



TASK ORDER ANNEXURE A

STANDARD TOTAL FACILITIES MANAGEMENT PROJECT SPECIFICATION

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A1: BACKGROUND

A0 INTRODUCTION

The Development Bank of Southern Africa (DBSA) intends entering into a contract with a Facilities Management Service Provider (FMSP) to provide integrated Facilities Management services at the XXX Building.

The DBSA requires the Facilities Management Service Provider to render services under this contract. The detail of such services are contain under section "D" of this document, but the following are an indication of such services:

- Building inspections
 - Inspect, record and report on a regular basis on all building, structures and their surrounds, to determine maintenance projects and the implementation thereof.
- Production of an Annual Building Plan (ABP) and a Portfolio Management Plan (PMP).
- Planning, in which the Annual Building Plan (ABP) and Portfolio Management Plan (PMP) will be developed and presented for implementation programming.
- Building cleaning
 - Building cleaning and management for all structures except for NDPWI Residences internally.
- Building operations
 - Manage all operations in conjunction with National Department of Public Works and Security Services to ensure proper operation.
- Day to Day Building maintenance
- Materials management
 - Management of materials and stores on a Computer-Aided Facility Management (CAFM) System to ensure the availability of maintenance items on a short request basis.
- Environmental protection and conservation
 - Work in close collaboration with environmental and conservation consultants to ensure the implementation of Environmental- and Conservation management plans.
- Health and Safety
 - Ensure compliance to OHS Act and all other applicable legislation.
- Emergency preparedness
 - Ensure and manage that all emergency equipment is regularly maintained and tested for operational use.
- Grounds upkeep and landscaping services.
- Security Systems and Maintenance
- Facilities management administration
 - The introduction of a Computer aided Facility Management (CAFM) System (Archibus) that will ensure that the reporting, repair and maintenance is well managed.

This will take place via a call center helpdesk and allow for automatic production of reports.

- Other building services (e.g. management, maintenance and inventory of line art, parking allocations, key control, loose furniture etc).
 - Quality management
- Provide an internal quality management system for management of TFMSPs prior to monitoring by the client.
- Performing backlog and un-planned maintenance
 - B-BBEE implementation Plan that will be utilized whilst performing above services.

General operational management will be contracted out on a (3) Three year to (5) Five year basis with options for renewal.

It is also envisaged that as part of the contract, the successful Tenderer will be required to identify, assess and implement substantial backlog maintenance on all the sites.

A0.1 THE FACILITIES

The facilities for which facilities management services through a (3) Three-years (5) to Five years contract will be procured are located at XXX Building,

A0.1.1 The NDPWI Property Portfolio including:

A0.1.1.2 The XXX Buildings

XXX building is a complex used by the end-user client and it covers the XXX section including

A0.2 INTERGRATED FACILITIES MANAGEMENT

This project currently represents the largest facilities management initiative of DBSA to date. The initial stage is implementation of the infrastructural Services. Refer to section 'D' for detail of Capital Projects. The department is wishing to build on the successful first stage of the project and in so doing is continuing in creating a significant opportunity to the Private Sector to be involved "in continued provision of integrated sustainable facility management services to the public Sector in South Africa".

A0.3 OBJECTIVES

A0.3.1 This project is the second contract initiated (**ISM**: Integrated Services Management & **IMP**: Implementation Management Plan) and is an opportunity for the DBSA to realize a wide range of objectives, including:

A0.3.1.1 The further development of a sustainable and innovative partnership relationship with the Private Sector in addressing Public Sector facilities Management requirements.

A0.3.1.2 The creation of a synergistic environment between the Public and the Private Sector to realise value for money solutions.

A0.3.1.3 The reinforcement of the principal of co-operation among the stakeholders who are interacting in the project.

A0.3.1.4 The opportunity to bring innovative technology and world-class management systems to the provision and management of Public sector Facilities Management services.

A0.3.1.5 The opportunity to create business opportunities for enterprises that are owned and managed by individuals from previously disadvantaged communities within South Africa

A0.3.1.6 The opportunity to encourage the development and promotion of small, medium and micro (SMME) enterprises to supply facilities management services to the Public Sector

A0.3.1.7 The opportunity to effectively apportion and manage project risks between the Public and Private Sector on complex projects of this nature.

A0.3.1.8 The opportunity to create sustainable employment opportunities, especially for individuals from previously disadvantaged communities.

This Request for Proposal (RFP) has taken due cognizance of the growing worldwide trend for Public and Private Sector organizations alike to focus on their core competence by competitively contracting out non-core functions and operations. It has also taken into account the unique South African political, economic, social and technological environment under which the required services will be rendered. In this way, DBSA is seeking to ensure that the integrated facilities services for which the successful Tenderer(s) will be appointed will be relevant to user and the country at large. The pioneering nature of the project call for all participants, both from Private and Public Sector, to work in a collaborative and objective manner to ensure the successful delivery of the envisaged benefit to the stakeholders.

A1.2 XXXBuilding (Pretoria)

A12.1 Description:

Refer site plan below:

A1.2.2 Front view

(Picture of the site location)

HERITAGE SITE

A portion of the structure is classified as Heritage Site, and the Tenderer shall afford every facility to the National Monument's Council or National Heritage council and other related bodies, or their representatives whenever necessary and whenever the buildings are visited by them. Free access shall be granted to any portion or the whole of the Structures. The Tenderer shall comply with any method, procedure, etc. as may be required or prescribed by them during the course of the execution of this contract.

SPECIFICATION

The specification, Model Preambles for Trades 1999, published by the Association of South African Quantity Surveyors and the Representative/Agent Specification of Materials serve as preambles of these Bills of Quantities. The Representative/Agent Specification, however, takes precedence.

Copies of all standard specifications of the Department of Public Works including Publications PW379, PW677 and all the standard Fire Security Specification, etc. are obtainable from the Department of Public Works or Website.

METHOD OF MEASURING WORKS OF CONSTRUCTION

The Standard System of Measuring Building Work (Sixth Edition) (Revised) issued by the Association of South African Quantity Surveyors shall be applicable to the measurement of all Works of maintenance .

EXISTING CONSTRUCTION CONTRACTS

There are existing construction contracts being performed in varying stages of completion.

Tenderers should notice that the FM TFMSP will only take responsibility for these sites after completion. All guarantees of these structures and any other recently completed structures or mechanical or electrical installations and the like, shall remain unaltered and the FM TFMSP shall be responsible to effect such guarantees and ensure that no additional expenses on behalf of DBSA be incurred.

WORKS OF MAINTENANCE

Total Facilities management works not exceeding R750 000.00 in value (VAT included) shall form part of this contract. Any other Works of construction will be dealt with by the DBSA by way of their normal procurement methods.

EXPANDED PUBLIC WORKS PROGRAMME

The Expanded Public Works Programme (EPWP) will be implemented on this contract. Tenderers are therefore referred to the EPWP requirements contained herein.

CONTRACT PRICE ADJUSTMENT PROVISIONS

The contract sum will not be adjusted in accordance with the Contract Price Adjustment Provisions (CPAP). Tenders must price in the anticipated changes of the prices for the duration of the contract into their contract rates. The contract will be a fixed price contract for the duration of the contract.

VALUE ADDED TAX

The tendered price must include for Value Added Tax (VAT). All rates in these Bills of Quantities must, however, be net with VAT calculated and added to the total Value thereof in the Final Summary.

D - SCOPE OF WORKS AND SPECIFIC PERFORMANCE LEVEL SPECIFICATION

D. SCOPE OF WORK AND SPECIFIC PERFORMANCE LEVEL SPECIFICATION

D1. BULK SERVICES AND UTILITIES

D1.2.1 Services within the boundaries of the precincts / erven

D1.2.1.1 Piped services:

FMSP TFMSP will include such in their scope of services.

D1.2.1.2 Electrical Services: As for 1.4.1.1

D1.2.1.3 Telecommunications: Fixed line : FMSP to look after such service.

D1.2.1.4 Data conductivity

a) XXX Buildings: FMSP to maintain

D1.2.2 Service Providers:

D1.2.1.1 Piped services:

D1.2.2.1 Provision of services:

D1.2.2.1.1 (a) Piped and electrical services

- to be provided by Local Services Providers

D1.2.2.1.1 (b) Telecoms

- to be provided by Telkom

D1.2.1.1.1 (c) Data connectivity: Telkom

D1.4.2.2 Service level agreements with Service Providers

D1.2.2.2 (a) Preferential service agreements:

(b) The FMSP is to enter into preferential service provision agreements with all service providers

D1.2.2.3 Management and Financial aspects of Bulk Services

D1.4.2.3 (a) The FMSP is to allow for metering, monitoring, and reconciliation of all aspects w.r.t the provision of bulk services

(b) Payment is to be implemented by DBSA

D2. LIST OF FACILITIES AND MATRIX OF RESPONSIBILITIES

D 2.1. Buildings and services schedule: XXX

DPW FACILITIES MANAGEMENT SCOPE OF SERVICES CHECKLIST												
ITEMS.	DPSA	DPW	CHECKED	QUANTITY	Equipment Parameters							Observation
					Capacity	Floor Location	Serial Number	Model	Make	Date of Manufacture	Working / (No) Working	
Facilities Management												
Facilities Services												
Facilities Help Desk	X											
Landlord Services Helpdesk		X										
Additional Services (please list):												
Risk and Business Continuity Management												
Business Continuity Planning and Control												
Risk Assessments												
Additional Services (please list):												
Statutory & Health & Safety Requirements												
Electrical COC - Infrastructure		X										
Electrical COC - Internal		X										
Emergency Evacuation Plan		X										
Eye Bolt / High Access equipment Testing		X										
Fire Risk Assessment		X										
Health and Safety Management		X										
Lift Testing & Certification		X										
Portable Appliance Testing		X										
Water Treatment		X										
Additional Services (please list):												
Utility Management												
Management (excluding procurement) of utilities provision - Gas, Electricity, water and waste		X										
Measurement, analysis and reporting of energy usage		X										
Meter Readings		X										
Purchasing of Utility Contracts - Electrical & Water		X										
Purchasing of Utility Contracts - Gas		X										
Purchasing of Utility Contracts - Waste	X											
Additional Services (please list):												
Technical (Hard) Services (our proposal)												
100 - SUBSTRUCTURE												
100.10 - Unreinforced strip footings		X	X									
100.15 - Reinforced strip footings		X	X									
100.20 - Ground beams		X	X									
100.25 - Column bases and pile caps		X	X									
100.30 - Lift shaft bases		X	X									
100.35 - Columns		X	X									
100.40 - Brick and block walls		X	X									
100.45 - Concrete walls		X	X									
100.50 - Plinths/finishes		X	X									
100.55 - Rock excavation, etc		X	X									
100.60 - Sundries		X	X									
101 - GROUND FLOOR												
101.10 - Solid floors		X	X									
101.15 - Insulation		X	X									
101.20 - Suspended floors		X	X									
101.25 - Steps		X	X									
101.30 - Ramps		X	X									
101.35 - Service ducts, trenches, etc.		X	X									
101.40 - Pits and Bases		X	X									
101.45 - Sub-surface drains		X	X									
101.50 - Catch Pits, Sumps, etc.		X	X									
101.55 - Pumps		X	X									
102 - STRUCTURAL FRAME												
102.10 - Slabs		X	X									
102.15 - Pre-cast / composite decking systems		X	X									
102.20 - Ramps		X	X									
102.25 - Staircases and Fire Escapes		X	X									
102.30 - Columns		X	X									

KEY:

NDPWI: Facilities management service provider

Building name: XXX

BLANK: Service not applicable to building

Extinguishers Cylinder		x	X	63	9 kg	All Floors		Dry Chemical Powder	Safety & Fire	08/2018	08/2019	W	Working Pressure: 1400 kPa, Mass Full: 13.28 kg, Test Pressure: 3000 kPa
Extinguishers Cylinder			X	6	32	Server Room (8th Floor)		N/A	Brigt	2/12/2015		W	Working Pressure: 300 Bar
113.25 - Hose reels		x	X	75	30 m	All Floors			CENTA	2013		W	Water Pressure: 1200 kPa, Hose Length: 30 m, Bore: 19 mm, Nozzle: 6 mm
113.30 - Hydrants pedestals, etc.		x											
113.35 - Water supply		x											
113.40 - Water storage tanks		x	X	1	15 m3	Basement (-5)							
113.45 - Booster pumps		x											
Sprinklers Fire Water Pump		x	X	1		Basement (-6)		B98546488P11336002	GRUNFOS RSA			W	Rotational Speed: 2150 rpm, Q: 111 m3/h, H: 80 m, Absorbed Power: 4kW
Jockey Water Pump		x	X	1		Basement (-5)		A95516251P11405	GRUNFOS RSA	2011		W	Voltage: 220-240 V, Frequency: 50Hz, Absorbed Power: 1.1 kW, Rotational Speed: 2853 rpm, pmax: 25 Bar, Tmax: 120 °C, Q: 1.8 m3/h, Hmax: 105.4 m, H: 80.1 m
113.50 - Water supply valves		x											
114 - BALUSTRADING, HANDRAILS, ETC													
114.10 - Balustrade walls		x	X										
114.20 - Parapet walls		x	X										
114.25 - Steel handrails		x	X										
114.30 - Timber handrails		x	X										
114.35 - Steel balustrading		x	X										
114.40 - Timber balustrading		x	X										
114.45 - Glazed balustrading		x	X										
115 - MISCELLANEOUS ITEMS													
115.10 - Catwalks, ladders, etc.		x											
115.15 - Rollards		x											
115.20 - Other		x											
200 - SPECIAL FOUNDATIONS													
200.10 - Sheet piling		x											
200.15 - Driven piles		x											
200.20 - Cast in-situ piles		x											
200.25 - Augured piles		x											
200.30 - Vibro-compacted		x											
200.35 - Establishment, etc.		x											
200.40 - Pile testing, etc.		x											
200.45 - Caissons		x											
200.50 - Raft foundations		x											
200.55 - Underpinning		x											
200.60 - Shoring		x											
200.65 - Dewatering		x											
201 - SPECIAL FIRE PROTECTION SYSTEMS													
201.10 - Sprinklers		x	X										
201.15 - Fire detection and alarm		x	X										
201.20 - Building evacuation		x	X										
201.25 - Foam generating		x											
201.30 - Fire suppression		x	X										
201.35 - Smoke ventilation/control		x											
202 - CONVEYANCE SYSTEMS													
202.10 - Passenger lifts		x	X	12									
Passenger lifts		x	X	1	400 kg	9th to 10th	B62506		Jessen Dakle	09.02.2015		W	
Passenger lifts		x	X	1	450 kg	All Floors			Schindler			W	
Passenger lifts		x	X	3	1000 kg	All Floors			Schindler			W	
Passenger lifts		x	X	4	1600 kg	Basement (-6) to Ground Ground to 3rd Floor			Schindler			W	
202.15 - Freight lifts		x	X	1	630 kg	All Floors			Schindler			W	
202.20 - Car lifts		x											
202.25 - Wheel chair lifts		x	X	1	225 kg	Basement (-1), Ground Floor			Lerner			W	It is for the Minister
202.30 - Hoists		x											
202.35 - Dumbwaiters		x											
202.40 - Pneumatic		x											
202.45 - Chutes		x											
202.50 - Turntables		x											
202.55 - Transportation systems		x											
202.60 - Funiculars		x											
202.65 - Escalators		x											
202.70 - Travelators		x											
202.75 - Conveyors		x											
202.80 - Fireman's Lift		x	X	1	1000 kg	All Floors	N/A	N/A	Schindler	N/A		W	
203 - AIR CONDITIONING													
203.10 - Energy supply		x	X										
203.15 - Testing and balancing		x											

203.20 - Chillers		x	X	2	N/A	Rooftop		EF15134H106KAG	DUNHAM-BUSH	2013	W	Voltage: 400 V, frequency: 50 Hz, Power: 170 kW	
203.25 - Cooling towers, etc.		x											
203.30 - Piping and fittings, etc.		x	X										
203.35 - Supply and return air systems		x	X										
203.40 - Ventilation and exhaust systems		x	X										
Industrial Fan		x	X	22	13,5/28 m/s	All Basement Floor	0184/2013	IJF 300 T4/5 Compact F300	DYNAIR	06 2013	W	Air Speed: 26/13,5 m/s, 1400/700 rpm, 2.20/55 kW	
Centrifugal Extraction Fan		x	X	4		Rooftop	140330	250.14'	PP		W	Voltage: 400 V, frequency: 50 Hz, Power: 4 kW, Ampere: 8.56 A, Rotational Speed: 1435 rpm, Tmax: 300°C	
Centrifugal Extraction Fan		x	X	1	5000 L	Rooftop	76978	LCS1004BA7/5.5	RVI		W	Voltage: 400 V, Frequency: 50 Hz, Power: 5.5 kW, Ampere: 10.6 A, Tmax: 300°C, Rotational Speed: 1485 rpm	
203.45 - Steam, hot water, etc. distribution		x											
203.50 - Heat recovering equipment		x											
203.55 - Air Conditioning Units		x	X	20									
Air Handling Unit		x	X	1	21.1 TR (cooling) 8.6 kW (heating)	2nd Floor (near the stair)	K2130600330880	TCLG080-SHTL	THERMACOLD	07 2013	W	Voltage: 400 V, frequency: 50 Hz, Power: 0.75 kW, Air Volume: 5540 m3/h	
Air Handling Unit		x	X	7	22.2 TR (cooling) 4.5 kW (heating)	3,4,5 ... 9th (near the stair)	K2130600330937	TCLG080-4SHT	THERMACOLD	07 2013	W	Voltage: 400 V, frequency: 50 Hz, Power: 1.1 kW, Air Volume: 7455 m3/h	
Air Handling Unit		x	X	9	31.8 TR (cooling) 24 kW (heating)	G, 1, 2 ... 9th (near the stair)	K2130600330930	TCLG090-4SHK	THERMACOLD	07 2013	W	Voltage: 400 V, frequency: 50 Hz, Power: 1.5 kW, Air Volume: 8514 m3/h	
Air Handling Unit		x	X	3	40.9 TR (cooling) 23 kW (heating)	G, 1, 3th (near the stair)	K2130600330882	TCLG090-4SHK	THERMACOLD	07 2013	W	Voltage: 400 V, frequency: 50 Hz, Power: 1.5 kW, Air Volume: 8194 m3/h	
203.60 - Reverse cycle, etc. terminal heat pumps		x											
203.65 - Self-contained air conditioners, etc.		x											
for Plant		x	X	5	N/A	Basement (-1)	61102205729	TS 205	DUNHAM-BUSH		W		
203.70 - Other systems and equipment		x											
Chilled Water Fan Coil Unit		x	X	9		G, 1, 2, 3 ... 9th				2015			
Fan Coil Unit		x	X	37		G, 1, 2, 3 ... 9th				2015			
Hideaways Units		x	X	9	Cooling: 4.5 kW Heating: 5 kW	Gym - Floor (10th)	4L04716	PEFY-P40VMA-E	UNITED KINGDOM	11 2014	W	Refrigerant: R410A, Frequency: 50 Hz, Voltage: 220-240, Power: 90 W	
Chilled Water Pumps		x	X	2		Rooftop	N/A	PPA160A	MARATHON	2014	W	Voltage: 400/460 V, frequency: 50 Hz, Power: 15 kW, Rotational Speed: 1485 rpm	
Chilled Water Pumps		x	X	4		Basement (1)	SR1503124 SR1503125 SR1503126 SR1503127	125/40	INSTREAM	5/5/2015	W	Voltage: 400/460 V, freq: 50/60 Hz, Power: 55 kW, Rotational Speed: 1485/1776 rpm	
204 - VENTILATION													
204.10 - Ventilation System		x	X										
204.15 - Extraction Systems		x	X										
205 - HEATING AND COOLING													
205.10 - Heat generating systems		x	X										
205.15 - Cooling generating systems		x	X										
205.20 - Refrigeration Systems		x	X	1		Basement (-1)							
206 - SPECIAL ELECTRICAL INSTALLATIONS													
206.10 - Uninterrupted power supply (UPS)		x	X		Batteries Pack (80)	Basement (-1)					W	Voltage: 400 V (3Ø+N+PE)	It is connected to main panel They are in good conditions
206.15 - Clean power supply		x											
206.20 - Power factor correction		x											
206.25 - Lighting and ground protection		x											
206.30 - Power Generating System		x											
206.35 - Other special electrical systems		x											
207 - ELECTRONIC SYSTEMS													
207.10 - Building Management		x											
207.15 - Voice Data		x											
207.20 - Television		x											
207.35 - Other electronic systems		x											
208 - OTHER SERVICES													
208.10 - Gas installation		x											
208.15 - Other Services		x											
209 - COMMUNICATION SYSTEMS													
209.10 - Public address and music systems		x	x	X									
209.15 - Inter-communication and paging systems		x		X									
209.20 - Telephone systems		x											
209.35 - Call systems		x											
209.30 - CCTV systems		x											
209.35 - Local area network systems		x		X									
209.40 - Clock and programme systems		x											
209.45 - Fire alarm systems		x		X									
209.60 - Security and detection systems		x		X									
209.55 - Turnstiles		x											
209.60 - Video Conferencing Equipment		x											

[illegible]

D3. BACKLOG MAINTENANCE AND REPAIRS TO AN ACCEPTABLE STANDARD

D3.1 Quality Standards

D3.1.1 All material, parts and equipment to be SABS approved and methodology to be SANS 10400 approved.

D3.2.2 XXX Building

D3.2.2.1 There is some information on previous condition assessments which were done which shall be availed to the bidders. There is also a project under construction at the first floor of the building called the first floor project. The first floor being approximately 10 000 squares.

D4. ONGOING MAINTENANCE INCLUSIVE OF BUILDING FABRIC AND UNPLANNED MAINTENANCE

D4.1 Introduction and Procedures:

D4.1.1 The Tenderer / FMSP is to:

D4.1.1.1 Familiarise himself with the premises

D4.1.1.2 Familiarise himself with the timeframes at which time the status quo reports for the XXX Building will become available or that he may conclude such himself

D4.1.1.3 Be aware that he will conduct his own status quo reports at the XXX Building.

D4.1.1.4 Set up an action list and gain approval from DBSA for Implementation i.t.o priorities and budget compliance during the Reconciliation period.

D4.1.1.5 Set up a preventative maintenance programme for all aspects of the premise.

D4.1.2 Furthermore the Tenderer / FMSP shall address unplanned maintenance as follows:

D4.1.2.1 Conclude all rates, timeframes and procedures for commonly re-occurring maintenance aspects during the Reconciliation period.

D4.1.2.2 Conclude rates and specification for the repair of uncommon maintenance aspects

D4.1.2.3 Have available resources to conduct such maintenance

D4.1.2.4 Once such incidents have arisen, the FMSP is to address the issues within the timeframes for that particular incident and table estimates for repair in accordance with their approved escalated rates.

D4.1.2.5 Such financial estimate will be forwarded to the DBSA for further instruction in the following two alternatives:

D4.1.2.5.1 Should the occurrence be less than R750 000.00 (Seven Hundred and Fifty Thousand Rand) , then DBSA may instruct the FMSP to proceed with implementation immediately

D4.1.2.5.2 Should the occurrence be more than R750 000.00 (Seven Hundred and Fifty Thousand Rand) then, the DBSA may call for tenders or instruct the FMSP to implement after consultation with DBSA

D4.2 Repair and Maintenance of the Infrastructure

D4.2.1 The FMSP will be responsible for the full maintenance that will include the following:

- All building services, electrical/mechanical; data – and telephone networks, Irrigation, paving, Physical security elements (fences, lighting, etc), Stormwater maintenance etc.

D4.2.2 Service Level

D4.2.2.1 The FMSP will commence repairs **within 1 hours** of a reported fault and conclude such action within 8 hours to reinstate the service. Permanent repairs are to take place within an approved programme as tabled by FMSP within the above time frames.

D4.2.2.2 The FMSP will conduct monthly and quarterly in depth investigations to determine corrective maintenance items for approval for implementation.

D4.3 Repair and Maintenance of Building Fabric and associated Equipment.

D4.3.1 Scope

D4.3.1.1 The FMSP will be responsible for the maintenance to the building fabric and associated services and equipment internally and externally. The building fabric refers to the masonry, ceiling, cornices, walls, rain water goods, windows, floors, doors, roof(incl. roof slab), floor slabs, stairs, ramps, skirting, carpets, paint, tiles, glass partitioning and soft board partitioning.

D4.3.1.2 The FMSP shall conduct ad hoc **inspections of the Premises at least once per week**, and implement corrective maintenance and repair action as required.

D4.3.2 Service Level

D4.3.2.1 The FMSP will ensure that the Premises are fully maintained at all times.

D4.3.2.2 The FMSP shall attend to maintenance and repairs with **one hours** of noting that such action is required.

D4.3.2.3 The FMSP shall repair and / or replace all fixtures and fittings and the structure of the Premises within four hours of the receipt of a Request.

D4.3.2.4 If the repair or replacement of a non-serviceable item is not, or cannot be effected within the specified times, then the Supplier shall advise DBSA accordingly, and shall provide an explanation for the repairs or replacement not having been effected within the time. Having regard to the reasons as aforesaid, DBSA shall agree the timing for such repairs or replacement to be effected. If the repairs or replacement are not effected by the agreed time, then the FMSP will be deemed to have failed to meet the Service Level and penalties will apply .

D4.3.3 Maintenance and Repair of Plumbing and Related Equipment.

D4.3.3.1 Scope:

D4.3.3.1.1 The maintenance and repair of all plumbing and domestic water systems, pumps and drains, taps, sewerage and effluent systems, grey water system, toilets, hand basins, urinals, bulk domestic water supply tanks, pumps and pipework, including valves and float switches and related equipment.

D4.3.3.2 Service Level

D4.3.3.2.1 The FMSP shall ensure that the repair and maintenance of all plumbing and related equipment, is **attended to immediately** as required, and in any event within one hour of receipt of a Request.

D4.3.3.2.2 If the repair or replacement of a non-serviceable item is not, or cannot be effected within the specified times, then the FMSP shall advise DBSA, accordingly, and shall provide an explanation for the repairs or replacement not having been effected within this time. Having regard to the reason as aforesaid, DBSA and the FMSP shall agree the timing for such repairs or replacement to be effected. If the repairs or replacement are not effected by the agreed time, then the Supplier will be deemed to have failed to meet the Service Level and penalties will apply .

D4.4 Control of Stock and Equipment .

D4.4.1 Scope:

D4.4.1.1 The specification, purchasing, storage, and issuing for use of building maintenance equipment and consumables, including tools, light bulbs, carpets, plumbing spares, electrical wiring, floor tiles, carpet glue, and the like, to ensure that sufficient stock is on hand to meet day-to-day maintenance requirements.

D4.4.1.2 The secure storage of, and accounting for, building maintenance equipment and consumables in the bulk storage facilities.

D4.4.2 Service Level :

D4.4.2.1 The Supplier will be responsible for securing, and furnishing to DBSA, quotes for the purchase of items to maintain stock levels of building maintenance equipment and consumables, and upon the formal acceptance, by DBSA, of such quotes, for ordering, receiving, and storing building maintenance equipment and consumable stocks.

D4.4.2.2 A stock-take of the stores is to be undertaken no less frequently than quarterly.

D4.5 Maintenance and Repair of loose equipment

D4.5.1 Scope:

D4.5.1.1 The FMSP will be responsible for the repair and maintenance of loose equipment inclusive of domestic electrical appliances. Find appended a list of current electrical appliances and their status quo. "Inventory of current domestic Electrical Appliances"

D4.5.1.2 The FMSP will also be responsible for the maintenance and repair of loose items and furniture.

D4.6. Ongoing maintenance at XXX Building

- Find below indication of maintenance operations currently undertaken by NDPWI that needs to be taken over by the FMSP

Building Maintenance (unplanned)

- Painting
- Plumbing
- Glazing
- Carpentry and Joinery
- Partitioning
- Locksmith
- Tilling and paving

Electrical and Electronics

- Maintenance of standby generator sets Service and maintain ups system
- Replacement of fused bulbs inside and outside the Buildings
- Maintenance of street and garden lights around the Buildings
- Access control system boom gates, sound equipment, CCTV cameras, glass doors and etc.
- Provisioning of electrical appliances i.e. hydro boils, washing machines and dish washers.

Mechanical Services

- Maintenance of main central Air Conditioning System

- Installation and maintain new split type Air Conditioning units
- Servicing of extractor fans
- Provide and maintain new equipment
- Fire detection system
- Maintenance of Lifts (on contract)
- Repair of clocks
- Pumps

Interior Decor

- To be undertaken by NDPWI.

D4.7 Swimming Pools and water features

D4.7.1 Scope

D4.7.1.1 To do everything required to maintain all Swimming Pools or any other water features in a crystal clear condition and to remove leaves and foreign objects on a daily basis (7 days a week).

D4.7.1.2 Safety precautions

D4.7.1.3 The FMSP is to ensure that adequate safety precautions are reported on and are installed upon approval from DBSA.

D4.7.1.4 It is the responsibility of the inhabitant to ensure that the security measures are implemented, when in the building.

D4.8. SPECIFICATIONS FOR MAINTENANCE OF TECHNICAL EQUIPMENT AND SYSTEMS

D4.8.1 Introduction:

This specification covers the comprehensive maintenance service, comprising regular testing, inspections, functional operation testing and routine maintenance and breakdown services on equipment and systems as described in this document.

D4.8.2 Compliance with Regulations and Standards

All work required in terms of this specification shall comply with and shall be tested in accordance with the following Acts, Regulations and Standards:

D4.8.2.1 The Occupational Health and Safety Act, 1993 (Act 85 of 1993) as amended. The Occupational Health and Safety Act, 1993 (Act 85 of 1993) as amended.

D4.8.2.2 The “Code for the Wiring of Premises”, SANS 10142.

D4.8.2.3 The Local Government Ordinance, 1939 (Ordinance 17 of 1939) as amended, and the municipal by-laws pertaining to fire services and electricity supply.

D4.8.2.4 The Fire Brigade Services Act, 1993 (Act 99 of 1987) as amended.

D4.8.2.5 The National Building Regulations and Building Standards Act, 1997 (Act 103 of 1977) as amended.

D4.8.2.6 SANS 10400: Application of the Building Regulations.

D4.8.2.7 The Post Office Act, 1958 (Act 44 of 1958) as amended.

D4.8.2.8 The Electricity Act, 1984 (Act 41 of 1984).

D4.8.2.9 Standard Specifications of the Department of Public Works for Electrical and Mechanical Equipment.

D4.8.3 Scope of Work Required

D4.8.3.1 General

D4.8.3.1.1 Where applicable, restoration of the item, equipment system or sub-system to its original working order. This entails a detailed investigation by the TFMSP of all items and systems under the Contract, identification of defective and inferior components or systems, and the restoration thereof to comply with the Standard Specification and/or Additional Specification as applicable at the time of the original installation, as well as later additions to the installation or to comply with new requirements due to changes in legislation subsequent to the original installation. It also includes the preparation of any drawings and supplementary documentation required for the continuous future successful operation of the item, equipment, system or sub-system. Before such restoration work is carried out, a formal quotation /cost estimate shall be prepared and presented to the DBSA Project Manager for approval.

When such restoration has been completed, it shall be inspected and approved by the DBSA Project Manager before formal acceptance. Where the TFMSP can prove to the satisfaction of the Department that spares are not available to restore the item, equipment, system or sub-system to its original state, or that the upgrading of the system will be more economical, the TFMSP shall submit priced proposals to the Department for replacing the system, or components, provided that these items or systems are of a type approved by the Department and complies with the Department's Standard Specifications applicable at the commencement of the Contract.

D4.8.3.1.2

Routine preventative maintenance to the item, equipment, system or sub-system in accordance with the manufacturer's documented procedures, or, in the absence thereof, in accordance with current best practice for similar equipment used in the industry. This entails the rendering of services for diagnosing the deterioration of equipment and the subsequent action to restore the equipment to its correct functional level in the workshop or in the field. This also entails the testing of other equipment that may not form part of this contract, such as security equipment that may be associated with plant rooms, etc.

4.8.3.1.3

Corrective maintenance to the item, equipment, system or sub-system where routine maintenance or inspections reveal the malfunction or imminent malfunction thereof. This entails regular observation of equipment with the intention to identify minor breakdowns of the equipment and subsequent action to restore it to its correct functional and operational state.

4.8.3.1.3

Breakdown maintenance to the item, equipment, system or sub-system upon the reporting of any failure, malfunction or associated problem in connection thereof. This entails the urgent repair and/or replacement of defective equipment or parts and subsequent action to restore it to its correct functional and operational state.

4.8.3.1.4

Repair and replacement of spare parts wherever it is caused by a breakdown, malfunction thereof discovered during corrective or routine maintenance, or indicated in either the manufacturer's operating manual or in a Regulation. This entails the replacement of defective parts and the repair of such defective parts.

4.8.3.1.5

Maintenance of equipment records, and inventory control systems. This entails the composition of a complete inventory of equipment and the updating and maintenance thereof.

4.8.3.1.6

Updating of computer software (e.g. in legacy Fire and Security Systems).

4.8.3.1.7

Training of the Employer's personnel. This entails the quarterly training of the Department's operating personnel to acquaint them with the operation of the systems. This also includes a set of operating instructions which shall be mounted in plant rooms and control rooms in the relevant building.

4.8.3.1.8

Provision of an Administrative Control Systems to provide easy auditing and service provision performance checking, in the form of a Computer Aided Facilities Management System (CAFM), as more fully described in Section D9.

D4.8.3.2 Resources to be provided

All work required in terms of this specification shall be rendered by the TFMSP's own personnel, using the TFMSP's workshops, tools, transport and test equipment. At least one of the personnel listed in the table below must be one site for Mon to Saturday 8 hours a day and one shall be on standby for emergencies outside working hours.

Staff	Number	Years of experience	Remarks
1- Facility Manager or Site Supervisor – managing helpdesk by self or using duty technicians	1	10 (at least)	SAFMA registered Facilities manager
2.Clerk of works/Resident Engineer	1	10 (at least)	ECSA registered Professional Technologist
3.Electrician/Electron-Instruments	2	5 (at least)	Senior Technician Artisan level or similar
4.b HVAC technician	2	5 (at least)	Senior Technician air conditioning level
5.c Plumber	2	5 (at least)	Artisan certificate level
6.d Carpenter	2	5 (at least)	Artisan certificate level

D4.8.3.3 Use of CAFM system-Archibus

The FMSP will be responsible for procuring, setting up, maintaining of licenses of the CAFM. The FMSP will upload information on the CAFM on a daily basis and ensure record is kept. The FMSP is also responsible for the linking of the CAFM system to the DBSA, its clients and end user live CAFM system.

CAFM (Archibus) system shall be handed over in full operational order to the Department on completion of the contract period. All information uploaded on the CAFM remains the property of DBSA, its clients and end-user. No royalties will be paid to the FMSP for information on the CAFM.

D4.8.3.4 Qualified Personnel

The TFMSP shall at all times make use of properly qualified, well trained and competent personnel to render the services for each particular discipline in the most effective and time-saving manner possible. These persons shall be directly employed and supervised by the TFMSP. All personnel shall take all reasonable care to maintain the installations and to keep them in proper operating condition. In particular, all electrical work shall be executed by or under the direct supervision of a qualified electrician. Proof of the qualification of any staff member shall be made available to the Department for scrutiny before work is performed by the relevant person.

Personnel employed to work on security equipment or to provide a security-related service shall be registered with the Security Industry Regulatory Authority (SIRA).

D4.8.3.5 Specialist services

Where maintenance or repairs are required on specialized items of equipment, such as automatic control equipment, instrumentation, computers, etc., the TFMSP shall arrange for such work to be performed by specialists and the price quoted by the TFMSP for the periodic services and maintenance shall be deemed to include for the specialist services.

D4.8.3.6 Materials and Spares

All replacement parts, spares and materials used shall generally conform to the relevant SABS Specification and shall bear the SABS mark of approval. In addition, all replacement parts shall comply fully with all the specifications of the original parts they will replace.

Where substitute parts or components are proposed to be used by the TFMSP, these parts shall be equal to, and of the same quality as, or superior to the original components and they shall only be used upon written approval by the Department.

Where any part is replaced, the details of the substitute part as well as the description and serial number of the substitute part and the original part shall be entered on the service sheet and maintenance/repair log books, as applicable. These details shall also be entered into the CAFM system.

The TFMSP shall obtain, and cede to the Department, any suppliers' or factory guarantees of repaired or replaced components, and shall ensure that such guarantees are not jeopardised in any way. The guarantee cards for repaired or replaced components shall also be attached to the service sheets and maintenance/repair logbook as applicable.

The TFMSP shall keep critical items in stock, at his own cost, in order to keep down-time to an absolute minimum. Faulty items shall be repaired immediately and returned to the TFMSP's stock-holding.

D4.8.3.7 Maintenance Service Control System

The TFMSP shall at all times supply, prepare and maintain a site maintenance /repair logbook for each installation, premises and site included in this Contract. These records shall be entered into the CAFM system as further described elsewhere in this document. Periodic service and maintenance reports shall include the contents of entries into the maintenance/repair logbooks.

D4.8.3.8 Consumables

The TFMSP shall supply all consumables and cleaning materials necessary for the proper execution of the maintenance and servicing.

D4.8.3.9 Routine Maintenance Frequency

The TFMSP shall adhere to the routine maintenance required in terms of any available manufacturers' manuals where applicable, or as required by any Standard or Regulation applicable. All other items, equipment, systems and sub-systems shall be routinely maintained every three months for the duration of the Contract, unless otherwise specified for a particular service. The TFMSP shall programme these maintenance dates on the CAFM and shall ensure that all items, equipment, systems and subsystems are serviced during the first three months of the Contract and then routinely thereafter.

D4.8.4 Responsibilities of the TFMSP

The TFMSP shall be responsible for the complete maintenance service, viz. the routine preventative maintenance, corrective maintenance breakdown and repair maintenance, repair, replacement and stocking of spare parts.

The TFMSP shall carry out inspections and checking of equipment as set out in the schedules. Each inspection and test shall be recorded and listed in the periodic reports, stating the date of the inspection, nature of tests performed, inspection and test results and the name(s) of persons responsible for carrying out the inspections and tests. The testing of repaired faulty equipment or items shall also be recorded in the list in the reports.

Where routine maintenance needs to be performed at premises such as dwellings, adequate arrangements for access to these premises shall be made by the TFMSP.

The TFMSP shall provide operating personnel with training in the operating procedures as applicable and provide first-line troubleshooting procedures. The TFMSP shall provide telephone contact numbers and contact names to these users for reporting any malfunction of equipment. These calls should be routed to the Call centre, described more fully elsewhere in this document.

All maintenance, repairs to and replacement of faulty items, equipment, systems and sub-systems shall be done within the Repair Time as defined in this document.

The TFMSP shall restore or repair all equipment and systems to the original operational condition, and recalibrate and re-commission the equipment and systems on completion of each maintenance service carried out.

The TFMSP shall rectify any fault condition of which he becomes aware, even if it has not been reported by the user. Such rectification shall also be detailed in the periodic reports.

D4.8.5 Responsibilities of the Department/TFMSP regarding Technical

Handbooks and Drawings

The Department through the DBSA shall endeavour to supply the TFMSP with a set of handbooks, where these are available, for each item, equipment, system or sub-system at the commencement of the Contract.

The TFMSP shall copy these documents for his own use during the Contract and shall return the originals to the Department after making the copies.

Should such handbooks not be available, the TFMSP shall be expected to compile the necessary handbooks and documentation within six months of commencement of the Contract. Such information shall become the property of the Department and shall also be stored in the CAFM system for future availability and use. These documents shall be stored in the format specified elsewhere in the CAFM system specification. All handbooks shall be updated during the Contract to record technical changes and to eliminate discrepancies and inaccuracies.

D4.8.6 Computer Software associated with Systems - Archibus

The system currently used by the NDPWI is called archibus. Software on existing systems making use of computers (e.g. fire detection systems) shall only be updated or changed with the written permission of the Department and the reasons for the proposed changes shall be fully motivated by the TFMSP in writing. Before any approved changes are made to existing software, the original software shall be copied to removable media by the TFMSP and the media shall be handed over to the Department.

Where such systems are upgraded, the TFMSP shall, as part of the Contract, supply to the Department licensed and documented copies of all additional or upgraded software implemented. Any removable media needed to reload the system to a fully operational level in the event of a complete breakdown of the system or for installation on a new or alternative computer system, shall be supplied. The software shall include the operating system, application software, utility software and specific programs written for the system. Where programs are compiled, the source files shall also be supplied to the Department. Installation and start-up procedures shall be clearly set out and documented. Whenever changes are made to the software during the Contract Period, the TFMSP shall supply the Department with a new set of back-ups of the software that was modified.

Should any passwords be used on the system, the highest level of passwords shall be handed to the Department in a sealed envelope, and should any changes to the passwords be made, the new passwords shall be handed to the Department in a similar manner.

The TFMSP shall also install anti-virus software on all existing systems and supply the original and subsequent updated software to the Department. All updates shall be loaded by the TFMSP during the Contract Period.

The upgrading of media such as hard disks and CD drives shall form part of this Contract.

D4.8.7 Repair and Response Times

It shall be expected of the TFMSP to relate his actions in terms of this Contract in respect of call-outs, repairs and general maintenance to specific prescribed response and repair times.

The following definitions shall be used to assess the TFMSP's performance:

Response Time shall mean the time elapsed from the time the callout is received at the Call Centre to the time the TFMSP reports at the site of the reported incident. The TFMSP's call-out staff shall notify the Call Centre when they arrive on site.

Repair Time shall mean the maximum time taken by the TFMSP to repair the fault, in order to limit the downtime of the item, equipment, system or sub-system to an absolute minimum. Repair time will be measured from the time the TFMSP's staff report to site and notify the Call centre to the time the fault is repaired and signed off at the Call Centre.

Downtime shall mean, regarding call-outs, the total time for which the item, equipment, system or sub-system is not 100% operational which equates to Response Time plus Repair Time.

Depending on the urgency of the call-out, the response times may vary and the table below indicates maximum allowable time durations.

Call-out type	Response	Time Repair Time
Urgent	2 hours	See definition above
Normal	12 hours	See definition above

D4.8.8 Maintenance Control Systems

The TFMSP shall design and implement service sheets, maintenance records, maintenance/repair log books and all necessary forms to record the incidence of any call-out, routine procedures and servicing, repair or replacement of all items forming part of this contract. These documents shall be designed to easily integrate into the CAFM system, which is also to be implemented as part of this Contract.

D4.8.9 Inspection and Testing of Completed Work

The DBSA Project Manager or his duly appointed representative may inspect and test the various portions of work completed by the TFMSP at all times, and he shall have full power to reject all or portions of the work that he may consider to be defective or inferior in quality or material, workmanship, or design with respect to the original installation. Any portion of the work so rejected shall be replaced immediately by the TFMSP, unless, in the opinion of the Department, the work rejected can be so treated and repaired so as to render it fit for incorporation into the Contract Works. In this event the TFMSP shall, at his own risk and expense, be at liberty to repair the work to the satisfaction of the Department. The TFMSP shall carry out such tests as necessary, in the opinion of the Department, to prove that the contract requirements are being complied with. The cost of all tests and /or analyses shall be borne by the TFMSP.

D4.8.10 Items, Equipment, Systems and Sub-systems to be Maintained

The requirements for maintenance, forming part of this Contract, are shown in the Schedules. These generally comprise the following:

Mechanical and Electronic Systems

- Fire detection systems
- Fire protection systems (Gas, foam, sprinklers)
- Fire security Systems
- Emergency Communications Systems
- Communication Systems

Security Systems and equipment

- Domestic burglar alarm systems
- Alarm and Control Systems
- Perimeter Security Systems
- CCTV Systems
- Access Control Systems and Card Control Systems
- Electric fences
- Metal detectors
- X-ray machines
- Vehicle booms and gates

Mechanical equipment and Systems

- HVAC
- Water Pumping Plant
- Swimming Pool Pumps
- Refrigeration Plant
- Fans

Electrical Equipment and Systems

- Light fittings in buildings
- Emergency Lighting Systems
- Perimeter and security lighting
- Street-lighting
- Sports field lighting
- Garden lighting
- Power outlets
- Power supply to mechanical plant
- Distribution Boards
- Distribution cables and wiring
- Substations, Minisubs and transformers
- MV and LV switchgear
- Mains supply to premises
- UPS Systems
- Stand-by generator plant
- Lifts
- Hoists

Domestic equipment

- Refrigerators
- Deep-freezers
- Washing machines
- Tumble dryers
- Dishwashers
- Television sets
- VCR's
- Kettles
- Stoves
- Clothes irons
- Microwave ovens

D4.8.11 Maintenance Procedure Schedules

The maintenance procedure sheets for items, equipment, systems and sub-systems are shown in the Appendix. (Appendix F).

D4.8.12 Service Level Agreement

D4.8.12.1 Performance criteria

Overall, the TFMSP's performance shall be based upon and measured against the following critical parameters:

- (a) Minimum incidence of faults
- (b) Minimum downtime
- (c) Good record and housekeeping procedures
- (d) Optimal service costs

To this end the CAFM system shall provide statistical reports based on the above criteria for evaluation of the TFMSP's performance.

D4.8.12.2 Performance Standard

The required performance standard of the TFMSP shall be directly linked to the availability of an item, equipment, system or subsystem and shall be 90% or better.

D4.8.12.3 Calculation of Availability

In the calculation of the availability of an item, equipment, system or subsystem, the following formula shall be used and it shall be programmed into the CAFM system for incorporation in reports:

$$\text{Availability} = 100 \times (T_i - T_{mi}) / T_i$$

Where

T_i = the length of the time interval i for the applicable month under consideration, expressed in hours

T_{mi} = the total of the Mean Times To Repair (MTTR's) for the individual item, equipment, system or sub-system at each site during the time interval i for the applicable month under consideration, expressed in hours.

MTTR = the Mean Time To Repair the item, equipment, system or sub-system as determined from the fault/service/logbook records, and shall be equivalent to the sum of all the times that these components did not conform to operational requirements.

Example of Calculations:

- (i) April has 30 days @ 24 hours operation of a system per day, such as a fire detection system, giving a value of $T_i = 720$ hours
- (ii) During the month 3 breakdowns occur, each with a response time of 9 hours and a repair time of 5 hours. The quarterly routine service also fall in April and takes 20 hours.
- (iii) Then the sum of the MTTR's is $= 3 \times (9+5) + 20 = 42 + 20 = 62$ hours. Thus $T_{mi} = 62$ hours
- (iv) Thus, $\text{Availability} = 100 \times (720 - 62) / 720 = 91, 4\%$

D4.8.12.4 Factors beyond control

The onus shall rest on the TFMSP to submit the necessary motivation to the DBSA for its consideration and decision for MTTR periods, which the TFMSP considers to have been caused by factors outside his control, and which should not be included in the calculations, e.g. malicious damage, lightning, etc. Actual damaged or faulty equipment shall be presented by the TFMSP as proof before removal thereof or parts thereto.

D4.8.12.5 Quotations

Where breakages or faults are caused by factors outside the TFMSP's control, he shall immediately report the incident to the DBSA in writing, giving a full list of the details/persons involved.

A specified quotation must be attached to the report including and showing any mark-up. If instructions are given to the TFMSP to repair the damage, he shall supply the DBSA with supplier's invoices for all spares used. Payment will be made for spares only where suppliers' invoices are submitted. If prices are unreasonably high, the Department reserves the right to pay the TFMSP an amount in line with current market related prices only, plus mark-up.

D4.8.12.6 Removal of Damaged Equipment

Actual equipment damaged by factors outside the TFMSP's control all be handed over to the Project Manager against his signature. Once the equipment has been inspected by the Project manager, an instruction will be given to the TFMSP to remove the equipment from site. The removal of the equipment shall be at the TFMSP's cost and shall be removed during a maintenance or service visit to the site.

D5. CAPITAL PROJECTS

D5.1 Capital Projects shall be treated separately and they shall not be part of this TFM contract

There is some information on previous condition assessments which were done which shall be availed to the bidders. There is also a project under construction at the first floor of the building called the first floor project. The first floor being approximately 10 000 squares.

D5.2 Maintenance Contracts: Existing

Status: To be confirmed during Reconciliation Period

D5.3. Cession

All of the existing maintenance contracts are to be ceded to the FMSP until the end date. Where these projects have a short contract period and it is practically possible, the contract is to remain under the management of DBSA.

DEPARTMENT OF PUBLIC WORKS: TFM PORTFOLIO

D6. LANDSCAPE ARCHITECTURAL AND HORTICULTURAL SERVICES

D6.1 INTRODUCTION

The purpose of this Part D6 of the document is to provide a summary of the Landscape Architectural and Horticultural Services and to invite parties to tender on this portion of the Contract – The overall FM contract is hereafter in Part D6 referred to as the "Main Contract". The specifications, Bill of Quantities and other contractual documents herein contained form part of the Main Contract and are to be tendered on by a competent landscape installation and maintenance TFMSP to the main FM TFMSP.

The Specifications for the Landscape Architectural and Horticultural Services are found as Appendix J1 to the main tender document. The Bills of Quantities for the Landscape Architectural and Horticultural Services are found under Section E3 of the Bill of Quantities.

The work involves the landscape architectural development and upgrade, horticultural maintenance and landscape management of selected events for the following Department of Public Works Facilities and Properties:

D6.2 SITES

The extent of the works for the Landscape Architectural and Horticultural Services component of the Main Contract (hereafter in Part D6 referred to as the "Sites") comprises the landscaped exterior component of the abovementioned properties. Where reference is made to a specific property or properties within the landscape specifications, the term "Site" will apply to the following parts of that / those property/s where applicable:

- All planted areas, these being flowerbeds and focal planting, lawn areas, backdrop planting and natural areas
- Irrigation systems All paved surfaces, including walkways and vehicular roads*
- All garden furniture and landscape elements such as statues, fountains and freestanding focal elements including garden pergolas*
- All fences and garden walls*

*Note that for the items with an asterisk this landscape sub-contract is only for the day to day general upkeep and maintenance or repair of these elements and that major structural repairs or maintenance of associated infrastructure (such as conduits, electrical cabling and equipment) is addressed under other sections of the Main Contract.

D6.3 DETAILED SCOPE OF PROVISIONAL WORK

Works include but are not limited to the following general items as applicable for the XXXBuilding:

D6.3.1-DAILY MAINTENANCE AND HORTICULTURAL SERVICES.

Planted areas:

- Maintenance of the health and aesthetic appearance of plants including watering, supplementation, pruning, shaping, weeding and removal of debris as directed,
- Mowing and weeding of lawns and topdressing and levelling when required,
- Replacement of plants where necessary or as directed,
- Pest control and treatment of affected plants,
- Eradication and control of alien invader plants,
- Rehabilitation of pristine and natural areas where required or directed,
- Mowing and maintaining of firebreaks,
- Maintaining of mulch layers and watering holes or depressions.

Irrigation systems.

- Day to day operation of irrigation systems,
- Re-programming or adjustment of electric irrigation controller systems as required due to seasonal and other changes,
- Cleaning, periodical testing and repair of irrigation systems where required,
- Installation of irrigation systems or upgrading of existing systems, including electronic irrigation controllers and associated components.

Paving and hard surfaces:

- Sweeping and weeding of all paved surfaces,
- Other cleaning and / or washing of paved surfaces as required,

- Removal of debris, leaves and sediment from channels, culverts, catchment pits and other similar structures.

Garden furniture, fountains and free-standing focal elements including pergolas

- Regular cleaning and / or washing of above elements,
- Varnishing, treatment and painting of surfaces of above elements as required,
- Cleaning, treatment and replacement of water in all fountains or water features as well as all filters, pump systems, filter sand and other operational components of afore-mentioned items.

Garden walls and fences

- Cleaning / washing of garden walls and fences as required,
- Re-painting of the above elements as required or directed.

General tidiness and maintenance of gardens

- Removal of litter,
- rubbish and garden debris to specified points, for removal from Site by other party appointed under Main Contract,
- Ensuring overall tidiness of all gardens and outdoor parts of the sites.

The above and other items are to occur as per the specifications contained in this document or as directed by the relevant supervising personnel from DBSA or FM professional.

consultant team.

D6.3.2 UPGRADE TO PAR

Improvement and upgrade of specific landscaped areas within certain sites or of the entire landscape component of certain sites as a whole, according to designs approved by the FM landscape architect consultant.

D6.4 EMERGENCY MAINTENANCE

Ad-hoc or emergency maintenance or repairs of any of the landscape components of any of the sites or part thereof as and when required.

D6.5 SPECIALISED WORK

D6.5.1 SPECIALISED NATURE

Bidders are to note that the work provided for in these Bills of Quantities is of specialized nature. Only TFMSPs capable of delivering work commensurate with the required ability, knowledge and experience, capable of delivering and co-ordinating work with care and attention to detail are sought as potential TFMSPs.

D6.5.2 SECURITY

The scope of work involves the upgrading, restoration, renewal, maintenance and certain additional works to various sites of considerable political and / or cultural-historic significance. The premises being of national importance are subject at all times to security surveillance.

D6.5.3 HERITAGE VALUE

The appointed TFMSP will be expected to exercise special care working in and around all structures of cultural-historic significance on any of the premises, as the whole of the fabric and contents of XXXare of

great national value and importance, and can be fairly described as irreplaceable. All relevant legal matters in this regard are discussed under the relevant headings of this document and the main contract documents.

D6.6 REMEDIAL ACTIONS

The TFMSP will be held responsible, both financially, criminally and civilly, as the case may be, for all damage, breakage, theft, loss or any other negative impacts on any aspect or component of any of the sites, including all structures and elements contained therein and will make good any of the above caused by himself, any of his employees or agents or any other person for whose actions the TFMSP is responsible, to the satisfaction of the Landscape Architect, Principal Agent or DBSA, as the case may be. Furthermore the TFMSP must take note that ALL of his employees or any other persons under his control who access any of the sites, MUST be able to produce a valid South African ID book upon request and must display any security clearance cards that may be issued.

D6.7 CONSERVATION MANAGEMENT PLAN (CMP)

The scope of work to be executed will happen within the framework of a Conservation Management Plan, for the XXX Building. These CMP's spell out guidelines within which repairs, restoration work and/or new work shall be executed. The CMP's can be viewed upon arrangement with the Landscape Architect or Principal Agent and may be made available in the viewing room for the benefit of pre-selected tenderers at the compulsory information briefing session. The CMP's will be seen as having been noted by the TFMSP and will form part of the contractual agreement.

D6.8 ACTS OF PARLIAMENT, ORDINANCES, REGULATIONS AND BY-LAWS AND OCCUPATIONAL HEALTH AND SAFETY ACT (ACT 85 OF 1993 - SECTION 37[2])

Reference made to, or requirements called for in terms of the provisions of any Act of Parliament, Ordinance and the Regulations or By-Laws of any local or other statutory authority shall not in any way limit the Bidder/TFMSP's liability or obligations to familiarize himself with and comply with the provisions of all Acts of Parliament, Ordinances and the Regulations or By-Laws of any local or other statutory authority which may be applicable.

The Bidder's attention is drawn to the fact that the Occupational Health and Safety Act (Act 85 of 1993 - Section 37[2]) is in force. Occupational Health and Safety and Environmental Specifications are included in the main tender documents. Bidders are advised to study this document in order to make themselves fully conversant with the requirements and responsibilities defined therein.

Copies of these Acts are available from the Government Printing Works, 149 Bosman Street, Pretoria (Private Bag X85, Pretoria, 0001. Tel. 012-334 4500). Bidders are expected to be fully acquainted with the requirements of these Acts.

A special additional item has been included in the Bills of Quantities for bidders to price items that are not specifically listed in the Bills of Quantities. Bidders have the opportunity to provide financially for the above-mentioned requirements under this section. Should the TFMSP not do so, it will be assumed that the above has been provided for in the endured rates.

D6.9 DOCUMENTATION REQUIRED

D6.9.1 PROGRAMME

The TFMSP will be required to prepare detailed works programmes for both regular maintenance and the upgrade or improvement of any site as and when directed to undertake such activities, to the satisfaction of the Landscape Architect / NDPWI Horticultural Services. Progress of such works shall be monitored according to the approved works programmes by NDPWI Horticultural Services personnel appointed for this task. Progress of the Works will also be monitored by the Landscape Architect on an ad-hoc basis and it will be necessary for the TFMSP to liaise with the Landscape Architect, the Client and the Principal Agent in order

to establish and agree upon an approved construction programme for the Works within three (3) weeks of being instructed to undertake such activity.

D6.9.2 PLANT AND LABOUR HISTOGRAMS

The Tenderer shall return with his tender documents one copy each of a Plant Utilisation Histogram, a Labour Histogram and a chart or graph showing the anticipated approximate value of monthly progress certificates for the duration of the Contract and closely related to the proposed programme of the Works submitted by him (attached).

D6.9.3 CONTRACT MANAGEMENT STRUCTURE

The Tenderer shall return with his tender documents, details of the proposed horticultural and site management and supervisory personnel, together with sufficient information on their proposed staff to enable the Landscape Architect to ascertain the level of previous experience of individuals (attached).

D6.9.4 PAST AND PRESENT WORK

The Tenderer shall return with his tender a résumé of past and present work, as well as a schedule detailing works tendered for, but where no appointment has yet been made (attached).

D6.9.5 RETURNABLE SCHEDULES AND FORMS

All returnable schedules and forms found within this Section D6, as well as Section E3 of the Bill of Quantities must be filled out by the TFMSP and returned as part of his tender. Failure to do so may render a submitted tender invalid.

D6.10 QUERIES FROM TENDERERS

Any questions which Tenderers may wish to raise on the landscape architectural or horticultural services component of the NDPWI FM contract shall be addressed to DBSA .

D6.11 TENDERER'S OWN GENERAL OR SPECIAL CONDITIONS OF CONTRACT

It is a condition precedent to the submission of tenders that General Conditions of Contract submitted by the Tenderer shall not apply to the Contract which may be awarded, except in the case of specific alterations to the General or Special Conditions of Contract set out in this document and which have been stipulated in the form "Alterations by Tenderer" and have been expressly accepted by the Employer.

D6.12 ALL TENDER DOCUMENTS TO BE RETURNED

All unsuccessful tenderers are to return ALL tender documents to the Landscape Architect or Architect within 7 (seven) days of the successful tenderer being appointed or as stipulated in the Main Contract. No photocopies, whether temporary or not, may be made of any of the tender documents. Where bills of quantities or parts thereof must be distributed to suppliers or other sub-TFMSPs in order to obtain rates or quotes, these shall be re-produced by the tenderer without ANY reference to either the project or sites concerned.

D6.13 ACCEPTANCE OF TENDERS

The Landscape Architect will evaluate the tenders for the landscape architectural and horticultural services component of the Main Contract and nominate the accepted bidder to the main TFMSP. The Landscape Architect is not bound to nominate the lowest or any portion of any tender and reserves the right to waive any informality in tenders received as the Client's interests may dictate. The Landscape Architect is not required to give reasons for selection of one tender in favour of another.

D6.14 DESIGN AND CONSTRUCTION DRAWINGS

The successful bidder will be required to prepare design and construction drawings, as well as Bills of Quantities for implementation wherever upgrade to par projects are identified to the TFMSP by the Landscape Architect or NDPWI Horticultural Services. These drawings and Bills of Quantities are to be prepared by a landscape architect or other approved landscape design consultant of the TFMSP, who is sufficiently experienced in the field of landscaped design and horticultural management. The drawings and Bills of Quantities are to be approved for implementation by the Landscape Architect in consultation with NDPWI Horticultural Services. However due to the specialised character of the sites, prospective bidders tender with the express understanding that all drawings and Bills of Quantities are subject to possible further amendment at any stage of the project.

D7. SECURITY AND SAFETY, OCCUPATIONAL HEALTH AND SAFETY ACT

D7.1 Introduction

The FMSP shall comply in all respects with the requirements of the Occupational Health and Safety Act (Act 85 of 1993).

The FMSP shall ensure that all requirements in terms of the Regulations promulgated in terms of this act are complied with, specifically as far as the following types of plant are concerned.

- (a) Lifts, escalators and hoists.
- (b) Fire protection systems using gas and water.
- (c) Steam and boiler installations.
- (d) Power generating and distribution equipment.
- (e) Hot water generating equipment (geysers, calorifiers, solar heaters).
- (f) X-ray equipment.
- (g) Disposal and storage of hazardous substances (asbestos, CFC's, inflammable and chemical substances).

The FMSP shall gather the necessary information on any relevant plant falling within the scope of this contract and plan scheduled inspections and preventative maintenance, including shut-downs, to comply with the stipulations in the Act for that particular plant. In addition, the FMSP shall enter the information into the CAFM System and shall ensure that the system provides the necessary warning in advance to the personnel involved that an inspection or service is imminent. Adequate inspection and tests sheets shall be provided by the CAFM system.

D7.2 Construction Regulations

The FMSP and all subcontracting, operating, service, maintenance, administrative and other personnel in his employ, shall also comply with all the requirements set out in the Construction Regulations, 2003 issued under the Occupational Health and Safety Act, 1993 (Act No 85 of 1993).

It is required of the TFMSP to thoroughly study the Department's Health and Safety Specification that must be read together with, and is deemed to be incorporated in this document and in the bills of quantities.

The TFMSP must take note that compliance with the Occupational Health and Safety Act, Construction Regulations and Health and Safety Specification is compulsory. In the event of partial or total noncompliance, the project manager or his appointed agent, notwithstanding the provisions of any other clause to the contrary, reserves the right to delay issuing any progress payment certificate until the TFMSP provides satisfactory proof of compliance. The TFMSP shall not be entitled to any compensation of whatsoever nature, including interest, due to such delay of payment.

Provision for pricing of the Occupational Health and Safety Act, Construction Regulations and Health and Safety Specification is made under this clause and it is explicitly pointed out that all requirements of the aforementioned are deemed to be priced hereunder and no additional claims in this regard shall be entertained.

The FM Service Provider shall implement a comprehensive Health and Safety Programme, which shall demonstrate diligence and comply with the most stringent requirements and legislated requirements, where here are concurrent legislative and regulatory requirements.

D7.3 Municipal By-laws

The FMSP shall, furthermore, also adhere to the specific bylaws of the local authority regarding fire, electricity and water where these bylaws have extra requirements over and above those stipulated in the aforementioned Act.

D7.4 Work Environment

The FMSP shall ensure that all buildings and premises falling within the scope of this contract are managed in such a way that they provide safe and healthy work environments in accordance with the above Act.

D7.5 Incidence Reporting

All incidences regarding the breach of safety regulations, injuries, etc. must be reported and duly processed. In the case where the Service Provider notifies Department of Labour in respect of an incident then in terms of this contract the DBSA must be notified at the same time by copy of any such notification.

D7.6 Help Desk

The FMSP shall establish a Help Desk as part of the CAFM system to handle all telephone calls, e-mails, letters and faxes regarding the safety, security and health matters related to all the buildings and facilities forming part of this contract.

D7.6.1

In order to ensure that all premises, buildings and plant forming part of this contract are properly maintained and administered to comply with the requirements of the abovementioned Act, and to also provide more flexibility to the overall administrative process as far as renovations, refurbishment and additions to the existing facilities are concerned, the FMSP shall provide a CAFM system as part of this contract to furnish at least the following functions:

D7.6.1.1

The FM Service Provider shall perform Facilities Management services utilising a work management system for work assignment, tracking and quality control. The work management system shall record information useful to DBSA for audit purposes and to satisfy legislated reporting requirements.

D7.6.1.2

The FM Service Provider shall report monthly to the DBSA on expenditure against an approved time-phased budget for Building Operation and Maintenance (O&M) and Projects.

D7.6.1.3

The DBSA will identify long-term contracts or agreements in place, which may remain in force for the duration of the contract period. These contracts or agreements are for services such as the inspection and maintenance of vertical transportation systems, the inspection and certification of boilers and pressure vessels, and energy management. The FM SP shall manage the delivery contracts, monitor contract performance, including quality of deliverables, adherence to schedules, and costs, and resolve disputes.

D7.7 Help Desk Requirements

The Help Desk shall make the following information available as far as Customer Service and Property Management are concerned:

D7.7.1 Customer Service

The FMSP shall provide a Facilities Management Help Desk to handle the information as listed below:

- Reporting of break-downs, incidents and reception service requests. Type and number of calls logged.
- Performance of Agents/subTFMSPs/workmen. Status report on progress of any request.
- Response times. Measurements against performance specifications.

D7.7.2 Property, Plant and Facilities Maintenance Management

The FMSP shall provide a Maintenance Management Control Function to handle Unplanned and Planned Maintenance listed below:

- Planning and scheduling.
- Work order management.
- Safety measures and inspections.
- Assets.
- Energy Management.
- Measurement against outputs.

D7.7.3 Property Asset Management

The FMSP shall provide a Management Control Function to handle the following aspects regarding the properties as listed below:

- Classification of property type: Zoning, area, usage, location, ownership, etc.
- Buildings: type, area, number of floors, offices, etc.
- Measurement against performance specifications.

D7.7.4 Capital Projects Management

The FMSP shall provide a Management Control Function to handle the following aspects regarding the management of Capital Projects as listed below:

- Milestones and activities against actual timeline.
- Financial reporting: Budget, actual expenditure, cash flow forecasts, variance reporting.
- Measurement against performance specifications.

D7.7.5 Financial Management

The FMSP shall provide a Management Control Function to handle the following aspects regarding the financial aspects of the FM Contract as a whole:

- Consolidated cost per facility or plant type.
- Cost report on all utilities, call outs, and internal facilities.
- Financial baseline for each facility.
- Measurement of expenditure in comparison with expected norms.

D7.7.6 Systems availability

The system shall be available 24 hours per day, seven days per week and 52 weeks per year.

D7.8 Training

The FMSP shall arrange for and undertake training of all building tenants insofar as the legal regulations require that tenants should be made aware of aspects within the workplace or on premises regarding access to the buildings, emergency escape procedures and proper operating and functioning of building systems.

D7.8 Location Bookings

The FMSP shall provide facilities at the Help Desk to handle the booking of locations, conference rooms, etc. in order to ensure that all requirements regarding health, safety and security can be complied with. This facility shall also form part of the CAFM system.

D7.9 Security Requirements regarding the security of information

D7.9.1 Disclosure of Information

D7.9.1.1

The FMSP shall not furnish information whatsoever at any stage during the validity of this contract or any period thereafter in respect of this service to any person or organisation outside of the DBSA and its authorized agents, except in cases where the DBSA has authorized the FMSP thereto in writing.

D7.9.1.2

All documents and drawings pertaining to the premises, buildings, plant and systems shall be stored in a secure and safe place so as to ensure that the level of security of the service is maintained. Procedures for storage and handling of all documentation shall be in accordance with the minimum information security standards (MISS) of NIA, a copy of which will be made available to the FMSP.

D7.9.2 Security of Electronic Information

D7.9.2.1

In order to safeguard the electronic information in the CAFM system, the FMSP shall employ suitable strategies to ensure that the risk of losing information or the access to information by means of hacking or copying is kept to a minimum. Suitable data encryption and write-only techniques shall be employed.

D7.9.2.2

The FMSP shall employ at least the following procedures to back-up data on a regular basis:

- Database-Weekly back-up-Two sets
- Reports-Monthly back-up-One set
- Call Centre Log-Weekly-To be kept for duration of contract
- Drawings and Documents-Monthly backup-One set
- Back-up medium to be used-CD/R-All CD's and other media to be supplied as part of the contract

D7.9.2.3

The CAFM system shall contain menu-driven procedures to enable the operator to easily make back-ups and to restore information from back-up media.

D7.9.2.4

System Loss: The FMSP shall provide a cold stand-by system containing all CAFM operating and application software which can be immediately used should the main system fail for any reason. This stand-by system shall be updated on the database and other entered or generated information on a weekly basis to ensure that the minimum of information can get lost should a system crash occur. Full details of the proposed back-up (stand-by) system or procedures as proposed by the bidder shall be submitted as part of the bid.

D7.9.3 Back-up Power Supply

D7.9.3.1

The FMSP shall supply an uninterruptible power supply system (UPSS) for the CAFM system and all equipment in the Call Centre, providing a back-up power supply for a period of at least 12 hours.

D8. RATIONAL FIRE DESIGN IMPLEMENTATION AND MANAGEMENT

D8.1 Scope:

This part of the document describes the requirements for the establishment, implementation and maintenance of fire and emergency management procedures in accordance with statutory and insurance requirements.

D8.2 Applicable standards:

The DBSA shall utilise the Department of Public Works standards. The NDoPW normally applies the following standards as far as the fire requirements for State buildings are concerned:

- SANS 10400: 1990 The application of the National Building Regulations
- The fire bylaws of the Local Authority, as applicable.
- Various Standard Fire System Specifications of the Department of Public Works.

D8.3 : Classification of buildings

The Department uses the following classification of buildings as far as the fire rating of the buildings are concerned:

- **Low:** Typically for a building with concrete floors, columns, roofs, etc.
- **Moderate:** Typically for a building with a timber-constructed roof with combustible ceilings.
- **High:** Typically for buildings with special fire hazards, such as stores for inflammable substances.

D8.4 Existing facilities

The premises and buildings forming part of this contract were erected and are used in terms of the classifications and regulations as stated above. However, uncertainty regarding the full compliance of each building exists, and the purpose of this section is to ensure that compliance in all respects of these buildings to the said regulations can be restored, recorded and maintained.

Existing facilities include, amongst others, fire hose reels, fire hydrants, fire detection and alarm systems, fire sprinkler systems and gas-based extinguishing systems.

D8.5 Scope of Work Required

D8.5.1 Fire Prevention

D8.5.1.1 Duties of the FMSP regarding Implementation of Fire

Prevention

The FMSP shall examine all available plans and shall report to the DBSA on any aspect which in his opinion, should be modified or rectified to ensure full compliance with the Building regulations regarding the following:

D8.5.1.1.1 Fire exists:

Identify all fire exists and report on the number of exits, adequacy of width, operational functionality and positioning.

D8.5.1.1.2 Security Access Doors:

Identify any access controlled doors forming part of any fire escape route and report on the functionality of such a door in the case of fire.

D8.5.1.1.3 Fire walls and doors:

Identify all fire walls and doors on plans and report on the adequacy of these walls and doors to prevent fires, especially in the proximity of vehicle parking areas and domestic garages.

D8.5.1.1.4 Fire exists:

Identify all fire exists and report on the number of exits, adequacy of width, operational functionality and positioning.

D8.5.1.1.5 Fire Escape Signage

Identify all fire signs on plans and report on the adequacy and positioning of such signs.

D8.5.1.1.6 Storage of Hazardous Substances

Identify all structures on the premises where hazardous substances such as petrol, diesel, horticultural chemicals, paints and similar materials are stored, and report on the adequacy of the room in terms of the applicable Regulations regarding lighting, etc.

D8.5.2 Fire Protection

D8.5.2.1 Duties of the FMSP regarding Implementation of Fire

Protection

The FMSP shall examine all available plans and shall report to the DBSA on any aspect which in his opinion, should be modified or rectified to ensure full compliance with the Building regulations regarding the following:

D8.5.2.1.1 Fire Water Mains:

Identify all fire water mains supplies and report on the number of supply points and the operational functionality and positioning.

D8.5.2.1.2 Major Fire Protection Components:

Identify all major fire protection components, such as fire sprinkler systems, fire pumps, pump rooms, gas-operated extinguishing systems and fire detection and alarm systems.

Record these on plans and check and report on the adequacy of positions and functionality of the equipment. Report on the maintenance record of such equipment. Also refer to existing status quo reports.

D8.5.2.1.3 Fire hydrants:

Identify and record all fire hydrants on plans and report on the adequacy of these hydrants to fight fires, physical spacing, and especially on the functionality of the equipment and valves. Also refer to existing status quo reports.

D8.5.2.1.4 Fire Hose Reels:

Identify and record all fire hose reels on plans and report on the adequacy of these reels to fight fires, physical spacing, and especially on the functionality of the equipment, hoses and hand operation. Also refer to existing status quo reports.

D8.5.2.1.5 Fire Extinguishers

Identify and record all fire extinguishers and the types used on plans and report on the adequacy of these extinguishers to fight fires, physical spacing, and especially on the functionality of the equipment. Also report on the maintenance record of these extinguishers. Also refer to existing status quo reports.

D8.5.2.1.6 Fire First Aid Appliances

Identify and record all fire first aid rooms, stations and appliances, e.g. breathing apparatus, and the types used, on plans and report on the adequacy of these facilities with regard to physical positioning and accessibility, as well as on the functionality of the equipment. Also report on the maintenance record of the facilities. Also refer to existing status quo reports.

D8.5.3 Fire and Emergency Training

D8.5.3.1 Background

Training should acquaint staff with fire safety, fire prevention, and firefighting techniques. Specific fire control training should be provided to personnel who have been selected to operate fire control equipment, such as members of a fire brigade institution. The importance of good housekeeping standards must be a part of any staff fire prevention training. The designated fire or safety supervisor, in cooperation with all department heads, should schedule and supervise monthly fire drills. Prior notification of the drills should be limited, to increase the training effect of an unanticipated situation.

D8.5.3.2 Duties of the FMSP regarding Fire Training

D8.5.3.2.1 Advise and Agree on Fire Procedures

The FM Service Provider will produce detailed fire procedures in conjunction with the DBSA. These procedures must be continually updated and reviewed as circumstance demand. The procedures must be sufficient to discharge the legal obligations of the DBSA in respect of staff and public. The FM Service Provider must carry out training for all wardens, and other officers, who perform a function under the procedures. All wardens, etc. must be fully aware of their duties in the event of a fire emergency.

D8.5.3.2.2 Provide Fire Training Instructors

The FMSP shall provide personnel who are briefed and trained to act as emergency co-ordinators and who will manage the Fire Wardens' operations and liaise with the Fire Brigade and any relevant Statutory Authorities.

D8.5.3.2.3 Persons to be Trained

The DBSA will provide personnel who are to be briefed and trained as fire wardens by the FMSP. It must be noted that it may be difficult and in some instances impossible to commit the Tenants of some buildings to training as fire wardens.

D8.5.3.2.4 Implement Fire Procedures

The FM Service Provider must carry out fire evacuation drills co-ordinated with DBSA in accordance with the agreed fire procedures and statutory provisions. All fire drills must be monitored and recorded and demonstrate compliance with procedures and efficient evacuation. Close co-ordination with the DBSA will be required prior to implementing a fire drill.

The FM Service Provider must provide any training required by the procedures and statutory provisions in respect of the general staff at the facility.

Training may include, but not be limited to:

Fire fighting equipment use Notification of evacuation procedures Produce, maintain and implement procedures for other emergencies.

The FM Service Provider will produce detailed procedures for a variety of emergency situations in conjunction with the DBSA. These procedures must be continually updated and reviewed as circumstance demand.

Emergency situations may include but not be limited to:

- National emergencies
- Civil emergencies
- Fire equipment such as:
 - Fire fighting equipment;
 - Fire detection equipment;
 - Fire detection systems;
 - Fire doors and fire exits.

D8.5.4 Maintenance and Repair of Fire Equipment

D8.5.4.1 The maintenance, service and repair all firefighting and related equipment, including hand-held fire extinguishers and fire hoses, other than those items maintained by the DBSA.

D8.5.4.2 The FMSP shall ensure that all firefighting and related equipment is in good working order at all times, and tested and serviced, as required by law.

D9. COMMUNICATIONS AND INFORMATION TECHNOLOGY SYSTEMS

D9.1 Introduction

The Development Bank of Southern Africa (DBSA) intends entering into a contract with a Service Provider to provide integrated facilities management services at selected high profile, high security buildings and sites in Pretoria, some of which carry heritage status. The Development Bank of Southern Africa (DBSA) requires a Facilities Management Service Provider to render the following Management services and execution thereof where applicable under this contract:

- Building inspections.
 - Inspect, record and report on a regular basis on all buildings, structures and their surrounds, to determine maintenance projects and the implementation thereof Production of an Annual Building Plan (ABP) and a Portfolio Management Plan (PMP).
- Planning, in which the ABP and PMP will be developed and presented for implementation programming Building cleaning

- Building cleaning and management of all structures except for Prestige Dwellings internally Building operations

- Manage all operations in conjunction with National Department of Public Works and Security Services to ensure proper operation Day-to-day Building maintenance.

- o Materials management

- Management of materials and stores on a Computer Aided Facilities Management (CAFM) System to ensure

the availability of maintenance items on a short notice request basis Environmental protection and conservation

- Work in close collaboration with environmental and conservation consultants to ensure the implementation of environmental and conservation management plans

- o Health and Safety

- Ensure compliance to the Occupational Health and Safety Act (OHS) and all other applicable legislation

- o Emergency preparedness - ensure and manage that all emergency equipment is regularly maintained and tested for operational use

- o Grounds upkeep and landscaping services

- o Security Systems and Maintenance

- o Facilities management administration

- The introduction of a CAFM System that will ensure that the reporting, repair and maintenance is well managed. This will take place via a call centre help desk and allow for automatic production of reports.

- o Other building services (e.g. management, maintenance and inventory of fine art, parking allocations, key control, loose furniture etc.)

- o Quality management

- Provision of an internal quality management system for management of TFMSPs prior to monitoring by the client

- o Performing backlog and un-planned maintenance.

- o Introduce a Broad Based Black Economic Empowerment (BEE) Implementation Plan that will be utilized whilst performing the above services.

General operational management will be contracted out on a (3) Three year basis with options for renewal. It is also envisaged that as part of the contract, the successful Tenderer will be required to identify, assess and implement substantial backlog maintenance on all the sites.

D9.1.1 In order to meet the requirements, it will be necessary to communicate with all stakeholders. To this end, the FMSP (Facilities Management Service Provider) shall provide a Computer Aided Facilities

Management (CAFM) System and shall establish a Call Centre with a Help Desk as a main co-ordinating centre for the project.

D9.1.2 The FMSP shall compile all necessary databases and collect all required information to generate the backbone of the FM system.

D9.1.3 The FMSP shall be responsible for the establishment of the Call Centre / Help Desk in the premises as agreed with the Employer. This shall include all required telephone and data connections, workstations, equipment racks, servers, computers with peripheral devices, printers, furnishings,

electrical power supplies, uninterrupted power supplies (UPS) and air-conditioning equipment. The workspace shall be ergonomically designed and shall provide a pleasant work area to house the personnel on a 24h basis.

D9.2 CAFM Capabilities

The CAFM System shall consist of at least the following components and capabilities:

D9.2.1 Help Desk

- (a) The Help Desk shall be available at all hours and shall provide with a distinctive telephone number with at least five incoming lines to ensure the provision of a reactive and productive call/service centre to efficiently log and monitor reported incidents.
- (b) All calls shall be automatically logged.
- (c) The operator shall be able to recording the details of the originator of the call, as well as the time, date, location, and the nature of incident, problem request or any other issue relating to the service.
- (d) The system shall have the capability to create drop-down lists of details of tenants of premises as well as of "standard" types of complaints in order to minimize the fault reporting time. The system shall also provide the facility to create new types of complaints on-line as well as to compile a service history per defined premises and type of service.
- (e) The operator shall be able to assign tasks to designated personnel/ sub-TFMSPs, based on the nature of the received complaint. The details of such persons and parties shall be easily programmable. The system shall also log the action taken to deal with each request.
- (f) The operator shall also be capable of assigning of priority to tasks, depending on the nature of the complaint.
- (g) In order to monitor the performance level of the FMPS, the system shall make use of response codes to manage and monitor Service Level Agreements of all relevant disciplines in detail.
- (h) The system shall provide easy steps to facilitate the automatic generation of works orders for the required tasks and the further management thereof.
- (i) The system shall enable the operator to group information per location.
- (j) The system shall be capable to identify repeat calls and to prompt the operator where there are still unresolved urgent calls.
- (k) The system shall be capable of allocating costs to tasks by making use of user-defined rates per task, per hour, per travelled distance, etc., as well as parts costs.
- (l) The system shall be designed to afford full Web functionality to enable remote stakeholders to have access to the CAFM for the purposes of monitoring or to gather information for special reporting. Likewise, the system shall be capable of notifying remote service personnel automatically to attend to a service request and to download specific instructions or service procedures, access requirements, etc.
- (m) The system shall generate a monthly log report of all requests made to the Help Desk.

D9.3 Planned Preventative Maintenance

The CAFM System shall provide at least the following facilities regarding routine maintenance:

D9.3.1 The system shall be capable of the generation of user-defined Preventative Maintenance Schedules, based upon the information in operation manuals or on planned activities, per discipline and per type of activity and technical plant.

D9.3.2 The system shall also provide for the management of future maintenance work (on a daily, monthly, quarterly, annual or longer basis).

D9.3.3 The preventative maintenance programme for each defined entity shall be displayed by means of a Gantt type bar chart display, with adjustable time scales for the purpose of making useable hard copies.

D9.3.4 The system shall provide the administering, alerting, filtering and document management regarding all defined maintenance entities.

D9.3.5 Preventative maintenance tasks shall be automatically assigned to the relevant personnel, coupled to required resources and the printing of the relevant works orders shall be created accordingly. The changing of personnel and resources for specific tasks shall be easily programmable by means of input screens under password control.

D9.3.6 The system shall be able of grouping similar tasks to eliminate unnecessary duplication of input details.

D9.3.7 The system shall provide evidence of task completion when preventative maintenance has been completed, recording full details of persons or parties responsible, extent of work performed, time, date, duration and cost.

D9.4 Service Management and Schedules

The CAFM System shall provide at least the following facilities regarding Service

Management:

D9.4.1 The system shall generate Service Schedules of upcoming services e.g. window or carpet cleaning automatically in good time to enable the operator to mobilize the resources in time.

D9.4.2 The system shall also provide checklist for Quality Inspections and condition monitoring and evidence of task completion.

D9.5 Service Level Agreements (SLA's) and Contract Management

The CAFM System shall provide at least the following facilities regarding SLA's and Contract Management:

D9.5.1 In order to monitor and measuring the performance of maintenance provider(s), it shall be possible to define Key Performance Indicators (KPI's) on the system, using data generated by the system, such as response times, actual expenditure against expected expenditure, defined ratio's etc. Full reporting capabilities on the KPI's shall be provided by the system.

D9.5.2 Each type of service required from the FMSP will be as described in this document or as agreed upon later between the FMSP and the Employer. To this end, separate Service Level Agreement screens for each different service shall be available, where the relevant details of the SLA can be entered.

D9.5.3 The system shall also be capable of tracking the costs for the services and for the associated Cost Management.

D9.6 Spares Inventory Control

The CAFM System shall provide at least the following facilities regarding the control and management of spare equipment:

D9.6.1 In order to administer the control of spare parts for plant, a Spares Stock Control Screen shall be available to the operator to check the availability of any required spare part.

D9.6.2 The system shall make provision for the financial aspects regarding the spares holding, such as Goods received, Purchase Orders, Costing, Re-order levels, etc.

D9.6.3 Full Spares Stock reporting capabilities shall be provided.

D9.6.4 It shall be possible to add Bar Code Management to the system at a later stage.

D9.7 Asset Manager

The CAFM System shall provide at least the following facilities regarding the control and management of assets and plant:

D9.7.1 The system shall facilitate the compilation of a complete Asset Register where details of each asset, such as an item of technical plant with its details, serial number, location, date and price of purchase, present estimated value and condition, etc., can be recorded in the database for retrieval by the application program.

D9.7.2 The system shall be able to display an Assets Screen for specific items, groups of equipment, etc

D9.7.3 This module of the system shall be capable of the recording of all elements affecting reliability, repair, servicing, etc. of the specific asset item.

D9.7.4 It shall be possible to link an asset item to a CAD drawing for location.

D9.7.5 It shall also be possible to link a text document for a specific maintenance schedule to a specific asset item.

D9.8 Health and Safety

The CAFM System shall provide at least the following facilities regarding the control and management of Health and Safety related items:

D9.8.1 The system shall make provision for the display of Health and Safety related information by means of an Asset Health & Safety Screen to indicate compliance requirements for each relevant asset. Details of the storing and location of hazardous materials shall also be included.

D9.8.2 It shall also be able of the storing of statutory legislation and regulations, including the Standard Specifications of the Department of Public Works, preferably in .pdf or .doc format.

D9.8.3 The system shall generate automatic prompting of upcoming statutory inspections/certifications for each relevant asset.

D9.8.4 The system shall be capable of the production of works orders and test sheets required for periodic inspections and testing of plant and equipment to comply with statutory regulations.

D9.8.5 The system shall provide an audit trail (H&S history for each asset) and shall generate custom reports as required.

D9.8.6 The operator shall be able to record Training Management on H&S aspects of the system.

D9.9 Reporting

The CAFM System shall provide at least the following facilities regarding the generation of Reports:

D9.9.1 The system shall be capable of generating useful user-definable reports, which fit into the Employer's usual style of reporting. Textual reports will be required, such as Monitoring of events, costs,

bookings, FMSP Performance Reports, routine and event driven servicing and call-outs, health and safety reports, etc.

D9.9.2 Statistical/Graphical Reports shall also be provide to show details of Hours worked, peak times for events (hourly, daily, etc.), FMSP Performance, etc.

D9.9.3 System specific (proprietary) reports.

D9.9.4 It shall be possible to integrate the reports into standard software packages such as MS Office, MS Excel and Crystal Reports.

D9.10 Bookings Management

The CAFM System shall provide at least the following facilities regarding the booking of facilities in advance:

D9.10.1 The system shall contain a module to enable the operator to manage booking of facilities on-screen, with details of location, date, time and duration per facility, such as Conference Room Booking and Auditorium Booking.

D9.10.2 Where facilities are available where visitors can stay overnight or park their vehicles, the system shall provide screens where advanced booking of the facility or parking can be arranged.

D9.11 Property Management

The CAFM System shall provide at least the following facilities regarding property management:

D9.11.1 The system shall make provision for data recording of leased or private properties where the Employer is responsible for maintenance of equipment or systems.

D9.11.2 The system shall be capable of recording the Property History, including tenant details.

D9.11.3 The details of previous redecoration or alterations shall also be stored in the system.

D9.11.4 The system shall also be capable of storing and displaying details of past, present and planned projects per property, together with details of the project costs and timing of the expenditure.

D9.11.5 Property inspections and planned maintenance shall be provided for according to the requirements for preventative maintenance and callouts as described previously above.

D9.12 Space Planning

The CAFM System shall provide at least the following facilities regarding the planning of office and other spaces:

D9.12.1 In order to facilitate the updating of all the Employer's drawing records for the premises forming part of this service, provision shall be made for the linking between the CAFM system and standard CAD packages using the standard .dwg drawing format (e.g. Autocad, Caddie, Turbocad, etc.).

D9.12.2 In addition, the system shall offer the capability to handle move and change management, e.g. where tenants of one residence move to another.

D9.12.3 The system shall be capable of the identification of furniture and appliances requiring maintenance, such as refrigerators, washing machines, etc. and to place these entities on the particular drawings.

D9.12.4 The system shall also be capable of generating reports on moves or planned relocations.

D9.13 Database Generation

The CAFM System shall make use of an extensive database to store its basic information and the FMSP shall have the following responsibilities:

D9.13.1 The FMSP shall obtain all data from the Department of Public Works by way of drawings, data schedules, operating manuals, standard specifications, etc.

D9.13.2 The FMSP shall be responsible for the complete generation of the database and shall assign all referencing, etc. required. Where applicable, the standard coding and numbering of entities such as plant and financial categories of the Department shall be used. Other codes are to be implemented as agreed with the Employer.

D9.14 Software Specification for the CAFM System

D9.14.1 Operating System

D9.14.1.1 The CAFM system shall be based on a well-proven operating system such as MS Windows NT and must have been proven in the field for at least two years. Full details shall be provided at the bidding stage.

D9.14.1.2 The application program shall be based on a standard structured program language and shall be modular in design so that additional application modules can easily

be added to the basic program, without the user having to load drivers in the operating system.

D9.14.1.3 The operating system software shall make use of robust security encryption techniques to protect the hacking of system access passwords. Likewise, the passing of password information between application program modules shall also be in encrypted format.

D9.14.2 Application Program

D9.14.2.1 The application suite of programs shall provide comprehensive maintenance management functionality and should contain the elements of Work Management, Physical Asset Management and Resource Management. The Work Management element shall enable the operator to optimise normal call centre operation, manage works orders and shall enable the scheduling of on-demand work and preventative maintenance. The Physical Asset Management component shall control the handling and retrieval of all information regarding the assets, such as libraries of drawings, nameplate information, documentation regarding servicing, standards, regulations, work history, asset accounting information, guarantees, service level agreements and

personnel/subTFMSP information. The Resource Management module shall handle all aspects regarding the service personnel, hourly rates, time sheets, contracted service costs, purchasing and delivery of spares and associated information.

D9.14.2.2 The system shall make provision for standardized maintenance, inspection and testing procedures for standard industrial processes and equipment, such as electric motor maintenance, cleaning operations, etc. to minimize extra definitions of procedures. However, the user should be able to customize these procedures to fit in with special user requirements.

D9.14.2.3 The CAFM system shall have extensive reporting capabilities that include detailed and summary reports, graphical reports and user defined reports. User defined reports shall be made with report writing tools, as part of the system, that do not require an operator to have any programming knowledge.

D9.14.2.4 The system shall assist and enable the Employer to identify and achieve regulatory standards such as Occupational Health and Safety requirements, Building Regulation compliance. The system shall support the workflow processes that are necessary to record, assign and account for both the work and the measures taken to correct and / or prevent maintenance-related problems. The operator should be able to have quick access to equipment history and shall be able to perform condition monitoring and quality assurance procedures.

D9.14.2.5 The system shall be able to seamlessly integrate with other applications such as external office administration software such as MS Office and Open Office, as well as with CAD systems supporting the industry standard file types. Preferably, the system should be capable of integrating with industry standard building management systems as well.

D9.14.2.6 The system should also support a Project Management module by means of which the projects of the different categories, as described elsewhere in this document, can be identified, defined and controlled. Based upon historic data captured in the system, this module shall enable the user to use a library of possible problems for identifying major capital expenditure, possible problem-solving solutions, and tools for making recommendations to prevent ongoing fruitless expenditure. Once a project has been defined, the system shall make provision for the tracking of project progress and it shall be possible to export the data to standard project management software, such as MS Project.

D9.14.2.7 The supplier of the application program and the CAFM system as a whole shall have a field proven capability and must offer complete system support, including engineering support, data collection, data entry, training, as well as implementation and post-implementation support. The supplier shall preferably have an ISO Certification.

D9.14.2.8 The software licensing shall be for the whole system and shall not be per workstation. Full details of the software licensing shall be provided at the bid stage.

D9.14.2.9 The FMSP shall install all available upgrades to the CAFM system, as and when they become available, for the duration of the Contract.

D9.14.3 System Database

D9.14.3.1 The CAFM shall make use of a well-structured database to enable the user to quickly identify the mandatory and essential field required for each application module.

D9.14.3.2 The data shall be stored in a well-organised electronic repository to facilitate easy database generation, input/output, saving and retrieval of data and to fulfil database queries.

D9.14.3.3 The database shall make use of an industry standard platform and shall be capable to handle a vast amount of data. The system database shall have full ODBC and shall support access via remote terminals. The preferred database shall be Oracle or Microsoft SQL Server or similar.

D9.14.3.4 Data input shall be via screens, relevant to the specific application module and of which the essential detail such as field names can be user-defined.

D9.14.3.5 Operator screens shall enable the user to select icons to drill down in the database to gain information regarding a selected item.

D9.14.3.6 The CAFM shall store all information permanently and any erasure of data shall only be possible through the use of the system administrator, which shall have the highest password level. An audit trail of all erasures shall be kept in the system.

D9.14.3.7 The database shall make provision for the indexing and storing of drawings and photographs in industry standard formats and as described elsewhere in this document.

D9.15 Hardware Specification for the CAFM System

D9.15.1 System Architecture

D9.15.1.1 The system shall make use of an adequate number of workstations to handle the operation of the CAFM implemented for this specific contract. The FMSP shall provide full details of the system configuration at the bid stage.

D9.15.1.2 Each workstation shall be equipped with a flat colour screen, keyboard, mouse and telephone headset to enable the operator to work with ease and to handle the tasks required in a comfortable fashion.

D9.15.1.3 Workstations shall be based on state-of-the art desktop computers and shall run software to connect or form part of the main CAFM system software.

D9.15.1.3 Each CAFM application shall run in conjunction with other modules on one or more server computers.

D9.15.1.4 The servers shall be equipped with all the Input/output slots and drivers required to implement the CAFM system and to provide the interfacing to peripheral equipment.

D9.15.2 Server Computers

D9.15.2.1 The servers shall be of the latest technology and design and shall employ processors with a clock frequency of 3GHz or better. The servers shall have a RAM of at least 1GB.

D9.15.2.2 Each server shall be equipped with internal hard drives and CD ROM drives as required for system operation.

D9.15.2.3 Data storage shall be by means of high speed disks arranged in RAID (Redundant Array of independent Disks) configuration with control from the server by means of suitable RAID controllers.

D9.15.2.3 It shall also be possible to make use of external mass storage media from each server.

D9.15.2.4 Each workstation and server shall be equipped with all controllers and cards to support full 100 Base T Ethernet networking or higher.

D9.15.2.5 Each server shall be equipped with peripherals such as I/O devices and video screens as required.

D9.15.2.6 The FMSP shall upgrade the computer equipment for the full duration of the contract as and when software upgrades necessitate faster equipment or when hardware becomes unusable.

D9.15.2.7 All computers shall operate on a 240V 50Hz supply and servers shall not have a power consumption of more than 800W.

D9.16 Interfacing of other systems to the CAFM

D9.16.1 Conservation Management Plan

D9.16.1.1 The FMSP shall allow in his bid for the interfacing to and input from the information system, which is to be provided to the Department by a third party.

D9.17 Communications

D9.17.1 Call Centre

D9.17.1.1 The Call centre is to be established allow for the provision of all telephone lines required for the rendering of the required service. A minimum of five incoming lines will be required.

D9.17.1.2 The FMSP shall liaise with NIA regarding the availability of existing telephone lines and shall adhere to all encryption and security requirements as are in force in the area.

D9.17.1.3 The FMSP shall be responsible for the application of all additional lines required and shall bear the cost of all the installation and operating of the telephone lines required for the Call Centre.

D9.17.1.4 The FMSP shall preferably arrange for the installation of a fibre-optic link to the premises to fit in with future planning.

D9.17.1.5 In the event that telephone lines are not available at the outset, the FMSP shall provide cellular telephones numbers in the interim to enable the early implementation of the call centre.

D9.17.2 Other premises

D9.17.2.1 The FMSP shall investigate the efficiency of the existing telephone services to all buildings forming part of the contract and shall advise the Department on the enhancement thereof, e.g. to install fibre-optic links, etc. to improve the overall service and to provide for connectivity using more advanced technology.

D9.17.2.2 The FMSP shall assist all occupants in the building regarding telephone service problems and moving of telephone services.

D10. ENVIRONMENTAL SERVICES

D10.1 ENVIRONMENTAL SERVICES: WASTE MANAGEMENT

D10.1.2 XXXBuilding:

D10.1.2.1 NDPWI will be responsible for waste movement from source to receptacles as provided by the FMSP

D10.1.2.2 The FMSP will be responsible for the management of waste from the receptacles to centralized facilities to collection by the Local Authority.

D10.1.3 Quantum

b) 1 Military Building:

- 4 Office satellite service points
- 1 Office centralized service points

D10.1.4 Service Level

- Find appended:

D10.1.4.1 Contract Stipulations

10.1.4.2 OHS Act stipulations

D10.1.4.3 Specifications and proposed penalty valuation system.

CONTRACT STIPULATIONS

1. SCOPE OF WORK

1.1 General

The TFMSP and the Employer hereby agree that the TFMSP shall carry out in an efficient, expert and responsible way the building waste management programme on the premises of the Employer's building(s) in accordance with the Employer's specifications as set out in Annexure F. These responsibilities shall include, inter alia, the following:-

1.1.1 The management and removal of waste of buildings according to the stipulated specifications as set out in Annexure F, including the removal of waste in grease traps.

1.1.2 The reporting to the Employer of any defects in and to waste equipment e.g. compactors, skips, etc., noticed during the waste management at the building(s). The TFMSP shall therefore be responsible for the maintenance of this equipment.

1.1.3 Provision by the TFMSP himself of labour and equipment that may be necessary in the performance of his duties, except where explicitly agreed otherwise.

1.1.4 All waste management personnel, equipment or that of sub-TFMSPs shall be in strict compliance with the minimum requirements as set out by the Department of Water and Forestry Affairs, Department of Health and the Department of Environment including requirements as set out in this agreement and/or annexure to the agreement.

1.1.5 The TFMSP shall, without delay, comply with instructions of the Employer or his representative and duly carry out any work included therein, with the understanding that verbal instructions, requests and explanations given to the TFMSP or his foreman in charge by the Employer, if it entails an alteration, must be confirmed in writing by the Employer to the TFMSP within seven days.

1.1.6 If compliance with the above-mentioned instructions of the Employer brings about any alterations, such alterations are regarded as alterations according to the specifications and the value of such alterations shall be added to or deducted from the contract sum.

2. TFMSP MUST SUPPLY THE NECESSARY

The TFMSP shall provide or arrange for everything necessary for the proper execution of the work in accordance with the real intent and meaning of the specifications, whether indicated or described in particular or not, provided that it can reasonably be deduced there from, and if the TFMSP finds any discrepancy therein, he must immediately refer it to the Employer in writing, for a written decision in this connection.

3. LOCAL AND OTHER AUTHORITIES, NOTICES AND FEES

3.1 The TFMSP shall comply with and give notices required by any Act of Parliament, Regulations and Ordinances of any Local Authority and/or any public service company or authority regarding the work e.g. the removal, transport and dumping of general or hazardous waste at permitted landfill sites. The TFMSP must pay all fees or costs in connection with the work, which may be legally required in terms of it and indemnify the Employer against the non-adherence thereof. The TFMSP shall acquaint himself with any such costs to be expended in the fulfillment of the contract..2 Municipal regulations and hoardings- The TFMSP must carry out the work in accordance with municipal regulations including proper hoardings, if necessary, for the protection of the public and workers, everything to the satisfaction of the local authorities and safety council.

3.3 The TFMSP must, before making any alteration to the specification necessitated by such compliance, notify the Employer thereof in writing, specify such alteration, give the reasons for it and request an instruction with regard to it within 7 days. If the TFMSP does not receive an instruction within seven days, he must continue with the work in accordance with the stipulation, regulation or ordinance concerned, and any alteration necessitated as stated, shall be regarded as an alteration and shall be treated as such.

4. MATERIALS AND EQUIPMENT

4.1. The TFMSP undertakes to provide the following at his exclusive expense unless explicitly agreed otherwise:

4.1.1 All chemicals or bacteria added to waste to make it less toxic including chemicals to clean waste equipment i.e. refuse bins, compactors etc.

4.1.2 All equipment to manage the waste, compactors skips, etc.

4.1.3 The maintenance of all machines and equipment required to manage waste.

4.1.4 *Overalls and uniforms for personnel and other personnel (sub-TFMSPs) for whom it is regarded necessary by the TFMSP. The Employer requires personnel to be neatly dressed according to the performance of their duties.*

4.1.5 *The Employer also requires the personnel to be identifiable at all times.*

4.1.6 *Analysis to identify hazardous or bio- hazardous waste produced by the employer occupiers or tenants.*

4.2. *The Employer undertakes to provide the following:-*

4.2.1 *Free storage facilities, for materials and machines.*

4.2.2 *Water, lights and electricity for equipment the TFMSP may use to carry out the work.*

4.2.3 *Indication of materials used or disposed of by the employer occupiers or tenants.*

4.3 *It is hereby declared and agreed that the fact that some items are specified in this clause shall not detract from the intention that the TFMSP shall provide everything to carry out this contract, except items explicitly excluded.*

5. DEFECTS

Any defects, whether patent or latent, or other errors that appear during the currency of this contract as a result of equipment, machinery, material and/or workmanship that does not comply with this agreement, must be repaired by the TFMSP at his own expense within a reasonable time of the Employer's written instruction, unless decided otherwise by the Employer. In the case of latent defects, any such remedial work or work to be done due to consequential damages shall be for the TFMSP's account.

6. PAYMENT

The Employer undertakes to pay the monthly contract amount the last working day of the month following the month in which the service was rendered; subject to the following conditions:

6.1 *that a consolidated statement with all tax invoices shall be delivered to the Employer's address.*

6.2 *that the consolidated month end statement with all tax invoices shall be delivered at the end of each calendar month to which it refers and that the contract amount shall therefore be payable monthly in area;*

6.3 *that every payment shall be subject to the regular completion of a monthly inspection report with regards to waste management and also a waybill or dumping form from the permitted landfill sites. In the event of any work of an unacceptable standard, action shall be taken in accordance with clause 13.3.*

7. UNLAWFUL PREVENTION

If the Employer unlawfully prevents waste management work from being carried out according to specifications and according to the stipulations of this agreement, he shall pay the amount payable or the amount that will become payable to the TFMSP as a result of the work having been done. As agreed remuneration or indemnity for time lost and not by way of a penalty clause.

8. FIXED CONTRACT AMOUNT

The contract amount as indicated in the main agreement shall be fixed for a period of at least 12 (twelve) months, starting on the date of commencement of this agreement, except for any increase or decrease in the Value Added Tax payable.

9. CONTRACT AMOUNT ADJUSTMENT

If a contract term of longer than 12 (twelve) months is agreed on, the contract amount may be adjusted from the 13th month with the proviso that the contract amount shall again be fixed for a period of at least 12 months. For each such adjustment the contract amount as applied, shall be linked to the Consumer Price Index as published by Statistics South Africa. The contract amount may be adjusted through mutual agreement by the percentage difference between the index over a twelve-month period.

10. CONTRACT TERM

If the Employer wishes to renew this agreement for a further term, he shall give written notice of his intention to the TFMSP three months before the expiry date. The conditions of such a renewal shall be agreed on in writing at least one month before the expiry date, otherwise this agreement shall automatically lapse at the end of the term unless otherwise agreed by the parties in writing.

11. SUB-TFMSPS

Any employee of the TFMSP or any sub-TFMSPs on the premises who are, in the opinion of the Employer, incompetent or misbehaving, shall after written instructions by the employee be dismissed from the premises by the TFMSP and such person may not be allowed to re-enter the premises without the permission of the Employer.

The TFMSP is responsible for the co-ordination of all subTFMSPs' work and must notify everybody of any alterations or instructions he may receive from the Employer and that may influence their programme/ work or the supply of material.

12. INJURY OF PERSONS, DAMAGE TO PROPERTY AND WORK RISK

12.1 Injury of persons and damage to property (third party liability)

12.1.1 Insurance arranged by the Employer

Without limiting the obligations, liabilities and responsibilities of the TFMSP in any way, including the required provision of any other insurance by the TFMSP, PUBLIC LIABILITY INSURANCE (Third Party) is arranged by the Employer and kept in force for the duration of the contract, jointly on behalf of the Employer, TFMSP (including all sub-TFMSPs, whether nominated or not) and those on behalf of whom the Employer is in a position to arrange insurance, including initial transit to the contract site up to termination of the maintenance period.

Premiums and stamp duty in connection with the insurance arranged by the Employer are paid by the Employer, but the TFMSP is responsible for payment of the initial amount payable (excess payment) in respect of every claim paid out under the policy.

Any further information regarding extent of cover and excess payable may be obtained from the Employer or his insurance broker.

12.1.2 Insurance to be arranged by the TFMSP

The TFMSP and all sub-TFMSPs must provide the following minimum insurance:

- *Insurance of workmen in terms of the provisions of the Compensation for Occupational Injuries and Diseases Act, No 130 of 1993.*
- *Employer's Common Law Liability Insurance with a compensation limit of no less than R2 000 000,00.*

- Motor Vehicle Liability Insurance that includes:
- * Insurance in terms of the Motor Vehicle Insurance Act.
- * Balance third-party car risks, including passenger liability.

The TFMSP is responsible for and must compensate the Employer with regard to any such liability mentioned above, unless it is the result of any act or negligence of the Employer or of any of his service messengers.

12.2 Work Risk

12.2.1 Insurance to be arranged by Employer

Without in any way limiting the obligations, liabilities and responsibilities of the TFMSP, including the required provision of any other insurance by the TFMSP, Contract Works Insurance is arranged by the Employer and kept in force for the duration of the contract, jointly on behalf of the Employer, TFMSP (including all sub-TFMSPs, whether nominated or not), and those on behalf of which the Employer is authorised to arrange insurance, including initial transit to the contract site up to the termination of the maintenance period.

Premiums and stamp duty in connection with insurance arranged by the Employer are paid by the Employer, but the TFMSP is responsible for the payment of the initial amount payable (excess payment) in regard of every claim paid out in terms of the policy arranged by the Employer.

Any further information regarding extent of cover and initial amounts payable may be obtained from the Employer or his insurance broker.

12.2.2 Insurance to be arranged by the TFMSP

The TFMSP and the sub-TFMSPs must arrange insurance with regard to construction equipment and machinery, including tools, instruments, sheds and other temporary structures.

The TFMSP is responsible for and must compensate the Employer with regard to any such liability as a result of any negligence, omission or misconduct by himself, his agents or service messengers or by any sub-TFMSP under his control.

12.2.3 *The Employer shall to the best of his ability arrange with his tenants to see to it that cash, valuables and documents are locked away when the TFMSP and/or his personnel enter a tenant's premises lawfully. The Employer does not guarantee that the tenants will carry out the said arrangements strictly. Such arrangements by the Employer shall not indemnify the TFMSP or his personnel against prosecution and/or claims in the event of theft and/or damage.*

The TFMSP may be held liable for damage to or accidents with glass, all signs and information boards, bulbs, neon lights, etc. over which he normally has supervision or control, as well as for articles over which he does not normally have supervision or control, if it can be indisputably proved that the TFMSP and/or his employees have been responsible for the damage and/or accidents.

In all cases it shall be a basic requirement of the TFMSP's liability that written notice of damage/accidents together with full and accurate details are sent to the office of the TFMSP within 7 days of the date on which the damage took place and/or was noticed.

In cases where it is found that the TFMSP is the guilty party, he shall be free to repair such damage himself or have it repaired to the satisfaction of the Employer, instead of paying for it.

13. RENDERING OF SERVICES

13.1 TIMES WHEN SERVICES WILL BE RENDERED

The TFMSP shall render the services at the times as set out in the specifications.

Unless specifically indicated in the schedule no services shall be rendered on Sundays and public holidays.

13.2 REPORTING

The TFMSP shall monthly supply a summarised written report to the Employer on specific problems, suggestions, improved methods and work programmes, personnel numbers, personnel turnover, tenants' complaints and remedial action and all other matters connected with this agreement.

13.3 NEGLIGENCE OR UNSATISFACTORY SERVICE

The TFMSP shall make use of the services of fully qualified personnel only and his services shall always be of a high professional standard.

Notwithstanding anything to the contrary contained in this agreement, the Employer reserves the right, in the event of neglect or poor service by the TFMSP (at the Employer's discretion), to serve written notice of it on the TFMSP. If the TFMSP does not remedy the neglect to the satisfaction of the Employer within 24 hours of such notice, the Employer may, without prejudice to his rights, summarily make use of the services of another TFMSP of his choice. The costs according to the invoice of such other TFMSP will be recovered from the TFMSP by way of set-off or otherwise. In the event of faulty work the TFMSP shall be obliged to remedy such fault within 3 (three) days of written notice from the Employer to the TFMSP. If the Employer should suffer damage as a result of the TFMSP's faulty work, the Employer shall be entitled to claim damages.

14.4 ADDITIONAL SERVICES

Should circumstances require it, according to the discretion of the Employer, the Employer may at short notice (not less than 24 hours) require the TFMSP to render special smaller services falling outside the scope of this agreement but which the Employer would have undertaken himself had he had his own labour. The TFMSP shall be entitled to additional remuneration for such special services at rates previously agreed on in writing. Payment by the Employer to the TFMSP for such special services shall be made within 7 (seven) days of delivery of an account for these services.

15. ACCESS TO PREMISES

15.1 TFMSP

Any person employed by the TFMSP shall, at the request of the Employer or his proxy, be able to identify himself during visits to the premises in a way mutually agreed on with the TFMSP.

All visits to buildings shall be arranged previously with the officials of the Employer in control of the individual buildings, especially with a view to night work. This shall include the procedure followed to ensure that all the parties under the supervision of the TFMSP have in fact left the Employer's premises at the end of a shift.

Waste removal shall only be done on request of authorised officer of the Employer.

16. SAFETY MEASURES

16.1 GENERAL

The TFMSP shall under all circumstances respect and comply with the safety measures laid down by the Employer, inter alia for the prevention or combating of accidents, vandalism, willful destruction of property, arson, damage caused by fire, etc.

16.2 EMPLOYEES OF TFMSP

The TFMSP undertakes to see to it, in co-operation with the Employer, that only strictly elected employees are allowed on the premises of the Employer. This shall also apply to substitute personnel. The TFMSP further undertakes to co-operate with the Employer to remove from the premises without delay employees of the TFMSP who create problems. Any person removed in this way may not work on behalf of the TFMSP on any premises of the Employer without the prior written consent of the Employer.

16.3 IDENTIFICATION

Employees of the TFMSP shall be required to wear uniforms, badges or other means of identification, which are to be furnished by the TFMSP.

The TFMSP shall keep a record with the name, photo, identity number and fingerprints of each of his employees for identification purposes when the Employer requires such identification.

17. NUISANCE

17.1 TENANTS

The TFMSP shall see to it that his employees are not a nuisance to the Employer's tenants or anyone who is lawfully on the premises.

17.2 REMOVAL OF WORKERS

When ordered to by the Employer, the TFMSP shall remove his employee summarily and permanently from the premises after the Employer has brought it to the attention of the TFMSP that such employer is incompetent, that he refuses to obey a reasonable and legitimate request or does his work in a way contrary to the work specifications and/or spirit of the agreement, or is guilty of misbehaviour of any kind whatsoever, or who acts in any other way not acceptable to the Employer, on the understanding that the Employer shall not be unreasonable in exercising this right.

17.3 STORAGE

The TFMSP shall not be entitled to store or leave goods or articles on the pavement or parking areas or in the entrance hall, corridors, arcades, or hallways or on the steps of the building of which the premises are part.

17.4 FACILITIES

The TFMSP and his employees may, by and in accordance with written agreement with the Employer, use the facilities on the property as for example toilets, electric plugs, lighting and water for the purpose appropriated by the Employer free of charge, subject to the rules and policy of the Employer as applicable from time to time. If the TFMSP has any doubts about his rights in this regard, he has to obtain a final answer on it in writing from the Employer. Such facilities shall be used in a responsible manner and shall be left in a tidy state after use at all times. In this regard facilities explicitly exclude office equipment such as, inter alia, telephones, and the TFMSP shall take sufficient precautions to ensure that his staff obey these rules.

17.5 ALCOHOLIC BEVERAGES, DRUGS AND WEAPONS

No alcoholic beverages and/or drugs or weapons or dangerous instruments of any kind whatsoever, or explosives or any article containing any real fire hazard or other danger, may be brought into or onto or near the premises by the TFMSP or his employees.

18. TENANTS

18.1 RESPECTS FOR TENANTS' RIGHTS

The Employer hereby requires the TFMSP to respect the rights of the tenants on the premises continuously in terms of their leases and to see to it that the tenants are able to carry on business undisturbed and unhindered

19. ENTICING AND DISMISSAL OF STAFF

From the date on which negotiations commence up to and including the commencement of this agreement and during the duration of this agreement, the contracting parties undertake not to employ, without mutual consultation, staff working for the other party, who are directly concerned with the administration and/or performing of tasks in terms of the contract, or are charged with the administration and/or cleaning of the building(s), covered by the contract.

The contracting parties further undertake not to employ persons who have been dismissed by one of the contracting parties because of willful misconduct or similar behaviour during the above term.

20. ARBITRATION

Unless otherwise agreed by the parties in writing:

20.1 All disputes or differences which arise between the parties concerning any matter referred to in the service agreement (including the validity or the cancellation of the service agreement), will be finally resolved by an arbitrator/s in accordance with the Rules of the Arbitration Foundation of Southern Africa which are applicable from time to time. The arbitrator/s will be nominated by the Foundation.

20.2 Failing such Foundation or such Rules, such disputes or differences will be resolved in terms of the Arbitration Act No 42 of 1965 (as amended) or any legislation in substitution therefore.

20.3 It is the intention that the arbitration shall, where possible, be held and concluded in fifteen (15) business days after it had been demanded. The Parties shall use their best endeavours to procure the expeditions completion of the arbitration, the overriding intention of the Parties being that their dispute shall be heard and finally resolved not only justly but also as economically and expeditiously as possible in the circumstances.

20.4 To the extent that any dispute which it would be competent for a court of law to try, the provisions of this clause do not oust the jurisdiction of the relevant courts of law where such ousting would be unlawful. If either party alleges this to be the case, it will give the other party notice thereof as soon as possible to the extent that any dispute which is competent for a court of law to try, prescription is suspended in respect of such dispute to the date on which the aforesaid notice is given. Either party may at any time institute the necessary proceedings in a court of law in respect of such dispute. The provisions hereof are severable from the rest of this Agreement.

21. CESSION AND DELEGATION

The TFMSP shall not be entitled to cede or delegate wholly or partially any of his rights or duties in terms of this agreement without the prior written consent of the Employer. He shall also not be entitled to cede any claim for payment in terms of this agreement without the written consent of the Employer. Should the TFMSP nevertheless execute such a cession, the Employer shall not be compelled to recognise the cession and any payment made to the TFMSP shall be regarded as legal payment for the discharge of the duties of the Employer.

If the present owners/controlling shareholders of the TFMSP want to sell/alienate the business enterprise, the Employer shall be given at least 60 days' written notice of this intention, in which case the Employer reserves the right to cancel this agreement without prejudice to any other rights the Employer may have.

22. CANCELLATION

22.1 BREACH OF CONTRACT

If any of the parties to this agreement break or violate a stipulation of this contract, the other party shall be entitled to cancel the contract and claim any damages to which he may be entitled. The non-compliance to any statutory laws, regulations or local by-laws as amended from time to time. The contracting parties undertake to give notice on either side of their intention of cancelling the contract by registered post and such cancellation shall only be effective after 10 (ten) working days have passed since it was delivered or the Employer/TFMSP was notified by the Post Office that the postal article had to be collected.

Such notice shall clearly state the shortcoming(s) which has to be made good within the said 10 (ten) days to prevent cancellation.

22.2 INSOLVENCY, ETC.

In the case of insolvency, administration order against, compromise with creditors or similar action against one of the contracting parties, condition 22.1 shall apply mutatis mutandis.

22.3 DESTRUCTION OF CONTRACTED BUILDING

The total or partial destruction of any contracted building for whatever reason beyond the control of the Employer, shall give any party, by mutual agreement, the right of cancellation without compensation of whatever nature.

23. PENALTY SYSTEM

23.1 In order to determine the quality of services rendered by the TFMSP the Employer will manage and run a penalty point evaluation system. The purpose of this is to determine whether and if so, the TFMSP are thwarting quality by committing one or more of the offences as included in the specifications (Annexure G). Said offences will be penalized by corresponding points.

23.2. A financial penalty of 2.5 percent of a monthly account shall be payable by the TFMSP to the employer every time the accumulated penalty points awarded to the TFMSP reaches one hundred penalty points over a two month period.

24. JURISDICTION

The Employer and the TFMSP for all purposes agree to the jurisdiction of the magistrate's court, even if the amount of the dispute exceeds the jurisdiction of the magistrate's court, provided that a party may institute an action in the Supreme Court if it chooses.

25. COMMUNICATIONS

All written communications under or with regard to the agreement by the Employer or the TFMSP (hereinafter referred to as the "parties") to the other party are:

25.1 if it is delivered by hand at the other party's domicilium citandi et executandi, regarded as having been duly received by the other party on the date on which it was thus delivered;

25.2 if it has been posted by prepaid registered post to the other party at his domicilium citandi et executandi, regarded as having been received by the other party on the fifth workday after it was thus posted.

26. DOMICILIUM

26.1 The Employer and the TFMSP (hereinafter referred to as the "parties") choose, for all purposes, the following addresses as their respective domicilium citandi et executandi:

Employer:

.....

.....

.....

TFMSP

.....

26.2 Any party may change his domicilium citandi et executandi to another street address (not P.O. Box, Private Bag or Poste Restante) within the RSA by means of a written notice to the other party.

OHS ACT STIPULATIONS

OCCUPATIONAL HEALTH AND SAFETY ACT – ACT NO 85 OF 1993

(Hereinafter referred to as the “Act”)

AGREEMENT ENTERED INTO BETWEEN

..... *(Hereinafter referred to as the “TFMSP”)*

AND

..... *(Hereinafter referred to as the “Employer”)*

AS ENVISAGED BY SECTION 37(2) OF THE ACT (AS AMENDED) WHEREAS:

The Act provides for potential penalties to the Employer save where the Employer and TFMSP has entered into an agreement setting out procedures to be followed by the TFMSP in order to comply with the provisions of the Act.

The TFMSP has undertaken to ensure that its employees, agents, sub-TFMSPs and all other parties entering the premises to execute work in terms of this agreement shall at all times comply with the provisions of the Act and the provisions of this agreement.

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

- 1. This agreement forms an integral part of the contract between the Employer and the TFMSP in terms of which the TFMSP will carry out the works as defined.*
- 2. The TFMSP hereby appoints as mandatory and responsible person for the duration of the contract.*
- 3. The TFMSP undertakes to ensure that all work is carried out under proper supervision by properly qualified personnel in order to comply with safety regulations as promulgated from time to time.*
- 4. The TFMSP undertakes to liaise with the applicable personnel of the Employer at all times in relation to the work to be performed and safety matters regarding such work.*
- 5. The representatives of the Employer are entitled to stop or interrupt work, which is carried out under unsafe conditions or with unsafe equipment. Any delays and consequential losses arising from such interruptions shall be for the TFMSP's account.*
- 6. The TFMSP undertakes to ensure that the mandatory is familiar with the provisions of the Act.*
- 7. It is the duty of the TFMSP to advise the Employer should the TFMSP at any time during the currency of this contract be unable to comply with the provisions of the Act.*
- 8. The TFMSP warrants that he is registered in terms of the Compensation for Occupational Injuries and Diseases*

Act, No 130 of 1993 ("COIDA").

The TFMSP's COIDA Registration Number is

The TFMSP further warrants that he has paid all assessments up to date and undertakes to timeously pay all the assessments becoming due during the currency of this agreement. It is a condition precedent of this agreement that the TFMSP provides documentary proof to the employer/owners, that assessment for the current financial year have been paid. The TFMSP hereby unreservedly and irrevocably indemnifies the Employer and its employees against all or any demands, actions, causes of action and/or lawsuits which may be instituted against it in respect of any loss, damage or claim of whatsoever nature, howsoever caused and which may arise from any breach of this agreement or failure by the TFMSP, its employees, agents or sub-TFMSPs to comply with the provisions of the Act.

SIGNED AT..... ON THIS THE DAY OF 2003.

WITNESSES:

1

2

for and on behalf of Consolidated Waste (Pty) Ltd.

SIGNED AT..... ON THIS THE DAY OF 2016

WITNESSES:

1

2

for and on behalf of the Employer

Specifications and Proposed Penalty Valuation System

specification

1. Waste Management Requirements

1.1 Waste Management Companies will carry out all their activities in a responsible manner that will minimize any potential adverse effects on the environment, health and safety of its employees, Employers employees and members of the public at large.

1.2 Supporting the Integrated Waste Management approach that includes waste avoidance, waste recycling, re- use and utilization.

1.3 Integrated Waste Management Services include:

1.3.1 Providing assistance regarding waste management in a cost effective and practical way, with legal compliance on Solid Waste and Health Regulation determined by the Department of Water and Forestry Affairs (DWAF), the Department of Health, and the Department of Environment.

1.4 Supervision of the waste handling equipment and recycling of waste on a regular basis includes:

1.4.1 Removal of the container of compacted waste by the waste removal company in accordance to the regulations for the removal of wet waste as determined by the Department of Water and Forestry Affairs and local by-laws as amended from time to time.

1.4.2 Removal of container/s only on request of Employer.

1.4.3 Maintenance of waste compaction equipment.

1.4.4 Training of operator employed by the TFMSP to manage the waste area and sort recyclable materials, if approved by the Employer.

1.4.5 Ensure that every waste container 6 cubic meter skips or 11 cubic meters for compacted waste, is full and removed on call only. Wet waste to be compacted where the local authority specify.

1.4.6 Sorting of recyclable materials should be done off-site at the TFMSPs premises, where the necessary equipment is available. No other party must remove recyclable waste from the employers building.

1.4.7 If approved by the Employer, sorting by the cleaning company of recyclable material such as paper, plastic, glass etc. into canvas bags provided by the waste removal company must be removed on a weekly basis.

1.4.8 Provision of cleaning and odour chemicals for the waste area.

1.5 The Waste Management Company will at all time:

1.5.1 Comply to the standards requirements by all appropriate law, regulations, permits and professional codes or practice.

1.5.2 Completed assessments to determine the environmental impact to waste handling, collection, transport, treatment and disposal practices.

1.5.3 Monitor and report on the Company's environmental performance in accordance with all legal requirements and its internal environmental management program.

1.5.4 Achieve continual improvement in its environmental management practices.

1.5.5 Have a permit to operate as permitted recycler and/ or waste operator on sites where waste is sorted (**permit in terms of section 20(1) of the Environmental Conservation Act, 1989 (Act 73 of 1989))**).

1.5.6 Comply to all minimum requirements for waste disposal by landfill, issued by the Department of Water

Affairs and Forestry.

2. Service Levels

2.1 The TFMSP shall use and adopt reasonable professional techniques and standards and shall provide the services with due care, skill and diligence.

2.2 The TFMSP shall employ or have access to suitably qualified and trained personnel to provide the services.

2.3 The TFMSP shall comply and become conversant with the **minimum requirements** detailed by the Department of Water and Forestry Affairs in a Waste Management Series, which cover four waste management steps:

- o Minimum Requirements for the Handling, Classification and Disposal of Hazardous Waste
- o Minimum Requirements for Waste Disposal by Landfill
- o Minimum Requirements for Monitoring at Waste Disposal Facilities

2.4 Due to the Department of Water and Forestry Affairs', **Cradle to Grave philosophy**, the generator of waste is responsible for the control of waste, from removal, transportation to disposal at permitted landfill sites. To ensure adequate control the Employer requests a proof of disposal for every removal of container/s or part thereof if being recycled.

2.5 The TFMSP shall within 12 hours after the call-out remove the container/s.

2.6 Where recyclable material is removed from the Employers premises to be sorted at the TFMSPs premises, the TFMSP indemnifies the Employer as the waste generator from any injury or loss incurred during the recycling process.

2.7 The TFMSP shall follow the following steps to effective Waste Management:

Assessment

- Perform on- site assessment to determine existing waste composition, quantity and processes.
- Analyse waste management requirements, costs and potential savings.
- The ability to maintain the existing waste equipment.
- Share of the Employer for the recyclables.

Strategy

- Develop an integrated waste management system best suited for the designated refuse area and type of building to effectively deal with the waste stream.
- If necessary, liaise with local Council concerning all aspects of waste removal and the reduction or discontinuation of their services.

Implementation

- *Place receptacles on- site for waste storage, until collection.*
- *Dispose of non- recyclable refuse as per the regulations set out by local authorities should refuse not be of a recyclable nature.*
- *Control and monitor the implemented waste management programme.*
- *Submit statistical reports of waste generated, if required.*

2.8 *The following requirements will apply:*

- *Storage, containment and transportation of waste by class – specific processes and conditions apply.*
- *Waste register – record of waste handles, transported, treated and disposed.*
- *Waste minimization – programmes to effect minimization, monitoring of waste generation.*
- *Recycling – recycling programs and processes, record keeping in respect of recycling.*
- *Treatment process by class – description of treatment process and classes of waste being treated. Handling of treated waste and record keeping of such processes.*
- *Training and education of employees – employee development programs and record keeping of training and educational processes.*
- *Emergency procedures – emergency and contingency plans.*
- *Registration and accreditation – registration with relevant employer and professional bodies. Participation and involvement with relevant bodies effecting and controlling registration and accreditation (SAWMEA, IWM, UIF, ETC)*
- *Waste manifestation and auditing – internal control and monitoring systems regarding waste handled.*

Participation in external manifest system.

- *Disposal methods and processes – maintaining specific disposal processes. Record keeping of disposal of waste.*
- *Minimum standards – specific minimum standards to be developed in terms of existing guidelines i.e.*

Minimum requirement document as published by The Department of Water Affairs and Forestry.

AGENDA FOR MONTHLY BUILDING MEETING

TFMSP: _____

BUILDING: _____

AGENDA

1. Discussion on major occurrences (as reported in the Occurrence Register) during the month with regards to response times, controlling the situation, contingency plans and future expectations.

2. Discussion on minor occurrences with future quick fix solutions.

3. Reporting and feedback on inspection checklist

4.Reporting on and concurrence with penalty points adjudicated according to penalty evaluation system and cleaning audit report.

5.Take note of repetitive re-occurrences of specific incidents.

o First occurrence

☐

o Second occurrence

☐

o Third occurrence

☐

The Waste management company hereby agrees to the above-mentioned points discussed. The company also concurs to the penalty points awarded and would ensure the non-occurrence of such incidents.

Waste Management TFMSP

Facility Management

PENALTY EVALUATION SYSTEM (Indication)

No.	OFFENCE	PENALTY POINTS
1.	<i>A TFMSP does not use the prescribed equipment or materials according to specifications.</i>	30
2.	<i>The TFMSP has failed to satisfactorily solve a complaint lodged by the Employer within 12 hours of the complaint being brought under the attention of the TFMSP.</i>	10
3.	<i>The TFMSP has failed to satisfactorily solve an emergency complaint lodged by the Employer within 2 hours of the complaint being brought under the attention of</i>	20
4.	<i>A sub-TFMSP was posted for the first time at an outlet without being</i>	10
5.	<i>The TFMSP does not honour the prescribed call-out requests.</i>	30
6.	<i>The TFMSP does not remove the containers within 12 hours from call-out.</i>	30
7.	<i>The Employer incurred a loss as a direct result of the negligent action or</i>	30
8.	<i>Undermining of other TFMSPs</i>	10
9.	<i>The uniforms of the waste management company do not meet the agreed standard.</i>	10
10.	<i>The TFMSP does not participate in joint and/or individual actions/task.</i>	10
11.	<i>TFMSPs relationship with employees</i>	10
12.	<i>Poor workmanship</i>	20

D10.2 ENVIRONMENTAL SERVICES: PEST / VERMIN CONTROL

D10.2.1 Scope

Fumigation, poison and bait laying, pesticide spraying and other methods of pest eradication to create and maintain a pest free environment.

D10.2.2 Quantum:

Full extent of all premises with the exclusions of the Johannesburg Residences.

D10.2.3 Service Level

D10.2.3.1 The supplier will ensure that the Premises are, within reasonable limits, pest and insect free.

D10.2.3.2 Routine treatments of the Premises will be undertaken six-weekly.

D10.2.3.3 The Supplier will provide non-routine or ad hoc treatments within twenty-four hours of a request.

D10.2.3.4 The scheduling of treatments will be after normal business hours, or as agreed between the Tenant and the Supplier.

D10.2.4 Standard Task list for Pest Control Services

a) General duties

1. Allow for services that cannot be rendered conveniently on a property during business hours, to be rendered after business hours, with the written permission of the employer provided that the TFMSP's employees can identify themselves.
2. Take the necessary steps to protect the employer's interest.
3. Assist the employer or persons authorised by him, with addition tasks as ordered from time to time.
4. Co-operate with authorised security staff members at the properties.
5. All members of the pest control staff must produce proof of identity while on duty.
6. The effect of the pesticides must be inspected a week after application.
7. The TFMSP must comply to all applicable legislation:
 - FFAS Act 36 of 1947.
 - National Environmental Management Act 107 of 1998.
 - The Hazardous Substance Act 15 of 1973.
 - The Environmental Conservation Act 73 of 1989.

Minimum Requirements for the Handling and Disposal of Hazardous Waste (issued by the Department of Water Affairs, 1994)

8. The staff of the TFMSP who handle the pesticides must be registered as an Pest Control Officer.

b) Duties of Pest Control Supervisor

1. Preparation of pest control instructions which refer to specifications on pest control such as frequency, equipment to be used, areas, quality of pest control.
2. See to the well-being of sub-ordinate pest control staff. Inspection must take place a week after application of pesticides.
3. Implementation of suitable systems to monitor the execution of instructions.
4. Updating of inspection records in respect of effect of pest control.
5. Composition of manuals and planning of training courses for pest control staff.
6. Co-operation in the investigations of all matters concerning the loss and theft of property and other incidents.
7. Proper reporting to the Operational or Facility Management of the property.
8. Keep up with current developments and technology.
9. Be familiar with house rules, legislation, emergency plans and processes and emergency telephone numbers.
10. Plans, organises and controls activities and report schedules for pest control staff in accordance with the frequency of requirements of the employer.
11. Be a registered PCO Officer

c) Job Description Duties of General Pest Controller

A professional pest controller must

1. demonstrate the ability to use, apply and dilute pesticides safely for given application
2. identify and use the correct equipment for given tasks
3. demonstrate the ability to use and maintain equipment correctly for given purpose
4. understand the importance of personal hygiene
5. understand the employer's house rules and directives regarding professional behaviour
6. understand the relevant regulations (chemical, emergency) and operations (machinery) to ensure a safe working environment
7. demonstrate the ability to implement and use safety procedures
8. have knowledge of professional conduct, timekeeping and communication skills
9. The pest controller must be a registered Pest Control Officer (PCO) according to the FFAS Act 36 of 1947.

d) INSPECTIONS

PEST CONTROL CHECKLIST

Date	
Building	
Manager	
Signed	

TFMSP:

PEST CONTROL CHECKLIST – PLAGUE CONTROL					
		SATISFACTORY	X	PROBLEM EXISTS	

AREA		COMMENTS OF TFMSP			
			E	G	P
Are the specific pests under control?					
Number of returns within the pest control cycle?					
Effectiveness of the pesticides used to control the specific pests.					
Were all areas covered as requested?					
Are the pest control cycles respected as requested?					
Competency and professional workmanship					

E= Excellent, G= Good, P= Poor

BUILDING MANAGEMENT SIGNATURE: _____

TFMSP'S SIGNATURE: _____

e) DRESS CODE

1. Must at all times be dressed in the full uniform of the TFMSP. Nature of the corporate dress can vary depending on the nature of pest control to be performed.
2. Staff members of the TFMSP must always have a neat appearance.
3. Corporate clothing must also adjust according to seasonal changes.

f) TRAINING

The FIRM must use properly trained staff members who have skills, knowledge and experience.

Without restricting its general nature, training includes the

1. impression of discipline, neatness, behaviour and deportment
 2. development of good human relationships
 3. knowledge of pesticides, how to dilute, emergency procedures and on which surfaces to use
 4. application of first-aid
 5. use of equipment and applicable pesticides
 6. knowledge of house rules, emergency procedures and emergency numbers
 7. training in public relations (to be polite and remain calm even under provocation)
- o On request, the TFMSP must provide the employer with proof to the satisfaction of the employer, that a member of the staff has adequate training and knowledge for his position.
 - o The TFMSP must ensure that staff members acquaint themselves with the layout of a property as soon as possible.
 - o The TFMSP must keep staff informed of special arrangements that apply to a property from time to time.

g) QUALIFICATIONS AND CHARACTER OF STAFF

In order to ensure the quality of services rendered by the TFMSP, the employer need to specify that **all**

staff members must be

- o legally employed by the TFMSP
- o able to speak, read and write at least English or Afrikaans and have a grade X (standard 8) certificate obtained in the RSA or have at least an equivalent qualification
- o South African citizens
- o medically, physically and mentally suitable for their occupation
- o older than 18 years, but younger than 50 years. (If older than 50 years, it must be with prior permission of the employer.)

The following persons may not be staff members:

- o A person treated or being treated for mental disorders in terms of any act.
- o A person who has at any time been found guilty in any court of
 1. an offence involving dishonesty
 2. an offence involving the injury of a person
 3. illegal possession of a firearm or ammunition
- o A person dismissed by a previous employer for a reason other than retrenchment.
- o A person who participated in riots or illegal strikes on the premises of the employer;
- o A person with regard to whom the employer informs the TFMSP in writing that he
is not suitable for the job.

h) . FREQUENCY OF SERVICE

The standard service frequency for pest control: 4 weeks

D10.2.5 Transgression

- o Allows or causes an action or event to take place that has a negative impact on the activities on the premises.
- o Disregards or does not pay attention to lawful commands by the authorised representative of the employer.
- o Is negligent or slack in the execution of his or her duties.
- o Behaves disorderly or ill-mannered whilst rendering services.
- o Uses alcohol and/or drugs, or is under the influence of alcohol or drugs whilst rendering services.
- o Uses the premises of the employer unlawfully.
- o Leaves the post without permission.
- o Accepts bribes. (A bribe means any benefit that a pest controller may acquire, i.e. selling of pesticides seconded to the building, that has the effect that the services are rendered contrary to the provisions of this agreement.)
- o Allows family and friends to enter the premises without permission, for reasons other than to do business with the employer or tenants on the premises.
- o Uniform is not up to standard or acceptable.
- o Does not comply with the laid-down training standards.
- o Not in possession of identity cards as required.
- o Not in possession of a signed job description.

D10.2.6 Agenda for Monthly Building Meeting

TFMSP: _____

BUILDING: _____

AGENDA

1. Discussion on major occurrences (as reported) during the month regarding service frequency and quality of service.

2. Discussion on minor occurrences with future quick-fix solutions.

1. Reporting and feedback on pest control checklist.
4. Reporting on and concurrence with penalty points adjudicated according to the penalty evaluation system and pest control checklist.
5. Take note of repetitive re-occurrences of specific incidents.

o First occurrence

o Second occurrence

o Third occurrence

The pest control company hereby agrees to the above-mentioned points discussed. The company also accepts the penalty points awarded and will ensure that such incidents will not happen again.

Pest Control Manager

Facility Management

D10.2.7 Penalty Evaluation System

No.	OFFENCE	PENALTY POINTS
1.	A TFMSP is not able to control the specific pests.	30
2.	The prescribed job description is not in place or does not meet with the prescribed guidelines or legal regulations.	10
3.	The TFMSP has failed to satisfactorily solve an emergency complaint lodged by the employer within 24 hours of the complaint being brought under the attention of the TFMSP.	30
4.	The TFMSP does not honour the prescribed frequency of service.	30
5.	The TFMSP has failed to satisfactorily solve a complaint lodged by the employer within 5 working days of the complaint being brought under the attention of the TFMSP.	30
6.	The employer incurred a loss as a direct result of the negligent action or omission of the TFMSP.	30
7.	An employer's uniform does not meet the agreed upon standards.	10
8.	The TFMSP's monthly report does not meet the set requirements.	30
9.	The TFMSP does not participate in joint and/or individual actions/tasks.	10
10.	Any transgressions as detailed in the generic specification under the heading "Transgressions"	30
11.	TFMSPs relationship with employees	10
12.	Poor workmanship	30

D10.3 ENVIRONMENT SERVICES: CLEANING OF THE PREMISES

D10.3.1 Scope:

Cleaning services that are commensurate with the image of NDPWI, and consistent with those applicable to the top echelon of our Country's leadership and includes: The premises are a hospital which will operate 27/4 and therefore the TFMSP will be required to conduct full cleaning for day and night shifts.

D10.3.1.1 Maintaining and cleaning the approach areas and the external surrounds of the Premises, including the external fenestration, in a neat, clean and tidy condition;

D10.3.1.2 Maintaining and cleaning all internal public and common areas, including lobbies, entrance halls, corridors and walkways, toilet and ablution facilities, and the like;

D10.3.1.3 Maintaining and cleaning all office and work areas, project and tenant-dedicated meeting space, and the like; (exclude except for floors)

D10.3.1.4 Removing office waste. (excluded)

D10.3.1.5 Servicing toilet areas, including providing and replenishing toilet rolls, hand-soap, hand towels, sanitary bags, toilet seat sanitizers, air fresheners, and the like, on a daily basis, or within two hours of a Request.

Note: Refer matrix for specific application (D2)

D10.3.2 Quantum

- Refer indicative qualities under section "E" that needs to be reconciled.

D10.3.3 Service Level

The FMSP shall ensure that the Premises are clean, neat and tidy at all times, including:

D10.3.3.1 The removal of abnormal office waste, as requested by NDPWI from time to time, is to be undertaken by the commencement of business on the day following the day on which the Request was lodged;

D10.3.3.2 Each toilet area is to be inspected during the course of each morning, with a minimum of two further spot-checks undertaken during the course of day

D10.3.3.3 A comprehensive inspection of each toilet area is to be carried out no less frequently than twice each week, and an exception report, recording cleanliness, maintenance, and other issues, is to be provided to the NDPWI at the end of each week;

D10.3.3.4 Toilet floors are to be wiped / mopped regularly throughout the day, or mopped as required, within 30 minutes of receipt of a Request, and mopped each night;

D10.3.3.5 Deep cleaning of toilet bowls and urinals is to be effected every day after hours, and during office hours as necessary, within 30 minutes of receipt of a Request.

D10.3.3.6 A control system is to be implemented to ensure that the shrinkage of consumables does not exceed 0.10% (one-tenth of one per cent) of total normal requirements.

D10.3.4 Deep Cleaning

D10.3.4.1 Deep cleaning is to be undertaken to all areas to a level that will include high pressure steam cleaning to bathrooms, ablutions, kitchens (domestic and industrial) Capital areas and all walls. The methodology and frequency is to be agreed during the Reconciliation period.

D10.3.5 Generic Specifications

STANDARD TASKLIST FOR CLEANING SERVICES

A. GENERAL DUTIES

1. Cleaning services must ensure that the property is locked after cleaning services have been completed.
2. Services that cannot be rendered conveniently on a property during business hours, must be allowed to render their services after business hours, with the written permission of the employer, provided that the cleaners can identify themselves adequately.
3. The necessary steps to protect the employer's interest must be taken in the case of vandalism of a property.
4. Cleaning staff must assist the employer or persons authorised by him with additional tasks as ordered from time to time.
5. Cleaning staff must co-operate with authorised security personnel at the properties.
6. All members of the cleaning staff must produce proof of identity while on duty.
7. Staff at a specific property must be changed as seldom as possible.
8. The TFMSP must notify the principal in writing in advance of intended replacement of staff and the reasons thereof.
9. The workable order of sanitary equipment must daily be inspected.
10. The malfunctioning of any equipment i.e. leaking taps, lights not working, broken mirrors, blocked toilets, broken irrigation system etc. must be reported on a daily basis.
11. Specified equipment and cleaning material (diluted according to NCCA specifications) must be used at all times.

DUTIES OF CLEANING SUPERVISOR

- a) Preparation of cleaning instructions which refer to specifications on cleaning such as frequency, equipment to be used, areas, standard of cleaning and cleaning material to be used.
- b) Supervise and see to the well being of sub-ordinate cleaning staff. Regular inspections (visits) at irregular intervals.
- c) Implementation of suitable systems to monitor the execution of instructions.
- d) Updating of inspection records in respect of cleaning activities, incidents, routine inspections of properties and the transportation (movement) of cleaning people from the facility.
- e) Composition of manuals and planning of training courses for cleaning staff in collaboration with institutions such as SETA and equipment providers.
- f) Co-operation in the investigations of all matters concerning the loss and theft of property and other incidents.
- g) Proper reporting to the Operational or Facility Management of the property.
- h) Keep up with current developments and technology.
- i) Be familiar with house rules, emergency plans and processes and emergency telephone numbers.
- j) Plan, organise and control activities and report schedules for cleaning staff in accordance with the day to day requirements of the company.
- k) Check and maintain security related cleaning equipment

JOB DESCRIPTION/ DUTIES OF GENERAL CLEANER

A professional cleaner must be able to

- a) recognize given chemicals, surfaces (varnished pine/oak, veneers, melamine, metal, PVC) and hard and soft floor surfaces (ceramic, slate granite, marble, synthetic, cotton wool, wool and wool blend)
- b) safely use, apply and dilute chemicals for given surfaces
- c) identify the correct cleaning method and agent for given surfaces
- d) identify and use correct equipment for given tasks
- e) demonstrate the ability to clean given surfaces effectively
- f) demonstrate the ability to use and maintain equipment correctly for given tasks
- g) understand the importance of personal hygiene
- h) demonstrate the knowledge to understand and implement personal hygiene procedures.
- i) understand the employer's house rules and directives regarding professional behaviour
- j) understand the relevant regulations (chemical, emergency) and operations (machinery) to ensure a safe working environment
- k) implement and use safety procedures (evacuation, wet signs, etc.)
- l) knowledgeable about professional conduct, timekeeping and communication skills.

B. INSPECTION

The building/operational manager, in co-operation with the TFMSP, use the following audit report to determine the efficiency in performance.

CLEANING AUDIT REPORT

BUILDING MANAGEMENT NAME: **TFMSP'S REPRESENTATIVE:**.....

DATE:..... **DAY:** **TIME:**

FLOOR:

CLEANING SERVICES RENDERED

PROBLEM EXISTS		SATISFACTORY	X		
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AREA		TFMSP'S COMMENTS	RATING			
			E		G	P
Building parameters						
Open & covered parking						
Entrance mats						
Entrance to building						
Main lobby area						
Lifts & lobbies						
Floors (hard)						
Carpets						
Picture frames						
Kitchens						
Fire escapes & balustrades						
Window sills						
Skirting						
Walls						
Doors & frames, handles, tables, chairs, telephones						
Main staircase & balustrades						
Pot plant holders						
Bins & ashtrays						
Partitioned glass						
Glass entrance doors						
Lamps						
Toilets: Seats						
Urinals						
LCS						
Basins & vanities						
Washroom cabinets						
Soap dispensers						
Toilet roll holder						
Air-fresh units						
Towel cabinets						
Walls & floors						
Refuse/compactor areas						

E= Excellent, G= Good, P= Poor

BUILDING MANAGEMENT SIGNATURE: _____

TFMSP'S SIGNATURE: _____

C. DRESS CODE

1. Must at all times be dressed in the full uniform of the TFMSP. Nature of the corporate dress can vary depending on the nature of cleaning to be performed.
2. Staff members must always have a neat appearance.

Corporate clothing must also adjust according to seasonal changes.

D. EQUIPMENT AND STANDARD CLEANING PROCEDURES

The purpose of this section is to establish standard nomenclature for the various cleaning procedures as referred to in the National Contract Cleaners Association's (NCCAs) Cleaning Specifications, and to give a brief description of the action required to undertake the procedure. This action must be adhered to.

"Cleaning is the removal of unwanted matter."

"More germs are removed by cleaning than are killed by disinfectants."

Abbreviations: M = Machinery

E = Equipment and consumables

C = Chemicals P = Preparation A = Action

Definitions

Dressing - Usually a dry bright or buffable polymer and synthetic wax emulsion, applied to resilient floors to protect and/or enhance their aesthetics and ease the cleaning process.

Polish - Usually a petroleum wax or synthetic wax in a high solid paste or liquid best suited for porous or semi-porous floors, e.g. wood, quarry tile 'slasto', concrete, etc (must be buffed to shine).

Sealer - Either polyurethane or acrylic based. Used to make floors e.g. wood, concrete, stone, etc. essentially non-porous and washable.

Stripper - A detergent that will chemically unlock the binding molecules in dressings and polishes and allow them to be removed from the floor. (Strippers are ineffective on sealers.)

I. Different equipment cleaning methods

Burnish

(Used on resilient and hard floors.)

- M - High-speed rotary polisher (1 000 rpm or more)
- E - Ultra or high-speed floor pad. Spray-bottle.
- C - Floor maintenance spray cleaning detergent.
- P - Floor to be dust free and dry.
- A - Spray a fine mist over 2 to 4 square metres of floor (coverage 1 000 m² per liter. Pass machine briefly over the area. Two or three passes over the same area should leave it clean and dry, with shine restored. Use this technique without spraying if the floor has been mopped with a wash and wax type detergent.

Damp mop

(Used on resilient and hard floors.)

- E - Single or double mobile bucket and wringer system. Mop handle and heavy duty mop-head or flat/butterfly mop or variant.
- P - Floor to be pre-swept.
- C - Warm water solution with either neutral or wash and wax type detergent or disinfectant.
- A - Dip mop into solution and wring dry. Cover floor with flowing sweeps, exerting pressure to remove marks. Insert mop in solution and frequently wring dry.

Damp wire

(Used on non-porous or washable surfaces.) E - Bucket, lint-free cloth

C - Usually a neutral detergent, but disinfectant cleaners or purpose made detergents are also acceptable.

P - Surfaces should be dusted.

A - Use warm water, cloth to be squeezed or wrung out until only damp, but not dripping. Use systematic wiping motion and additional pressure on stubborn soil. Re-immers cloth in detergent solution frequently and squeeze dry. Change the solution at appropriate intervals to ensure dirt is not reapplied.

Disinfect

(Used on non-porous or washable surfaces.)

E - Bucket and mop (for floors) and lint-free cloth
(for other surfaces) or spray-bottle.

C - Chlorine, quaternary ammonium or other disinfectant.

P - Surfaces must be cleaned before disinfecting.

A - Apply disinfectant diluted to manufacturer's specification applicable for the surface, using mop, cloth or spray-bottle as appropriate. Apply liberally and allow 10 minutes reaction time, then vacuum, mop or wipe dry.

Dust

(Used on any washable, non-washable, porous or non-porous surface that will not be damaged by dry wiping.)

M - Vacuum cleaner and attachments. E - Duster, brush or dusting tool.

P - Surfaces must be dry

A - Use a vacuum cleaner to remove dust, or reverse airflow to blow dust from inaccessible areas to where it can be collected and removed. Gently use a cloth, brush or dusting tool to remove loose dust, taking care not to redistribute the dust into other areas.

Note: Damp wiping is often a better option.

Dust mop

(Used on any porous or non-porous hard floor.)

E - Mop sweeper or disposable cloth sweeper.

P - Surface must be dry. Mop-head must be clean or fitted with unused disposable cloth.

A - Push the tool in straight lines or work backwards using figure 8 movements if the tool design allows. Maintain the same leading edge, as reversing the direction will cause dirt to fall off. Keep the tool flat on the floor throughout the exercise. Fit new disposable cloths or wash mop-heads frequently

Interim cleaning _____

(Used on hard floors.)

More intensive than daily cleaning, but less costly and disruptive than restorative cleaning.

M - Suitable floor scrubbing machines, e.g. automatic floor scrubber/dryer, rotary and wet pick-up vacuum cleaner, etc.

E - The mop system, blue pad for light scrubbing, clean mop or lamb's-wool applicator.

C - Neutral, preferably low-foaming detergent.

Appropriate floor dressing. P - Floor to be pre-swept.

A - Apply solution from machine tank or with mop. Scrub and vacuum away slurry. Rinse with clean water, vacuum and mop dry. Apply one coat of the floor dressing.

Interim cleaning

(Used on carpets.)

Ideal process is dry, or nearly dry.

M – Rotary for pad system, spreader for powder system, vacuum cleaner.

C - Cellulose or other carpet cleaning powder. P - Vacuum carpets.

Note: These interim cleaning systems work well on cut- pile carpets, but have limited benefits on looped or needle-punched carpets.

A - Pad system: cover lightly-soiled area or the entire area with pad fitted to rotary.

Powder system: sprinkle powder over soiled areas or entire area as required, covering no more than about 10 m² at a impregnated (soaked) time. Work the powder into the carpet using the spreading machine in one direction and then at right angles. Leave the powder to absorb the dirt for 15 minutes or more (refer to manufacturer's directions) and vacuum to remove residue from the carpet.

Light scrub

(Used on hard floors.)

Same as interim cleaning for hard floors.

Maintenance coat

(Used on hard floors.)

A single coat of floor dressing applied to a hard resilient floor after it has had a light scrub or interim cleaning.

Mineral deposits

Brown coloured deposits of mainly calcium and magnesium found on or in areas that are nearly always wet, e.g. basins, taps, urinals, lavatory bowls.

C - A non-corrosive acid detergent.

P - Routine soilage to be removed in the normal way.

A - Apply detergent solution with cloth or sponge and leave for about 10 minutes. Use mildly abrasive scouring pad (e.g. centre piece of red floor polishing pad) to remove deposits and detergent residue.

The process may have to be repeated.

Polishing

(Used on wooden, laminated or sealed wood furniture and fittings.)

E - Soft dusting cloth.

C - Silicon or cream based, petroleum wax or synthetic, liquid or aerosol.

P - Dust must be removed before any polish is applied.

A - Small amounts of liquid or spray must be applied to a small area. Allow for polish to dry to a haze and buff with a soft polishing cloth.

Restorative Cleaning

(Used on hard and resilient floors.) Referred to as stripping and sealing.

M - Automatic scrubber or rotary floor machine and wet and dry vacuum cleaner.

E - Black scrubbing pad, wet mopping equipment, lamb's-wool or mop applicator, doodle-bug hand tool for edges and corners.

C - Stripper and floor dressing.

P - Litter and loose dust must be removed from the floor.

A - Apply diluted stripper with a mop or watering can; allow to lie on the floor for 10 minutes or more, scrub the floor with a machine, use doodle-bug for awkward areas ("Look after edges, the middle will look after itself"), vacuum slurry ensuring it does not dry out on the floor, rinse with fresh water and vacuum, mop with fresh water, ensure floor is dry and apply two or three coats of floor dressing (as per manufacturer's specification).

Restorative cleaning

(Used on carpets.)

Usually a damp/wet process requiring time and labour.

M - Standard speed rotary floor machine with solution tank and carpet shampoo brush, or purpose-built carpet shampooer and/or hot water extraction machine (loosely termed "steam cleaner").

C - Dry foam shampoo (6% moisture content in use), detergent for use in extraction machine, defoamer for extraction machine.

P - Carpets must be vacuumed and free of litter.

A - Shampoo a small area (about 4 m²) in one direction and then again at 90 degrees, ensuring that the carpet is not too wet. For carpets that are only lightly soiled, use the extraction machine as a dry vacuum (or a wet and dry vacuum with a carpet tool) to remove foam and dirt residue. For heavily soiled areas and traffic lanes, spray warm water on carpets with extractor and then suck up residue. The extractor machine may be used without shampooing first.

Spot clean

(Any surface.)

Remove any spillage or marks

immediately when they appear (preferably within a day or two of their appearance) using appropriate methods.

Spray clean

(Hard and resilient floors.)

Same technique as described under “Burnish”, except that the machine is worked at a slower speed (between 165 & 400 rpm) and the pad is red.

Stain Removal

(Used on any surface.)

“The difference between a spot and a stain is about 10 days”. See “Spot removal”. For marks that do not respond to normal cleaning techniques, consult a specialist stain removal guide.

Strip and seal

(Used on any hard and resilient floors.)

See “Restorative cleaning” for these floors.

Sweeping

(Used on any hard floors, paving, concrete, etc.)

M - Motorised walk behind or ride on sweeper, mechanical broom or push sweeper.

E - Platform broom (hard bristle for rough surfaces, soft for smoother surfaces).

A - Move machines or brooms over surface at an effective speed without creating clouds of dust by going too fast. Empty machine hoppers regularly; if using a broom, leave manageable piles of litter for collection.

Vacuum

(Any surface, floors, upholstery, etc.)

Use either commercial or industrial equipment, or the drum or upright type vacuum cleaner.

II. Carpet Cleaning Methods

pH chart			
Substances	pH		
Hydrochloric acid (HCl-1% solution)	1.0		
Gastric juices	1.9		
Lemon juice	2.3		
Vinegar	2.9		
Wine	3.5		
Tomato juice	4.1	Acid	
Beer	4.5		
Coffee (black)	5.0		
HOST EXTRA!	5.6		
Acid rain	5.6		
Urine	6.0		
Rainwater	6.5		
Milk	6.6		
Pure water	7.0	Neutral	
Blood	7.4		
HOST SJ	7.8		
HOST spot remover	8.0		
Baking soda solution	8.4		
PREP	9.0		
Borax solution	9.2		
Toothpaste	9.9		
Milk of Magnesia (saturated solution)	10.5	Alkaline	
Limewater (saturated solution)	11.0		
Household ammonia	11.9		
Sodium hydroxide (NaOH – 5% solution)	13.0		

Carpet Dye

Soil

Cleaning Detergents

Note that hydrochloric acid has a pH of 1, it is very dangerous to people and carpets. Gastric juices are found in the stomach, they also contain dangerous acids and can damage carpets. The bar marked soil shows the general pH of soil from 3 to 9.

To remove substances from a carpet, one of the things we must do is to “neutralise the substance” or make it move closer to neutral. Notice that beer is near 4.5 pH. Most of the things we are trying to remove from carpets are on the acid side of the scale, such as food and soil. By using detergents that are slightly alkaline, we cause the pH of the substance to move closer to neutral, thus helping us to remove it. This is why there are so many detergents on the alkaline side of the scale. But, as we move up the scale, we run another risk – the loss of colour!

pH is not the only factor that affects cleaning. Detergents and solvents are also an important part of the end result.

Detergents help pull the oily soil away from the surface of fibres and then they surround that part of soil to prevent it from re-depositing on the fibres.

The addition of a solvent helps to give the grease and oil an extra kick to clean easier. The pH is important, but it is only one factor that contributes to the successful cleaning of the carpet.

Carpet manufacturers recommend a pH below 9.5. If the pH is more than 9.5, there is a greater risk of colour loss. Most carpet dye is on the acid side of the scale and it can be affected by highly alkaline detergents.

It is not the pH alone that causes colour loss, but the residue of a high pH detergent remaining on the fibre for a length of time can also affect the colour. Choose cleaning detergents that have been formulated to be pH balanced with the carpet dyes carefully, so you will never have a risk of colour loss when cleaning. Any stain resistant nylon should be cleaned with a pH less than 9 (according to Certified Testing Labs, Dalton, GA).

The objective of cleaning

The objective of cleaning is to consistently and safely remove the spots, dirt and soil from a carpet. In order to clean we need water detergent and (sometimes) a small amount of solvent.

The different cleaning methods

Over the years many methods of carpet cleaning have been developed. Here are descriptions and advantages or disadvantages of the most commonly used methods

Rotary shampooing

Rotary Wet	
Average hourly coverage	1,000 sq.ft
Traffic downtime	6-24 hours
Blending ability	Good
Chance of colour bleeding	Possible
Amount of residue	Heaviest
Resoil rate	Most rapid
Shrinkage/Seam splitting	Likely

Mil-dew	Likely
Spot	Very likely
Browning	Possible

Rotary shampooing utilises a buffer with shampoo tank and rotary shower feed brush, that scrubs a shampoo solution into the carpet. There is little removal of the soil if vacuuming after shampooing isn't included because there is no attempt to extract the soil at the time of cleaning. Vacuuming the shampoo helps to remove the soil.

This method can contribute to texture distortion, leading some carpet manufacturers to ban its use on their carpets. The soil and the shampoo remain in the carpet and can cause resoiling and matting of the carpet fibres. Drying time can be 6 to 12 hours or more.

Low moisture soil extraction cleaning (dry foam)

Dry Foam	
Average hourly coverage	2,000 sq.ft
Traffic downtime	1 hour
Blending ability	Fair
Chance of colour bleeding	Possible
Amount of residue	Heavy
Resoil rate	Moderate
Shrinkage/Seam splitting	Unlikely
Mil-dew	Unlikely
Spot	Likely
Browning	Possible

This method applies a thick, "dry" foam to the carpet with a cylindrical brush (similar to a single HOST machine brush) and then works the foam through the yarns. Only the Von Schrader machine has a built-in vacuum capability; all other "dry" foam machines leave all the foam in the carpet. The VS machine removes about 50- 60% foam.

This method can contribute to resoiling depending on the amount of foam left behind and the quality of the residue. It's important that properly formulated detergents which dry to a "crispy" not sticky residue, be used. The word "dry" is used to differentiate this method from shampoo, which is very wet foam. In both cases, the carpet is wet when the job is done. Drying time varies but can be as long as 4 hours.

Bonnet rotary buffing or spin pad

Rotary Spin Pad	
Average hourly coverage	2,000 sq.ft
Traffic downtime	1 hour
Blending ability	Good
Chance of colour bleeding	Possible
Amount of residue	Heavy
Resoil rate	Very rapid
Shrinkage/Seam splitting	Unlikely
Mil-dew	Unlikely
Spot	Likely
Browning	Possible

A special block is placed on the bottom of a rotary machine so that a round, absorbent pad can be attached. The absorbent pad absorbs some soil and should be rinsed approximately every 100s square feet. This method is also called spin pad cleaning or “bonnet cleaning”.

The “bonnet” or pad is an absorbent cloth or towel that is immersed in water or water and cleaning agents, then wrung out. The damp pad is placed under the machine and then spun across the surface of the carpet. Some operators will spray a solution onto the carpet as they spin the pad across it. The pad absorbs the surface dirt and soil.

Unless the pad is rinsed frequently, this method tends to spread or smear the soil evenly over the carpet, leaving a uniform, though dingy, appearance. Resoiling is intense and pile distortion is possible. Manufacturers of this method recommend carpets to be thoroughly cleaned after every 4 or 5 bonnet cleanings. Drying time is a few hours.

The Chem-Dry® method is a variation of the spin pad/bonnet method using a carbonated detergent instead of water and detergents. Some manufacturers do not recommend the bonnet method due to poor performance and possible texture distortion.

Rotary Spin Pad	
Average hourly coverage	600 to 1,000 sq.ft
Traffic downtime	6 – 24 hours
Blending ability	Poor
Chance of colour bleeding	Possible
Amount of residue	Little
Resoil rate	Slow
Shrinkage/ Seam splitting	Very likely
Mil-dew	Very likely
Spot	Unlikely
Browning	Possible

Hot water extraction
("steam") cleaning

This method combines the concept of a pressure washer and a wet vacuum pick up. The machine sprays a solution of water and detergents under pressure (the temperature and pressure vary) into the carpet. A vacuum nozzle behind the spray jets vacuums the dissolved soil, detergents and water. **The key is control of the amount of water that is used and effective removal of the dirty solution.**

This method of cleaning can be done with a portable machine or with something called a Truck Mount. Some portable machines are called self-contained or walk behind which means there is no wand, and the hoses are contained within the unit.

In each case, hot water with detergents is sprayed into the carpet at varying pressures and then vacuumed up immediately. Some machines use a power head attachment with brushes to improve the cleaning result. The machine has a solution tank, which carries the cleaning solution, and a recovery tank, that carries the dirt that has been vacuumed from the carpet.

Typical recovery rates range from 60% to 85% depending on the style of the carpet. Therefore, about 15% to

40% of the dirty solution (dissolved soil, spots and detergents) remains in the carpet. Drying time can be 6 to 24 hours. The use of air movers can decrease drying time.

Truck mount "steam" cleaning

This is a larger version of the portable wet extraction method described above. The mechanical portion of this method remains in the truck while a hose is pulled into the building where the carpet is to be cleaned. The pressure and temperatures possible with this method are much greater than with the portable units. This method requires more skill and training than portable units.

Dry extraction carpet cleaning

Rotary Spin Pad	
Average hourly coverage	750 to 2,000 sq.ft
Traffic downtime	None
Blending ability	Excellent
Chance of colour bleeding	None
Amount of residue	None
Resoil rate	Very slow
Shrinkage/Seam splitting	None
Mil-dew	None
Spot	None
Browning	None

It is a low moisture system based on a familiar cleaning item – the sponge.

Think about your kitchen sponge. It holds water and cleaning agents and absorbs and wipes away dirt from surfaces. The carpet cleaner performs the same functions. It holds the necessary cleaning ingredients and absorbs and wipes away the soil from the carpet fibres. The cleaner is applied to the soiled areas of the carpet with an applicator or hand dispenser.

The system uses a machine with a two-inch diameter, counter-rotating brushes to brush, the moist SPONGES cleaning deeply through the carpet where it comes into contact with the soiled yarns dissolving and absorbing the dirt from them. The machine offers the additional benefit of pile lifting which opens the pile and helps to release the soil.

The final step is to vacuum the Sponge cleaner along with the soil it holds. The extractor VAC series of machines feature a high power, built-in vacuum to perform this function. Otherwise, an upright vacuum is used.

E. CLEANING MATERIAL

All cleaning material utilized in the process of contract cleaning must comply with the NCCA's product performance criteria, specified below.

PRODUCT PERFORMANCE CRITERIA

PRODUCT	pH concentrate	MINIMUM % ACTIVES - concentrate
Neutral detergent	6–9	12
Heavy duty cleaner concentrate	12–14	16
Toilet bowl cleaner	0–2	12
Detergent/disinfectant	5–12	12
Low-foaming heavy-duty degreaser	10.5–14	15
Stripper without ammonia	13–14	15
Polymer floor dressing	7–8	15
Window cleaner	7–8.5	6
Bleach	12–14	3.5
Mop & buff detergent	7–8	10

F. TRAINING

The FIRM must use properly trained staff members who have the necessary skills, knowledge and experience as stipulated by the Service Sector Education and Training Authority (SETA).

Without restricting its general nature, training includes the:

1. impression of discipline, neatness, behavior and deportment
2. development of good human relationships
3. knowledge of cleaning material, how to dilute, emergency procedures and on which surfaces to use
4. application of first-aid
5. use of cleaning equipment and the applicable cleaning detergents
6. knowledge of house rules, emergency procedures and emergency numbers;
7. training in public relations (to be polite and remain calm even under provocation)
 - o On request, the TFMSP must provide the employer with proof, to the employer's satisfaction, that a member of the staff has adequate training and knowledge for his position.
 - o The TFMSP must ensure that staff members acquaint themselves as soon as possible with the layout of a property.
 - o The TFMSP must keep staff members informed of special arrangements that apply to a property from time to time.

G. QUALIFICATIONS AND CHARACTER OF STAFF

In order to ensure the quality of services rendered by the TFMSP, the employer needs to specify that **all personnel must be:**

- o legally employed by the TFMSP
- o able to speak, read and write at least English or Afrikaans and have a grade X (standard 8) certificate obtained in the RSA or have at least an equivalent qualification
- o South African citizens
- o medically, physically and mentally suitable for their occupation
- o older than 18 years, but younger than 50 years. (If older than 50 year, it must be with prior permission of the employer.)

The following persons may not be staff members:

- o An un-rehabilitated insolvent.
- o A person who has at any time been declared a spendthrift.
- o A person under curatorship.
- o A person treated or being treated for mental disorders in terms of any act.
- o A person who has at any time been found guilty in any court of:
 1. an offence involving dishonesty
 2. an offence involving the injury of a person
 3. illegal possession of a firearm or ammunition
- o A person dismissed by a previous employer for a reason other than retrenchment.
- o A person who participated in riots or illegal strikes on the premises of the employer.
- o A person with regard to whom the employer informs the TFMSP in writing that he is not suitable for the job.

H. TOILET-PAPER AUDIT SHEET

BUILDING: _____ TFMSP: _____

TOTAL CONSUMPTION OF CONSUMABLES

MONTH: _____

Date	Toilet-paper				Folded towels			Hand-towels				Soap	Facial tissue
	1 ply		2 ply		Size	Size	Size	Size	Size	Size	Size		
	UW	WR	UW	WR									
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
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27													
28													
29													
30													
31													
TOTAL													

UW= Unwrapped; WR= Wrapped

D10.3.5 Transgression

- o Allows or causes an action or event to take place that has a negative impact on the activities on the premises.
- o Disregards or does not pay attention to lawful commands by the authorised representative of the employer.
- o Is negligent or slack in the execution of his or her duties.
- o Behaves disorderly or ill-mannered whilst rendering services.
- o Uses alcohol and/or drugs, or is under the influence of alcohol or drugs whilst rendering services.
- o Uses the premises of the employer unlawfully.
- o Leaves the post without permission.
- o Accept bribes. (A bribe means any benefit that a cleaner may acquire, i.e. selling of toilet-paper, that has the effect that the services are rendered contrary to the provisions of this agreement.)
- o Allows family and friends to enter the premises without permission, for reasons other than to do business with the employer or tenants on the premises.
- o Uniform is not up to standard or acceptable.
- o Does not comply with the laid-down training standards.
- o Not in possession of identity cards as required.
- o Not in possession of a signed job description.
- o Cleaners may only converse with the public when absolutely necessary.

D10.3.6 Agenda for Monthly Building Meeting

TFMSP: _____

BUILDING: _____

AGENDA

1. Discussion on major occurrences (as reported in the occurrence Register) during the month regarding the response times, controlling the situation, contingency plans and future expectations.

2. Discussion on minor occurrences with future quick-fix solutions.

2. Reporting and feedback on cleaning checklist.

4. Reporting on and concurrence with penalty points adjudicated according to the penalty evaluation system and cleaning audit report.

5. Take note of repetitive re-occurrences of specific incidents.

	<input type="checkbox"/>
o First occurrence	<input type="checkbox"/>
o Second occurrence	<input type="checkbox"/>
o Third occurrence	

The cleaning company hereby agrees to the above-mentioned points discussed. The company also accepts the penalty points awarded and will ensure the non-occurrence of such incidents.

Cleaning Manager

Facility Management

D10.3.7 Penalty Evaluation System

No.	OFFENCE	PENALTY POINTS
1.	A TFMSP does not use the prescribed equipment or materials according to specifications.	30
2.	The prescribed job description is not in place or does not meet with the prescribed guidelines.	10
3.	The TFMSP has failed to satisfactorily solve an emergency complaint lodged by the employer within 2 hours of the complaint being brought under the attention of the TFMSP.	20
4.	A cleaner was posted for the first time at an outlet without being introduced to the outlet management.	10
5.	The TFMSP has failed to satisfactorily solve a complaint lodged by the employer within 12 hours of the complaint being brought under the attention of the TFMSP.	10
6.	The TFMSP does not honour the prescribed service hours.	30
7.	A cleaner is paid less than the determined minimum wage.	30
8.	The employer incurred a loss as a direct result of the negligent action or omission of the TFMSP.	30
9.	Undermining of other TFMSPs.	10
10.	A cleaner's uniform does not meet the agreed upon standard.	10
11.	The TFMSP's monthly report does not meet the set requirements.	30
12.	The TFMSP does not participate in joint and/or individual actions/task.	10
13.	Any transgressions as detailed in the generic specification under the heading "Transgressions"	30

D10.4 ENVIRONMENTAL SERVICES: HYGIENE

D10.4.1 Scope:

D10.4.1.1 The FMSP is to provide hygiene services to the venue below and the temporary facilities for events.

D10.4.1.2 Quantum:

a) 1 Military Hospital: Public and Staff facilities and office facilities: 22 service points (ablution blocks)

b) Residences: Applicable only for deep cleaning on 2 monthly basis.

D10.4.1.3 Service Level: Find appended:

D10.4.1.3.1 Contract Stipulations

D10.4.1.3.2 Occupational Health and Safety Act Agreement

D10.4.1.3.3 Specification and proposed evaluation and penalty system

10.4.13.1 (Add)

Contract Stipulations

1. SCOPE OF WORK

General

The TFMSP and the Employer hereby agree that the TFMSP shall carry out in an efficient, expert and responsible way the hygiene programme on the premises of the Employer's building(s) in accordance with the Employer's specifications as set out in t.b.c. These responsibilities shall include, inter alia, the following:-

The hygiene of buildings according to the stipulated frequencies and specifications as set out in Annexure E.

The reporting to the Employer of any defects, e.g. hygiene equipment, broken soap dispensers, blocked toilets/urinals, etc., noticed during the provision of hygiene services in the building(s).

Provision by the TFMSP himself of labour, cleaning agents and equipment that may be necessary in the performance of his duties, except where explicitly agreed otherwise. For the purposes of the contract labour shall include, inter alia, the Contract's manager, supervisors, foremen and ordinary labourers required for meeting his obligations in terms of the contract and as mutually agreed upon with the Employer in writing.

All hygiene personnel, hygiene equipment and cleaning agents shall be in strict compliance with the requirements as set out in this agreement and/or annexure to the agreement.

1.1.5 The TFMSP shall, without delay, comply with instructions of the Employer or his representative and duly carry out any work included therein, with the understanding that verbal instructions, requests and explanations given to the

TFMSP or his foreman in charge by the Employer, if it entails an alteration must be confirmed in writing by the Employer to the TFMSP within seven days.

If compliance with the above-mentioned instructions of the Employer brings about any alterations, such alterations are regarded as alterations according to the specification and the value of such alterations shall be added to or deducted from the contract sum.

2. TFMSP MUST SUPPLY THE NECESSARY

The TFMSP at its own cost provide or arrange for everything necessary for the proper execution of the work in accordance with the intent and meaning of the specifications, whether indicated or described in particular or not, provided that it can reasonably be deduced there from, and if the TFMSP finds any discrepancy therein, he must immediately refer it to the Employer in writing, for a written decision in this connection.

3. LOCAL AND OTHER AUTHORITIES, NOTICES AND FEES

3.1 The TFMSP shall comply with and give notices required by any Act of Parliament, Regulations and Ordinances of any Local Authority and/or any public service company or authority regarding the work, or to whose systems it is or will be connected, and he must pay all fees or costs in connection with the work, which may be legally required in terms of it and indemnify the Employer against payment thereof. The TFMSP shall acquaint himself with any such costs to be expended in the fulfilment of the contract.

3.2 Municipal regulations and hoardings- The TFMSP must carry out the work in accordance with municipal regulations including proper hoardings if necessary for the protection of the public and workers, everything to the satisfaction of the local authorities and safety council.

3.3 The TFMSP must, before making any alteration to the specifications necessitated by such compliance, notify the Employer thereof in writing, specify such alteration, give the reasons for it and request an instruction with regard to it within 7 days. If the TFMSP does not receive an instruction within seven days, he must continue with the work in accordance with the stipulation, regulation or ordinance concerned, and any alteration necessitated as stated, shall be regarded as an alteration and shall be treated as such.

HYGIENE EQUIPMENT

4.1. The TFMSP undertakes to provide the following at his exclusive expense unless explicitly agreed otherwise:

4.1.1 All rented hygiene equipment according to the list as specified in Annexure E.

4.1.2 Uniforms for hygiene staff and other personnel for whom it is regarded necessary by the TFMSP. The Employer requires personnel to be neatly dressed according to the performance of their duties.

4.1.3 The replacement of hygiene equipment due to fair wear and tear

4.2. The Employer undertakes to provide the following:-

4.2.1 Water, lights and electricity for equipment the TFMSP may use to carry out the work.

4.2.2 A national contract will be negotiated by the Employer for the supply and maintenance of toilet paper, paper towels and soap dispensers.

4.2.3 Rest rooms for the TFMSP's hygiene personnel.

4.2.4 The employer shall ensure that soiled articles collected and laundered articles delivered by the TFMSP, be checked jointly by the employer and TFMSP.

4.3 It is hereby declared and agreed that the fact that some items are specified in this clause shall not detract from the intention that the TFMSP shall provide everything to carry out this contract, except items explicitly excluded.

DEFECTS

Any defects, whether patent or latent, or other errors that appear during the currency of this contract as a result of material and/or workmanship that does not comply with this agreement, must be repaired by the TFMSP at his own expense within a reasonable time of the Employer's written instruction, unless decided otherwise by the Employer. In the case of latent defects, any such remedial work or work to be done due to consequential damages shall be for the TFMSP's account. Latent defects shall have an effective time span of 3 years in which same shall be made known to the TFMSP in writing.

BUILDING OCCUPATION

The contract amount for the cleaning of offices shall be subject to the following price reduction table based on building occupation:

% Occupation	% Reduction
Under 50%	20%
50 - 64,99%	15%
65 - 80%	10%
Over 80%	0%

If, during the term of this agreement, the Employer fails to inform the TFMSP of vacancy percentages of 20% and higher for a specific month, the Employer shall not forfeit his claim to the reduction accrued to him and he (the Employer) may claim this reduction from the TFMSP at any time within 3 (three) months of the time when this reduction accrued to him, even if the agreement between the Employer and the TFMSP has in the meantime expired.

PERCENTAGE VACANCY

Without prejudice to and without derogating from 6 above, the Employer shall notify the TFMSP in writing if the percentage of office area vacant exceeds 20% of the lettable area of the office section of the premises, and the Employer shall in such a case be entitled to a reduction which the TFMSP shall take into account when he calculates the contract amount for the month following such written notification.

PAYMENT

The Employer undertakes to pay the monthly contract amount the last working day of the month following the month in which the service was rendered; subject to the following conditions:

8.1 that a consolidated statement with all tax invoices shall be delivered to the Employer's address

8.2 that the consolidated month end statement with all invoices shall be delivered at the end of each calendar month to which it refers and that the contract amount shall therefore be payable monthly in arrears;

8.3 that every payment shall be subject to the regular completion of a monthly inspection report (Annexure G) previously agreed on, by an authorised official of the Employer and TFMSP and in the event of any work of an unacceptable standard, action shall be taken in accordance with clause 15.3.

8.4 that the tax invoice should be in the name of the Landlord.

UNLAWFUL PREVENTION

If the Employer unlawfully prevents cleaning work from being carried out according to specifications and according to the stipulations of this agreement, he shall pay the amount payable or the amount that will become payable to the TFMSP as a result of the work having been done. As agreed remuneration or indemnity for time lost and not by way of a penalty clause.

FIXED CONTRACT AMOUNT

The contract amount as indicated in the main agreement shall be fixed for a period of at least 12 (twelve) months, starting on the date of commencement of this agreement, except for any increase or decrease in the Value Added Tax payable.

CONTRACT AMOUNT ADJUSTMENT

If a contract endures for a period longer than 12 (twelve) months is agreed on, the contract amount may be adjusted from the 13th month with the proviso that the contract amount shall again be fixed for a period of at least 12 months. For each such re-negotiated adjustment the contract amount as applied, shall as the basis for re-negotiation be linked to the latest year to year basis Consumer Price Index as published by Statistics South Africa. The contract amount may be adjusted after mutual agreement by the percentage negotiated. Failure to do so will lead to the termination of the contract.

CONTRACT TERM

If the Employer wishes to renew this agreement for a further term, he shall give written notice of his intention to the TFMSP three months before the expiry date as set out in Annexure A. The conditions of such a renewal shall be agreed on in writing at least one month before the expiry date, otherwise this agreement shall automatically lapse at the end of the term unless otherwise agreed by the parties in writing. Until the new terms and conditions are agreed upon, the provisions of this Agreement herein shall apply until amended accordingly.

SUB-TFMSPS

Any employee of the TFMSP or any sub-TFMSPs on the premises, who are, in the opinion of the Employer, incompetent or misbehaving, shall after written instructions by the Employer be removed from the premises by the TFMSP and such person may not be allowed to re-enter the premises without the permission of the Employer.

The TFMSP is responsible for the co-ordination of all subTFMSPs' work and must notify everybody of any alterations or instructions he may receive from the Employer and that may influence their programme/ work or the supply of material. The TFMSP indemnifies and holds harmless the Employer in respect of any claim or damages or suit arising from an employee or the TFMSP or its agents or sub-TFMSPs being removed as per the Employer's request. Further the TFMSP shall remove or dismiss the employee at its own cost.

INJURY OF PERSONS, DAMAGE TO PROPERTY AND WORK RISK

14.1 Injury of persons and damage to property (third party liability)

14.1.1 Insurance arranged by the Employer

Without limiting the obligations, liabilities and responsibilities of the TFMSP in any way, including the required provision of any other insurance by the TFMSP, PUBLIC LIABILITY INSURANCE (Third Party) is arranged by the Employer and kept in force for the duration of the contract, jointly on behalf of the Employer, TFMSP (including all sub-TFMSPs, whether nominated or not) and those on behalf of whom the Employer is in a position to arrange insurance, including initial transit to the contract site up to termination of the maintenance period.

Premiums and stamp duty in connection with the insurance arranged by the Employer are paid by the Employer, but the TFMSP is responsible for payment of the initial amount payable (excess payment) in respect of every claim paid out under the policy.

Any further information regarding extent of cover and excess payable may be obtained from the Employer or his insurance broker.

For the avoidance of doubt, in cases where the TFMSP is noted as an insured in respect of any insurance arranged by the Employer, the TFMSP acknowledges that the insurance cover has been arranged by the Employer for its personal benefit.

14.1.2 Insurance to be arranged by the TFMSP

The TFMSP and all sub-TFMSPs must provide the following minimum insurance:

- Insurance of workmen in terms of the provisions of the Compensation for Occupational Injuries and Diseases Act, No 130 of 1993.
- Employer's Common Law Liability Insurance with a compensation limit of no less than t.b.c.
- Motor Vehicle Liability Insurance that includes:

*** Insurance in terms of the Motor Vehicle Insurance Act.**

*** Balance third-party car risks, including passenger liability.**

The TFMSP is responsible for and must compensate the Employer with regard to any such liability

mentioned above, unless it is the result of any act or negligence of the Employer or of any of his service messengers.

14.2 Work Risk

14.2.1 Insurance to be arranged by Employer

Without in any way limiting the obligations, liabilities and responsibilities of the TFMSP, including the required provision of any other insurance by the TFMSP, Contract Works Insurance is arranged by the Employer and kept in force for the duration of the contract, jointly on behalf of the Employer, TFMSP (including all subTFMSPs, whether nominated or not), and those on behalf of which the Employer is authorised to arrange insurance, including initial transit to the contract site up to the termination of the maintenance period.

Premiums and stamp duty in connection with insurance arranged by the Employer are paid by the Employer, but the TFMSP is responsible for the payment of the initial amount payable (excess payment) in regard of every claim paid out in terms of the policy arranged by the Employer.

Any further information regarding extent of cover and initial amounts payable may be obtained from the Employer or his insurance broker.

14.2.2 Insurance to be arranged by the TFMSP

The TFMSP and the sub-TFMSPs must arrange insurance with regard to construction equipment and machinery, including tools, instruments, sheds and other temporary structures.

The TFMSP is responsible for and must compensate the Employer with regard to any such liability as a result of any negligence, omission or misconduct by himself, his agents or service messengers or by any sub-TFMSP or under his control.

14.2.3 The Employer shall to the best of his ability arrange with his tenants to see to it that cash, valuables and documents are locked away when the TFMSP and/or his personnel enter a tenant's premises lawfully. The Employer does not guarantee that the tenants will carry out the said arrangements strictly. Such arrangements by the Employer shall not indemnify the TFMSP or his personnel against prosecution and/or claims in the event of theft and/or damage.

The TFMSP may be held liable for damage to or accidents with glass, all signs and information boards, bulbs, neon lights, etc. over which he normally has supervision or control, as well as for articles over which he does not normally have supervision or control, if it can be indisputably proved that the TFMSP and/or his employees have been responsible for the damage and/or accidents.

In all cases it shall be a basic requirement of the TFMSP's liability that written notice of damage/accidents together with full and accurate details are sent to the office of the TFMSP within 7 days of the date on which the damage took place and/or was noticed.

In cases where it is found that the TFMSP cause the damage in any manner whatsoever, he shall be free to repair such damage himself or have it repaired to the satisfaction of the Employer, instead of paying for it.

The Employer reserves the right to repair such damage and to claim on demand from the TFMSP compensation and/or reimbursement of such cost and which if not paid within a period of 30 (thirty) days by the TFMSP, the Employer shall be entitled to set-off against the contract amount due and/or payable.

RENDERING OF SERVICES

15.1 Times when services will be rendered

The TFMSP shall render the services at the frequencies as set out in the schedule in the main agreement.

Unless specifically indicated in the schedule no services shall be rendered on Sundays and public holidays.

15.2 Reporting

The TFMSP shall monthly supply a summarised written report to the Employer on specific problems, suggestions, improved methods and work programmes, personnel numbers, personnel turnover, tenants' complaints and remedial action and all other matters connected with this agreement.

15.3 Neglect or unsatisfactory service

The TFMSP shall make use of the services of fully qualified personnel only and his services shall always be of a high professional standard.

Notwithstanding anything to the contrary contained in this agreement, the Employer reserves the right, in the event of neglect or poor service by the TFMSP (at the Employer's discretion), to serve written notice of it on the TFMSP. If the TFMSP does not remedy the neglect to the satisfaction of the Employer within 24 hours of such notice, the Employer may, without prejudice to his rights, summarily end the contractual agreement and make use of the services of another TFMSP of his choice. The costs according to the invoice of such other TFMSP will be recovered from the TFMSP by way of set-off or otherwise. In the event of faulty work the TFMSP shall be obliged to remedy such fault within 3 (three) days of written notice from the Employer to the TFMSP. If the Employer should suffer damage as a result of the TFMSP's faulty work, the Employer shall be entitled to claim damages.

16. ACCESS TO PREMISES

16.1 TFMSP

Any person employed by the TFMSP shall, at the request of the Employer or his proxy, be able to identify himself during visits to the premises in a way mutually agreed on with the TFMSP.

All visits to buildings shall be arranged previously with the officials of the Employer in control of the individual building. This shall include the procedure followed to ensure that all the parties under the supervision of the TFMSP have in fact left the Employer's premises at the end of a shift.

Keys shall not be left in doors and employees of the TFMSP shall under no circumstances admit anyone to the offices where they are working.

SAFETY MEASURES

17.1 General

The TFMSP shall under all circumstances respect and comply with the safety measures laid down by the Employer, inter alia for the prevention or combating of accidents, vandalism, wilful destruction of property, arson, damage caused by fire, etc.

17.2 EMPLOYEES OF TFMSP

The TFMSP undertakes to see to it, in co-operation with the Employer, that only strictly elected employees are allowed on the premises of the Employer. This shall also apply to substitute personnel. The TFMSP further undertakes to co-operate with the Employer to remove from the premises without delay employees of the TFMSP who create problems. Any person removed in this way may not work on behalf of the TFMSP on any premises of the Employer without the prior written consent of the Employer.

17.3 IDENTIFICATION

Employees of the TFMSP shall be required to wear uniforms, badges or other means of identification, which are to be furnished by the TFMSP.

The TFMSP shall keep a record with the name, photo, identity number and fingerprints of each of his employees for identification purposes when the Employer requires such identification.

NUISANCE

18.1 Tenants

The TFMSP shall see to it that his employees are not a nuisance to the Employer's tenants or anyone who is lawfully on the premises.

18.2 Removal of workers

When ordered to by the Employer, the TFMSP shall remove his employee summarily and permanently from the premises after the Employer has brought it to the attention of the TFMSP that such employer is incompetent, that he refuses to obey a reasonable and legitimate request or does his work in a way contrary to the work specifications and/or spirit of the agreement, or is guilty of misbehavior of any kind whatsoever, or who acts in any other way not acceptable to the Employer, on the understanding that the Employer shall not be unreasonable in exercising this right.

18.3 Storage

The TFMSP shall not be entitled to store or leave goods or articles on the premises. The TFMSP shall leave the premises of where articles are kept, clean at all times.

18.4 Facilities

The TFMSP and his employees may, by and in accordance with written agreement with the Employer, use the facilities on the property as for example toilets, rest rooms, electric plugs, lighting and water for the purpose appropriated by the Employer free of charge, subject to the rules and policy of the Employer as applicable from time to time. If the TFMSP has any doubts about his rights in this regard, he has to obtain a final answer on it in writing from the Employer. Such facilities shall be used in a responsible manner and solely for purposes of providing required services as contemplated herein, and shall be left in a tidy state after use

at all times. In this regard facilities explicitly exclude office equipment such as, inter alia, telephones, and the TFMSP shall take sufficient precautions to ensure that his staff obey these rules.

18.5 Alcoholic beverages, drugs and weapons

No alcoholic beverages and/or drugs or weapons or dangerous instruments of any kind whatsoever, or explosives or any article containing any real fire hazard or other danger, may be brought into or onto or near the premises by the TFMSP or his employees.

19. TENANTS

19.1 Respect for tenants' rights

The Employer hereby requires the TFMSP to respect the rights of the tenants on the premises continuously in terms of their leases and to see to it that the tenants are able to carry on business undisturbed and unhindered. The TFMSP acknowledges that he has inspected an example of the standard lease(s) and that he is aware of the rights of the tenants in terms of such lease. He will subsequently ensure that his employees do not disturb documents or papers on desks, use telephones, computers, printers, radios or television sets or tamper with property belonging to the tenants.

20. ENTICING AND DISMISSAL OF STAFF

From the date on which negotiations commence up to and including the commencement of this agreement and during the duration of this agreement, the contracting parties undertake not to employ, without mutual consultation, staff working for the other party, who are directly concerned with the administration and/or performing of tasks in terms of the contract, or are charged with the administration and/or cleaning of the building(s), covered by the contract.

The contracting parties further undertake not to employ persons who have been dismissed by one of the contracting parties because of willful misconduct or similar behavior during the above term.

21. ARBITRATION

Unless otherwise agreed by the parties in writing:

21.1 All disputes or differences which arise between the parties concerning any matter referred to in the service agreement (including the validity or the cancellation of the service agreement), will be finally resolved by an arbitrator/s in accordance with the Rules of the Arbitration Foundation of Southern Africa which are applicable from time to time. The arbitrator/s will be nominated by the Foundation.

21.2 Failing such Foundation or such Rules, such disputes or differences will be resolved in terms of the Arbitration Act No 42 of 1965 (as amended) or any legislation in substitution therefore.

21.3 It is the intention that the arbitration shall, where possible, be held and concluded in fifteen (15) business days after it had been demanded. The Parties shall use their best endeavours to procure the expeditions completion of the arbitration, the overriding intention of the Parties being that their dispute shall be heard and

finally resolved not only justly but also as economically and expeditiously as possible in the circumstances.

21.4 To the extent that any dispute which it would be competent for a court of law to try, the provisions of this clause do not oust the jurisdiction of the relevant courts of law where such ousting would be unlawful. If either party alleges this to be the case, it will give the other party notice thereof as soon as possible to the extent that any dispute which is competent for a court of law to try, prescription is suspended in respect of such dispute to the date on which the aforesaid notice is given. Either party may at any time institute the necessary proceedings in a court of law in respect of such dispute. The provisions hereof are severable from the rest of this Agreement.

22. CESSION AND DELEGATION

The TFMSP shall not be entitled to cede or delegate wholly or partially any of his rights or duties in terms of this agreement without the prior written consent of the Employer which the Employer can withhold at its discretion. He shall also not be entitled to cede any claim for payment in terms of this agreement without the written consent of the Employer. Should the TFMSP nevertheless execute such a cession, the Employer shall not be compelled to recognise the cession and any payment made to the TFMSP shall be regarded as legal payment for the discharge of the duties of the Employer.

If the present owners/controlling shareholders of the TFMSP want to sell/alienate the business enterprise, the Employer shall be given at least 60 days' written notice of this intention, in which case the Employer reserves the right to cancel this agreement without prejudice to any other rights the Employer may have.

Notwithstanding the foregoing any change of owner or majority shareholders without the prior notice of the Employer shall qualify as material breach of this Agreement and the Employer reserves the right, without prejudice to any rights it has in law, to terminate this Agreement.

23. CANCELLATION

23.1 Breach of contract

If any of the parties to this agreement breach or violate a stipulation of this contract, the other party shall be entitled to cancel the contract and claim any damages to which he may be entitled. The contracting parties undertake to give notice on either side of their intention of cancelling the contract by registered post and such cancellation shall only be effective after 10 (ten) working days have passed since it was delivered or the Employer/TFMSP was notified by the Post Office that the postal article had to be collected.

Such notice shall clearly state the shortcoming(s) which has to be made good within the said 10 (ten) days to prevent cancellation.

23.2 Insolvency, etc.

In the case of insolvency, administration order against, compromise with creditors or similar action against one of the contracting parties, condition 23.1 shall apply mutatis mutandis.

23.3 Destruction of contracted building

The total or partial destruction of any contracted building for whatever reason, shall give any party, by mutual agreement, the right of cancellation without compensation of whatever nature.

23.4 Selling of company by service provider

The Employer reserves the right to cancel the contract with the TFMSP, if and when the TFMSP decides to sell his/her company to any other party which is not accepted by the Employer to render that specific service.

24. PENALTY SYSTEM

24.1 In order to determine the quality of services rendered by the TFMSP the Employer will manage and run a penalty point evaluation system. The purpose of this is to determine whether and if so, the TFMSP are thwarting quality by committing one or more of the offences as included in the specifications (Annexure G). Said offences will be penalized by corresponding points.

24.2 A financial penalty of 6 percent of the monthly account before VAT shall be payable by the TFMSP to the employer in the specific month that the accumulated penalty points awarded to the TFMSP reaches one hundred penalty points.

25. JURISDICTION

The Employer and the TFMSP for all purposes agree to the jurisdiction of the magistrate's court, even if the amount of the dispute exceeds the jurisdiction of the magistrate's court, provided that a party may institute an action in the Supreme Court if it chooses.

26. COMMUNICATIONS

All written communications under or with regard to the agreement by the Employer or the TFMSP (hereinafter referred to as the "parties") to the other party are:

26.1 if it is delivered by hand at the other party's domicilium citandi et executandi, regarded as having been duly received by the other party on the date on which it was thus delivered;

26.2 if it has been posted by prepaid registered post to the other party at his domicilium citandi et executandi, regarded as having been received by the other party on the fifth workday after it was thus posted.

27. DOMICILIUM

27.1 The Employer and the TFMSP (hereinafter referred to as the "parties") choose, for all purposes, the following addresses as their respective domicilium citandi et executandi:

Employer:

TFMSP:

27.2 Any party may change his domicilium citandi et executandi to another street address (not P.O. Box, Private Bag or Poste Restante) within the RSA by means of a written notice to the other party.

OCCUPATIONAL HEALTH AND SAFETY ACT – ACT NO 85 OF 1993

(hereinafter referred to as the “Act”)

AGREEMENT ENTERED INTO

between

(hereinafter referred to as the “TFMSP”)

and

(hereinafter referred to as the “Employer”)

AS ENVISAGED BY SECTION 37(2) OF THE ACT (AS AMENDED) WHEREAS:

The Act provides for potential penalties to the Employer save where the Employer and TFMSP have entered into an agreement setting out procedures to be followed by the TFMSP in order to comply with the provisions of the Act.

The TFMSP has undertaken to ensure that its employees, agents, sub-TFMSPs and all other parties entering the premises to execute work in terms of this agreement shall at all times comply with the provisions of the Act and the provisions of this agreement.

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

1. This agreement forms an integral part of the contract between the Employer and the TFMSP in terms of which the TFMSP will carry out the works as defined.
2. The TFMSP hereby appoints as mandatory and responsible person for the duration of the contract.
3. The TFMSP undertakes to ensure that all work is carried out under proper supervision by properly qualified personnel in order to comply with safety regulations as promulgated from time to time.
4. The TFMSP undertakes to liaise with the applicable personnel of the Employer at all times in relation to the work to be performed and safety matters regarding such work.
5. The representatives of the Employer are entitled to stop or interrupt work, which is carried out under unsafe conditions or with unsafe equipment. Any delays and consequential losses arising from such interruptions shall be for the TFMSP’s account.
6. The TFMSP undertakes to ensure that the mandatory is familiar with the provisions of the Act.

7. It is the duty of the TFMSP to advise the Employer should the TFMSP at any time during the currency of this contract be unable to comply with the provisions of the Act.

8. The TFMSP warrants that he is registered in terms of the Compensation for Occupational Injuries and Diseases Act, No 130 of 1993 ("COIDA") and remain so registered for the duration of this Agreement.

The TFMSP's COIDA Registration Number is

The TFMSP further warrants that he has paid all assessments up to date and undertakes to timeously pay all the assessments becoming due during the currency of this agreement. It is a condition precedent of this agreement that the TFMSP provides documentary proof to the employer/owners that assessment for the current financial year has been paid.

9. The TFMSP hereby unreservedly and irrevocably indemnifies the Employer and its employees against all or any demands, actions, causes of action and/or lawsuits which may be instituted against it in respect of any loss, damage or claim of whatsoever nature, howsoever caused and which may arise from any breach of this agreement or failure by the TFMSP, its employees, agents or sub-TFMSPs to comply with the provisions of the Act. The TFMSP shall at each anniversary of this Agreement, if any, provide the Employer with such documentary proof that the assessment for such an anniversary has been paid.

SIGNED AT..... ON THIS THE DAY OF

2016

WITNESSES:

1. _____

2. _____

for and on
behalf of the
TFMSP

SIGNED AT..... ON THIS THE DAY OF
.....
2016

WITNESSES:

1. _____

2. _____

for and on
behalf of the
Employer

GENERIC SPECIFICATIONS

CONTENT

STANDARD TASKSLIST FOR HYGIENE SERVICES

- A. General duties
- B. Inspections
- C. Dress code
- D. Training
- E. Qualifications and characteristic of personnel
- F. Equipment and frequency of service

TRANSGRESSION

PENALTY EVALUATION SYSTEM

AGENDA FOR MONTHLY BUILDING MEETING

STANDARD TASKSLIST FOR HYGIENE SERVICES

A. General duties

1. Allow services, which cannot be rendered conveniently on a property during business hours, to be rendered after business hours, with the written permission of the employer, provided that the cleaners can identify themselves adequately.
2. Take the necessary steps to protect the employer's interest in the case of vandalism of a property.
3. Assist the employer or persons authorized by him, with additional tasks as ordered from time to time.
4. Co-operate with authorized security personnel at the properties.
5. All members of the hygiene personnel must produce proof of identity while on duty.
6. Personnel at a specific property must be changed as seldom as possible.
7. Inspection of the workable order of sanitary equipment with every cyclical visit.
8. Must comply with any legislation and municipal regulations with regards to the application, handling and storage of chemicals.

Duties of Hygiene Supervisor

- a) Preparation of hygiene instructions which refer to specification on hygiene such as frequency, equipment to be used, areas, standard of hygiene.
- b) Checks, supervision and handling of the well-being of sub-ordinate hygiene staff.
Regular inspections
(visits) at irregular intervals.

- c) Implementation of suitable systems to monitor the execution of instructions.
- d) Updating of inspection records in respect of hygiene activities, incidents and routine inspections of properties.
- e) Composition of manuals and planning of training courses for hygiene staff in collaboration with institutions such as SETA and equipment providers.
- f) Co-operation in the investigations of all matters pertaining to the loss and theft of property and other incidents.
- g) Proper reporting to the Operational or Facility Management of the property. h) Keep up with current developments and technology.
- i) Be familiar with house rules, emergency plans and processes and emergency telephone numbers.
- k) Plans, organizes and controls activities and report schedules for hygiene staff in accordance with the frequency of requirements of the company.

Job description/duties of General Hygiene Cleaner

A professional hygiene cleaner must:

- a) Demonstrate ability to use, apply and dilute chemicals safely for given surfaces. b) Identify correct cleaning method and agent for given surfaces.
- c) Identify and use correct equipment for given tasks.
- d) Demonstrate ability to use and maintain equipment correctly for given tasks. e) Understand the importance of personal hygiene.
- f) Demonstrate knowledge to understand and implement personal hygiene procedures.
- g) Understand the Employers house rules and directives in regard to professional behavior.
- h) Understand the relevant regulations (chemical, emergency) and operations (machinery) to ensure a safe working environment.
- i) Demonstrate ability to implement and use safety procedures (evacuation, wet signs etc.)
- j) Knowledge of professional conduct, timekeeping and communication skills.

Inspections

TOILET HYGIENE CHECK LIST

TFMSP

.....

TOILET HYGIENE CHECKLIST – CHEMICAL DEEP CLEAN SERVICE					
KEY		SATISFACTORY	X	PROBLEM EXISTS	

Date	
Facility Management	
Signed	

TOILETS		WASH BASINS		SHOWERS	
CLEAN		CLEAN		CLEAN	
NO SCALE		GOOD CONDITION		NO BODY FAT/SCALE	
PAN GOOD CONDITION		WFC GOOD CONDITION		WFC GOOD CONDITION	
FLUSH EFFICIENT		WALLS & FLOORS CLEAN		WALLS FLOORS CLEAN	
CISTERN & PIPES CLEAN		NO BROKEN GLAZING		WINDOWS/CILLS CLEAN	
WINDOS/CILLS CLEAN		OVERFLOW CLEAR/CLEAN		NO BROKEN GLAZING	
WFC GOOD CONDITION		TAPS CLEAN		SHOWER ROSES PRESENT	
WALLS & FLOORS CLEAN		TAPS WORKING		NO LEAKS	
NO BROKEN GLAZING		MIRROR CLEAN		TAPS/PIPES CLEAN	
NO OBSTRUCTIONS		NO OBSTRUCTIONS		TAPS WORKING	
ADEQUATE TOILET PAPER		FLOOR CHANNEL CLEAN		SUFFICIENT HOT WATER	
NO SMELL		OUTLET CLEAN		COLD WATER	
SEATS CLEAN		PIPE EXTERIORS CLEAN		OUTLET CLEAN	
CISTERN LIDS GD CONDITION		WASTE PLUG PRESENT		FLOOR CHANNEL CLEAN	
DOORS GD CONDITION		SUFFICIENT HOT WATER		WALL TILES GOOD CONDITION	
SANI BIN IN F. CUBICLES		ADEQUATE SOAP		ADEQAUTE SOAP	
LIGHTS WORKING		ADEQUATE HAND DRYING		CURTAINS/DOORS PRESENT	
ADEQUATE VENTILATION		LIGHTS WORKING		MATS CLEAN/GOOD CONDITION	
WATER BINS PROVIDED		ADEQUATE VENTILATION		LIGHTS WORKING	
WASTE BINS EMPTIED		WASTE BINS PROVIDED		ADEQUATE VENTILATION	
		WASTE BINS EMPTIED		WASTE BINS PROVIDED	
		FLOOR FREE OF LITTER		WASTE BINS EMPTIED	
				FLOORS FREE OF LITTER	

URINALS					
CLEAN				DEEP CLEANING	
NO SCALE					
WFC GOOD CONDITION				CURRENT FREQUENCY	MTHS
WALLS & FLOORS CLEAN					
WINDOWS/CILLS CLEAN				CONSIDERED SUFFICIENT?	YES/ NO
NO BROKEN GLAZING					
FLUSH EFFICIENT					
CISTERN & PIPES CLEAN				IT NOT, RECOMMEND FREQUENCY	MTHS
OUTLET CLEAN					
STEP CLEANED & SEALED					
NO OBSTRUCTIONS				COMMENTS:	
NO SMELL					
GRID PRESENT					
LIGHTS WORKING					
ADEQUATE VENTILATION					
WASTE BINS PROVIDED					
WASTE BINS EMPTIED					
FLOORS FREE OF LITTER					

A. Dress Code

1. Shall at all times be dressed in the full uniform of the TFMSP. Nature of the corporate dress can vary depending on the nature of cleaning to be performed.
2. The appearance of the personnel of the TFMSP must always be neatly.
3. Corporate clothing must also adjust according to seasonal changes.

B. Training

The FIRM must use properly trained personnel who are in possession of skills, knowledge and experience as subscribed by the Service Sector Education and Training Authority (SETA).

Without restricting its general nature, training includes:

1. impression of discipline, neatness and deportment;
2. development of good human relationships;
3. knowledge of cleaning material, how to dilute, emergency procedures and on which surfaces to use;

4. application of first-aid;
 5. use of hygiene equipment and the applicable cleaning detergents;
 6. knowledge of house rules, emergency procedures and emergency numbers;
 7. training in public relations.
 8. to be polite and remain calm – even under provocation
- On request, the TFMSP must provide the employer with proof to the satisfaction of the employer, that a member of the personnel has adequate training and knowledge for his post.
 - The TFMSP must ensure that personnel acquaint themselves as soon as possible with the layout of a property.
 - The TFMSP must keep personnel informed of special arrangements, which apply to a property from time to time.

C. Qualifications and Character of Personnel

In order to ensure the quality of services rendered by the TFMSP, the employer need to specify that **all personnel must:**

- o Be legally employed by the TFMSP.
- o Be able to speak, read and write at least English or Afrikaans and have a grade X (standard 8) certificate obtained in the RSA or have at least an equivalent qualification.
- o Be South African citizens.
- o Be medically, physically and mentally suitable for their occupation.
- o Be older than 18 years, but younger than 50 years. If older than 50 year, it must be with prior permission of the employer.

The following persons may not be personnel:

- o a person treated or being treated for mental disorders in terms of any act.
 - o a person who has at any time been found guilty in any court of :
 1. an offence involving dishonesty;
 2. an offence involving the injury of a person;
 3. illegal possession of a firearm or ammunition;
 - o a person dismissed by a previous employer for a reason other than retrenchment.
 - o a person who participated in riots or illegal strikes on the premises of the Employer;
- a person with regard to whom the employer informs the TFMSP in writing that the employer does not regard him suitable for doing duty.

F. Equipment and Frequency of Service

The following equipment will be rented from the TFMSP on a national basis. Hygiene TFMSPs are therefore requested to provide the Employer with national standard rental prices for:

- o Sanitary bins
- o Seat wipes & seat wipe dispensers
- o Urinal sanitisers
- o Toilet sanitisers
- o Facial tissue holders
- o Deodorant units
- o Hot air hand dryers
- o Hand Towels
- o Soap dispensers
- o Toilet dispensers, etc.

Above-mentioned equipment will be rented from the hygiene TFMSP base on merits of affordability, tenant requests, status of building and image.

Herewith the standard service frequency for equipment:

EQUIPMENT	HEAVY TRAFFIC	LOW TRAFFIC
Sanitary bins	Every week	Every 2 nd week
1. Urinal sanitiser	Once a month	Once every 2 nd month
2. Toilet sanitiser	Once a month	Once every 2 nd month
3. Deodorant unit	Once a month	Once a month
4. Hot air hand dryers	Once every 2 nd month	Once every 2 nd month

TRANSGRESSION

- o Allow or cause an action or event to take place that impact negatively on the activities on the premises.

- o Disregard or does not pay attention to lawful commands by the authorized representative of the employer.
- o Is negligent or slack in the execution of his or her duties.
- o Behaves disorderly or not polite whilst rendering services.
- o Uses alcohol and/or drugs, or is under the influence of alcohol or drugs whilst rendering services.
- o Uses the premises of the employer unlawfully.
- o Accept bribes. (Bribe means any benefit that a hygiene cleaner may acquire, i.e. selling of deodorant urinal blocks, that has the effect that the services are rendered contrary to the provisions of this agreement).
- o Allow family and friends to enter the premises without permission, for reasons other than to do business with the employer or tenants on the premises.
- o Uniform is not up to standard or acceptable.
- o Do not comply with the laid down training standards.
- o Not in possession of identity cards as required.
- o Not in possession of a signed job description.
- o Cleaners may only converse with the public when absolutely necessary.

AGENDA FOR MONTHLY BUILDING MEETING

TFMSP: _____

BUILDING: _____

AGENDA

1. Discussion on major occurrences (as reported) during the month with regards to service frequency and quality of service.

2. Discussion on minor occurrences with future quick fix solutions.

3. Reporting and feedback on hygiene checklist
4. Reporting on and concurrence with penalty points adjudicated according to penalty evaluation system and hygiene checklist.
5. Take note of repetitive re-occurrences of specific incidents.

- ☐ First occurrence
- ☐ Second occurrence
- ☐ Third occurrence

The hygiene company hereby agrees to the above-mentioned points discussed. The company also concurs to the penalty points awarded and would ensure the non-occurrence of such incidents.

Hygiene Manager

Centre Manager

PENALTY EVALUATION SYSTEM

No.	OFFENCE	PENALTY POINTS
1.	A TFMSP does not use the prescribed equipment or materials according to specifications.	30
2.	The prescribed Job Description is not in place or does not meet with the prescribed guidelines.	10
3.	The TFMSP has failed to satisfactorily solve an emergency complaint lodged by the Employer within 2 hours of the complaint being brought under the attention of the TFMSP.	30
4.	The TFMSP does not honour the prescribed frequency of service.	30
5.	The TFMSP has failed to satisfactorily solve a complaint lodged by the Employer within 12 hours of the complaint being brought under the attention of the TFMSP.	30
6.	The Employer incurred a loss as a direct result of the negligent action or omission of the TFMSP.	30
7.	A Cleaner's uniform does not meet the agreed standard.	10
8.	The TFMSP's monthly report does not meet the set requirements.	30
9.	The TFMSP does not participate in joint and/or individual actions/task.	10
10.	Any transgressions as detailed in the generic specifications under the heading "Transgressions"	30
11.	TFMSPs relationship with employees	10
12.	Poor workmanship	30

D10.5 ENVIRONMENTAL SERVICES: WINDOW CLEANING

D10.5.1 Scope:

D10.5.1.1 The FMSP is to provide window cleaning services to all external faces of windows. To all public areas to facilities, such services is to be extended to the internal faces of windows.

D10.5.1.2 Quantum

- Refer to Section "E"

D10.5.1.3 Service Levels

D10.5.1.3.1 Frequency : In general windows are be cleaned:

Externally

a) Summer: Every 2 weeks b) Winter: Every 4 weeks

Internally:

c) Winter and Summer: Every 4 weeks

Note: In periods of excessive dust and storms the frequency may have to be increased.

D10.5.1.3.2 Deemed to surface measures

a) Non transparent dirt specs: max size: 5mm diameter and less than 4/10 cm² - normal cleaning procedure

b) Transparent dirt specs: max size 10mm diameter and less 4/20cm² - normal cleaning procedure

c) When dirty specs are in the excess of a) and b) Windows are to be cleaned within 3 days of occurrence.

D10.5.1.3.3

D10.5.1.3.3.1 Contract Stipulations

D10.5.1.3.3.2 Occupational Health and Safety Act Agreement

1. SCOPE OF WORK

D10.5.1.3.3.1

1.1 General

The TFMSP and the Employer hereby agree that the TFMSP shall carry out in an efficient, expert and responsible way the building's window cleaning programme on the premises of the Employer's building(s) in accordance with the Employer's specifications as set out in t.b.c. These responsibilities shall include, inter alia, the following:-

1.1.1 The cleaning of buildings windows according to the stipulated frequencies and specifications.

1.1.2 The reporting to the Employer of any defects in and to the building(s) e.g. broken windows, etc., noticed during the cleaning of the building(s).

1.1.3 Provision by the TFMSP himself of labour, cleaning agents and equipment that may be necessary in the performance of his duties, except where explicitly agreed otherwise. For the purposes of the contract labour shall include, inter alia, the Contract's manager, supervisors, foremen and ordinary labourers required for meeting his obligations in terms of the contract and as mutually agreed upon with the Employer in writing.

1.1.4 All cleaning personnel, cleaning equipment and cleaning agents shall be in strict compliance with the requirements as set out in this agreement and/or annexure to the agreement.

1.1.5 The TFMSP shall, without delay, comply with instructions of the Employer or his representative and duly carry out any work included therein, with the understanding that verbal instructions, requests and explanations given to the TFMSP or his foreman in charge by the Employer, if it entails an alteration, must be confirmed in writing by the Employer to the TFMSP within seven days.

1.1.6 If compliance with the above-mentioned instructions of the Employer brings about any alterations, such alterations are regarded as alterations according to the specifications and the value of such alterations shall be added to or deducted from the contract sum

2. TFMSP MUST SUPPLY THE NECESSARY

The TFMSP at its own cost provide or arrange for everything necessary for the proper execution of the work in accordance with the real intent and meaning of the specifications, whether indicated or described in particular or not, provided that it can reasonably be deduced there from, and if the TFMSP finds any discrepancy therein, he must immediately refer it to the Employer in writing, for a written decision in this connection.

3. LOCAL AND OTHER AUTHORITIES, NOTICES AND FEES

3.1 The TFMSP shall comply with and give notices required by any Act of Parliament, Regulations and Ordinances of any Local Authority and/or any public service company or authority regarding the work, or to whose systems it is or will be connected, and he must pay all fees or costs in connection with the work, which may be legally required in terms of it and indemnify the

Employer against payment thereof. The TFMSP shall acquaint himself with any such costs to be expended in the fulfillment of the contract.

3.2 Municipal regulations and hoardings-The TFMSP must carry out the work in accordance with municipal regulations including proper hoardings, if necessary, for the protection of the public and workers, everything to the satisfaction of the local authorities and safety council.

3.3 The TFMSP must, before making any alteration to the specification necessitated by such compliance, notify the Employer thereof in writing, specify such alteration, give the reasons for it and request an instruction with regard to it within 7 days. If the TFMSP does not receive an instruction within seven days, he must continue with the work in accordance with the stipulation, regulation or ordinance concerned, and any alteration necessitated as stated, shall be regarded as an alteration and shall be treated as such.

4. CLEANING MATERIALS AND EQUIPMENT

4.1 The TFMSP undertakes to provide the following at his exclusive expense unless explicitly agreed otherwise:

4.1.1 All cleaning materials according to the standard materials list as specified by the National Contract Cleaners Association (NCCA). The Employer prior to use must approve cleaning materials and chemicals.

4.1.2 All equipment such as ladders, scaffolding, gondola's, etc.

4.1.3 All scrubbing machines, equipment, etc. that are required to ensure that the TFMSP can effect the works, shall be replaced, maintained and repaired by the TFMSP at his exclusive expense.

4.1.4 Overalls and uniforms for cleaners and other personnel for whom it is regarded necessary by the TFMSP. The Employer requires personnel to be neatly dressed according to the performance of their duties.

4.1.5 The application of cleaning equipment must be accordance with the National Contract Cleaners Association (NCCA) guidelines.

4.2 The Employer undertakes to provide the following:-

4.2.1 Free storage facilities, for materials and machines.

4.2.2 Water, lights and electricity for equipment the TFMSP may use to carry out the work.

4.2.3 A complete set of keys for those areas of the building that have to be cleaned. The TFMSP shall be responsible for all keys issued to him and he will be held responsible for any loss thereof and the subsequent replacement of locks.

4.2.4 Rest rooms for the TFMSP's cleaning personnel.

4.3 It is hereby declared and agreed that the fact that some items are specified in this clause shall not detract from the intention that the TFMSP shall provide everything to carry out this contract, except items explicitly excluded.

5. DEFECTS

Any defects, whether patent or latent, or other errors that appear during the currency of this contract as a result of material and/or workmanship that does not comply with this agreement, must be repaired by the TFMSP at his own expense within a reasonable time of the Employer's written instruction, unless decided otherwise by the Employer. In the case of latent defects, any such remedial work or work to be done due to consequential damages shall be for the TFMSP's account. Latent defects shall have an effective time span of 3 years in which same shall be made known to the TFMSP in writing.

6. BUILDING OCCUPATION

The contract amount for the cleaning of windows shall be subject to the following price reduction table based on building occupation:

% Occupation	% Reduction	
Under 50%	20%	
50 - 64,99%	15%	
65 - 80%	10%	Over 80% 0%

If, during the term of this agreement, the Employer fails to inform the TFMSP of vacancy percentages of 20% and higher for a specific month, the Employer shall not forfeit his claim to the reduction accrued to him and he (the Employer) may claim this reduction from the TFMSP at any time within 3 (three) months of the time when this reduction accrued to him, even if the agreement between the Employer and the TFMSP has in the meantime expired.

7. PERCENTAGE VACANCY

Without prejudice to and without derogating from 6 above, the Employer shall notify the TFMSP in writing if the percentage of office area vacant exceeds 20% of the lettable area of the office section of the premises, and the Employer shall in such a case be entitled to a reduction which the TFMSP shall take into account when he calculates the contract amount for the month following such written notification.

8. PAYMENT

The Employer undertakes to pay the monthly contract amount the last working day of the month following the month in which the service was rendered; subject to the following conditions:

8.1 that a consolidated statement with all invoices shall be delivered to the Employer's address

8.2 that the consolidated month end statement with all invoices shall be delivered at the end of each calendar month to which it refers and that the contract amount shall therefore be payable monthly in area;

8.3 that every payment shall be subject to the regular completion of a monthly inspection report (Annexure E) previously agreed on, by an authorised official of the Employer and TFMSP and in the event of any work of an unacceptable standard, action shall be taken in accordance with clause 15.3.

9. UNLAWFUL PREVENTION

If the Employer unlawfully prevents cleaning work from being carried out according to specifications and according to the stipulations of this agreement, he shall pay the amount payable or the amount that will become payable to the TFMSP as a result of the work having been done. As agreed remuneration or indemnity for time lost and not by way of a penalty clause.

10. FIXED CONTRACT AMOUNT

The contract amount as indicated in the main agreement shall be fixed for a period of at least 12 (twelve) months, starting on the date of commencement of this agreement, except for any increase or decrease in the Value Added Tax payable.

11. CONTRACT AMOUNT ADJUSTMENT

If a contract endures for a period of longer than 12 (twelve) months is agreed on, the contract amount may be adjusted from the 13th month with the proviso that the contract amount shall again be fixed for a period of at least 12 months. For each such re-negotiated adjustment the contract amount as applied, shall as the basis for the negotiations be linked to the latest year to year Consumer Price Index as published by Statistics South Africa. The contract amount may be adjusted after mutual agreement by the negotiated percentage. Failing to do so will lead to the termination of the contract.

12. CONTRACT TERM

If the Employer wishes to renew this agreement for a further term, he shall give written notice of his intention to the TFMSP three months before the expiry date. The conditions of such a renewal shall be agreed on in writing at least one month before the expiry date, otherwise this agreement shall automatically lapse at the end of the term unless otherwise agreed by the parties in writing. Until the new terms and conditions are agreed upon, the provisions of this agreement herein shall apply until amended accordingly.

13. SUB-TFMSPS

Any employee of the TFMSP or any sub-TFMSPs on the premises who are, in the opinion of the Employer, incompetent or misbehaving, shall after written instructions by the Employer be removed from the premises by the TFMSP and such person may not be allowed to re-enter the premises without the permission of the Employer.

The TFMSP is responsible for the co-ordination of all subTFMSPs' work and must notify everybody of any alterations or instructions he may receive from the Employer and that may influence their programme / work or the supply of material. The TFMSP indemnifies and holds harmless the Employer in respect of any claim or damages or suit arising from an employee or the TFMSP or its agents or sub-TFMSPs being removed as per the Employer's request. Further the TFMSP shall remove or dismiss the employee at its own cost.

14. INJURY OF PERSONS, DAMAGE TO PROPERTY AND WORK RISK

14.1 Injury of persons and damage to property (third party liability)

14.1.1 Insurance arranged by the Employer

Without limiting the obligations, liabilities and responsibilities of the TFMSP in any way, including the required provision of any other insurance by the TFMSP, PUBLIC LIABILITY INSURANCE (Third Party) is arranged by the Employer and kept in force for the duration of the contract, jointly on behalf of the Employer, TFMSP (including all sub-TFMSPs, whether nominated or not) and those on behalf of whom the Employer is in a position to arrange insurance, including initial transit to the contract site up to termination of the maintenance period.

Premiums and stamp duty in connection with the insurance arranged by the Employer are paid by the Employer, but the TFMSP is responsible for payment of the initial amount payable (excess payment) in respect of every claim paid out under the policy.

Any further information regarding extent of cover and excess payable may be obtained from the Employer or his insurance broker.

For the avoidance of doubt, in cases where the TFMSP is noted as an insured in respect of any insurance arranged by the Employer, the TFMSP acknowledges that the insurance cover has been arranged by the Employer for its personal benefit.

14.1.2 Insurance to be arranged by the TFMSP

The TFMSP and all sub-TFMSPs must provide the following minimum insurance:

- Insurance of workmen in terms of the provisions of the Compensation for Occupational Injuries and Diseases Act, No 130 of 1993.
- Employer's Common Law Liability Insurance with a compensation limit of no less t.b.c
- Motor Vehicle Liability Insurance that includes:
 - * **Insurance in terms of the Motor Vehicle Insurance Act.**
 - * **Balance third-party car risks, including passenger liability.**

The TFMSP is responsible for and must compensate the Employer with regard to any such liability mentioned above, unless it is the result of any act or negligence of the Employer or of any of his service messengers.

14.2 Work Risk

14.2.1 Insurance to be arranged by Employer

Without in any way limiting the obligations, liabilities and responsibilities of the TFMSp, including the required provision of any other insurance by the TFMSp, Contract Works Insurance is arranged by the Employer and kept in force for the duration of the contract, jointly on behalf of the Employer, TFMSp (including all sub- TFMSps, whether nominated or not), and those on behalf of which the Employer is authorized to arrange insurance, including initial transit to the contract site up to the termination of the maintenance period.

Premiums and stamp duty in connection with insurance arranged by the Employer are paid by the Employer, but the TFMSp is responsible for the payment of the initial amount payable (excess payment) in regard of every claim paid out in terms of the policy arranged by the Employer.

Any further information regarding extent of cover and initial amounts payable may be obtained from the Employer or his insurance broker.

14.2.2 Insurance to be arranged by the TFMSp

The TFMSp and the sub-TFMSps must arrange insurance with regard to construction equipment and machinery, including tools, instruments, sheds and other temporary structures.

The TFMSp is responsible for and must compensate the Employer with regard to any such liability as a result of any negligence, omission or misconduct by himself, his agents or service messengers or by any sub-TFMSp under his control.

14.2.3 The Employer shall to the best of his ability arrange with his tenants to see to it that cash, valuables and documents are locked away when the TFMSp and/or his personnel enter a tenant's premises lawfully. The Employer does not guarantee that the tenants will carry out the said arrangements strictly. Such arrangements by the Employer shall not indemnify the TFMSp or his personnel against prosecution and/or claims in the event of theft and/or damage.

The TFMSp may be held liable for damage to or accidents with glass, all signs and information boards, bulbs, neon lights, etc. over which he normally has supervision or control, as well as for articles over which he does not normally have supervision or control, if it can be indisputably proved that the TFMSp and/or his employees have been responsible for the damage and/or accidents.

In all cases it shall be a basic requirement of the TFMSp's liability that written notice of damage/accidents together with full and accurate details are sent to the office of the TFMSp within 7 days of the date on which the damage took place and/or was noticed.

In cases where it is found that the TFMSp cause damage in any manner whatsoever, he shall be free to repair such damage himself or have it repaired to the satisfaction of the Employer, instead of paying for it.

The Employer reserves the right to repair such damage and to claim on demand from the TFMSp compensation and/or reimbursement of such cost and which if not paid within a period of 30 (thirty) days by the TFMSp, the Employer shall be entitled to set-off against the contract amount due and/or payable.

15. RENDERING OF SERVICES

15.1 Times when services will be rendered

The TFMSP shall render the services at the times as set out in the specifications.

Unless specifically indicated in the schedule no services shall be rendered on Sundays and public holidays.

15.2 Reporting

The TFMSP shall monthly supply a summarized written report to the Employer on specific problems, suggestions, improved methods and work programmes, personnel numbers, personnel turnover, tenants' complaints and remedial action and all other matters connected with this agreement.

15.3 Neglect or unsatisfactory service

The TFMSP shall make use of the services of fully qualified personnel only and his services shall always be of a high professional standard.

Notwithstanding anything to the contrary contained in this agreement, the Employer reserves the right, in the event of neglect or poor service by the TFMSP (at the Employer's discretion), to serve written notice of it on the TFMSP. If the TFMSP does not remedy the neglect to the satisfaction of the Employer within 24 hours of such notice, the Employer may, without prejudice to his rights, summarily end the contractual agreement and make use of the services of another TFMSP of his choice. The costs according to the invoice of such other TFMSP will be recovered from the TFMSP by way of set-off or otherwise. In the event of faulty work the TFMSP shall be obliged to remedy such fault within 3 (three) days of written notice from the Employer to the TFMSP. If the Employer should suffer damage as a result of the TFMSP's faulty work, the Employer shall be entitled to claim damages.

15.4 Additional services

Should circumstances require it, according to the discretion of the Employer, the Employer may at short notice (not less than 24 hours) require the TFMSP to place personnel at his disposal to render special smaller services falling outside the scope of this agreement but which the Employer would have undertaken himself had he had his own labour for cleaning services. Such special services shall be restricted to helping with the transport of e.g. furniture, platforms, scaffolding, ladders within the centre, etc. that have to be placed in position in preparation for e.g. a promotion in the centre. The TFMSP shall be entitled to additional remuneration for such special services at rates previously agreed on in writing. Payment by the Employer to the TFMSP for such special services shall be made within 7 (seven) days of delivery of an account for these services.

16. ACCESS TO PREMISES

16.1 TFMSP

Any person employed by the TFMSP shall, at the request of the Employer or his proxy, be able to identify himself during visits to the premises in a way mutually agreed on with the TFMSP.

All visits to buildings shall be arranged previously with the officials of the Employer in control of the individual buildings, especially with a view to night work. This shall include the procedure followed to ensure that all the parties under the supervision of the TFMSP have in fact left the Employer's premises at the end of a shift.

Keys shall not be left in doors and employees of the TFMSP shall under no circumstances admit anyone to the offices where they are working.

17. SAFETY MEASURES

17.1 General

The TFMSP shall under all circumstances respect and comply with the safety measures laid down by the Employer, inter alia for the prevention or combating of accidents, vandalism, willful destruction of property, arson, damage caused by fire, etc.

17.2 Employees of TFMSP

The TFMSP undertakes to see to it, in co-operation with the Employer, that only strictly elected employees are allowed on the premises of the Employer. This shall also apply to substitute personnel. The TFMSP further undertakes to co-operate with the Employer to remove from the premises without delay employees of the TFMSP who create problems. Any person removed in this way may not work on behalf of the TFMSP on any premises of the Employer without the prior written consent of the Employer.

17.3 Identification

Employees of the TFMSP shall be required to wear uniforms, badges or other means of identification, which are to be furnished by the TFMSP.

The TFMSP shall keep a record with the name, photo, identity number and fingerprints of each of his employees for identification purposes when the Employer requires such identification.

18. NUISANCE

18.1 Tenants

The TFMSP shall see to it that his employees are not a nuisance to the Employer's tenants or anyone who is lawfully on the premises.

18.2 Removal of workers

When ordered to by the Employer, the TFMSP shall remove his employee summarily and permanently from the premises after the Employer has brought it to the attention of the TFMSP that such employer is incompetent, that he refuses to obey a reasonable and legitimate request or does his work in a way contrary to the work specifications and/or spirit of the agreement, or is guilty of misbehavior of any kind whatsoever, or who acts in any other way not acceptable to the Employer, on the understanding that the Employer shall not be unreasonable in exercising this right.

18.3 Storage

The TFMSP shall not be entitled to store or leave goods or articles on the pavement or parking areas or in the entrance hall, corridors, arcades, or hallways or on the steps of the building of which the premises are part.

18.4 Facilities

The TFMSP and his employees may, by and in accordance with written agreement with the Employer, use the facilities on the property as for example toilets, rest rooms, electric plugs, lighting and water for the purpose appropriated by the Employer free of charge, subject to the rules and policy of the Employer as applicable from time to time. If the TFMSP has any doubts about his rights in this regard, he has to obtain a final answer on it in writing from the Employer. Such facilities shall be used in a responsible manner and solely for purposes of providing required services as contemplated herein, and shall be left in a tidy state after use at all times. In this regard facilities explicitly exclude office equipment such as, inter alia, telephones, and the TFMSP shall take sufficient precautions to ensure that his staff obey these rules.

18.5 Alcoholic beverages, drugs and weapons

No alcoholic beverages and/or drugs or weapons or dangerous instruments of any kind whatsoever, or explosives or any article containing any real fire hazard or other danger, may be brought into or onto or near the premises by the TFMSP or his employees.

19. TENANTS

19.1 Respects for tenants' rights

The Employer hereby requires the TFMSP to respect the rights of the tenants on the premises continuously in terms of their leases and to see to it that the tenants are able to carry on business undisturbed and unhindered. The TFMSP acknowledges that he has inspected an example of the standard lease(s) and that he is aware of the rights of the tenants in terms of such lease. He will subsequently ensure that his employees do not disturb documents or papers on desks, use telephones, computers, printers, radios or television sets or tamper with property belonging to the tenants.

19.2 Register of complaints by tenants

The TFMSP shall maintain and keep up to date a register, which is to be approved by the Employer, and shall communicate with the office tenants and Employer daily, enter complaints in the register and monitor them accordingly. The tenant shall sign the register when his complaint has received attention to his satisfaction and has been settled. During normal office hours the TFMSP shall, at the request of the Employer, make this register available to the Employer for perusal.

20. ENTICING AND DISMISSAL OF STAFF

From the date on which negotiations commence up to and including the commencement of this agreement and during the duration of this agreement, the contracting parties undertake not to employ, without mutual consultation, staff working for the other party, who are directly concerned with

the administration and/or performing of tasks in terms of the contract, or are charged with the administration and/or cleaning of the building(s), covered by the contract.

The contracting parties further undertake not to employ persons who have been dismissed by one of the contracting parties because of willful misconduct or similar behavior during the above term.

21. ARBITRATION

Unless otherwise agreed by the parties in writing:

21.1 All disputes or differences which arise between the parties concerning any matter referred to in the service agreement (including the validity or the cancellation of the service agreement), will be finally resolved by an arbitrator/s in accordance with the Rules of the Arbitration Foundation of Southern Africa which are applicable from time to time. The arbitrator/s will be nominated by the Foundation.

21.2 Failing such Foundation or such Rules, such disputes or differences will be resolved in terms of the Arbitration Act No 42 of 1965 (as amended) or any legislation in substitution therefore.

21.3 It is the intention that the arbitration shall, where possible, be held and concluded in fifteen (15) business days after it had been demanded. The Parties shall use their best endeavours to procure the expeditious completion of the arbitration, the overriding intention of the Parties being that their dispute shall be heard and finally resolved not only justly but also as economically and expeditiously as possible in the circumstances.

21.4 To the extent that any dispute which it would be competent for a court of law to try, the provisions of this clause do not oust the jurisdiction of the relevant courts of law where such ousting would be unlawful. If either party alleges this to be the case, it will give the other party notice thereof as soon as possible to the extent that any dispute which is competent for a court of law to try, prescription is suspended in respect of such dispute to the date on which the aforesaid notice is given. Either party may at any time institute the necessary proceedings in a court of law in respect of such dispute. The provisions hereof are severable from the rest of this Agreement.

22. CESSION AND DELEGATION

The TFMSP shall not be entitled to cede or delegate wholly or partially any of his rights or duties in terms of this agreement without the prior written consent of the Employer which the Employer can withhold at its discretion. He shall also not be entitled to cede any claim for payment in terms of this agreement without the written consent of the Employer. Should the TFMSP nevertheless execute such a cession, the Employer shall not be compelled to recognize the cession and any payment made to the TFMSP shall be regarded as legal payment for the discharge of the duties of the Employer.

If the present owners/controlling shareholders of the TFMSP want to sell/alienate the business enterprise, the Employer shall be given at least 60 days' written notice of this intention, in which case the Employer reserves the right to cancel this agreement without prejudice to any other rights the Employer may have.

Notwithstanding the foregoing any change of owner or majority shareholders without the prior notice of the Employer shall qualify as material breach of this Agreement and the Employer reserves the right, without prejudice to any rights it has in law, to terminate this Agreement.

23. CANCELLATION

23.1 Breach of contract

If any of the parties to this agreement breach or violate a stipulation of this contract, the other party shall be entitled to cancel the contract and claim any damages to which he may be entitled. The contracting parties undertake to give notice on either side of their intention of canceling the contract by registered post and such cancellation shall only be effective after 10 (ten) working days have passed since it was delivered or the Employer/TFMSP was notified by the Post Office that the postal article had to be collected.

Such notice shall clearly state the shortcoming(s) which has to be made good within the said 10 (ten) days to prevent cancellation.

23.2 Insolvency, etc.

In the case of insolvency, administration order against, compromise with creditors or similar action against one of the contracting parties, condition 23.1 shall apply mutatis mutandis.

23.3 Destruction of contracted building

The total or partial destruction of any contracted building for whatever reason, shall give any party, by mutual agreement, the right of cancellation without compensation of whatever nature.

23.4 Non-compliance to statutory salary packages

In the case where the TFMSP does not remunerate his employees according to statutory law, conditions 23.1 shall apply mutatis mutandis.

24. PENALTY SYSTEM.

24.1 In order to determine the quality of services rendered by the TFMSP the Employer will manage and run a penalty point evaluation system. The purpose of this is to determine whether and if so, the TFMSP are thwarting quality by committing one or more of the offences as included in the specifications (Annexure G). Corresponding points will penalize said offences.

24.2. A financial penalty of 6 percent of the monthly account before VAT shall be payable by the TFMSP to the employer in the specific month that the accumulated penalty points awarded to the TFMSP reaches one hundred penalty points.

25. JURISDICTION

The Employer and the TFMSP for all purposes agree to the jurisdiction of the magistrate's court, even if the amount of the dispute exceeds the jurisdiction of the magistrate's court, provided that a party may institute an action in the Supreme Court if it chooses.

26. COMMUNICATIONS

All written communications under or with regard to the agreement by the Employer or the TFMSP (hereinafter referred to as the "parties") to the other party are:

26.1 if it is delivered by hand at the other party's domicilium citandi et executandi, regarded as having been duly received by the other party on the date on which it was thus delivered;

26.2 if it has been posted by prepaid registered post to the other party at his domicilium citandi et executandi, regarded as having been received by the other party on the fifth workday after it was thus posted.²⁷.

DOMICILIUM

27.1 The Employer and the TFMSP (hereinafter referred to as the "parties") choose, for all purposes, the following addresses as their respective domicilium citandi et executandi:

Employer:

TFMSP:

27.2 Any party may change his domicilium citandi et executandi to another street address (not P.O. Box, Private Bag or Poste Restante) within the RSA by means of a written notice to the other party.

D10.5.1.3.3.2 (Add)

OCCUPATIONAL HEALTH AND SAFETY ACT – ACT NO 85 OF 1993
(hereinafter referred to as the "Act")

AGREEMENT ENTERED INTO

between
n

(hereinafter referred to as the
"TFMSP")

and

(hereinafter referred to as the
"Employer")

AS ENVISAGED BY SECTION 37(2) OF THE ACT (AS AMENDED)

WHEREAS:

The Act provides for potential penalties to the Employer save where the Employer and TFMSP has entered into an agreement setting out procedures to be followed by the TFMSP in order to comply with the provisions of the Act.

The TFMSP has undertaken to ensure that its employees, agents, sub-TFMSPs and all other parties entering the premises to execute work in terms of this agreement shall at all times comply with the provisions of the Act and the provisions of this agreement.

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

1. This agreement forms an integral part of the contract between the Employer and the
TFMSP in terms of which the TFMSP will carry out the works as
defined.
2. The TFMSP hereby appoints as mandatory and responsible person
for the duration of the contract.
3. The TFMSP undertakes to ensure that all work is carried out under proper supervision
by properly qualified personnel in order to comply with safety regulations as
promulgated from time to time.
4. The TFMSP undertakes to liaise with the applicable personnel of the Employer at all
times in relation to the work to be performed and safety matters regarding such work.
5. The representatives of the Employer are entitled to stop or interrupt work, which is
carried out under unsafe conditions or with unsafe equipment. Any delays and
consequential losses arising from such interruptions shall be for the TFMSP's account.
6. The TFMSP undertakes to ensure that the mandatory is familiar with the provisions
of the
Act
.
7. It is the duty of the TFMSP to advise the Employer should the TFMSP at any time
during the currency of this contract be unable to comply with the provisions of the Act.
8. The TFMSP warrants that he is registered in terms of the Compensation for
Occupational Injuries and Diseases Act, No 130 of 1993 ("COIDA") and remain so
registered for the duration of this Agreement.

The TFMSP's COIDA Registration Number is.....

The TFMSP further warrants that he has paid all assessments up to date and undertakes
to timeously pay all the assessments becoming due during the currency of this
agreement. It is a condition precedent of this agreement that the TFMSP provides
documentary proof to the employer/owners that assessments for the current financial
year have been paid.

9. The TFMSP hereby unreservedly and irrevocably indemnifies the Employer and its
employees against all or any demands, actions, causes of action and/or lawsuits which may
be instituted against it in respect of any loss, damage or claim of whatsoever nature,
howsoever caused and which may arise from any breach of this agreement or failure by
the TFMSP, its employees, agents or sub- TFMSPs to comply with the provisions of the Act.
The TFMSP shall at each anniversary of this Agreement, if any, provide the Employer with such
documentary proof that the assessment for such an anniversary has been paid.

SIGNED AT..... ON THIS THE DAY
OF 2007

AS WITNESSES:

1. _____

2. _____

for and on behalf of the
TFMSP

SIGNED AT..... ON THIS THE DAY OF
..... 2006

AS WITNESSES:

1. _____

2. _____

Employer

for and on behalf of th

SPECIFICATIONS

CONTENTS

STANDARD TASK LIST FOR WINDOW CLEANING SERVICES

A. General duties

- B. Inspection**
- C. Dress code**
- D. Equipment and standard cleaning procedures**
- E. Cleaning material**
- F. Training**
- G. Qualifications and character of staff**

TRANSGRESSION

AGENDA FOR MONTHLY MEETING PENALTY EVALUATION SYSTEM

STANDARD TASKLIST FOR CLEANING SERVICES

A. GENERAL DUTIES

1. Cleaning services must ensure that the property is locked after cleaning services have been completed.
2. Services that cannot be rendered conveniently on a property during business hours must be allowed to render their services after business hours, with the written permission of the employer, provided that the cleaners can identify themselves adequately.
3. The necessary steps to protect the employer's interest must be taken in the case of vandalism of a property.
4. Cleaning staff must assist the employer or persons authorised by him with additional tasks as ordered from time to time.
5. Cleaning staff must co-operate with authorised security personnel at the properties.
6. All members of the cleaning staff must produce proof of identity while on duty.
7. Specified equipment and cleaning material (according to NCCA specifications) must be used at all times.

DUTIES OF CLEANING SUPERVISOR

- a) Preparation of cleaning instructions which refer to specifications on cleaning such as frequency, equipment to be used, areas, standard of cleaning and cleaning material to be used.
- b) Supervise and see to the wellbeing of sub-ordinate cleaning staff. Regular inspections (visits) at irregular intervals.

- c) Implementation of suitable systems to monitor the execution of instructions.
- d) Updating of inspection records in respect of cleaning activities, incidents, routine inspections of properties.
- e) Composition of manuals and planning of training courses for cleaning staff in collaboration with institutions such as SETA and equipment providers.
- f) Co-operation in the investigations of all matters concerning the loss and theft of property and other incidents.
- g) Proper reporting to the Operational or Facility Management of the property. h) Keep up with current developments and technology.
- i) Be familiar with house rules, emergency plans and processes and emergency telephone numbers.
- j) Plan, organise and control activities and report schedules for cleaning staff in accordance with the day to day requirements of the company.
- k) Check and maintain security related cleaning equipment.

JOB DESCRIPTION/ DUTIES OF GENERAL CLEANER.

A professional cleaner must be able to

1. recognise given chemicals and surfaces
2. safely use, apply and dilute chemicals for given surfaces
3. identify the correct cleaning method and agent for given surfaces
4. identify and use correct equipment for given tasks
5. demonstrate the ability to clean given surfaces effectively
6. demonstrate the ability to use and maintain equipment correctly for given tasks
7. understand the importance of personal hygiene
8. demonstrate the knowledge to understand and implement personal hygiene procedures.
9. understand the employer's house rules and directives regarding professional behaviour
10. understand the relevant regulations (chemical, emergency) and operations (machinery) to ensure a safe working environment
11. implement and use safety procedures (evacuation, signs, etc.)
12. knowledgeable about professional conduct, timekeeping and communication skills.

B. INSPECTION

The building/operational manager, in co-operation with the TFMSP, uses the following audit report to determine the efficiency in performance.

CLEANING AUDIT REPORT

BUILDING MANAGEMENT NAME: **TFMSP'S REPRESENTATIVE**..... **DATE:**.....

DAY: **TIME:** **FLOOR:**

CLEANING SERVICES RENDERED					
PROBLEM EXISTS	D	SATISFACTORY	X		

AREA		TFMSP'S COMMENTS	RATING				
			E		G		P
Windows interior							
Windows exterior							
Glass entrance doors							
Glass Skylights							
Glass Facades							
Overhead Light Fittings							
Flag Poles							
Steel structures interior							
Construction for overhead bypass							

E = Excellent, G = Good, P = Poor

BUILDING MANAGEMENT SIGNATURE: _____

TFMSP'S SIGNATURE: _____

C. DRESS CODE

- Must at all times be dressed in the full uniform of the TFMSP. Nature of the corporate dress can vary depending on the nature of cleaning to be performed.
- Staff members must always have a neat appearance.
- Corporate clothing must also adjust according to seasonal changes.

D. EQUIPMENT AND STANDARD WINDOW CLEANING PROCEDURES

The purpose of this section is to establish standard nomenclature for the various cleaning procedures as referred to in the National Contract Cleaners Association's (NCCAs) Cleaning Specifications, and to give a brief description of the action required to undertake the procedure. This action must be adhered to.

SAFETY STANDARDS FOR WINDOW CLEANING

INTRODUCTION

Falls account for most window cleaning accidents, and can occur either from an external position on a sill or ledge due to loss of balance or accidental slip, or due to breakage of part of the structure of the building. Other falls have been caused by the use of fragile roofing sheets or glazed roofs as a means of access or support as a working place without the use of protective equipment. Failure of equipment has also caused injury to persons where suspended scaffolds or boatswain's chairs have been insecurely fixed or insufficiently counterweighted. Ladders may unexpectedly move whilst in use by the top sliding sideways or the foot slipping outwards. All these forms of accidents have occasionally been fatal. Other accidents have occurred due to the breakage of a glazing pane whilst being cleaned, resulting in injury to arms or hands.

It should be noted that Window Cleaning TFMSPs have responsibilities under the following separate areas of the Law: Contract Law Common Law Statute Law

CONTRACT LAW

The relationship between the Client and the Window Cleaning TFMSP will be governed by the contractual arrangements into which the parties have entered.

Whilst the client has overall responsibility for the site, this does not remove the Window Cleaning Company from any of its responsibilities. Any areas of concern should always be discussed with the client prior to the commencement of the contract.

The Window Cleaning Company must take the necessary disciplinary action against any of its employees who fail to comply with the safety requirements given in this standard.

COMMON LAW

The client and the Window Cleaning Company have a duty towards anyone who might be affected by the window cleaning operations. This gives the individual the right to be protected from harm and the right to sue for Compensation should he/she suffer loss or ill health or injury due to the negligence of another. In this case however, it

will have to be shown that the contracting parties were negligent and did not exercise the standard of care required.

STATUTE LAW

In terms of statutory obligations, the Window Cleaning Company must abide at all times with the "Occupational Health and Safety Act 85 of 1993 (as amended)". In general, the Window Cleaning Company is responsible in law for the safety and health of the people it employs or controls. This responsibility cannot be passed on to another party, and is therefore different from the common law responsibilities referred to above. Where there is a breach of a statutory obligation it will not normally matter whether it was negligence that caused the breach or not. Breaches of statutory obligations are criminal offences leaving the offender liable to fines and in certain circumstances imprisonment or to both.

The standards given in this publication are therefore intended to minimize the chance of accident when carrying out window cleaning operations.

STANDARD PROCEDURES

1. SCOPE

This standard recommends safety requirements for the cleaning of windows, glazed domes and skylights.

The standard also covers safety requirements for the cleaning of building facades where the access methods used are the same as for window cleaning.

This standard excludes safety requirements for areas only accessible by means of rope, which will be covered by

SABS 0333-1, 0333-3, and 1833 (draft documents)

2. NORMATIVE REFERENCES

SABS 085 - Code of Practice for the design, erection, use and inspection of temporary access equipment. NOTE. This code under revision at the time of preparing this standard.

SABS 0295 - Code of Practice for the designs, erection, use and inspection of suspended access equipment. NOTE In draft form at the time of preparing this standard.

SABS 1304 - Specification for Light Ladders. SABS 809 - Industrial safety belt assemblies.

SABS 943 - Man made fibre ropes.

SABS 0301- Mobile elevating work platforms and buckets. SABS 0400- Application of National Building Regulations.

EN 1808 - Safety requirements on Suspended Access Equipment design, calculations, stability criteria, Construction Tests

ISO 2408 - Steel wire ropes for general purposes.

SABS 397- Safety Helmets for Industrial use and for firemen.

3. DEFINITIONS

3.1 Glazing

The glass or plastics sheet material to be cleaned.

3.2 Vertical glazing

Glazing which is either truly vertical or sloping at up to 15 degrees either side of true vertical.

3.3 Competent person

A person able to perform a particular duty having sufficient practical and theoretical knowledge and actual experience of the work in question to enable hazards associated with the work being undertaken to be recognized.

3.4 Supervisor

A person who by knowledge, training and experience is capable of overseeing that the work being undertaken is carried out to NCCA Safety requirements and to the agreed contract specification and conditions.

3.5 Suspended Access Equipment (Gondola's)

A platform system, designed to safely carry persons, suspended by suitable means such as steel wire ropes or chains, allowing persons to be placed in close proximity to the area of work.

3.6 Scaffold Tower

Scaffolding means any temporary structure incorporating a platform used for supporting workmen and materials.

3.7 Safety Belt

A webbing belt, worn around the waist, with a suitable chain or rope attached to it which secures the wearer to an anchor point or platform.

3.8 Boatswain's Chair

Boatswain's Chair (Suspended Chair) means a suspended platform seat intended for supporting one person in an elevated position.

3.9 Lassos

A strap specifically designed as a safety measure to prevent accidental dislodgment or falling of an item of equipment from a suspended access system. Such a device must be designed to be attached to the operator or platform in a safe, suitable manner.

3.10 Drop Line/Safety Line

A steel wire rope, anchored, in one or more places, to a structure, for the purpose of acting as a safety line, onto which persons are secured by means of a safety belt.

3.11 Anchor Points

Static devices which are positioned in a structure, in various places, specifically designed for persons to attach safety belts.

3.12 Mobile Walkways/ gantrys

A mobile structure specifically designed to traverse a set area of a structure, for the purpose of providing safe access, to designated areas, for persons upon the walkway.

3.13 Extension Trestle Ladder

An A-frame trestle, with an upright extension ladder in the middle of the trestle.

3.14 Mobile tower extension ladder

An independent mobile unit with lockable wheels, incorporating an extension ladder and platform cage. The extension ladder can be cantilevered.

3.15 Mobile Platform

A mobile unit incorporating an arm and platform which is extended or retracted by hydraulic, mechanical or manual means.

3.16 Employer

The company or business which directly employs window cleaners.

3.17 Safety Officer

A competent person appointed by the employer.

4. LEGISLATION & REGULATIONS

Window cleaners shall, at all times, comply with the requirements of;

- 1) The Occupational Health & Safety Act 85 of 1993 (as amended)
- 2) National Building Regulations.(N.B.R.'s)
- 3) Relevant SABS Specifications and Codes of Practice.

5. STRUCTURAL ASPECTS

Safety of open windows and doors

5.1 High rise buildings

5.1.1 Anxiety about window accidents is usually centered on the risk of people falling out, particularly, the risks posed to young children and old people. With some people looking down a sheer wall face induces a feeling of vertigo. On such facades, unless there are external balconies which give the necessary protection the opening should be guarded by internal safety rails. Safety rails will ordinarily not be useable with vertically pivoted windows, as they would prevent the reversal of the windows for cleaning. With horizontally pivoted windows it may be possible to fix the reversed window to the safety rail for cleaning purposes. In general, safety rails should not be detachable to permit windows to be opened.

5.1.2 Any window opening exposed below a safety rail, should if in a risk area, be protected by additional internal rails, placed so that there is no clear opening wider than 100mm in its smaller dimension. On the second floor and above, those portions of fixed windows coming below 1.1m from finished floor level should be suitably guarded.

5.1.3 Where there is a risk of people and especially of children falling out, windows above the third floor, and preferably those above the ground floor, should have the initial opening restricted to 100 mm by means which cannot readily be misused. Beyond 100 mm there should be some further control of the window's movement to prevent

violent swinging and slamming in high winds. In these conditions friction hinges and pivots may not be adequate for this purpose. Large side hung opening windows in exposed places may need stays at both top and bottom to prevent distortion by wind. The safety bolts or catches used for locking pivoted windows in their reversed positions should be positive in action and not liable to give way under pressure.

5.2 All buildings

5.2.1 General

Consideration should be given to the possible need for restricted opening devices, guard rails, anchor points etc, in multi-storey buildings other than high rise housing.

5.2.2 French doors

Inward opening french doors above ground floor level that do not give access to usable balconies should be protected externally by safety rails. The protective barriers should be designed so that they are not easily climbable by children, and the top rails should be of such form that they do not serve as temporary seats.

5.2.3 Window fittings

All window fittings should be well maintained so that they remain in good working order. Failure to do so can result in excessive loading being needed to force fittings of frames open, and could cause accidents through the sudden opening of the frame or glass breakage.

5.2.4. Windows at ground level

There is a danger of collision with windows, doors and their fittings that project externally beyond the outer face of the wall. People should be kept away from such hazards, for example by flowerbeds or loose gravel. On balconies or in public circulation areas such projections should be avoided.

5.3. RISKS WHEN OPERATING WINDOWS

5.3.1 Height of window controls

Apart from the danger of falling out, falling indoors while trying to open out-of-reach window controls is not unusual. Window controls for operation by hand should never be more than 2 m above floor level and, where access to the controls is obstructed, it is essential that this height is reduced. For example, the vertical reach over a 600 mm wide worktop is reduced to 1.7 m. A fall when trying to open a staircase window is particularly dangerous and care should be taken to ensure that the window controls are within normal reach from a safe foothold. Staircase windows that are to be opened only for cleaning should have secure locking devices inaccessible to children. In some circumstances it may be preferable to make provision for cleaning from the outside. Opening windows should be capable of being opened and closed without excessive force.

NOTE If large opening windows are hung on hinges or pivots without friction they may be difficult to control in wind gust conditions.

5.3.2 High level opening windows

Where the controls of opening windows are out of reach, the window types and hardware should be suitable for being operated by a pole, or be gear operated.

5.4 Risk of accidental impact on the glazing

The recommendations for the type, size and thickness of vertical glazing given should be followed to provide an appropriate degree of safety in areas where there is risk of accidental impact.

5.5 Anchor Points

Buildings erected or substantially remodeled subsequent to the adoption of this Standard should be equipped with window anchors conforming to this Standard if it is necessary for the window cleaner to work from outside the building more than 1.8m above grade, or to work from the inside where the window opening is of such size that the window cleaner could fall through the open window, or provision shall be made for window cleaning by use of powered platforms, mobile towers or platforms, manual boatswain's chairs, or ladders as specified in subsequent Sections of this Standard. Such anchor points to be load tested on an annual basis,(as per OHS Act Sec.13 part 5) by a competent person: Suspended access systems at rated load plus 25%(in terms of Act) , anchor points for safety belts at a minimum of 125kg. Anchor points to be tested for both pull out and shear load.

5.5.1 Paragraph 5.5 applies..

to any window which, when fully opened, has a clear opening with the lesser dimension exceeding 450mm., or any other window so adjudged by the enforcing authority.

5.6 Safe Approach to Sills or Ledges

Where windows or glazing cannot be cleaned from inside the building it will be necessary for safe access to be available to it from the outside. Such external access should be provided as part of the initial design of the building or the structure by the inclusion of permanent walkways with guard rails or other suitable protective devices. The walkways should be at least 400 mm wide and if possible 600 mm wide or wider. The guard rails should be between

900mm and 1150 mm above the walkway, with an intermediate rail or a fully meshed or solid side. The walkway shall be capable of safely sustaining any loads to which it is likely to be subjected, and shall permit safe movement of persons along it.

5.7 Suspended Access Equipment & Mobile Platforms

Shall comply with SABS 0295, EN1808, SABS 085 and SABS 0301.

5.8 Mobile Walkways

Shall be made of material appropriate to the expected load. It shall be designed, with the relevant safety factor,(e.g. factor of 4), in accordance with legislation. It must be capable of providing safe access to the areas to be cleaned.

5.9 Space Frames, Roof trusses and Beams

It shall be deemed that these elements have been designed, constructed and installed in accordance with the appropriate requirements of the National Building Regulations Part L and SABS 0400.If they are the only means of access to the area to be cleaned

then they must be capable of withstanding loads they may be subjected to during the cleaning process.

5.10 Cleaning the outside of windows from inside

Table 1 gives an analysis of the risks involved in cleaning the outside of different types of windows from inside. The designer should ensure that the window can be cleaned without the use of steps and relate the position of the cleaner to any open area, e.g. level of feet or waist relative to sill level when achieving maximum reach.

Note1. The size of the aperture and the weight of the window to be opened may need to be considered when deciding if it is appropriate for cleaning from inside.

Note2. Some windows designed for cleaning from inside the building, e.g. pivoted types, do not allow for the complete cleaning of the peripheral frame.

5.11 Fixed Ladders

A fixed ladder which exceeds 5m in length and is attached to a vertical structure with an inclination to the horizontal level of 75 degrees or more –

1) has its rungs at least 150mm away from the structure to which the ladder is attached and;

2) is provided with a cage which;

a) is extended from a point not exceeding 2.5m from the lower level to a height of at least

900mm above the top level served by the ladder; and

b) shall afford firm support along its whole length for the back of the person climbing the ladder, and for which purpose no part of the cage shall be more than 700mm away from the level of the rungs.

6. RESPONSIBILITIES OF CLEANING COMPANY

6.1 Age

Employers of persons engaged in window cleaning shall observe all provisions of sections 43 - 48 of the Basic

Conditions of Employment Act, for persons engaged in hazardous occupations.

6.2 Alcohol

No employee shall be allowed to work if under the influence of alcohol or drugs.

6.3 Safety Equipment

General

Employers shall provide their window cleaning employees with all safety equipment and devices, conforming with the requirements of this Standard, and shall maintain such equipment in safe condition at all times.

6.4. Ladders

6.4.1. Each ladder shall be inspected daily. Those which have defects shall be withdrawn from service for repair or destruction and be tagged or marked "Dangerous, Do Not Use." Improvised repairs shall not be made.

6.4.2. Ladders shall be stored in such a manner as to provide ease of access or inspection, and to prevent danger of accident when withdrawing a ladder for use. Ladders, when not in use, should be stored at a location where they will not be exposed to the elements but where there is good ventilation. Wood ladders shall not be stored near radiators, stoves, steam pipes, or other places subjected to excessive heat or dampness. Rungs shall be kept free of grease and oil.

6.5 Suspended Access Equipment

The safety officer shall ensure that:

- (a) safe means of access to and from the system are provided;
- (b) properly planned inspection and maintenance procedures for each installation are carried out and records kept for inspection.

7. Training

7.1 The employer shall ensure their window cleaning employees have been trained to standards set by the Cleaning Industry Training Board in the proper use of all equipment and procedures required for the carrying out of good window cleaning practice in a safe manner.

7.2 The subjects covered on the training of operatives should include the following:

- (1) relevant instructions from the manufacturer, or supplier;
- (2) any limitations on use, for example, due to wind conditions or length of suspension rope;
- (3) the correct operation of the controls, particularly those affecting the raising or lowering of the platform or chair or chair on suspended access equipment or mobile platforms.
- (4) the safety devices fitted to the equipment, and emergency procedures. (5) the procedure if the equipment does not work properly.
- (6) Rescue and fault finding procedures.
- (7) Correct assembling and use of scaffold towers.
- (8) Correct use of step ladders and extension ladders. (9) When safety belts should be used.

7.3 Suspended Access Equipment

The safety officer shall ensure that;

- (1) operatives are instructed that work is to be carried out only from the platform;
- (2) operatives are properly trained in the use of the system.

8. Equipment

General

An employer shall instruct his employees in the proper use, maintenance, storage & limitations of the safety equipment provided. As a consequence of this he shall not permit an employee to perform work unless such employee understands and complies with the said instructions.

8.1. Overalls

Suitable clothing which is fitted and does not have any protrusions which may get caught and l or tangled up with the equipment, must be worn at all times.

8.2. Appropriate footwear

Appropriate footwear shall be worn at all times and shall incorporate the following features: non-slip, upper construction to be non- porous, be reasonably flexible and in good condition.

8.3. Safety Belts

Shall comply with SABS 809.

8.4. Gloves

An Employer must provide suitable gloves to his employees that will effectively prevent bodily injury where necessary, taking into account the nature of the potential hazard that is to be countered.

8.5. Ear Protection

The Employer shall ensure that employees use suitable ear protection ie. plugs or muffs to combat on-site noise conditions as required.

8.6. Safety Helmets

An employer shall provide, as deemed necessary, suitable safety helmets, to his employees, that will effectively prevent bodily injury where a considered hazard exists. Helmets shall comply with SABS 397.

8.7. Safety Goggles

An Employer must provide suitable goggles l safety glasses to his employees that will effectively prevent facial injury, taking into account the nature of the potential hazard that is to be encountered.

8.8. Protection against Sunlight

Consideration as deemed necessary may be given to provide suitable headwear and barrier creams.

8.9. Mobile Platforms

Mobile Platforms used for window cleaning shall comply with SABS 0301 - Code of Practice, Mobile Elevating Platforms or Buckets, and any other recognised international standards, in this regard.

8.10. Ladders

An Employer shall ensure that every ladder is constructed of sound material and comply, as a minimum, with SABS 1304 in construction and is suitable for the purpose for which it is used and;

1a) is fitted with non-skid devices e.g. suitable plastic or rubber cups at the bottom ends and hooks or other non - slip devices at the upper ends of the stiles which shall ensure the stability of the ladder during normal use;

b) The top rest for the ladder shall be rigid and shall have ample strength to support the applied load.

2. No employer shall use a ladder, or permit it to be used, if it;

a) has rungs fastened to the stiles only by means of nails, screws, spikes or in like manner, or

b) has rungs which have not been properly let into stiles provided that in the case of welded ladders of which the rungs are bolted or riveted to the stiles, the rungs need not be let into the sides; or

c) has damaged stiles, or damaged or missing rungs.

3. No employer may permit ;

a) a ladder to be leaned against an object, for support, to be used, which is longer than 21m.

b) except with the approval of an inspector, fastening together two or more ladders must not extend the reach of a ladder. Provided that the provisions of this sub-regulation shall not apply to extensions of free-standing ladders.

4. In the case of wooden ladders the employer shall ensure that ;

a) the ladders are constructed of straight grained wood, free from defects, and with the grain running in the length of the stiles and rungs and,

b) the ladders are not painted or covered in any manner, unless it has been established that there are no cracks or other inherent weaknesses.

Provided that ladders may be treated with oil or covered with clear varnish or wood preservative.

Provided that the foregoing provision of paragraph 5.11.6.(b) shall not apply if platforms, which are spaced not more than 8m apart and suitable for persons to rest on, are provided.

8.11 Hook Ladder

Hook ladders are used where access to windows is to be obtained from a roof. The hook ladder should be attached to a specially designed frame which rests on the roof and is counter weighted to retain stability. It should be constructed of a light weight aluminum which would be rust, rot and splinter proof.

8.12 Extension Ladder

Extension ladders should be constructed of a light weight aluminum which should be rust, rot and splinter proof, and are fitted with non-slip devices at the bottom. The extension ladders may comprise of a base section, and one or two extendable sections.

8.13 A Frame

A - frame ladders should be constructed of a suitable light weight material which would be rust, rot and splinter proof, and have non - slip feet. It should also have non - slip steps in case of wooden ladders. It should be constructed of straight grained wood, free from defects and with grain running in the length of the stiles and rungs, and must not be painted.

8.14 Modifications

Attachments that may alter the characteristics of a unit's design (such as securing an advertising banner to a powered platform), shall be prohibited unless passed by a suitably qualified independent authority.

8.15 Rope

- 1) Fixed lines shall comply with I.S.O.2408
- 2) All fibre ropes shall be made from synthetic materials. All wire ropes shall comply with ISO 2408.

All fibre rope shall be stored in a cool, dark, and dry place and protected against contact with corrosive substances including their vapors, to comply with SABS 943.

8.16 Suspended Access Equipment (including boatswains chairs)

Shall comply with SABS 0295.

8.17 Scaffold Framework

Scaffold systems used shall comply with SABS 085, in design construction and erection.

8.18 Trestle Scaffolds

1. No employer shall use a trestle scaffold, or permit it to be used, unless;
 - a) it is soundly constructed of solid material, and,
 - b) all reasonable precautionary measures have been taken to prevent the unexpected spreading of its supporting legs when it is in use.
2. No employer shall use a trestle scaffold or permit it to be used, if it ;
 - a) is higher than 3m or,
 - b) consists of more than two tiers.

8.19 Breathing Apparatus

An employer shall provide, as deemed necessary, suitable breathing apparatus that will effectively prevent inhalation of hazardous fumes.

9. WORK SITE PROCEDURES AND EQUIPMENT USE

9.1 Corrosives

Acid or other corrosive substances shall not be used for window cleaning. If acid or any other corrosive material has been or will be employed in the course of other building maintenance, before further window cleaning the window cleaner's employer will consult with qualified persons regarding the aforementioned agent's compatibility with the window cleaning apparatus and safety system. Laboratory testing may be required.

9.2. Working surfaces

No window cleaner shall be permitted to work from, stand, or walk on any surface that is not designed for such live loading. (No weight / load shall be applied to non load bearing protuberances) e.g. air conditioning units.

9.3 Standing Room on Sills of Ledges

Cleaning from the sills or ledge shall not be permitted unless there is a certain standing room on the sills or ledge in relation to its slope. Permissible sill or ledge width and slope combinations are shown in Fig1.

9.4. Footing on Sills or Ledges

The window cleaner shall not be permitted to work from any sill or ledge in which there is any **obstruction** or any **slippery** substance that might impair footing.

9.5. General weather conditions

Window cleaning shall not be permitted when the window cleaner is exposed to excessive windy conditions(max40km/h).

9.6. Suspended access equipment

The safety officer shall ensure that;

- (1) Safe means of access to and from the system are provided.
- (2) Properly planned inspection and maintenance procedures for each installation are carried out and records kept for inspection.
- (3) Operatives are properly trained in the use of the system. (4) Operating the system
 - a. safety belts to secure the window cleaner to the platform are used.
 - b. lassoes to secure tools to the cleaner or platform are used.
 - c. "workers overhead" warning sign/s are positioned at ground level.
 - d. all opening window sashes in area where working are closed.
 - e. platform angle is not more than 14 degrees off level.
- (5) When a boatswain's chair is suspended over an area traversed by pedestrian or vehicular traffic, the ground area immediately below shall be completely blocked by barricades, or an attendant shall be stationed to keep the area clear.
- (6) Manual Boatswain's chairs shall not be used where the height of suspension exceeds 22.5m above grade.
- (7) When a block and tackle is used, a person shall be stationed beneath at all times to assist a window cleaner on the boatswain's chair.

The occupant shall be provided with and shall use a safety harness directly secured to a designed anchorage on the boatswain's chair.

9.7 Ladders

9.7.1. When work is carried out from a ladder, the employer shall;

- a) take special precautionary measures to prevent articles from falling off, and;
- b) provide suitable sheaths or receptacles in which hand tools shall be kept when not being used.

9.7.2.a) Ladders may be used for window cleaning. Ladders shall not be used to clean a window which is more than 21 metres above the floor, adjoining ground, or flat roof, or which is so placed or obstructed as to make the method unsafe.

b) When working from ladders, a cleaner must not stand on either of the top two rungs of an extension ladder, extension trestle ladder or the top rung of an A frame ladder.

c) At all times when a cleaner is working on a free standing ladder, the ladder is to be lashed, held or secured whilst

being used to ensure stability of the ladder under all conditions and at all times. Such ladder exceeding 14.8m extended length shall be secured at the base and top.

d) All ladders shall be used at such a pitch that the horizontal distance from the top supports to the foot ladder is

one-quarter the assembled length of the ladder (the length along the ladder between the foot and the top support).

e) Centre middle and top sections shall not be used as bottom sections unless the user equips them with non-slip bases.

f) Non-slip bases are not intended as a substitute for care in safely placing, lashing, or holding a ladder that is being used on oily, metal, concrete, or slippery surfaces.

g) Ladders shall be stored in such a manner as to provide ease of access or inspection, and to prevent danger of accident when withdrawing a ladder for use. Ladders, when not in use, should be stored at a location where they will not be exposed to the elements but where there is good ventilation. Wood ladders shall not be stored near radiators, stoves, steam pipes, or other places subjected to excessive heat or dampness. Rungs shall be kept free of grease and oil.

h) Ladders shall not be used by more than one person at a time or with scaffold planks.

i) Ladders shall not be placed in front of doors unless the door is blocked open, locked, or guarded. Ladders shall not be placed on boxes, barrels, or other unstable bases to obtain additional height.

j) When ascending, working upon, or descending the ladder, the user shall face the ladder and should never lean out far to one side.

k) The hanging of ladders with hooks attached on or over a parapet wall or other projection is prohibited in window cleaning operations.

l) Workmen shall not attach themselves to a ladder by means of safety belts, ropes, or any other restraining devices. m) Ladder feet must rest on a level, firm surface. Loose bricks, stones, small planks should not be used to level a surface.

n) When used in an A frame configuration, the bottom feet must be extended to the fullest possible width. Workmen shall not stand on the top two rungs of the ladder.

o) Buckets, or other suitable tool receptacles, should be soundly secured to a ladder rung, at least 3 rungs below the rung from which the workman is working.

p) When work is done from a ladder, the employer shall -

i) take special precautionary measures to prevent articles from falling off ; and

ii) provide suitable sheaths or receptacles in which hand tools shall be kept when not being used.

9.8 Mobile Walkways

Employers shall ensure that employees understand the use and limitations of a mobile walkway, with specific regard to the load bearing capacity of the walkway as per the designer's specifications, and the use of any restraining devices. A mobile walkway is not to be moved whilst a person, or any unsecured equipment is on it.

9.9 Mobile Platforms

Mobile platforms used for window cleaning shall comply with SABS 0301

- Code of Practice, Mobile Elevating Platforms or Buckets, and any other recognised international standards, in this regard.

1) Mobile Platforms may be used for window cleaning operations only when they can be erected from a suitable, stable base or footing, remain plumb and square during use, and be moved over level surface, free from obstructions or openings, to the point of use.

2) Each mobile platform shall be inspected daily. Defective platforms shall be withdrawn from service for repair and be tagged or marked "Dangerous, Do Not Use". Improvised repairs shall not be made.

3) A mobile platform shall not be used by more than one person at a time.

4) When ascending, working upon, or descending the mobile platform, the user shall face the ladder and should never lean out far to one side.

9.10 Safe reach and access of the outside of windows from the inside.

1) The maximum safe reach to clean glazing directly below an opened window is 610mm (see figure3).

2) Where access for cleaning is to be provided between the casement window and the frame, e.g. on side hung casements with projecting hinges, it is essential that there is sufficient clearance for an arm to pass between the frame and the opened window (see table 1).

3) Horizontally or vertically pivoted windows which reverse for cleaning purposes are satisfactory. It is essential however that all windows which reverse for cleaning have

adequate locking bolts or other devices, preferably automatic, to fix them in the fully reversed position.

4) Where safety when reaching adjacent glazing is affected by the size or positioning of non-reversible horizontally pivoted, or other opening windows, anchor points for safety harnesses should be provided to enable professional cleaning to be done from outside.

5) All windows should be accessible to the cleaner without the use of a stepladder, and the position of built-in furniture carefully considered. Care should also be taken in detailing fittings to ensure that blinds, curtains, pelmets and other fixtures do not prevent the normal operation of the windows. Fatal accidents have occurred due to cleaners over - reaching when working on top hung projected windows and exerting loads on the frames, thus causing failure (see figure)Therefore the comments in table 1(window type(j)) should be noted.

9.11 Damaged Glass

Window panes that are cracked or broken shall not be cleaned, to prevent possible injury (e.g. lacerations/ falling) to window cleaners should the window pane break.

9.12 Warning Signs and Safety Barriers

The Cleaning Company must display suitable warning signs and erect safety barriers as deemed necessary, to warn passing traffic that window cleaning operations are in progress.

E. CLEANING MATERIAL

All cleaning material utilised in the process of contract cleaning must comply with the NCCAs product performance criteria, specified below.

PRODUCT PERFORMANCE CRITERIA

PRODUCT PERFORMANCE CRITERIA

PRODUCT	pH concentrate	MINIMUM % ACTIVES - concentrate
Neutral detergent	6-9	12
Heavy duty cleaner concentrate	12-14	16
Toilet bowl cleaner	0-2	12
Detergent/disinfectant	5-12	12
Low-foaming heavy-duty degreaser	10.5-14	15
Stripper without ammonia	13-14	15
Polymer floor dressing	7-8	15
Window cleaner	7-8.5	6
Bleach	12-14	3.5
Mop & buff detergent	7-8	10

F. TRAINING

- The FIRM must use properly trained staff members who have the necessary skills, knowledge and experience as stipulated by the Service Sector Education and Training Authority (SETA).
- Without restricting its general nature, training includes the:
 1. impression of discipline, neatness, behaviour and deportment
 2. development of good human relationships
 3. knowledge of cleaning material, how to dilute, emergency procedures and on which surfaces to use
 4. application of first-aid
 5. use of cleaning equipment and the applicable cleaning detergents
 6. knowledge of house rules, emergency procedures and emergency numbers;
 7. training in public relations (to be polite and remain calm even under provocation)
- o On request, the TFMSP must provide the employer with proof, to the employer's satisfaction, that a member of the staff has adequate training and knowledge for his position.
- o The TFMSP must ensure that staff members acquaint themselves as soon as possible with the layout of a property.
- o The TFMSP must keep staff members informed of special arrangements that apply to a property from time to time.

G. QUALIFICATIONS AND CHARACTER OF STAFF

In order to ensure the quality of services rendered by the TFMSP, the employer needs to specify that **all personnel must be:**

- o legally employed by the TFMSP
- o able to speak, read and write at least English or Afrikaans and have a grade X (standard 8) certificate obtained in the RSA or have at least an equivalent qualification
- o South African citizens
- o medically, physically and mentally suitable for their occupation
- o older than 18 years, but younger than 50 years. (If older than 50 year, it must be with prior permission of the employer.)

The following persons may not be staff members:

- o An unrehabilitated insolvent.
- o A person who has at any time been declared a spendthrift.
- o A person under curatorship.

- o A person treated or being treated for mental disorders in terms of any act.
- o A person who has at any time been found guilty in any court of:
 1. an offence involving dishonesty
 2. an offence involving the injury of a person
 3. illegal possession of a firearm or ammunition
- o A person dismissed by a previous employer for a reason other than retrenchment.
- o A person who participated in riots or illegal strikes on the premises of the employer.
- o A person with regard to whom the employer informs the TFMSP in writing that he is not suitable for the job.

TRANSGRESSION

- o Allows or causes an action or event to take place that has a negative impact on the activities on the premises.
- o Disregards or does not pay attention to lawful commands by the authorised representative of the employer.
- o Is negligent or slack in the execution of his or her duties.
- o Behaves disorderly or ill-mannered whilst rendering services.
- o Uses alcohol and/or drugs, or is under the influence of alcohol or drugs whilst rendering services.
- o Uses the premises of the employer unlawfully.
- o Leaves the post without permission.
- o Accept bribes. (A bribe means any benefit that a cleaner may acquire, i.e. selling of toilet-paper, which has the effect that the services are rendered contrary to the provisions of this agreement.)
- o Allows family and friends to enter the premises without permission, for reasons other than to do business with the employer or tenants on the premises.
- o Uniform is not up to standard or acceptable.
- o Does not comply with the laid-down training standards.
- o Not in possession of identity cards as required.
- o Not in possession of a signed job description.
- o Cleaners may only converse with the public when absolutely necessary.

AGENDA FOR WINDOW CLEANING MEETING

TFMSP: _____

BUILDING: _____

AGENDA

- 1. Discussion on major occurrences during the period of window cleaning, contingency plans and future expectations.

- 2. Discussion on minor occurrences with future quick-fix solutions.

- 3. Reporting and feedback on window cleaning audit sheet
- 4. Reporting on and concurrence with penalty points adjudicated according to penalty evaluation system and cleaning audit report.
- 5. Take note of repetitive re-occurrences of specific incidents.

- ☐ o First occurrence
- ☐ o Second occurrence
- ☐ o Third occurrence

The cleaning company hereby agrees to the above-mentioned points discussed. The company also accepts the penalty points awarded and will ensure the non-occurrence of such incidents.

Cleaning Manager

Facility Man

PENALTY EVALUATION SYSTEM

No.	OFFENCE	PENALTY POINTS
1.	A TFMSP does not use the prescribed equipment or materials according to specifications.	30
2.	The prescribed job description is not in place or does not meet with the prescribed guidelines.	10
3.	The TFMSP has failed to satisfactorily solve an emergency complaint lodged by the employer within 2 hours of the complaint being brought under the attention of the TFMSP.	20
4.	The TFMSP does not honour the prescribed service hours.	30
5.	A cleaner is paid less than the determined minimum wage	30
6.	The employer incurred a loss as a direct result of the negligent action or omission of the TFMSP.	30
7.	Any transgressions as detailed in the generic specification under the heading "Transgressions"	30
8.	The TFMSP does not participate in joint and/or individual actions/task.	10
9.	TFMSPs relationship with employees	10
10.	Poor workmanship	30

D10.6 ENVIRONMENT SERVICES: SPACE PLANNING AND SPACE MANAGEMENT

D10.6.1 Scope

D10.6.1.1 To provide, in consultation with DBSA:

D10.6.1.1 Office layouts specified by DBSA, to suit their operational or organizational requirements

D10.6.1.1.2 office layouts that comply with the office planning policies and criteria specified by the DBSA.

D10.6.1.2 This service will include:

D10.6.1.2.1 investigating and surveying the proposed area;

D10.6.1.2.2 planning the area (designing, drawing, and gaining the DBSA approval for the new layout);

D10.6.1.2.3 planning the move, in consultation with the DBSA;

D10.6.1.2.4 executing the actual move, and conducting the post-move evaluation;

D10.6.1.2.5 relocating telephones, and I or changing telephone numbers, and notifying the switchboard of any such changes;

D10.6.1.2.6 relocating computer equipment, including relocating computer components (computers, printers, and other ancillary devices), moving cables, LAN connections, and patch panels;

D10.6.1.2.7 relocating I installing all items of furniture and workstation equipment;

D10.6.1.2.8 effecting DBSA signage changes.

D10.6.1.2.9 Prior to initiating any move, or planning of any office space, a cost estimate of the scope of work will be provided by the FMSP to DBSA for their approval.

D10.6.1.2 Quantification

D10.6.1.2.1 This service will take place on an ad hoc basis — Refer Section E

D10.6.1.2.2 Space Management:

a) The FMSP will conclude with DBSA space and cost norms to conclude standard basic office layouts at a cost.

D10.6.1.3. Service Level

D10.6.1.3.1 The Supplier will plan and execute workstation requirements as follows:

Process	Working days' allocation per number of workstations			
Number of workstations	0 – 10	11 – 30	31 – 50	51 +
Design				
Request process	2 days	5 days	6 days	7 days
Initial Brief	% day	% day	1 day	1 day
Survey	% day	% day	1 day	1 day
Detailed Brief	0	1 day	1 day	2 day
Block Plan	0	1 day	1 day	2 day
Approval of Block Plan	0	1 day	1 day	2 days
Proposals	2 days	5 days	10 days	15 days
Approval of Final Proposal	% day	1 day	2 days	2 days
Move Preparation	% day	1 day	1 day	2 day
TOTAL	6 days	16 days	24 days	35 days
Installation				
Lead Time	3 days	5 days	10 days	15 days
Move I Installation	1 day	3 days	5 days	Varies
Post Occupation	0	1 day	1 day	3 days
TOTAL	4 days	9 days	16 days	Varies
GRAND TOTAL	10 days	25 days	40 days	Varies
Maximum Turn-Around Time	2 weeks	5 weeks	8 weeks	3 months

D10.6.1.3.2. The FMSP will implement layouts that comply fully with the space planning policies and guidelines for the Premises, issued, and amended from time to time by DBSA.

D10.6.1.3.3 The Supplier will maintain, and have available, up-to-date drawings of all office layouts of the facilities, these drawings will be introduced into the Central CAFM System for planning and inventory purposes.

D10.7 ENVIRONMENT SERVICES: INTERIOR DESIGN AND DECOR SERVICE

D10.7.1 **Note:** Does not form part of the FMSP Scope of Works

D11. FURNITURE AND EQUIPMENT INCLUSIVE OF LOOSE DOMESTIC ELECTRICAL EQUIPMENT: EXISTING

D11.1.1 The FMSP will in consultation with DBSA

D11.1.1.1 Inspect all furniture and equipment and compile I reconcile the asset register.

D11.1.1.2 Do a full report as the current status quo of such furniture and equipment as to determine the scope of repairs I upgrades required.

D11.1.1.3 Incorporate the NDPWI barcode system onto their system

D11.1.2 Furniture and Equipment Inclusive of Loose Domestic Electrical

Equipment: Quality Control

D11.1.2.1 Service Level

D11.1.2.1.1 Once the initial repairs have been completed, the FMSP will on a quarterly basis inspect and report on the status of the above

D11.1.3 Furniture Repairs:

D11.1.3.1 Scope

D11.1.3.1.1 To procure the repair of all broken, damaged or inoperative I malfunctioning furniture items.

D11.1.3.1.2 The replacement of any essential item of furniture sent for repair, with a reasonably available replacement item.

D11.1.3.1.2 Service Level

D11.1.3.1.2.1 The Supplier shall provide a furniture repair service from 08h00 to 16h30, Mondays to Fridays.

D11.1.3.1.2.2 Furniture repair requests shall be actioned within eight hours of the Help Desk's receipt of the repair request, and repairs are to be completed and the repaired item returned to the Tenant within 3 working days of the receipt of the Request.

D11.1.3.1.2.3 The Supplier shall ensure that furniture in the Premises is, generally, in good condition and in an acceptable state of repair.

D11.1.3.1.2.4 Any furniture breakages shall be either repaired, or replaced with an alternative item, within one working day of the Help Desk's receipt of the breakage report

D11.1.4 Furniture and Equipment : (inclusion of domestic and electrical equipment) Procurement

D11.1.4.1 Scope:

D11.1.4.1.1 DBSA will conclude and hand to the FMSP a complete standard list, that has been approved by procurement of the DBSA to secure supply agreements

D11.1.4.1.2 Scope:

D11.1.4.1.2.1 All standard office furniture items and equipment for the Premises shall be stored at the on-site quick store, or the DBSA'S off-site bulk furniture storage facilities. If a required essential item is not in stock, an alternative item will be provided free of charge to DBSA and their Principals until such time as the required item has been procured.

D11.1.4.1.2.2 Any item of furniture or equipment that is not included in the standard range of furniture items, but is approved for purchase for the Premises ("non-standard items"), shall be purchased, with DBSA's authorisation, and such item will be subject to the delivery lead time specified by the item supplier. The cost of non-standard items will be borne by DBSA.

D11.1.4.1.2.3 No stocks of non-standard items will held in the stores unless specifically requested by DBSA.

D11.1.4.1.2.4 FMSP shall ensure that there are sufficient

D11.1.4.1.2.5 The FMSP shall maintain and update the asset register for the Premises.

D11.1.4.1.2.6 Should furniture stocks be insufficient to satisfy NDPWI's requirements, the FMSP shall notify the DBSA of the shortfall in sufficient time to ensure the timeous procurement of required items.

D11.1.4.1.3 The FMSP will undertake a monthly audit of all furniture and equipment stocks, and shall provide DBSA with a detailed motivation for the purchase of furniture and equipment items as and when are required.

Incorporate the NDPWI barcode system onto their system

D11.2 Loose Items

D11.2.1 Scope

D11.2.1.1 The FMSP is to:

D11.2.1.1.1 Reconcile I add onto the central asset register or compile new, all artifacts, items of art and loose items, as will be indicated by DBSA.

D11.2.1.1.2 This is to be done in consultation with CMP and applicable consultants to ensure the complete registration of items with conservation I heritage value. (See D15)

D12. PARKING AND TRAFFIC

D12.1 Note: Does not form part of the FMSP Scope of Works

D13. SIGNAGE

D13.1 Scope:

D13.1.1 The FMSP shall provide

D13.1.2 Temporary information signage to ensure appropriate flow of information to NDPWI and their Principals, visitors and the public at events, during more offices, during construction etc.

D13.1.3 Service Level

D13.1.3.1 Upon receipt of a written request, produce draft signage for approval. Upon receipt of approval such signage is to be implemented within 6 hours.

D14. CATERING AND VENDING SERVICES

D14.1 Note: Does not form part of the FMSP Scope of Works

D15. HERITAGE: CONSERVATION, PROTECTION AND SYSTEMATIC MANAGEMENT

D15.1 BACKGROUND

D15.1.1 The National Heritage Act (National Heritage Resources Act 120 of 1999)

D15.1.1.1 In terms of Act specific care must be taken for the protection of structures, areas and elements, that are of heritage significance and hence deemed as conservation worthy.

D15.1.2 CMP – Conservation management plan.

D20.1.2.1 The FMSP is referred to the status of these documents and SAHRA approvals as will be available in the viewing room.

D15.2 SCOPE OF THE SERVICE

D15.2.1 The FMSP is to familiarised himself with the content and status of the CMP during the reconciliation phase and compile an action plan and obtain pre-approved procedures, as not to cause delays with implementation, should any project be approved for implementation.

D15.2.2 The FMSP is to retain the services of the Heritage Consultants in order to ensure that the heritage software (CMP) is integrated with the CAFM during the

- **PRE-DESIGN PHASE**
- **DESIGN AND DOCUMENTATION PHASE**
- **CONSTRUCTION PHASE**

of this project. All of the above is to be implemented during the reconciliation phase.

The purpose of the Heritage Software is to

- Inventorise
- Locate
- Track

The heritage assets within the study area for the purpose of conserving and managing such assets.

D15.2.3 **SYSTEMIZATION SOFTWARE: FOR THE MANAGEMENT OF HERITAGE ASSETS**, as part of the implementation of this **COMPUTER AIDED FACILITIES MANAGEMENT PLAN**:

The successful Tenderer will support the Heritage Consultant to gather the following information.

D15.2.3. 1. An accurate land survey of the study area, indicating

- Heritage – worthy areas, elements and structures on site
- 500mm interval contours
- Major services (water, electricity, sewer) – external

(site information) as well as internal reticulations

- A landscape survey (trees, lawns, flower beds, terraces, pergolas, ponds, boreholes) that also highlights conservation worthy landscape elements

- Sports facilities
- Roads & walkways & gates
- Signage

D15.2.3.2 The Heritage Consultant will also gather the following information – all to be captured into the electronic data- base.

- Electronic photo images of all conservation worthy elements, areas and structures
- Floor Plans
 - Rooms I areas on building plans with data and photo's of Room elevations, doors & ironmongery, windows & ironmongery, floor finishes, ceilings, light fittings, roof lights, light switches, fire places, paintings, sculptures, clocks, sofa's, chairs, tables, chest of drawers, cupboards, cabinets, dressing tables, beds, carpets, porcelain, lamps, plant holders, mirrors, bric-a-brac, piano's, silver ware (flatware and other), balustrades.
- Surveyor General diagrams.
- Title deeds and
- Heritage listings (local and national)

D.15.2.3.3. This electronic data-base will update inventorise, locate and keep track of conservation worthy structures, areas and elements within the study area. The data-base will also keep track of additions and alterations as well as new build within the study area – all to ensure that such work will be according to heritage standards in with the conservation guidelines of the relevant study area.

D.15.2.3.4. The successful Tenderer will support the Heritage Consultant to identify specialist TFMSPs for the upkeep, restoration and maintenance of all Heritage Assets (building content), for:

- Porcelain ware
- Silver ware
- Chandeliers
- Pianos
- Furniture, doors, windows & ironmongery
- Carpets
- Balustrades
- Clocks and barometers
- Paintings
- Garden elements
- Landscape elements (trees and plants)
- Structures

D.15.2.3.5. The software system is designed in such a way to be ever-expanding and to grow in scope and size in order to manage the relevant heritage assets in perpetuity.

D.15.2.3.6 The Heritage consultant will assist the successful Tenderer to train the end users in using and understanding the Heritage Software – such training programmes will be set up with the successful Tenderer.

D.15.3 THE CONSERVATION SOFTWARE

D.15.3.1 THE FMSP is to conclude electronically software that will.

D.15.3.1.1 Provide conservation guidelines for the preservation of

- Roads & walkways
- Landscape elements (terraces, pergolas, stairs & fences)
- Light fittings & signage
- Horticulture (trees and flower beds)
- Structures and all relevant historic fabric
- Building content (if deemed of heritage significance)

– refer to item 4 under this section.

D.15.3.1.2 PROVIDE DESIGN GUIDELINES for new build within the study area.

D.15.3.1.3 PROVIDE CONDUCT RULES FOR construction activities within the study area.

D.15.3.1.4. **THE CONSERVATION SOFTWARE WILL BE COMPATABLE WITH the SAHRA NATIONAL DATA BASE.** Such data standards are currently under development, and the relevant fields, vocabularies and thesauri will be **COMPLIANT** to the **SAHRA** national data base.

D.15.3.1.5. The Heritage Software can run from either a Desktop application or can be Web based – this will be determined in accordance with the successful Tenderer.

D.15.3.1.6 The Heritage Software is GISS compliant, complete with a GISS viewer.

D.15.3.1.7 The data base can be run from either MYSQL or FIRE BIRD.

D.15.3.1.8 Software used for the programming purposes is DELPHI. D.15.3.1.9 The entire software package can be stored on a CD.

D16. PRESIDENTIAL ENVIRONMENTAL HEALTH PLAN

Note: Does not form part of the FMSP Scope of Work

In the Presidential work and residential environment, special testing and reporting requirements are in operation. Indicative requirements for such tests are given in the table below. These tests and reports are currently being handled by the Medical Services of the SANDF.

NOTE: FMSP shall be required to monitor all activities that they are involved with and produce reports to the office of the Surgeon General, SANDF.

	Test	Test Frequency	Requirement	Reference	Remarks
1. Physical Stressors	Noise Level Ranges	Annually	Not exceed – 85dB(A)	OHSAct/National Building Regulations/ SABS Codes	Initial Monitoring – Take corrective steps
	Illumination	Annually	Entrance Hall -100 lux conference rooms, general offices – 300 lux. Computer, typing etc – 500 lux Stairs, Passages etc – 100 lux	OHSAct/National Building Regulations/ SABS Codes	Initial Monitoring – Take corrective steps
	Thermal comfort ranges	Monthly		OHSAct/National Building Regulations/ SABS Codes	Initial Monitoring – Take corrective steps
	Dust			OHSAct/National Building Regulations/ SABS Codes	Initial Monitoring – Take corrective steps
	Ventilation-Air Quality	6 Monthly		OHSAct/National Building Regulations/ SABS Codes	Initial Monitoring – Take corrective steps
2. Chemical Stressors	Carbon Dioxide	6 Monthly	5000 ppm	OHSAct/SABS Codes	Initial measurement in morning and afternoon to determine presence – Take corrective steps
	Carbon Monoxide	6 Monthly	50 ppm	OHSAct/SABS Codes	Initial measurement to determine presence – Take corrective steps
	Formaldehyde	Annually	0.2 ppm	OHSAct/SABS Codes	Initial Monitoring– Take corrective steps
	Volatile Organic Compounds	Annually	0.1 ppm	OHSAct/SABS Codes	Initial assessment – Take necessary steps i.e. detailed monitoring required

3. Microbiological Stressors	Total bacteriological counts, yeast, moulds, viruses, bacteria	Monthly	800 colony forming units/cubic meter	OHSAct/SABS Codes	Initial assessment – Take corrective steps
		Monthly	Less than 1000 forming units/cubic meter		Initial assessment – Take corrective steps

	Legionella				
4. Domestic Water Quality	Microbiological Quality Chemical and Physical Quality	Monthly		SABS Code 241	Initial assessment – Take corrective steps
		Six Monthly		SABS Code 241	Initial assessment – Take corrective steps

D17. HANDYMAN SERVICE

D17.1 Scope

D17.1.1 Service, either maintenance of new, that are estimated to be under R10 000.00 R(Ten Thousand Rand) fall in this category

D17.1.2 The FMSP will be required to:

D17.1.2.1 Render these services, but more importantly, have a 24-hour standby service available.

D22.1.2.2 Have sufficient stock available at all times to address all re-curing maintenance items

D17.1.3 Service Level

D17.1.3.1 Emergency services:

a) 10 minutes during office hours b) 30 minutes during office hours c) 60 minutes after hour.

D17.1.3.2 General Repairs:

1 Day from receipt of request at call centre. The implementation of the request is to commence and be concluded on a predetermined schedule w.r.t re-occurring incidents.

D17.2 Pricing methodology

The FM management fee should include for:

1. Having the necessary core personnel available
2. Transport and communications for these personnel

Once an occurrence is logged the man hour rates for the required personnel will be charged at the tendered rates in section 3 of the BOQ, plus the proven material cost plus the tendered mark-up

The DBSA reserves the right to omit this section in full or in part, should they decide not to implement any or a limited number of capital projects only.

D18. GEOTECHNICAL SURVEYS

D18.1 Background:

D18.1.1 Scope:

XXXBuilding:

Limited and general geotechnical information is available on the above precincts. The FMSP is to liaise with DBSA and obtain the localized detail surveys that have been conducted and plot such areas on the sites. This action is to be repeated on an ongoing basis to conclude a geological profile as and when information becomes available.

D18.2 Scope:

D18.1.2 The general assumption is that the area is underlain by collapsible driven sand.

D18.2.1 The FMSP is to retain the services of a geotechnical engineer, ensure that such person/Co obtains security clearance and will be on standby to conduct soil investigations on a 3 day call-out basis. The FMSP is to disclose the laboratory whom will be responsible for conducting the lab tests

D18.2.2 Service level

D.18.2.2.1 The geotechnical engineer is to procure appropriate digging/trenching equipment to suite the required timeframes.

a) From call-out to taking of soil samples – 3 days. b) Soil samples to lab results – 10 days.

D19. DOMESTIC STAFF MANAGEMENT

D19.1 The FMSP will not be requested to take over the service agreements of any currently NDPWI employ. NDPWI will advise during the Reconciliation phase as to the redeployment and timeframes of employees.

D20. FMSQ: ADMINISTRATIVE, MANAGEMENT AND REPORTING FUNCTION

025.1 The FMSP is to submit with his tender the proposed administrative and management structures to clearly indicate the operational management of this ambit of services.

D21. MONITOR DBSA PROJECTS (ABOVE R750K excl VAT)

D26.1 Definition

D26.1.1 These are new facilities / services required to improve the current level of service delivery I accommodation requirements of the DBSA.

Only projects above R 750k fall in this category.

These projects will be fully implemented by the DBSA.

D26.1.2 Service required

Attending site meetings once the implementation has started on an ad-hoc basis.

D26.1.3 Pricing methodology

The FM management fee should include for:

1. Attending site meetings
2. Consulting with DBSA
3. Once the project is completed it has to be taken over and will form part of the normal facilities management plan.

The DBSA reserves the right to omit this section in full or in part, should they decide not to implement any or a limited number of capital projects only.