	<p style="text-align: center;"><b>Scope of work</b></p>	<p style="text-align: center;"><b>Generations</b></p>
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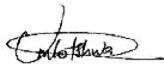
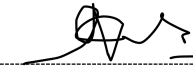
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Date: 01/03/2024

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### CONTROLLED DISCLOSURE

## 1. Introduction

Provide Catering Service for Kriel employees and its visitors at Kriel Power Station Canteen (excluding contractors).

### 1.1 Scope

The supplier is required to provide catering services for Kriel employees and its visitors at Kriel power station canteen (excluding contractors). Meals will be provided 7 days a week as per the working hours and service schedule information below. All meals calculated are estimates.

The contractor to be a suitably, qualified, experienced, and well-established supplier with the capacity to give an excellent service to Kriel power station employees and its visitors. Eskom will provide the supplier with a fully equipped kitchen and building which will be utilised for food storages, preparation areas, all equipment, crockery, cutlery. Contractor to use Eskom equipment or replace any equipment at no cost to Eskom.

The contractor kitchen staff will work together with Eskom catering employees (2 cooks and 1 clerks) to meet Eskom's goal to satisfy its customers. Canteen management will be a sole responsibility of the contractor (site manager) reporting to contract manager.

#### 1.1.1 Purpose

#### Provision for Catering Services

##### ➤ SPECIFICATIONS

- Provision of skilled, qualified, and experienced Catering team
- Medical fit to work in a hot environment, standing long hours
- To adhere to all food safety and food hygiene practices (SANS 10049:2019) (Act No. 85 of 1993) and more.
- Provision of quality food suitable for human consumption and quality service
- Labour Rate quoted must not be below minimum rates of skill quoted as specified by department of labour.
- Contractor employees be paid rates as quoted in the enquiry, failure by contractor to pay rates as per the order will result in immediate termination of the order.
- Within 5 working days of the commencement of the order, the Supplier is to submit to the Eskom representative signed employment contracts reflecting the same hourly rates as quoted and accepted as per the order.
- Tenderers must ensure that all overheads including all employee benefits (UIF, leave pay, bonuses are included in the management costs, failure to include all costs should not result in penalties imposed on employee payment rates.
- Should food quality be not of an acceptable standard, the supplier is to provide remedial action plan within two working days.
- Supplier is also responsible to ensure compliance to hygiene standard that are put into place and corrective action and disciplinary process must be taken for employees who fail to adhere to the standard.

#### CONTROLLED DISCLOSURE

Key areas:

1. Foodstuff Sourcing
2. Food Preparation
3. Food Cooking
4. Food Service
5. Food Preservation
6. Food Safety and Hygiene (HACCP)

SITE SUPERVISOR (1) AND ASSISTANCE SITE SUPERVISOR (1)		
MINIMUM REQUIREMENTS	SKILLS AND COMPETENCIES	KEY RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Grade 12, catering and food management or any related National Diploma.</li> <li>• Experience: 3 years Supervision experience in the industrial kitchen.</li> <li>• National Driver licence</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the industrial cooking equipment</li> <li>• Computer literate</li> <li>• Planning and organising skills</li> <li>• Applicable legislation</li> <li>• Communication</li> <li>• Stock control</li> <li>• Advanced cooking methods</li> <li>• Staff supervision</li> <li>• Mass catering skills (food preparation methodology)</li> <li>• Budget Management</li> <li>• Safety and hygiene practices</li> <li>• Quality control systems</li> </ul>	<ul style="list-style-type: none"> <li>• Accepts total responsibility for the catering functions as well as related services ensuring that they are performed at the highest industry level in compliance with set standards, procedures and within budgetary parameters. Example: Ordering of stock, Receive of stock, Food Safety and Hygiene Control, Portion Control, Administration, Maintenance and defects in the kitchen, Staff Management, contract, and that of Eskom. Staff meetings. Operation duties, Pre-Preparation and Preparation of Food, Serving and quality Control.</li> <li>• Perform supervisory activities</li> <li>• Co-ordinate and control assets and stock</li> <li>• Perform administration activities</li> <li>• Plan menus and recipes</li> <li>• Perform on job training</li> <li>• Perform control activities</li> <li>• Perform any other legitimate activities as required</li> <li>• Mass catering skills (food preparation methodology)</li> <li>• Reviewing monthly statements and provide explanation regarding food and beverage expenditure</li> </ul>

**CONTROLLED DISCLOSURE**

		<ul style="list-style-type: none"> <li>• Conduct regular customer surveys to ensure a high-quality service</li> </ul>
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<b>CHEFS (2) AND SENIOR CHEFS (2)</b>		
<b>MINIMUM REQUIREMENTS</b>	<b>SKILLS AND COMPETENCIES</b>	<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Grade 12, catering and food management or any related Diploma.</li> <li>• Experience: 3 years working experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the industrial cooking equipment</li> <li>• Communication</li> <li>• Stock control</li> <li>• Advanced cooking methods</li> <li>• Mass catering skills (food preparation methodology)</li> <li>• Budget Management</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare food according to the menu and recipes</li> <li>• Perform on job training to cooks</li> <li>• Perform control activities</li> <li>• Perform any other legitimate activities as required</li> <li>• Portions control</li> <li>• Review menus on regular basis to ensure cost effectiveness and varieties</li> <li>• Perform safety and hygiene practices</li> </ul>
<b>COOKS (7)</b>		
<b>MINIMUM REQUIREMENTS</b>	<b>SKILLS AND COMPETENCIES</b>	<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Grade 12 + Culinary or Professional cookery certificate.</li> <li>• Experience: 2 years working experience</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the industrial cooking equipment</li> <li>• Communication skills</li> <li>• Budget Management</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare food according to the menu and recipes</li> <li>• Crockery and cutlery set-up as per requirements</li> <li>• Serving meals as per standards</li> <li>• Collect crockery and cutlery after all functions</li> <li>• Perform safety and hygiene practices</li> </ul>

<b>DRIVERS x1</b>		
<b>MINIMUM REQUIREMENTS</b>	<b>SKILLS AND COMPETENCIES</b>	<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Matric + Valid Driver Licence for LDV/Sedan class vehicle</li> <li>• Experience: 2 years of driving and National</li> </ul>	<ul style="list-style-type: none"> <li>• Driving skills</li> <li>• Communication</li> <li>• Organising</li> </ul>	<ul style="list-style-type: none"> <li>• Check vehicle for road worthiness</li> <li>• Perform driving activities.</li> <li>• Collect goods from different areas as per requirements and needs of the department</li> </ul>

**CONTROLLED DISCLOSURE**

<p>drivers licence for LDV, sedan class vehicle</p>		<ul style="list-style-type: none"> <li>• Perform any legitimate activities as required</li> <li>• Perform safety and hygiene practices</li> </ul>
<b>CLEANERS x4</b>		
MINIMUM REQUIREMENTS	SKILLS AND COMPETENCIES	KEY RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Experience: 2 years or more experience in the industrial environment.</li> <li>• Grade 10 or more</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaning skills</li> <li>• Communication</li> <li>• Organising</li> <li>• Using of cleaning equipment</li> </ul>	<ul style="list-style-type: none"> <li>• To make sure all corners, underneath, windows, floor and walls of the canteen are clean</li> <li>• Clean all storerooms (Cold, and dry)</li> <li>• Perform sanitizing activities</li> <li>• Perform any legitimate activities as required</li> <li>• Perform safety and hygiene practices</li> </ul>
<b>STOREMAN (1) AND CLERKS(2)</b>		
MINIMUM REQUIREMENTS	SKILLS AND COMPETENCIES	KEY RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Clerks: Grade 12+ Diploma or 2 years certificate in Canteen or Hotel Administration or related qualification/</li> <li>• Experience: 1 Year of Canteen or Hotel Administration</li> <li>• <b>Storeman:</b> Grade 12+Basic food preparation and cooking skills.</li> <li>• 2 years inventory control experience in the cooking environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Computer literacy</li> <li>• Communication</li> <li>• Organising</li> <li>• Stock Control</li> <li>• FIFO practices</li> </ul>	<ul style="list-style-type: none"> <li>- Review menu cycles on a regular basis to ensure cost effectiveness and variety</li> <li>- Ordering of stock, Receive of stock</li> <li>- Provides a special catering service to all Kriel Power station clients by:                         <ul style="list-style-type: none"> <li>• giving quotations according to specifications</li> <li>• providing advice on products available</li> <li>• providing high quality products</li> </ul> </li> <li>- Conducting regular customer surveys (Quarterly) to ensure a high-quality service.</li> <li>- Managing the smooth operation of all the "behind the scene" activities performed by chefs, cooks and cleaning staff, to ensure a cost effective and efficient operation.</li> </ul>

**CONTROLLED DISCLOSURE**

		<ul style="list-style-type: none"> <li>- Scrutinising the reports to verify meal participation</li> </ul> <p><b>1. Accepts responsibility for the Food &amp; Beverage Stores by:</b></p> <ul style="list-style-type: none"> <li>- Ensuring that sufficient and appropriate stock is available in accordance with the prescribed stock control standards. This involves:             <ul style="list-style-type: none"> <li>• ensuring all purchasing contracts are in place</li> <li>• ordering and goods receipt on SAP takes place</li> <li>• implementing stock control</li> </ul> </li> </ul> <p>3. Performs financial management by:</p> <ul style="list-style-type: none"> <li>- compiling the Catering budget in conjunction with the Site Manager</li> <li>- reviewing income statements monthly and providing explanations regarding food and beverage expenditure</li> <li>- providing monthly meal statistics, swill reports, meal participation and stock turnover figures</li> <li>- ensuring that all billing of clients is done in accordance with the service level agreements and verifying these monthly</li> <li>- verifying menu's and beverage prices</li> </ul> <p>4. Safety and Hygiene:</p> <ul style="list-style-type: none"> <li>- Conducting monthly safety meetings in accordance with NOSA procedures.</li> <li>- Contributing to the maintenance of the NOSA 5 –Star grading by conducting regular inspections</li> </ul>
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**CONTROLLED DISCLOSURE**

		<p>with the Site Manager and the SHEQ Rep.</p> <ul style="list-style-type: none"> <li>- Checking and verifying safety related reports</li> <li>- Overseeing environmental issues and emergency preparedness</li> </ul>
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➤ **WORKING HOURS**

<p><b>Normal Working Hours (all)</b></p> <p>Monday to Thursday: 05:00 – 14:00                  Monday to Thursday: 07:00 – 16:15                  Friday: 07:00 – 12:00</p>	<p>There might be requests to work outside of normal working hours, however this is limited and on request only                  (Overtime Monday-Thursday: 1 hr = 1.5)</p>
<p><b>Saturday, Sunday, Public Holidays/Statutory days (from the team)</b></p> <p>Working hours: 1x Site supervisor – 07:00-15:00                  Working hours: 1x Site Assistance – 07:00-15:00                  Working hours: 1x Senior Chef – 07:00-15:00                  Working hours: 1x Chef – 07:00-15:00                  Working hours: 2x Cooks-07:00-15:00                  Working hours: 2x Cleaners: 07:00-15:00                  Working Hours: 1x storeman or clerk: 07:00-14:00</p>	<p>The price list makes provision for these hours (1 hr represents the following):                  Saturday: 1 hr = 1.5                  Sunday: 1 hr = 2                  Other Public Holidays: 1 hr = 2                  *Statutory Public Holidays: 1 hr = 2</p>

➤ **SERVING SCHEDULE**

<b>Monday-Thursday</b>	<b>Friday</b>	<b>Saturday, Sunday, Public Holidays</b>
08:30 – 15:00	10:30 – 15:00	11:00 – 15:00 (Eskom personnel)
Appr 400 people per day	Appr 150 people per day	Appr 150 people per day

**CONTROLLED DISCLOSURE**



Meal of the day for Eskom Employees is mainly served in the Canteen and on special request in other areas such as training rooms and boardrooms as per the times requested and delivering at control room every day.

➤ **SPECIAL CATERING ON REQUEST**

<b>Breakfast</b> 08:30 – 10:00 Monday – Thursday	<b>Lunch</b> 10:30-11:30 Monday - Thursday
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**1.1.2 Applicability**

This document shall apply to employees at Kriel Power Station.

**1.1.3 Effective date**

TBA

**1.2 Normative/Informative References**

Normative Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

**1.2.1**

- [1] ISO 9001 Quality Management Systems
- [2] HACCP Hazard Analysis and Critical Control Points
- [3] OHSAS 18001:2007/ ISO 45001:2018, Occupational Health and Safety Management systems

**1.2.2 Informative**

- [4] ISO 9001 Quality Management Systems
- [5] ISO 14001 (Environment)

**CONTROLLED DISCLOSURE**

### 1.3 Definitions

Definition	Explanation
Employer	Employer will be Eskom Holdings SOC Ltd (Kriel Power Station)
Menu	List of dishes available at the Canteen
Canteen	Means where meals will be served to the employees
Contractor	Means an Employer as defined in Section 1 of the OHS Act, who is formally contracted (directly or indirectly) by Eskom and performs work for the Catering Services
Contract Manager	Means an Eskom representative appointed to manage the Contract

#### 1.3.1 Document:

N/A

### 1.4 Abbreviations

Abbreviation	Explanation
OHSAS	Occupational Health and Safety Management systems
HACCP	Hazard Analysis and Critical Control Points
FIFO	First In First Out
SHEQ	Safety Health Environment and Quality

### 1.5 Roles and Responsibilities

The following sections contain specific functions within each of the following roles and responsibilities related to the execution of the works, but is not limited to below:

#### 1.5.1 The Contractor

1.5.1.1 Ensure compliance to all requirements within this document.

1.5.1.2 Provide training and create awareness to their employees.

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## 1.5.2 The Employer

### 1.5.2.1 Provides the Eskom Standards and Procedures

#### 1.5.1.2 Compliance Monitoring

The following requirements for conducting and monitoring the services will apply to the Works. The Contractor shall actively participate in and adhere to the Employer's requirements and other procedures initiated for the purpose of maintaining the Catering service. The Contractor shall attend the Site meetings when deemed required by the Employer.

Title and Purpose	Approximate Time & Interval	Location	Attendance by:
Finance and HR meeting	Once or twice a month	Main Building	Employer and Contractor Site Representative
Operations meeting	Once a week	Canteen boardroom	Eskom representatives and the contractor representatives
Safety meetings	As and when required	TBA	Eskom representatives and the Contractor representatives
Contractual meetings	Once a month	Eskom Premises	Eskom representative and Management

The Employer's Supervisor or representative shall be entitled to request the Contractor to provide additional reports when in his/her opinion they are warranted to monitor the progress of the work.

### CONTROLLED DISCLOSURE

The documents are as follows:

Title and purpose	Frequency
Weekly progress report, reporting on actual work completed.	Every Monday of the week, reporting on the previous week's progress
Stock taking report	Monthly
Risk Register and Customer Surveys	Monthly
Delivery notes	Weekly
LPO and receipts	Weekly

## 1.6 Process for Monitoring

The purpose of this document is to define the user requirement specifications for the provision of Catering services for Kriel Power Station employees.

N/A

## 2. Contractor's Responsibilities

### Staffing

- Have the appropriate qualified and trained staff for the safe & hygienic production, transport and serving of meals according to industry norm.
- Organogram and CV's of key personnel (Supervisor, Assistant Supervisor, Cooks and Chefs etc) to be provided
- Provide staff transport as per Kriel Power Station Employer Policies and Procedures
- Provide sufficient PPE as prescribed by the catering, hospitality and construction industry standards including the all COVID-19 requirements.
- Provide sufficient and appropriate uniform for all staff, with a clean set for each shift.
- Undergo medical evaluations for all employees as prescribed by the Employer SHE policy.
- Recruitment and skills development as per contractual requirements
- The Contractor shall provide the Employer with a detailed organogram of all staff and management on the contract. This must be revised quarterly and must reflect any changes to the staff and management structure. The Employer reserves the right to audit and verify the structure.

**CONTROLLED DISCLOSURE**

### Distribution and Serving

- Distribute, deliver and serve meals at the canteen, located on the construction site
- Have a driver available at all times
- Have Supervisors available at all times that has the means to be mobile.
- A weekly report to be submitted to Contract Manager, failure to do so may result in Non-Conformance penalties.
- To ensure that the meals are served on time

### Hygiene / food safety

- Managing and maintaining clean and hygienic facilities
- Clean and clear the dining facilities and kitchen area before, during and after meals
- Maintaining a visibly clean and neat working area at all times inside and outside of facility (House Keeping)
- Daily Cleaning of all facilities and all equipment at all facilities
- Deep clean all facilities at least once or twice a week
- Stripping, scrubbing and resealing of all floors
- Drains, fat/grease traps to be monitored and maintained according to the Water Act, SANS and HACCP requirements
- The cleaning and maintaining of kitchen fat/grease traps on a daily basis
- Keeping the kitchen and all kitchen equipment clean and sanitized on an ongoing basis
- Food temperature control according to Food Safety and Control Legislation in South Africa
- Undergo monthly external audits
- Pest and rodent control according to all SANS requirements regarding Food Premises at all areas used by the Service Provider
- Manage and follow all COVID-19 protocols, regulations and requirements as set out by Governmental and Kriel Site Employer Policies. The requirements can become stricter or more relaxed and the Contractor must adapt accordingly.

**CONTROLLED DISCLOSURE**

## Administration

- Maintaining an overall high standard of management of the kitchen and dining hall facilities
- Maintain a proper Auditable record keeping system with daily, meal by meal, feedback.
- Customer satisfaction rating system with daily feedback to Employer

### 2.1 Subheading

N/A

### 2.2 Subheading

N/A

## 3. Acceptance

This document has been seen and accepted by:

Name	Designation
Tinyiko Nkuna	Finance Manager
Veliswa Mlotshwa	Support Services Manager
Caroline Letswalo	Catering Officer

## 4. Revisions

Date	Rev.	Compiler	Remarks
February 2024	01	C. Letswalo	First Revision

## 5. Development Team

The following people were involved in the development of this document:

- Caroline Letswalo
- Veliswa Mlotshwa

## 6. Acknowledgements

N/A

**CONTROLLED DISCLOSURE**