



Scope of Work

Arnot Power Station

Title: To provide subsidized meals, catering and cleaning services and E-Hospitality system, and Supply and Delivery of beverages on 'As when required' for 36 at Arnot power station

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Compiled by

Supported by

Authorized by:

Hlamalani Nyambi
Officer Catering
Date:

Tidimalo Kobue
Acting Manager: Business Service
Date:

Sakhe Cassin Sinde
Acting: Financial Manager
Date:

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C3.1: EMPLOYER'S SERVICE INFORMATION

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Description of the service

Executive overview

This contract provides for the provision of Subsidised meals, Catering, Cleaning Services, and the implementation of an Electronic Hospitality (IT food management) system, including the Supply and Delivery of Beverages on an “as and when required” basis at Arnot Power Station for a period of 36 months.

The scope of services includes the supply, preparation and service of quality meals and fast foods, administration and control of meal distribution, provision of hygiene and cleaning services, and ad hoc special catering requirements. Due to the nature of the operation, meal volumes cannot be guaranteed, and all projected figures used anywhere in this document are only estimates.

All services must comply with applicable Food, Hygiene, Environmental, and Occupational Health and Safety legislation, including the Occupational Health and Safety Act 85 of 1993, as well as relevant ISO standards (ISO 9001, ISO 14001, and ISO 18001), and any other governing regulations for food and catering services.

Arnot Power Station has a workforce exceeding 1,000 personnel across Eskom, ERI, contractors, and subcontractors, operating from multiple buildings on Site. Of these, approximately 600 Eskom/ERI employees are entitled to one subsidised meal per day.

The *Contractor* shall be required to accommodate a broad range of dietary requirements, including the provision or sourcing of specialised meals from external suppliers where necessary.

This includes, but is not limited to, dietary preferences and requirements based on religious, cultural, and lifestyle considerations, such as vegetarian, kosher, and halaal meals.

Where applicable, the Contractor must ensure that all specialised meals (e.g., halaal and kosher) are prepared, handled, and certified in accordance with the requirements of the relevant recognised certification authorities. Valid certification must be maintained and provided to the Employer upon request.

Duration of service

The intended term of the contract will be for a period of 36 months.

Normal Working hours – canteen staff

Normal working hours will be from 04:00– 20:00pm (Monday to Sunday including public holidays)

Normal service time

Normal service time will be from 05:30am to 07:45pm (Monday to Sunday including public holidays)

Lunch to be available from 11:30am until 13:00pm (Monday to Sunday including public holidays)

Dinner to be available from 17:30pm until 19:45pm (Monday to Sunday including public holidays)

1.2. Employer’s requirements for the service

1.2.1. Electronic ordering system:

a. Summary of requirement for the electronic ordering system:

-
1. It is a pre-order system that enables site personnel to order meals and has the capability of reconciliation all orders at any time by personnel number, name or both. The system shall also be able to report on the order and actual delivery.
 2. System to distinguish between subsidized and non-subsidized meals.
 3. Only allow one subsidized meal per person per day.
 4. System to deduct subsidy amount from each account for the employee's account and charge the remainder for Eskom's account. This function is for Eskom's internal control.
 5. Prevent more than one subsidised meal per employee per day.
 6. Identify non-subsidized meals or snacks at correct price and deduct full amount from employee's account.
 7. System shall have the capability to be programmed as such for employees that are allowed for more than one subsidized meal credit. This is to be administered by the system and reporting on these allowances to be made available.
 8. Facility for employees to add additional funds to their accounts to be made available (Top up).
 9. Facility to book meal any time during the day with an alert function to indicate when booking time for meals has expired "bookings closed". Must be able to book a week in advance. Subsidised meals only allowed if booked.
 10. If the mobile Scanning service for deliveries is not available:
 - 10.1 To be scanned at a Top-up machine or
 - 10.2 Separate delivery system with pre-pay facility on placement of delivery order through PC or e-forms, etc. The delivery system must have a delivery management system. Email notification on dispatch of order.
 11. Till slip or report to be provided with every meal that shows employee's balance.
 12. System to be able to manage stock and ordering levels as well as reporting of the stock and order levels. (Supplier's stock if any and Eskom stock separately).

b. Pre-order system

1. Pre-order system to be accessible from existing Laptops/Computers or purpose kiosk workstations.
2. Pre-order system to interface with existing Eskom network and software to be able to interface with existing laptops/computers.
3. The system must be Cloud-based, this includes all server equipment.
4. Pre-determined cut off times for meal orders to be shown.
5. Book ± 1 week in advance but allow for cancellation before cut-off time.
6. Orders to be per meal.
7. System to allow subsidised meal only if pre-booked but must be able to override by an administrator.
8. Subsidised meals give an option of 3 different meals. Person may not be allowed to change a meal chosen (booked) at till point. The System must therefore to be able to provide daily / weekly / monthly variance report between meal booked and meal taken. Must also be able to draw this report per personnel number.
9. Pre-booking system must be available for 24 hours per day / 7 days per week. Provision to be made for standby power for the main server to eliminate down time during power outages.

c. Swipe at till

1. System to recognise whether subsidy meal was pre-booked.

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2. System to deduct employee portion i.e. subsidised amount from employee's individual balance and accumulate the *Employer's* subsidy.
 3. System to allow for only one subsidised meal per day.
 4. Pin facility for event of card having been lost, linked to individual's personnel number.
 5. Must print slip at till showing "meal taken", price, subsidy amount used for the transaction, own personal account amount used for the transaction, subsidy amount balance, personal account balance i.e., personal account balance available for use. Also show personnel number.
 6. System to deduct full price of any meal taken from personal account if the subsidy amount had already been utilised for the day, or if the meal taken is not a subsidised meal.
 7. System to allow functionality to limit the number of subsidised meals allowed per month but must also be able to either disable this functionality or override the limit.

d. Delivery

1. Must limit the number of employees that may deliver to site i.e. system to log delivery personnel and a report to be created.
2. Delivery of food will be at the Rietkuil single quarters dining rooms, Arnot single quarters dining room as well as inside the Power Station at various locations.
3. Alert function if delivery is overdue.
4. E-mail / sms notification of delivery dispatched.
5. On-line delivery orders selection, collect or deliver.

e. Ordering Kiosk locations

1. Any laptop/computer/cell phone connected to the Eskom network or internet.
2. Remote ordering kiosks: provide for at least 6 ordering kiosks at various locations within the Power Station as well as at the canteen. The system must be able to expand for this requirement.

f. Maintenance of electronic ordering system

The *Contractor* shall be responsible for all maintenance of the electronic ordering system for the period of the service agreement of 36 months. The maintenance shall include all aspects of the system both hardware and software. Maintenance records are to be kept by the contractor and the schedule of these activities to be made available to the *Employer*.

g. Stock and order control

The *Contractor's* site/service manager as well as the *Employer's* service manager must be able to manage the electronic system to manage all stock levels and orders. The system must be capable of giving historic reports as well as current reporting; these reports should also be capable of tracking orders both historic and current.

1.2.2. Catering and Cleaning Services

1.2.2.1. Food containers

Fully biodegradable food containers, divided with a lid and big enough to ensure complete cover of food without squashing.

- be able to withstand heating up to 100 degrees Celsius; and
- be able to withstand weight pressure during packing.

1.2.2.2. Cutlery set

Serviettes, disposable cutlery (knife, fork & spoon), packed seasoning (salt and pepper) and sauce packages (tomato sauce, vinegar and salad dressing) and toothpick to accompany all meals.

1.2.2.3. Food Production

Food production shall take place at the kitchen facility located at Rietkuil Single Quarters. The *Contractor* is hereby made aware that the Rietkuil facility may be subject to certain operational constraints. These include, but are not limited to, ageing equipment, power outages without backup supply, and unreliable cooling infrastructure. Notwithstanding these constraints, the *Contractor* shall be required to implement appropriate contingency measures to ensure that food production and service delivery are not interrupted at any time.

- All food shall be prepared strictly in accordance with the approved menu, standardised recipes, and prescribed food production methods, ensuring consistency, quality, and compliance with applicable standards
- Food is to be handled correctly i.e. received, stored, prepared and served in a safe manner as per prescribed standards.
- Prepared food is held for the minimum time before consumption and held for a maximum of three (3) Hours after production dependant on temperature control.
- The following cooking utensils and equipment to be supplied by the *Contractor*, note that the *Contractor* shall be required to supply the equipment and shall remain the property of the *Contractor*. The *Employer* will not, for the duration of the Service Agreement, be responsible for the maintenance, procurement and/or supply of any of the listed and omitted equipment required.
- All equipment shall be maintained in a clean, hygienic, and fully serviceable condition always.

The *Contractor* shall implement a structured maintenance and cleaning programme to ensure ongoing compliance with applicable health and safety standards. Comprehensive records of all maintenance, servicing, and cleaning activities shall be always maintained and made readily available to the *Employer* upon request.

The equipment required is listed below and should be at the supplier's cost.

- Shelving
- Bain Marie's
- Beverage coolers
- Crockery and cutlery
- Double chip fryer
- Double fish fryer
- Food delivery trollies
- Food preparation tables and work counters

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- Gas grillers floor standing
 - Gas oven/stove
 - Industrial microwaves
 - Industrial ovens
 - Industrial pots and pans
 - Pot racks
 - Potato peeler (optional)
 - Sandwich top fridge
 - Sinks (kitchen and scullery)
 - Stainless steel counters
 - Tea trolley
 - Tilting pan
 - Tray and cutlery trolley
 - Tray clearing trolley
 - Vegetable racks, etc.

1.2.2.4. Serving hot meal

May be taken away or eaten in the mentioned dining rooms with washable crockery and cutlery.

Food shall be aligned with the serving times agreed with the *Employer*, which may be changed from time to time based on *Employer's* discretion.

The *Contractor* has the capacity for simultaneous refilling of serving stations and replenishing of stock as well as serving of meals.

Each serving point is sufficiently staffed for serving meals.

All serving points are open and fully functional during day lunch peak on normal weekdays and any other time when the demand is high.

Ensure that the serving process runs smoothly and prevent unnecessary delays.

1.2.2.5. Menus

- Menus shall be according to the specification given.
- The *Contractor* shall submit a 15 Day cycle menu (recommended) to the *Service Manager* for acceptance and influence.
- An alternative of red and white meat shall be available daily, where possible, dry and wet cooked alternatives shall be available daily.
- Dessert should be served three time a week
- Breakfast menu should also include yoghurt (80ml), jam (15g) and margarine (8g) portions and 1 fruit daily.
- Starchy vegetables like sweet potatoes and potatoes shall be served as a starch not vegetables
- Cabbage shall be served only as a salad ingredient e.g. (Coslow) not vegetables.
- Menus or changes to menus shall be accepted by the *Employer's Service manager* prior to implementation.
- Reviewed quarterly for seasonality and menu fatigue.

-
- The *Contractor* shall include special diet menus (e.g. vegetarian, light, diabetic and low salt, halaal).

1.2.2.6. Further to the above, the *Contractor*: -

Provides all meals within the least waiting time i.e., each person to be able to have lunch within allowed time.
The waiting period shall be kept at a maximum of 15 minutes.

- Provides freshly prepared food for each shift.
- Presents all meals in an attractive manner and at correct temperatures as per the standard.
- The *Contractor* shall include special diet menus (e.g. vegetarian, light, **Diabetic** Controls queues to ensure
- A smooth-running service without delays especially during the day.
- Constantly supervises food production, service and dining.
- Maintains effective communication between all supervisors, manager/s and stores at all times to ensure a smooth-running service.
- At all times maintains the areas (Canteen, dining halls) in a clean condition.

1.2.2.7. Cleaning and hygiene

- Manage and maintain the facilities in a good and hygienic condition.
- Clean and clear all dining facilities and kitchen area before, during and after meals.
- Deep clean all facilities and surrounding areas at least once a week.
- Clean kitchen drains, gullies and grease traps daily.
- Sanitize all equipment and surfaces on an ongoing basis.
- Conduct monthly independent audits and sampling. The *Employer* reserves the right to conduct its own audits and sampling at its discretion.
- Clean all rooms including internal and external ablutions and surroundings related to the Canteen.
- Keep the waste area in a clean condition.

1.2.2.8. Waste Management

- Separate all waste at source.
- Always keep the waste area (Swil) locked and clean.
- Dispose of prepared food waste and used oil in a safe manner and separately from the rest of the waste.
- Keep the bins around the Canteen in a clean condition.

1.2.2.9. Staffing

In the execution of its duties the *Contractor*.

- Provides adequate human resources to execute the tasks as required by the *Employer*, including outside normal working hours. E.g. administration, management, SHEQ and quality control.
- Provides constant supervision in all areas where work is performed.

-
- Provides for a SHEQ/Quality Controller for all safety, environmental and quality control activities.
 - Remunerates all employees as per legislation and industry norms.
 - Continuously develops all employees on key areas of service and on Safety, Health, Environmental and Quality matters.

1.2.2.10. Administration

The *Contractor must*:

- Keep all tills in good working condition.
- Submit to the *Employer* an automated month end report in a format agreed with the *Service Manager*.
- The *Employer* reserves the right to full access of all records and may require further verification or change to supporting documents at any given time.

1.2.2.11. PPE and Uniform

The *Contractor* provides its employees with PPE and uniform that meets the requirements of a food production facility; this includes work wear for cold weather. PPE's shall be company branded.

All uniform and PPE are kept in a neat condition. Employees are provided with enough PPE and uniforms to ensure a clean set for each shift.

The *Contractor* provides coats, mop caps and beard covers and keeps a register for people entering any of the food handling areas.

1.2.2.12. Emergency and Risk

Within 12 days of the commencement date the *Contractor* shall provide the *Employer* with a comprehensive risk analysis for the complete operation.

1.2.2.13. Other requirements

The *Contractor* shall conduct quarterly independent audits, keep records and report the findings To the *Service Manager*.

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

1.2.2.14. Special Catering

The following special catering will be supplied on request by the submission of the **Special Catering Form** to the *Contractor*:

- For functions.

(Below are some of the special events that should be catered for during the 36-month period).

Event/Function	Date(s)	Number of people	Proposed Menu items
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Mass Communication	Every Month X12	+400ppl	Tea/Coffee Snack Packs: Juice, Chips, Nuts, Fruits, Energy Bars, Biscuits
Business Review Meetings	Every Month	+85ppl	Tea/Coffee Breakfast Lunch with cold drink Cold drink & water
Donations Hand-over	1 Monthly X12	+35ppl	Platters Coldrinks & Water
Health & Wellness Campaigns	1 Monthly X12	+250ppl	Snack Packs: Juice, Chips, Nuts, Fruits, Energy Bars
Easter Road Safety	April	+1200ppl	Snack Packs: Juice, Chips, Nuts, Fruits, Easter Eggs (Eskom & Contractors)
Mens Health Conference	April	+500pp	Décor Catering: Breakfast Lunch Gift
Mother's Day Messaging	May	+900	Chocolate Slabs/Snack Paks (Eskom & Contractors)
EWAP Round Table Discussions	February & June X2	+300	Tea/Coffee/Muffins Water Lunch with Coldrink
Father's Day Messaging	June	+1100	Chocolate Slabs / Snack Packs (Eskom & Contractors)
Youth Day	June	+900ppl	Snack Packs: Juice, Chips, Nuts, Fruits
Mandela Day Activities	17 July	+100ppl	Platters Coldrinks & Water
Women's Day Function	August	+300ppl	Snack Packs Décor Breakfast Lunch Coldrink & Water
Spring/Arbor Day	September	+900ppl	Gift Snack Packs: Juice, Chips, Nuts, Fruits

Training.

- Audits; and
- Braai packs -This is usually requested for Christmas and New Year for all employees on site during this time.
- Ad hoc functions not listed but may be required.
- As a contingency, there might be a requirement to assist other Eskom sites with meals during abnormal situations. This will be on an “as and when” required basis only. These will be the same meal as any normal meal.

Note: All the events/ functions should be catered for, pending the employer’s approval, and these quantities are only estimates

1.3 Supply and Delivery of Station Beverages

1.3.1 Specification and description of the goods

The *Service Manager* specifies the goods as the supply and delivery of beverages and related consumables on an “as and when required” basis for a period of 36 months at Arnot Power Station.

1.3 2 Purchaser’s design

1.3.3 Procedure for submission and acceptance of Supplier ’s design

Where applicable, the Supplier shall submit the following for acceptance prior to supply:

- Product specifications and data sheets
- Manufacturer details and compliance certificates (e.g. SABS or equivalent)
- Packaging and labelling details
- Proposed delivery and stock replenishment plan

1.3.4 Other requirements of the *Contractor* 's design

Contractor's design (where applicable) shall:

- Ensure suitability for industrial consumption environments
- Consider safe storage, handling, and transport conditions
- Ensure compliance with Eskom SHEQ policies
- Include clear expiry dates, batch identification, and traceability

1.3.5 Use of *Contractor* 's design

The *Service Manager* shall use the *Contractor* 's design solely for:

- Evaluation and acceptance of goods
- Operational consumption at Arnot Power Station

The *Contractor* retains responsibility for the adequacy and compliance of their design.

1.3.6 Manufacture & fabrication

All goods shall be manufactured and supplied in accordance with:

- Recognized food safety and quality standards (ISO 9001 where applicable)
- Applicable South African regulations and industry standards

1.3.7 The *Contractor* shall ensure:

- Consistent product quality
- Proper storage and transportation conditions
- No contamination, damage, or deterioration prior to delivery

1.3.8 Factory acceptance testing (FAT)

Factory Acceptance Testing is not applicable to standard off-the-shelf consumable goods.

However, the *Service Manager* reserves the right to:

- Request product samples
- Verify compliance certificates
- Conduct supplier audits where necessary

1.3.9 Other tests and inspections and commissioning in place of use

Quality control check will be done by the designated Arnot Power Station Representative when goods are delivered on site before they can be booked into the Store (Receiving)

The following inspections shall be conducted upon delivery:

- Visual inspection for damage, contamination, or non-compliance
- Verification of quantities against delivery notes
- Shelf-life compliance check (minimum 75% remaining)
- Packaging integrity and labelling verification

The *Employer* may reject:

- Damaged goods
- Expired or near-expiry goods
- Non-compliant products

No commissioning is required, as goods are consumables intended for immediate use.

1.3.10 Operating manuals and maintenance schedules

Not applicable to consumable goods.

1.3.11 Supply Requirements

The *Contractor* shall supply and deliver beverages and consumables on an “as and when required” basis for a period of 36 months.

The *Contractor* shall:

- Ensure continuous availability of stock.
- Deliver goods to designated delivery points within Arnot Power Station
- Provide delivery notes with each consignment, clearly indicating quantities, batch numbers, and expiry dates
- Replace any defective, damaged, or expired goods at no additional cost to the Purchaser
- Ensure all deliveries are made within the agreed lead times

1.3.12 Specification of the services to be provided

The *Contractor* shall provide the following services as part of the contract:

- Procurement and supply of specified beverages and consumables
- Transportation and delivery to Arnot Power Station
- Offloading at designated delivery points.
- Quality assurance, ensuring all goods meet specified standards prior to delivery
- Handling of returns and replacements for non-compliant goods

1.3.13 Constraints on how the *Contractor* Provides the Goods

Programming constraints

The *Contractor* shall:

-
- Supply goods on an “as and when required” basis in accordance with Purchase Orders issued by the *Purchaser*
 - Adhere to agreed lead times for delivery
 - Notify the Purchaser timeously of any potential delays or supply risks

Work to be done by the Delivery Date

By the Delivery Date, the *Contractor* shall:

- Deliver the correct quantities and specified items to the designated delivery points

Ensure all goods:

- Meet quality and safety requirements
- Have minimum 75% shelf life remaining
- Are free from defects or damage

Provide all required delivery documentation, including delivery notes and product details

1.3.14 Marking the goods

All goods shall be clearly marked with:

- Product description
- Manufacturer details
- Batch numbers (where applicable)
- Date of manufacture and expiry date
- Storage instructions (where applicable)

1.3.15 Constraints at the delivery place and place of use

Deliveries can only be done during normal working hours unless the *Service Manager* requests the goods immediately in cases of emergency.

Normal working hours are as follows:

Monday-Thursday 07:00 – 16:15

Friday 07:00 – 12:00

Interpretation and terminology.

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
E Hospitality	Electronic Hospitality system

Management strategy and start up.

Management meetings

Regular meetings of a general nature may be convened and chaired by the *Service Manager* as follows

Title and purpose	Approximate time & interval	Location	Attendance by:
Contractor Safety Meetings	Monthly	TBC	<i>Contractor</i> Management and Safety Rep Services Safety
Canteen meetings and assessment	Monthly	kitchen	<i>Contractor</i> Management and SHEQ
Weekly meetings with the <i>Service Manager</i> or when required	Weekly	kitchen	<i>Contractor</i> Management and Safety Rep

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not So specified by persons and at times and locations to suit the Parties, the nature and the progress of the *service*.

Records of these meetings shall be submitted to the *Service Manager* by the person convening the Meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convenes the meeting.

Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

2.3. *Contractor's* management, supervision and key people

- Provide adequate human resources to execute task as required by the Employer.
- Provide management and supervision of the canteen and catering services for Arnot Power Station.
- Provide supervision for each shift.

-
- Provide a qualified Chef who will ensure compliance.
 - Provide a fully dedicated SHEQ Officer to provide Safety, Health, Environmental and Quality control activities.

Note: Submit organogram to the Employer with list of all appointed personnel and their roles and Responsibilities.
See attached Technical Evaluation Criteria for minimum requirements on the key personnel.

2.4. Provision of bonds and guarantees

Not applicable

2.5. Documentation control

Monthly reports to be submitted to the *Employer's Service Manager*.

2.6. Invoicing and payment

The Z clauses make reference to invoicing procedures stated here in this Service Information. Also include a list of information which is to be shown on an invoice.
--

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to

_____ and include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*;
- The contract number and title;
- *Contractor's* VAT registration number;
- The *Employer's* VAT registration number 4740101508;
- Description of service provided for each item invoiced based on the Price List;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;
- (add other as required)

Add procedures for invoice submission and payment (e.g. electronic payment instructions)

2.7. Contract change management

Clause 6 Compensation events of the NEC3 Term Service Contract will apply to all changes in this contract.

2.8. Records of Defined Cost to be kept by the *Contractor*

Not applicable

2.9. Insurance provided by the *Employer*

First read TSC3 Core Clause 86.1 and then add anything necessary for the management of insurance related issues such as a cross reference to where procedures for making claims can be found. Also provide contact details for persons capable of being able to answer any insurance related queries the *Contractor* may have, as well as to whom the information required by Marine Insurance (if any) may be addressed.

2.10. Training workshops and technology transfer

Not applicable

2.11. Design and supply of Equipment

Not applicable

2.12. Things provided at the end of the *service period* for the *Employer's* use

2.12.1. Equipment

At the end of the service period the E-Hospitality system will remain the property of the *Employer*.

2.12.2. Information and other things

Reports must be submitted to the *Employer* after each service.

2.13. Management of work done by Task Order

Only use this heading if Option X19 applies to this contract.

In some cases all work may be done in terms of Task Orders in which case it may be logical to move this section closer to the start of this part 2 of the Service Information. In some cases only parts of the *service* may require to be handled by Task Order, for example a major repair which has become necessary during a continuous maintenance service contract.

Please read Option X19 before drafting requirements here as much of the procedure for the administration of Task Orders is already provided in X19, for example X19.2 specifies what a task Order should include

A Task Order format could be provided in an Annexure to this Service Information.

Many considerations can apply to Task Orders, such as availability of resources, arrangements for emergency work, Task Order reporting (work carried out and service results), assessment of additional Prices for *service* not included in the Price List etc.

Clause X19.6 requires information which should be included on a Task Order programme.

Further requirements for Task Orders include things to be provided by the *Employer* under a Task Order and the conditions under which the *Employer* or Others are to work.

- The *Contractor* performs work in accordance with the prior use of a Task Order from the delegated *Service Manager* or his delegate and completes it within the period specified in the Task Order. Should the *Contractor* be unable to supply the resources required to complete a Task Order within the period specified, he immediately notifies the delegated *Service Manager* to this effect. The notification includes recommendations as to how the work can be completed.

3. Health and safety, the environment and quality assurance

3.1. Health and safety risk management

In addition to the requirements of the laws governing health and safety, Eskom may have some additional requirements particular to the *service* and the Affected Property for this contract. The text below provides for these being attached as an Annexure to this Service Information. PLEASE ALSO READ CORE CLAUSE 27.4 TOGETHER WITH Z7 IN THE ADDITIONAL CONDITIONS OF CONTRACT TO MAKE SURE THAT WHATSOEVER IS INCLUDED IN THE ANNEXURE

FOLLOWS ON FROM THOSE CLAUSES.

The Divisional/Regional Safety Risk Manager or his representative having jurisdiction over the *service* must provide the relevant safety, health and environmental (SHE) criteria for incorporation into this Service Information. The SHE specification / scope must be signed off by the Divisional/Regional Safety Risk Manager or his representative confirming

that the applicable safety criteria have been taken into account.

The Commodity Manager / Buyer must refer the tender to the Divisional/Regional Safety Risk Manager or his representative to evaluate against enquiry-specific safety criteria.

The Divisional Safety Risk Managers who will be responsible for the allocation of resources to assist P&SCM with the above processes are as follows:

- Generation: Roley McIntyre
- Transmission: Tony Patterson
- Distribution: Alex Stramrood
- Enterprises: Jace Naidoo
- Corporate: Kerseri Pather

The *Contractor* shall comply with the health and safety requirements contained in Annexure _____ to this Service Information.

The *Contractor* shall ensure that all his personnel attend a Health and Safety Induction Course presented by the *Employer* daily from 09:00 to 11:00 free of charge prior to commencement of any *works*. This is a two (2) Hour course and is valid for the duration of one (1) year at Arnot Power Station.

- (a) The *Contractor* works strictly to regularly updated risk assessments.
- (b) The *Contractor* ensures supervised and authorised entry into the site.
- (c) The *Contractor* always ensures compliance with the safety regulations imposed by any act of Parliament, or any regulation or by law of any statutory authority
- (d) The *Contractor* complies with the Occupational Health and Safety Act and Regulations, 1993 and all Regulations made there under as well as the *Employer's* safety and operating procedures
- (e) The *Contractor* acknowledges that he is fully aware of the requirements of all the above and undertakes to employ people who have received sufficient training that they can comply therewith.
- (f) The *Contractor* undertakes not to do, or not to allow anything to be done which will contravene any Provisions of the act, regulations or operating procedures
- (g) All employees of the *Contractor* shall attend a safety induction course before they are allowed to Work on site. It is the responsibility of the *Contractor* to ensure that all employees have attended the Safety induction.
- (h) The *Contractor* holds a Toolbox Talk and inspects all PPE before any work commences and keep written proof of such actions.
- (i) The *Contractor* complies with all the applicable procedures as required by the *Employer*, Procedures available from the *Employers* Documentation Centre on request.
- (j) Any tampering with the *Employer's* fire equipment is strictly forbidden.
- (k) All exit doors, fire escape routes, walkways, stairways, stair landings and access to electrical Distribution boards shall be kept free of obstruction and not be used for work or storage at any time.

Distribution boards shall be kept free of obstruction and not be used for work or storage at any time.
Firefighting equipment always remains accessible.
- (l) In case of a fire, report the location and extent of the fire to the Electrical Operating Desk at extension 5222.
- (m) Take the necessary action to safe guard the area to prevent injury and spreading of the fire.

(n) *Employer* provides the *Contractor* with the baseline risk assessment to use it as a minimum requirement to compile a risk assessment identifying all the risks before the implementation commences, the risk assessment compiled by the *Contractor* will clearly show all the mitigating Strategies in order to minimize all the possible risks.

- Full compliance to the OHS Act, Health and environmental regulations and other *Employer* legal Requirements.

- The *Contractor* will provide the *Employer* with a copy of the SHEQ (Safety, Health, Environment and Quality) plan two weeks before the start of the contract to ensure compliance. A Quality plan is to be submitted two weeks before the start of the contract to ensure compliance to required Safety Health Environment and Quality procedures and standards. The plan, will as a minimum, contain PPE Information, written safe work procedures, job specific risk assessments, safety meetings etc. The plan will be to the *Employer's* satisfaction and will be accepted prior to the commencement of any work.

- The *Contractor* will be subject to periodic audits by the *Employer* in order to ensure compliance. Any deviations will be corrected to the *Employer's* satisfaction.

The *Employer* has the right to stop the *Contractor's* work activities which, in the opinion of *Employer* is unsafe.

The *Contractor* may only continue with work activities when all safety deficiencies have been corrected.

- The *Contractor* must ensure that all personnel working under this contract are in good health and pose no risk to any personnel working at Arnot Power Station.

- The *Contractor* shall arrange for swab tests after four weeks of occupation and then every 3 months thereafter. The full report of the swab tests and health and safety audit shall be handed over to the *Employer's Service Manager*

Report of the swab tests and health and safety audit shall be handed over to the *Service Manager* within 2 weeks after the audit.

- Food samples shall be carried out and a report submitted to an Occupational Hygienist for further investigation (Swabbing results).

- The *Contractor* shall comply with all legal requirements e.g. OHS Act no 85 of 1993.

- Food poisoning will be taken as a serious matter by the *Employer* and the *Contractor* will be expected to Investigate and submit a report within 24 hours to the *Service Manager*.

- The *Contractor* to provide the appointed *Service Manager* with a food safety, hygiene & quality audit Report from an accredited company. Reports shall be provided to the *Employer* every 3 months.

- If any bacteria are found, a follow up swap test will be conducted within a month. A NCR will be issued For noncompliance and the NEC contract termination process will commence if necessary.

- The SHE Rep inspection book shall be submitted to the *Employer's* Safety department on a monthly basis.

- Food poisoning that results from a meal provided free of charge or subsidised by the *Contractor* to *Employer's* employees from internal sources or external sources managed by means of a formal Agreement shall be considered work-related.

- Samples of each prepared food to be frozen for 72 hours for laboratory analysis should any need arise.

- The *Contractor's* employees shall abide to the *Employer's* lifesaving rules at all times.

- Before any work can commence a risk assessment shall be performed by a competent person appointed in writing and the risk assessment shall form part of the health and safety plan to be applied on site and shall include at least:

- The identification of the risks and hazards to which persons may be exposed to;

- The analysis and evaluation of the risks and hazards identified;

- A documented plan of safety work procedures to mitigate, reduce or control the risks and hazards

3.2. Health and safety requirements

The *Contractor* shall comply with the following:

- Arnot Power Station Health and Safety Standards as per Arnot Power Station Contractors SHE plan.

- Adhere to the OHS Act 85 of 1993.

- Adhere to the *Employer's* and Arnot Power Station's zero tolerance for non-compliance to any of *Employers* and / or Arnot Power Station's safety rules and regulations.

The Contractor shall appoint a Safety Representative to assist the Site Manager to:

- Identify possible hazards, dangers and risks.

- Eliminate potentially dangerous conditions and actions.

- Ensure a safe working environment.

- Inspect and record findings of his workplace.

All incidents shall be reported before the end of shift or as soon as possible and in line with Eskom's Incident Management Procedure, 32-95.

The *Contractor* shall perform job observations on critical tasks as identified and provide proof to the *Service Manager*.

3.3. SHE Documentation Required from the Contractor

The following documents shall be provided by the *Contractor* in terms of Health, Safety and Environmental Performance:

-
- Letter of good standing with COID or any insurance body.
 - An organogram indicating the names of all persons that will hold legal appointments on the contract in terms of the Act.
 - The expected roles, responsibilities and authority of those who are proposed to receive legal Appointments.
 - The resume'(s) of the proposed Safety Officer(s) and Environmental Officer(s) his / their roles, Responsibilities and authority is required in terms of the scope of work
 - Proof of environmental, health and safety awareness training provided by a recognized training body.

The *Contractor* shall be responsible to ensure that:

His employees are trained before commencing work at Arnot Power Station. Proof shall be presented with the Safety file presentation to the *Service Manager* and the Safety department for approval before commencing work. A standard checklist in line with the Construction Regulation will be made available for the Safety File content.

Following is a few requirements for the Safety File:

- The *Contractor* shall compile a Health and Safety Plan, filed in a Health and Safety File.
- Proof of the company's own Health and Safety Policy.
- Proof of appointments, assignments and designations as required in the terms of the Occupational Health and Safety Act, No 85 of 1993.
- Proof of Risk Assessments regarding Hazards identified.
- Proof of Safe Work Procedures that derived out of the Risk Assessments.
- Proof of the contracting company's own Emergency Plan that will deal with their own emergencies on site
- Proof of an Induction Program it is advised that the Arnot SHE Rules as a Guide and an attendance register signed by its employees prior the commencement of any construction work on site.
- Proof of the contracting company's employee's medical fitness certificate. (Shall still be valid for one year and may only have been issued by an Occupational Health Practitioner.)
- Proof of Personal Protective Equipment (PPE) issued to *Contractor's* employees.
- Proof of *Contractor's* Accident/Incident Reporting and Investigation System.
- Proof of checklists and where applicable tests certificates, regarding *Contractor's* equipment, machinery, mobile equipment, vessel under pressure and any other applicable checks required by the Act.

The *Principal Contractor* shall ensure that his contractors (subcontractors) do also have a Health and Safety File and that it shall be accepted by the *Principal Contractor* and the Arnot Safety Risk department.

3.4. Vehicles and mobile equipment

The *Contractor* shall ensure that all vehicles, drivers and mobile equipment are being operated and maintained in line with Eskom's Vehicle and Driver Safety Management Procedure, 240-62946386.

3.5. Housekeeping at Canteen area

The *Contractor* shall ensure that good housekeeping is continuously implemented in each area, including provisions for the:

- Proper storage of materials and equipment.
- Removal of scrap, waste and debris at appropriate intervals.

-
- The *Contractor* shall ensure that all waste and debris is as soon as reasonably practicable removed and disposed of from the site in accordance with the applicable legislation.
 - All waste material to be properly sorted.

Note: **See attached SHE spec**

3.6. Environmental constraints and management

Describe or cross refer to environmental constraints applicable to the *Contractor's* plan and his activities on the Affected Property and how they should be managed. Include here or cross refer to an Annexure to the Service Information.

The *Contractor* shall comply with Arnot Power Station's environmental management system. This includes the identification, collection, storage, transportation, and disposal of waste.

. Hazardous waste shall be disposed of in line with the applicable Environmental legislation. It is important to note that all spillages shall be cleaned immediately and reported to the appointed *Services Manager* and Environmental department. It is the responsibility of the polluter to clean all spillages and the rehabilitation of the polluted land and area.

3.7. Quality assurance requirements

The Quality Control plan consisting of the following as a minimum and is accepted by the *Service Manager* and the *Contractor* prior to commencement of the work.

A covering page which includes and makes provision for the following:

- Document unique number
- Revision number
- Page number
- Provision to incorporate all inspection report numbers
- System worked on
- High level description of work execution
- Test reports. Where tests were performed they are recorded and the positions of measurements are Traceable to the specific area of testing against the records
- Provision for review and approval signatures of the Contractor, the appointed contract manager and the Supervisor.
- Provisional for final releases signatures by the *Contractor*, appointed *Services Manager*, the Executive Chef and Supervisor.

4. Procurement

There is a cross reference from the core clause 11.2(6) definition of Disallowed Cost to the Service Information regarding procurement procedures. This part of the Service Information MUST include any such procedures to be able to administer Disallowed Cost.

4.1. People

4.1.1. Minimum requirements of people employed

Specify any constraints relating to people employed to Provide the Service; for example permits for foreigners, training (other than H & S), use of labour from designated areas and industrial relations.

Different levels of personnel must be properly qualified and trained. Proof to be submitted to the *Service Manager*.

Employ personnel from the local community of Rietkuil where possible.

4.1.2. BBBEE and preferencing scheme

Specify constraints which *Contractor* must comply with after contract award in regard to any Broad Based Black Economic Empowerment (B-BBEE) or preferencing scheme measures.

4.1.3. Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

If the ASGI-SA requirements are to be included in this contract specify constraints which *Contractor* must comply with after contract award in regard to any ASGI-SA requirements. The ASGI-SA Compliance Schedule completed in the returnable tender schedules is reproduced here. If ASGI-SA does not apply, delete this paragraph.

The *Contractor* complies with and fulfils the *Contractor's* obligations in respect of the Accelerated and Shared Growth Initiative - South Africa in accordance with and as provided for in the *Contractor's* ASGI-SA Compliance Schedule stated below

[Insert the agreed ASGI-SA Compliance Schedule here]

The *Contractor* shall keep accurate records and provide the *Service Manager* with reports on the *Contractor's* actual delivery against the above stated ASGI-SA criteria. [Elaborate on access to and format of records and frequency of submission etc.]

The *Contractor's* failure to comply with his ASGI-SA obligations constitutes substantial failure on the part of the *Contractor* to comply with his obligations under this contract.

4.2. Subcontracting

4.2.1. Preferred subcontractors

None.

4.2.2. Subcontract documentation, and assessment of subcontract tenders

None.

4.2.3. Limitations on subcontracting

4.2.4. Attendance on subcontractors

State requirements for attendance on Subcontractors, if any

None.

4.3. Plant and Materials

4.3.1. Specifications

Plant and Materials are defined as items intended to be included in the Affected Property. This will refer to replacement of worn or defective parts, routine replacement as part of regular preventative maintenance and supply of spare parts. Quality is usually designed in or specified in the technical specifications. However to cover circumstances where quality may not be prescribed, this sub-paragraph could also be used to state an overarching default requirement – fitness for purpose etc.

Either specify here or provide a list of the applicable specifications and attach them as Annexure or state where they can be obtained from.

Key performance indicators: KPI's

AREA	INDICATORS	WEIGHT	
Food safety	Swab tests done with clear results. Work stations separated properly. Colour coding used. Hand washing done properly. Food safety reflecting on daily toolbox talk. Sanitizers available at all work stations at all times. Safe temperature maintained on food	20%	
Food service	Waiting time as per requirement. All tills working as per requirement, 90% of the time. Presentation attractive and hygienic. Serves courteous and identifiable with a name tag. Food as per approved menu Deviations reported beforehand (5% max)	20%	
Complain handling	Customer satisfaction system functional. All complaints received followed up and corrected	10%	
Cleaning	Cleaning as per approved cleaning schedule. Facilities and surroundings kept clean at all times	10%	
Staffing	Staff as per structure at all times.	10%	

Safety	Incident recorded and investigated as per procedure. Safety forms part of daily toolbox talks. PPE worn correctly at all times – no deviations	10%	
Stock availability	Sufficient stock available at all times	20%	

Specifications:

NOTE: the following list has items that will be purchased on the meal card only. Each meal is to be accompanied by either a soda drink or a juice.

Various meals on the menu:

1. Meal of the day (starch, protein, vegetables & salad)
2. Vegetarian meal
3. Health packs
4. Fruit packs (to be packed as assorted fruits)

Other options:

- i. Chicken Mayo sandwich
- ii. Club sandwich
- iii. Sandwich: 1 filling, 2 fillings, 3 fillings, 4 fillings

ITEMS	Description	Specification raw(portion size)
PROTEIN	With bone Beef Mutton/lamb Chicken (leg quarters) Pork Without bone Chicken breasts Beef steak Mutton/Lamb Sausage	300g 300g 220-250g 300g 250g 250g 250g 200g 200g 150g

	Mince Fish Bacon Russians Vienna Fish finger Fish cakes Chicken livers Wors (80% meat and 20% fat) Vegetarian alternatives (daily) Bone and fat content not to exceeded 15 and 10% respectively.	2X150g 6/8 50g 100g 50g 20g 50g 50g
STARCH	Pap Rice Samp Samp with beans (70/30 ratio)	50g 50g 50g 50g
VEGETABLES	2 vegetables that shall be properly balanced and complementing of the main protein served. Vegetables can be cooked, raw or served as salads with each meal. Cabbage is to be excluded in the vegetables served.	±50g
BREAKFAST	Cooked gravy to be used (no tinned Breakfast Sausage) Mince Fish Bacon Russians Vienna Fish finger Fish cakes Chicken livers Eggs Yoghurt 250ml assorted flavours Bread(white and brown) 1Fruit in season	

FRUITS	In season fruits(this forms part of the meal not the fruit pack meal)	
BRAAI PACK	Chicken ¼ leg Wors T-bone steak junior Lamb chop - best end, rib chop cut ONLY 3 PIECES PER BRAAI PACK	220g 100g 180g 150g

All specifications refer to raw or prepared items

All meat and vegetables are grade A

Contractor to provide 3 types of protein per meal which consists of one red and one white meat and a chef's choice of the day **and** health meal options shall be available at all times, including vegetarian meals.

Stew/Curry options will be available at all times.

Equivalent alternatives may be included subject to *Employer's* approval, these may also be requested by the *Employer*.

4.3.2. Correction of defects

State any constraints when dealing with defective Plant and Materials such as how repairs are carried out - can the item be fixed up or must it be replaced by a new one.

4.3.3. Contractor's procurement of Plant and Materials

Specify any constraints on how the *Contractor* is to order, codify, expedite, freight, import, transport to the Affected Property and any other requirements for delivery and storage before installation. The *Employer* may require warranties from suppliers to be in favour of the *Employer* and not just to the *Contractor*. The *Employer* may also need schedules of vendor data for his own use after the end of the *service period*.

4.3.4. Tests and inspections before delivery

None.

4.3.5. Plant & Materials provided "free issue" by the Employer

List any Plant and Materials which are to be provided by the *Employer*.

State arrangements for collection by *Contractor* or delivery by others on behalf of the *Employer*, off loading, inspection, storage, care custody and control, return of unused Plant and Materials, etc. Always include a statement to the effect that 'all other Plant and Materials are to be provided by the *Contractor*'.

The Rietkuil single quarter kitchen facility is available for food preparation if preparation is not off site at the *Contractor's* premises.

The facility is available for serving of meals. The Rietkuil facility will be the main distribution point.

A few constraints about the Rietkuil facility to take note of:

The *Contractor* is made aware that the Rietkuil facility may have some constraints like ageing equipment, power outages with no back up and unreliable cooling facilities.

The *Employer* does not guarantee the operation and functionality of any of the equipment.

4.3.6. Cataloguing requirements by the *Contractor*

State whether cataloguing is applicable, if it is, reference the requirements for cataloguing that need to be satisfied by the *Contractor* (consult Procurement Instruction Number 1 of 2018 – Incorporating Cataloguing into the Procurement Environment, Unique Identifier 240-1289988974).

5. Working on the Affected Property

This part of the Service Information addresses constraints, facilities, services and rules applicable to the *Contractor* whilst he is doing work on the Affected Property.

5.1. *Employer's* site entry and security control, permits, and site regulations

Sites such as Koeberg Nuclear Power Station have very strict entrance requirements which tendering contractors need to allow for in their prices, and the *Contractor* has to comply with. State these or similar requirements here.

In addition to the above there may be other restrictions once on the site, plus rules relating to roads, walkways and the provision of barricades

All Site access is controlled through the designated access gate.

The *Contractor* is informed of the access procedures through Site regulations and that such procedures may change depending on the prevailing security situation.

The *Contractor* is to comply with all Site regulations and instructions. The onus is on the *Contractor* to ensure his familiarity with the *Employer's* Site regulations and inspections.

Recruitment outside the *Employer's* security office is not allowed. Local privately owned recruitment offices to be utilised.

No person will be issued with an access permit without proof that the person did attend the local Arnot Power Station induction course.

A one-day access permit will be issued for persons attending the induction course. It is the *Contractor's* responsibility to arrange with the Project Manager one week in advance for a course booking.

All vehicles must be driven with due consideration for personnel and property. A maximum speed limit of 40 kilometres per hour will be adhered to on the premises at all times. No personnel at the back of any vehicle.

5.2. People restrictions, hours of work, conduct and records

The Contractor has to comply with legislation with regards to the hours of work, rest periods and leave requirements.

The time for serving Breakfast is 05:30 to 07:45 daily.

The time for serving Lunch is 11:30 to 13:00 daily. Official lunch time is 12:00 to 12:30.

The time for serving Dinner is 17:30 to 19:45 daily.

It is very important that the *Contractor* keeps records of his people on Site, including those of his *Subcontractors* which the *Service Manager* have access to at any time. These records may be needed when assessing compensation events.

5.3. Health and safety facilities on the Affected Property

Section 3 deals with contractual H & S requirements in addition to those of the OHS Act. This section allows the *Employer* to state what measures are to be taken on the Affected Property by describing where First Aid facilities provided by the *Employer* are located and any other emergency arrangements. Do not use if already addressed in 2.3.

A medical centre is available on site inside the Power Station perimeter. This facility may be utilised for emergency situations.

5.4. Environmental controls, fauna & flora

This sub-paragraph may not be required in a service contract or if these matters are dealt with in the general environmental requirements referred to in section 3 above.

5.5. Cooperating with and obtaining acceptance of Others

This sub-paragraph could be used to deal with two issues.

- 1) The cross reference from core clause 25.1 about cooperation generally as well as details about Others with whom the *Contractor* may be required to share the Affected Property. See clause 11.2(9) for the definition of Others.
- 2) Requirements for liaison with and acceptance from statutory authorities or inspection agencies.

5.6. Records of Contractor's Equipment

This sub-paragraph is intended to address how records are to be kept of Equipment on Site including whether it is owned or hired. Include any constraints about scaffolding, rigs, heavy lifts and cranes, including removal from the Affected Property.

5.7. Equipment provided by the Employer

Provide details of equipment (e.g. overhead cranes) made available for use by the employer and set out conditions relating thereto.

5.8. Site services and facilities

5.8.1. Provided by the *Employer*

Equipment provided by the *Employer*

None

5.8.2. Provided by the *Contractor*

The *Contractor* has to supply all the food production equipment, cooling equipment, storing equipment and delivery equipment for this service. Due to ageing equipment at the *Employer's* premises which is no longer reliable, this is a constraint.

The *Contractor* shall provide all required equipment, personnel etc. necessary for rendering of services other than what is provided by the *Employer*. This includes all consumables i.e groceries, vegetables, protein, condiments etc.

5.9. Control of noise, dust, water and waste

Waste management is addressed in 3.5 under Waste Management.

5.10. Hook ups to existing works

None.

State any constraints

5.11. Tests and inspections

5.11.1. Description of tests and inspections

Describe the tests and inspections to be carried out by the *Contractor* and the *Service Manager* and others [40.1].

5.11.2. Materials facilities and samples for tests and inspections

State what materials facilities and samples for tests and inspections the *Contractor* and the *Employer* are to provide, per core clause 40.2.

6. List of drawings

6.1. Drawings issued by the *Employer*

This is the list of drawings issued by the *Employer* at or before the Contract Date and which apply to this contract.

Revision		Title
n/a		