14.4 For **resilient floors** in both high and low-traffic areas, the following maintenance routines are recommended:

5.14.4.1 **Daily:** Remove dust with a damp mop or disposable cloth sweeper. Use a damp mop on soiled surfaces as needed.

5.14.4.2 **Three Times a Week:** Strip the floor to remove old wax build-up, preparing it for re-coating.

5.14.4.3 **Wax and Buff:** Apply a non-slip, water-based wax and buff daily to maintain a high-gloss finish.

5.14.4.4 **Daily:** Remove dust using a mop or disposable cloth sweeper. Damp mop as needed for soiled surfaces.

5.14.4.5 **Weekly:** Strip the floor once a week to remove wax build-up, preparing it for re-coating.

5.14.4.6 **Wax and Buff:** Apply a non-slip, water-based wax and buff daily to achieve a high-gloss finish.

These procedures ensure that both high and low-traffic floors remain clean, safe, and visually appealing, with a consistent high-gloss finish.

5.14.5 For **hard floors** (such as ceramic, marble, granite, brick, and concrete) in **high-traffic areas**, the recommended maintenance routine is as follows:

5.14.1 **Daily Dust Removal:** Use a dust control mop or a dust absorbent cloth to remove dust from the floor.

5.14.2 **Daily Damp Mopping:** Use lukewarm water and a damp mop to clean dirt and maintain hygiene.

5.14.3 **Daily Buffing:** Buff the floors daily to achieve and maintain a high-gloss finish.

5.14.6 To maintain restroom facilities, the following cleaning and maintenance routine should be followed.

5.14.6.1. Ensure the usability of facilities and replenish consumables (e.g., toilet paper, hand soap, sanitizer).

5.14.6.2. Remove soiled waste from the toilet bowl and under the flush rim using a hard surface cleaner and a brush.

5.14.6.3. Wet wash the toilet seat, lid, cistern, and pipes, and disinfect all components.

5.14.6.4. **Monthly Tasks:** Remove mineral deposits from the bowl and other surfaces.

5.14.6.5. **Twice Weekly (or as necessary):** Wet wipe the doors and walls to maintain cleanliness.

5.14.7 For **ablution facilities**, the following cleaning schedule is recommended:

5.14.7.1 **Weekly:** Wash all shower curtains to maintain hygiene and prevent mold build-up.

5.14.7.2 **Every 3 Months:** Conduct a deep cleaning of all ablution areas, including showers and toilet floors, to ensure a thorough sanitation of the facilities.

5.14.8 For **drying facilities** in restrooms, the service provider must ensure that all hand dryers are functioning and that hand towels are replenished as needed. This should

be always maintained to guarantee that users have access to drying facilities whenever required.

5.14.9 For **urinal maintenance**, the following routine should be followed: Remove any litter from the urinals, Wet wipe the urinals with a hard surface cleaner or disinfectant, Wet wipe and dry wipe the flush mechanism, mop the step or floor around the urinal with disinfectant as needed, Place scented pads or gel in the urinals to control odors, following industry standards, remove mineral deposits from gullies and drains to ensure proper drainage and hygiene.

5.14.10 For **basin maintenance**, the following routine should be observed:

Daily:

15.14.10.1 Wet wipe the basins with a hard surface cleaner to ensure cleanliness.

15.14.10.2 Refill liquid soap holders to maintain hygiene.

15.14.10.3 Refill paper hand towel dispensers to ensure they are available for users.

Monthly:

15.14.10.4 Remove mineral deposits from the basins to prevent build-up and maintain functionality.

5.14.11 Taps

15.14.11.1 **Daily:** Wet wipe with a hard surface cleaner.

15.14.11.2 **Monthly:** Remove mineral deposits.

5.14.12 Mirrors

15.14.12.1 **Daily or As Necessary:** Wet wipe and dry.

15.14.12.2 **Weekly:** Use glass cleaner on ornamental mirrors.

5.14.13 Partitions

15.14.13.1 **As Necessary:** Spot clean.

15.14.13.2 **Monthly:** Wet wipes on washable surfaces.

15.14.13.3 **Quarterly:** Clean glass with glass cleaner.

5.14.14 Lockers - **Weekly:** Wet wipe the outside to remove grime build-up.

5.14.15 Rubbish Bins

5.14.15.1 **Daily:** Empty and damp wipe.

5.14.15.2 **Weekly or As Necessary:** Remove stains and disinfect.

5.14.16 Blinds

5.14.16.1 **Vertical Blinds:** Remove dust **monthly**.

5.14.16.2 **Horizontal Blinds:** Damp wipe **monthly**.

5.14.17 Carpets

- 5.14.17.1 The maintenance routine for carpets would typically involve regular vacuuming and periodic deep cleaning. (Specific details can be added as required.)
- 5.14.18 Ceilings
- 5.14.18.1 **Every 3 Months:** Dust and wipe air vents.
- 5.14.19 Sofas / Chairs**
- 5.14.19.1 **Cloth Upholstery:**
- 5.14.19.2 **Fortnightly:** Vacuum.
- 5.14.19.3 **As Necessary:** Spot clean.
- 5.14.19.4 **As Required:** Shampoo.
- 5.14.19.5 **Vinyl and Leather:**
- 5.14.19.6 **Daily:** Dust.
- 5.14.19.7 **Fortnightly:** Damp wipe.
- 5.14.19.8 **Natural, Unsealed Wood:** Dust **daily**.
- 5.14.19.9 **Sealed Wood:**
- 5.14.19.10 **Daily:** Dust or damp wipe.
- 5.14.19.11 **Monthly:** Polish.
- 5.14.19.12 **Sealed Wood / Glass / Formica:**
- 5.14.19.13 **Daily:** Dust or damp wipe.
- 5.14.19.14 **Monthly:** Polish.
- 5.14.20 Doors**
- 5.14.20.1 **Daily:** Remove finger marks on glass and push plates.
- 5.14.20.2 **Weekly:** Damp wipe door handles.
- 5.14.20.3 **Monthly:** Dust or damp wipe the entire door.
- 5.14.21 Electrical Equipment
- 5.14.21.1 **Light Switches:**
- 5.14.21.2 **Daily:** Dust.
- 5.14.21.3 **Weekly:** Damp wipe
- 5.14.22 Oven / Stoves**
- 5.14.22.1 **Daily or As Necessary:** Wet wipe hot plates with a hard surface cleaner.
- 5.14.22.2 **Monthly:** Use caustic aerosol spray on baked-in dirt on oven surfaces.
- 5.14.22.3 **Weekly or As Necessary:** Wet wipe and rinse inside microwave surfaces.
- 5.14.23 Radiators / Air-Conditioners
- 5.14.23.1 **Weekly:** Dust and damp wipe.
- 5.14.24 Refrigerators

- 5.14.24.1 **Twice Weekly:** Damp wipe the top.
- 5.14.24.2 **Weekly:** Damp wipe doors and sides.
- 5.14.24.3 **Monthly:** Defrost and clean the refrigerator, scheduled for the last Friday after 14:00.
- 5.14.25 Shelves**
 - 5.14.25.1 **Weekly:** Dust empty shelves.
 - 5.14.25.2 **As Required:** Damp wipe when shelves are cleared.
- 5.14.26 Skirting and Windowsills
 - 5.14.26.1 **Weekly:** Dust and wet wipe.
- 5.14.27 Sinks
 - 5.14.27.1 **As Necessary:** Wet wipe.
- 5.14.28 Telephones
 - 5.14.28.1 **Daily:** Dust.
 - 5.14.28.2 **Weekly:** Damp wipe with disinfectant or deodorizer.
- 5.14.29 Kitchen / Boardroom**
 - 5.14.29.1 **As Requested,**
 - 5.14.29.2 Make and serve tea and coffee for meetings.
 - 5.14.29.3 Wet wipe whiteboards.
 - 5.14.29.4 **Before and After Use:** Wet wipe boardroom table.
 - 5.14.29.5 **Three Times a Shift:** Wash, dry, and pack away dishes.
 - 5.14.29.6 **Daily:** Empty and clean waste receptacles, and clean floors, and counters.
- 5.14.30 Wall / Windowsills**
 - 5.14.30.1 **As Necessary:** Spot clean.
 - 5.14.30.2 **Weekly:** Dust and wet wipe.
- 5.14.31 Showers and Change Rooms**
 - 5.14.31.1 **Daily:** Remove fats and grease from walls, doors, and floors with a hard surface cleaner.
 - 5.14.31.2 Dry wipe all windows (ensure they are open).
 - 5.14.31.3 **As Necessary:** Clean glass and metal work.
 - 5.14.31.4 **Weekly:** Clean the outside of lockers, and supply and clean rubbish bins.
 - 5.14.31.5 **Fortnightly:** Wash shower mats.

5.15 Deep Cleaning Scope

- 5.15.1 Deep cleaning of the ablution and office facilities should be carried out by industry standards, as outlined by the **National Contract Cleaners Association (NCCA)** and other relevant regulatory bodies. This specialized service involves thorough disinfection, scrubbing, and shampooing of surfaces, including mechanical cleaning as necessary.
- 5.15.2 This process ensures a high level of sanitation and hygiene by targeting areas that may not be addressed during regular cleaning, effectively removing buildup, contaminants, and pathogens.
- 5.15.3 Offices (Every 3 months, including the first month of appointment)
- 5.15.3.1 Shampoo program to take place every 6 months, for blinds and carpets.
- 5.15.4 Showers (Every 3 months) (Deep scrub and wash mechanically)
- 5.15.4.1 Floor tiles
- 5.15.4.2 Wall tiles
- 5.15.4.3 Gullies
- 5.15.4.4 Shower roses
- 5.15.4.5 Stainless steel plumbing pipes and taps
- 5.15.4.6 Shower doors and glass panels
- 5.15.4.7 Cleaning of mats and floor-standing items
- 5.15.5 Toilets (Every 3 Months) – Deep Scrub and Wash (Mechanically):
- 5.15.5.1 Urinals
- 5.15.5.2 Toilet bowls, rims, and seats
- 5.15.5.3 Cisterns
- 5.15.5.4 Taps
- 5.15.5.5 Door surfaces and handles
- 5.15.5.6 Walls and floors
- 5.15.6 Offices (Every 3 months, including the first month of appointment)
- 5.15.6.1 Shampoo program to take place every 6 months, for blinds and carpets.
- 5.15.7 Showers (Every month) (Deep scrub and wash mechanically)
- 5.15.7.1 Floor **tiles**
- 5.15.7.2 Wall **tiles**
- 5.15.7.3 Gullies
- 5.15.7.4 Shower **roses**
- 5.15.7.5 Stainless **steel plumbing pipes and taps**
- 5.15.7.6 Shower **doors and glass panels**

5.15.7.7 Cleaning **of mats and floor-standing items**

5.15.8. Toilets (Every 3 Months) – Deep Scrub and Wash (Mechanically):

5.15.8.1 Urinals

5.15.8.2 Toilet bowls, rims, and seats

5.15.8.3 Cisterns

5.15.8.4 Taps

5.15.8.5 Door surfaces and handles

5.15.8.6 Walls and floors

5.15.9. Site and Functional Office Requirements

5.15.9.1 The service provider must have a functional office located within 50 kilometers or an intention to relocate after and award of the contract to be able to respond to issues timeously and be reachable within a short space of time to the terminal where services will be provided. **Transnet Port Terminals (TPT)** reserves the right to request proof of this office location. The contract will not begin until the service provider has submitted the required proof of proximity to the terminal.

5.15.9.2 The service provider's functional office must include, at a minimum, the following facilities:

5.15.9.2.1 **Ablution facilities** for staff use

5.15.9.2.2 An **office equipped with telephone and fax lines** to facilitate communication

5.15.9.2.3 **Other amenities** as necessary to effectively perform the required services.

5.15.9.2.4 **After-Hours Availability:** The service provider must be available for contact outside of regular business hours. This could imply the need for 24/7 availability or a dedicated contact mechanism to handle after-hours communication, depending on the service level agreement.

5.15.9.2.5 Premises **Inspection and Modifications:** TPT reserves the right to inspect the service provider's premises. Additionally, they can request modifications or changes to the premises as necessary, which the service provider must accommodate. This may relate to safety, compliance, or operational standards required by TPT.

5.15.10. Personnel deployed to TPT.

15.15.11.1 **Personnel Database:** The service provider must maintain a database or spreadsheet with details for each employee deployed to TPT, including names, surnames, certified copies of IDs, and their proposed positions. This ensures

that TPT has a clear record of all personnel for verification and compliance purposes.

15.15.11.2 **Personnel Vetting (3.2.8):** The service provider is responsible for vetting all personnel before deployment to TPT. This includes checking that employees:

15.15.11.2.1 Have no criminal records,

15.15.11.2.2 Are sober,

15.15.11.2.3 Are medically fit.

5.15.11. **Document Submission:**

The documents for identity verification, police clearance, and medical certification must be submitted before the service begins. These documents will not be used for evaluation but must be on file as a part of compliance before commencement.

5.15.12. **Cost of Obtaining Documentation:**

The costs for obtaining police clearance and medical certificates are the responsibility of the service provider, not TPT. This stipulation ensures that TPT is not financially liable for vetting expenses related to the service provider's personnel.

5.15.13. **Medical Surveillance:**

Frequency of Medical Surveillance: Medical checks must be conducted at least once every 12 months. This ensures ongoing monitoring of personnel health and fitness for duty.

Compliance with Legislation: The intervals for medical surveillance should comply with any applicable South African legislation or guidelines set by an Occupational Health Practitioner. This ensures that the service provider aligns with national health and safety standards and specific professional recommendations.

5.15.14. **Replacement of employees:**

This section outlines TPT's rights and expectations regarding personnel suitability, staffing flexibility, and service demand management:

5.15.14.1 **Right to Replace Unsuitable Employees:** TPT can require the service provider to replace any employee deemed unsuitable. Unsuitability may be due to factors such as:

5.15.14.1.1 Poor job performance,

5.15.14.1.2 Non-compliance with the Code of Conduct,

5.15.14.1.3 Poor hygiene,

5.15.14.1.4 Unsafe work practices.

This clause emphasizes TPT's commitment to maintaining high standards for employee behavior and safety.

5.15.14.2 **Ability to Recruit Additional Employees:** The service provider must be capable of recruiting additional personnel as needed to respond to TPT's changing requirements, which may include:

5.15.14.2.1 Increases in building occupation, necessitating an expanded scope of services,

5.15.14.2.2 Additional ad-hoc cleaning tasks.

5.15.15. **Service Demand and Contract Closure:** The need for services, as mentioned in point 2, will be determined by the Contract Manager. This demand could potentially move up the contract's end date if the contract reaches financial closure prematurely due to increased scope or service demand.

5.15.16. **Supervision and Attendance:**

5.15.16.1 **On-Site Supervisors:** The service provider must provide on-site supervisors for each terminal. These supervisors must be available at all times to manage and oversee personnel activities.

5.15.16.2 **Supervisors' availability: Supervisors must be present during regular working hours and contactable after hours, on weekends, and public holidays.** This ensures continuous supervision and quick response to any issues that may arise.

5.15.17. **Duty Rosters and Task Lists:**

5.15.17.1 The service provider must create duty rosters with task lists for each area or department.

5.15.17.2 These task lists must be signed off weekly by supervisors to confirm task completion and duty rosters must receive approval from TPT's Facility Manager or a designated representative.

5.15.17.3 The service provider must maintain daily attendance records, with each employee signing in at the beginning and end of their shifts, these logs must be reviewed and signed off by a TPT representative, ensuring accurate attendance tracking.

5.15.17.4 TPT reserves the right to review all attendance registers and logbooks. If discrepancies or queries arise, TPT may address these with the service provider.

5.15.17.5 The service provider is fully accountable to TPT for the actions and omissions of its employees. The service provider must keep personnel under direct supervision to avoid any lapses.

- 5.15.17.6 The service provider is prohibited from subcontracting any work without TPT's written consent. This ensures that TPT has control over who is providing services and maintains consistency in service quality.
- 5.15.18. **Reporting of facility defects**
- 5.15.18.1 Issue Reporting by Personnel: The service provider's personnel are responsible for reporting any building maintenance issues, such as leaking taps or faulty power points, to their direct supervisor. This ensures that maintenance concerns are promptly identified at the operational level.
- 5.15.18.2 Communication by Cleaning Supervisor: Upon receiving a report, the Cleaning Supervisor is required to inform the Facilities Supervisor and Facilities Manager. This communication can be done via telephone or electronic platforms like email, ensuring a quick and documented response.
- 5.15.19. **Meetings and Interface with TPT's Management Teams**
- 5.15.19.1 Weekly Supervisor Meetings: The Supervisor must meet weekly with the TPT Facility Manager or another designated TPT representative. These meetings are intended to address any issues that need attention, including those reported by personnel as per the earlier section. This ensures that operational concerns are regularly reviewed and addressed.
- 5.15.19.2 Monthly Senior Representative Meetings: A senior representative from the service provider must attend monthly on-site meetings in Saldanha. These sessions are meant to provide updates on progress and outline plans for the upcoming month.
- 5.15.19.3 Every two months, this session will coincide with a bi-monthly Service Level Agreement (SLA) meeting. This combined session allows for a comprehensive review of performance metrics and SLA adherence.
- 5.15.20. **Training**
- 5.15.20.1 Health and Safety Training; Ensuring employees are aware of safety practices and regulations.
- 5.15.20.2 Basic Cleaning Principles: Understanding hygiene, sanitation, and the core principles of cleaning.
- 5.15.20.3 Hazardous Chemicals and Biological Agents; Training on safely handling potentially dangerous substances.
- 5.15.20.4 This comprehensive training ensures employees are well-prepared for their roles and able to maintain a safe and sanitary environment.

5.15.20.5 The service provider is responsible for providing supervision to ensure all tasks are completed according to standards and that staff follow proper procedures.

5.15.20.6 In the event of staff absence, the service provider must promptly arrange for replacements so that no positions are left vacant. This guarantees continuity in service delivery.

5.15.20.7 Safety training and hazardous chemical training must be completed before employees begin work at the TPT site. TPT will determine the frequency of ongoing or refresher training to ensure employees remain current with safety practices.

5.15.21. **Uniforms, identification, and PPE**

5.15.21.1. Uniform with Company Identification: The service provider must supply all employees with uniforms that display the company's name and/or logo, ensuring that cleaning staff are easily identifiable.

5.15.21.2 Employee Identification Card: Each employee must carry an ID card that includes:

5.15.21.2.1 Employee's name and photograph,

5.15.21.2.2 Employee number,

5.15.21.2.3 Company name and logo.

5.15.21.2.4 Mandatory Use of ID: Staff must wear their identification at all times while on duty. This rule enhances security and helps ensure that only authorized personnel are present in operational areas.

5.15.21.2.5 Personal Protective Equipment (PPE) Requirements: All employees must be equipped with the following PPE, as TPT will not provide it, and any TPT-issued PPE will be confiscated: Two-piece overalls, Dust/respiratory mask, Reflective jacket, Safety gloves, and latex gloves, Raincoat, Safety goggles, Ankle-high safety boots, Hearing Protection, Hard hat/helmet, Respirator (for specific tasks)

5.15.22. **Employee Absence**

5.15.22.1 Staff Replacement for Absences: The service provider must immediately replace any employee who is absent due to the following reasons to maintain agreed staffing levels:

5.15.22.1.1 Yearly Leave,

5.15.22.1.2 Casual Leave,

5.15.22.1.3 Abscondment,

5.15.22.1.4 Sick Leave,

5.15.22.1.5 Strike,

- 5.15.22.1.6 Maternity Leave,
- 5.15.22.1.7 Family Responsibility.
- 5.15.22.1.8 This ensures that service levels are unaffected by employee absences.
- 5.15.22.1.9 Any costs associated with employee absences are the responsibility of the service provider.
- 5.15.22.1.10 This stipulation emphasizes that TPT will not bear the costs of maintaining staffing levels during absences.
- 5.15.22.1.11 The service provider must have a contingency plan for unexpected events, such as:
 - 5.15.22.1.12 Strikes,
 - 5.15.22.1.13 Disruptions,
 - 5.15.22.1.14 Dereliction of duty,
 - 5.15.22.1.15 Negligent damage or sabotage of facilities,
 - 5.15.22.1.16 Chemical spills and stains.

5.15.23. **Strikes and Disruptions**

- 5.15.23.1 Contingency Planning for Unplanned Events: The service provider must prepare a plan to manage the following scenarios:
 - 5.15.23.1.1 **Strikes:** Labor actions that might disrupt services.
 - 5.15.23.1.2 **Disruptions:** Any unexpected interruptions to normal operations.
 - 5.15.23.1.3 **Dereliction of Duty:** Situations where employees neglect their responsibilities.
 - 5.15.23.1.4 **Negligent Damage and Sabotage:** Instances of intentional or careless harm to facilities.
 - 5.15.23.1.5 **Chemical Spills and Stains:** Incidents involving hazardous materials that could impact safety or operations.
 - 5.15.23.1.6 Implementation Costs of the Contingency Plan: If an unplanned event occurs, the service provider is required to activate the contingency plan at their own expense.
 - 5.15.23.1.7 This clause ensures that TPT is not financially responsible for managing these disruptions.

5.15.24. **Transport**

- 5.15.24.1 Provision of Transportation: The service provider must transport staff to and from designated work areas, as walking is not permitted within operational areas. Transport may need to be adjusted throughout the day as work locations change.

5.15.24.2 **Vehicle Requirements:**

5.15.24.2.1 A minimum of one vehicle with at least seven seats is required for supervisors.

5.15.24.2.2 All transportation costs are the service provider's responsibility.

5.15.24.2.3 Vehicles must be safe, reliable, and compliant with the Road Traffic Act to ensure timely reporting by cleaning staff.

5.15.25. **Driver Requirements:** Drivers must have a valid South African Professional Driver's Permit (PDP) to operate the service provider's vehicles.

5.15.26. **Transportation Restrictions:**

5.15.26.1 Personnel may not be transported in or on the back of light commercial vehicles like vans or bakkies.

5.15.26.2 Vehicles must be equipped with an orange strobe light when entering operational areas for safety.

5.15.26.3 Chemical Transport Restrictions: Staff and chemicals cannot be transported together in the same vehicle to prevent exposure to hazardous substances.

5.15.26.4 Vehicle Access Permits: The service provider must ensure each vehicle has an up-to-date access permit for Saldanha Port Terminals. They must also arrange for new permits if vehicle substitutions are needed.

5.15.27. **Other site requirements**

5.15.27.1 **Compliance with Security and Emergency Policies (3.14.1):** The service provider must adhere to TPT's security and emergency procedures, policies, and regulations. This ensures that all operations align with TPT's safety and security standards.

5.15.27.2 **Zero Tolerance for Substance Abuse (3.14.2):** There is a strict zero-tolerance policy for substance abuse, including alcohol and drugs. Both the service provider and its employees may be subject to random drug and alcohol testing to enforce this policy.

5.15.27.3 **Port Access Permits (3.14.3):** The service provider must obtain a port access permit from Transnet National Ports Authority (TNPA) for each staff member for the duration of the contract. The cost of these permits is the responsibility of the service provider.

5.15.27.4 These requirements help ensure a safe, secure, and compliant work environment within the TPT operational areas.

5.15.27.5 THE SERVICE PROVIDER MUST SUBMIT A SHEQ FILE UPON AWARD THAT MUST CONTAIN THE FOLLOWING DOCUMENT:

a)	WASTE MANAGEMENT
b)	SHE BIN WASTE DISPOSAL PROCEDURE AND SOP
c)	WASTE DISPOSAL -CERTIFICATION OF ACCREDITED DISPOSER TO BE USED
d)	PPE TRAINING
e)	STANDARD OPERATING PROCEDURES FOR CLEANING
f)	CHEMICAL HANDLING SOP AND PROCEDURES
g)	COMPETENCY CERTIFICATES
h)	OCCUPATIONAL MEDICAL PRACTITIONER MEDICALS
i)	IOD PROCEDURE
j)	ALL EQUIPMENT TO BE USED SOP's AND TRAINING
k)	RISK ASSESSMENT TRAINING
l)	TRAINING RECORDS
m)	ALL EQUIPMENT CONFORMITY CERTIFICATION

WASTE REMOVAL:

She bin contents	The service provider will be Required to provide disposal Certificates for the removal of Hazardous waste (she bins etc.) To the SHEQ. Department Monthly.	Weekly
Municipal bin removal	The municipal bins in the layout Areas shall be removed weekly To central points for municipal Collection.	Time 09:00 Every Wednesday

MUNICIPALITY BINS FOR ALL WASTE DISPOSAL:

<u>Collection points of bins</u>	
Tippler 1	In front Tippler 1
Tippler 2	Langebaan side Tippler 2
RCS BUILDING	In front of RCS BUILDING
GUARD HOUSES	INFRONT 201
	INFRONT 202
	INFRONT 203
TECHNICAL BUILDING	Electronics
Electrical building	Outside building
SCM	Behind SCM wash bay
W17	Outside
Siyaphambili canteen	Outside

6. GENERAL SAFETY AND COMPLIANCE SPECIFICATIONS

- The Contractor must submit a detailed Contractor Execution Plan (CEP) to the Contractor Manager for approval as per **TRN-IMS-GRP-GDL 014.5 Contractor Execution Plan minimum requirements.**
- Contractor must submit **TRN-IMS-GRP-TMP 014.3 Employee Personal Profile Dossier** to contractor Manager for approval before induction training is confirmed. Approved Employee Profile Dossiers include certified copies of medicals, identity documents, competencies, etc. submitted via email correspondence to **TPTSLD-Induction-booking@transnet.net.**
- Contractor Compliance SHE File by File Contractor Compliance File **Checklist TPT-IMS-SLDT-CL-014-**
- **& TRN-IMS-GRP-TMP-014.11** and in line with relevant applicable specifications as per respective **TRN-IMS-GRP-GDL 014.2 Contractor Specification Guidelines, TRN-IMS-GRP-GDL 014.4 Contractor**

Environmental and Sustainable Specification Guideline, TRN-IMS-GRP-GDL 014.6 Contractor Quality Specification Guideline and TRN-IMS- GRP-GDL 014.5 Contractor Security Specification Guidelines

- The principal contractor approves **mandatory agreement** in terms of **section 37(2)TRN-IMS-GRP-TMP-014.1** of the Occupational Health and Safety Act (OHS Act) and submits to the Contractor Manager to agree.
- The Principal Contractor must **submit a written request** to the Contractor Manager for permission for the sub-contract to provide any work or services to TPT and ensure that all **37.2 Agreements between the Principal Contractor and Subcontractor are** submitted to the Contractor Manager.
- Contractor must **submit** completed **SHE File Electronic** to Contractor Manager for approval.
- Contractor undergoes induction training prior to handing over the site to the Contractor as **TRN-IMS-GRP-GDL 014.6 Contractor Induction Minimum Requirements.**
- SITE ESTABLISHMENT:
- All relevant permits and authorizations are as per **TRN-IMS-GRP-TMP 014.7 List of Legal Permits and Authorizations** shared and completed before site access. **Contractor appointed by TRN-IMS-GRP-TMP-**
- before site access by TPT.
- Contractor Manager will conduct **TRN-IMS GRP TMP 014.8 Pre-site handover inspection** before Site Access granted with the Service Provider.
- **No work will commence with approved TRN-IMS-GRP-TMP-014.10 Operational Safe Work Permit** issue to the contractor-by-Contractor Manager.
- CLOSE OUT PHASE
- The Contractor Manager and the Contractor must co-sign the **TRN-IMS-GRP-TMP-**
- **014.13 Final Handover and Closeout Inspection Checklist.**
- TESTING AND COMMISSIONING:
- The Contractor Manager will **develop a test and commissioning plan for the project** and communicate it to the contractor.
- The service provider will be responsible for obtaining a Hot work permit from TNPA(phone no: 022 703 4331) in conjunction with Fire Safety Management

Manual GRM/SHEQ/MAN 001.

- The service provider must have a Fire watch on duty during Hot Work and a Fire extinguisher as required within Fire Safety Management Manual GRM/SHEQ/MAN 001.
- The service provider will ensure compliance to **TPT SLDT SHEQ-RS PRO 021_LockOut Procedure** and lock out and isolation done by Trained and competent employees with conjunction with TPT competent.
- The service provider shall implement and maintain applicable Health, Safety, Quality, and Environmental regulations and other relevant standards and regulations, for example: applicable SANS codes; OHS Act of 1993, other legislation, ISO 9001, ISO 14001, and ISO 45001, etc.
- Service provider to ensure that all employees involved in the activity are informed of the Hazards and risks they are exposed to and all other relevant applicable Safety Work Procedures, Fall protection plans, Environmental Plans, Emergency Plans, and any other relevant procedures, etc. proof to be submitted as part of the SHEFile.
- Service Provider will ensure that On the Job HIRAS is completed before start of the activity to ensure that any additional Risks have been identified.
- Service providers must ensure that when required to off-load or load any heavy equipment and machinery on the plant they comply with that equipment or machinery will not be physically operated by an employee when required to off-load or load from any flatbed or low bed.
- The principal contractor will be responsible for ensuring that the Contractor SHE File is compiled in conjunction with TPT Requirements and Approved before the mission to the Contractor Manager.
- Service Providers are liable to collect and remove all waste generated during the contract/project. Generated Waste will not be allowed to be disposed of within TPT waste skips. Removal of Hazardous waste will be the contractor's responsibility and the Disposal Certificate submitted to SHEQ after the waste has been disposed of safely.

Contact the following employees at SHERQ Department:

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