

**Provision of Commercial Cleaning Services
with
Deep Cleaning for Transnet Port Terminals
-
Cape Town Terminals for three (3) Years**

Scope of Work:

Document reference number:

20231201 SOW Domestic Cleaning CTT (3-year) _REV001

Site:

Port of Cape Town

Date: 09 April 2026

Table of Contents

1. Introduction.....	5
2. Scope of Requirements	11
3. People Management	28
2. Health, Safety, Environment and Quality.....	40
3. Site Information	43
7. Annexures:	52

1. INTRODUCTION

1.1. Executive Overview

Transnet Port Terminals (TPT) is responsible for the commercial handling services of sea- route freight across imports, exports and transshipments. TPT owns and operates two terminals in the Port of Cape Town which play a pivotal role in the regional economy. The terminals are used for facilitating the movement of containerized, bulk and break-bulk cargo to and from markets in Asia, Europe, the Americas, Australia and West and East Africa.

To fulfil its function, the terminal uses various facilities to house staff for management, administration, support services and operations throughout the terminals. The facilities require various domestic and deep cleaning services to ensure a safe and conducive work environment.

1.2. Objectives

The objective of this contract is to source and consolidate all cleaning activity through a single Service Provider capable of servicing TPT's requirements in the Cape Town Terminals. This includes all labour, supervision, transport, equipment and consumables.

The selected Service Provider will share in the mission and business objectives of TPT. These mutual goals will be met by meeting contract requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. Specifically, TPT seeks to benefit from the partnership in the following ways:

- 1.2.1. Reduce the cost of acquisition and improve service benefits resulting from the Service Provider(s) streamlined service processes.
- 1.2.2. Achieve appropriate availability that meets user needs while reducing costs.
- 1.2.3. Proactive improvements from the Service Provider concerning the provision of services and related processes.
- 1.2.4. End-users must be able to rely on the chosen Service Provider's personnel for service inquiries, recommendations, and substitutions.

- 1.2.5. Reduce costs by streamlining its acquisition of Services, including managed service processes on a consolidated basis.
- 1.2.6. Achieve appropriate availability that meets user needs while reducing costs for both TPT and the chosen Service Provider.
- 1.2.7. Receive proactive improvements from the Service Provider with respect to the provision of Services and related processes.
- 1.2.8. Meet regulatory and statutory requirements in terms of Occupational Health and Safety.

In this spirit of partnership, TPT and the appointed Service Provider will study the current ways they do business to enhance current practices and support processes and systems. Such a partnership will allow TPT to reach higher levels of quality, service and profitability.

1.3. Terminology

For the purposes of this document, the following definitions shall apply:

Business Document

Means a document containing the following particulars: the company letterhead, company, or corporation's registration number.

Cleaning

The physical removal of dust, soil, blood, body fluids and any other contaminants. Cleaning physically removes germs. It is accomplished with water, detergents, and mechanical action. The key to cleaning is the use of friction to remove germs and debris.

Compliance

The Service Provider must comply with all the obligations under the Contract he enters.

Contamination

The presence of germs and toxins on hands and or on surfaces such as clothes, gloves, bedding, surgical instruments, patient care equipment, dressings, or other inanimate objects.

Contract Manager

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

Contract Owner

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

Service Provider

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

Service Provider Execution Plan

A site, activity or project specific documented plan in accordance with the client's project requirements. The Service Provider to submit a plan for approval prior to mobilization on site. The Service Provider Execution Plan includes, inter alia: Health and Safety, Environmental, Energy, Quality, Delivery plans etc.

Service Provider Compliance File

A file or other record containing the information in writing required by Transnet.

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

Service Provider's Equipment:

Service Provider's equipment shall be stored only in areas designated by the Contract Manager. Equipment shall be stored in a clean, orderly and safe condition.

Cross-contamination

Cross-contamination is the transfer of harmful germs and toxins from one person, object or place to another.

Damp mopping.

Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, and other surfaces shall be free of splash stains and markings from the equipment used by the Service Provider.

Deep cleaning

Refer to higher level of cleaning versus normal daily cleaning.

Disinfectant

A product that is used on surfaces or medical equipment/devices to remove grease, germs and toxins. Some products combine a cleaner with a disinfectant.

Disinfection

The killing of germs and toxins. Surfaces and equipment must be cleaned first before applying disinfectant in order to kill germs.

Dry mopping

The process of removing dirt and debris from floors using only mop head without water or detergent.

Wet mopping

Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, and other surfaces shall be free of splash stains and markings from the equipment. Mops and buckets will be emptied and thoroughly rinsed immediately after use in restrooms and before use in any other area.

Dusting

The process to remove dust, debris and dirt from corners, crevices, moldings, and ledges and various surfaces.

Employer

Transnet Port Terminals – Cape Town.

Fixed Cost Contract

A contract where the Service Provider pays for all the material and labor needed for the execution of works.

Furniture moving

When necessary for the Service Provider to move furniture and furnishings, it will be done with care and furniture returned to its original positions.

General sanitizing

To make a surface or area clean by removing dirt, germs or unwanted substances using a sanitizing agent.

High dusting

High dusting includes all horizontal surfaces and fixtures above shoulder height, including vents and aircons. Ideally, the employee should be out of the room during high dusting to reduce the risk of inhaling dust particles.

High touch areas

High touch surfaces are those that have frequent contact with hands. High touch surfaces require more frequent cleaning and disinfection than minimal contact surfaces.

Level of care

The Service Provider shall always exercise due care to ensure that cleaning products and practices do not cause damage to the finish, furnishings, or fixtures, employees' health. Service Provider shall restore to good condition any items damaged from lack of due care by Service Provider employees.

Permit Issuer

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

Permit to Work

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

Responsible Supervisor

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

Risk Assessment

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

Sanitation

The process of sanitizing toilets, urinals, traps, sluices and associated pipe-works.

Specifications

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

Statutory maintenance

Regulated maintenance is carried out on assets to meet regulatory requirements and statutes.

Warrants /guarantee

Guaranteeing of work for a period requested by TPT of no less than 12 months.

1.4. Abbreviations

COC	Certificate of Compliance
CPT	Cape Town
CTCT	Cape Town Container Terminal
CTMPT	Cape Town Multi-Purpose Terminal
ETA	Estimated time of arrival.
ETC	Estimate time of completion.
IMS	Integrated Management System
ISO	International Organization for Standardization
NCR	Non-conformance Report
NOSA	National Occupational Safety Association
OHS	Occupational Health and Safety
PPE	Personal Protective Equipment
QMS	Quality Management System
RFQ	Request For Quotation
SANS	South African National Standards
SCM	Supply Chain Management
SHERQ	Safety, Health, Environmental, Risk and Quality
SOP	Standard Operating Procedure
TPT	Transnet Port Terminals

2. Scope of Requirements

2.1. TPT Facilities Cleanliness Standards

The Service Provider will be expected to implement the following TPT Standard Operating Procedures:

2.1.1. **TPT-IMS-COR-SOP-009.003 Routine Cleaning of all TPT Facilities.**

The achievement of the desired standard of cleanliness and hygiene will result in a complete absence of visible debris, dirt, and lack of hygiene. To maintain the facilities in this condition of TPT standards, the Service Provider will ensure all technical specifications set out in this document are followed. For definition purposes the following shall apply to a dirt, dust and debris free area:

- 2.1.1.1. Absence of dust on horizontal and vertical surfaces of floors, walls, ledges, furniture, and equipment.
- 2.1.1.2. Absence of litter and trash on the floor and horizontal surfaces.
- 2.1.1.3. Absence of finger marks, spots, and soil build-up on walls, partitions, doors, dividers, cabinets, stainless steel appliances, etc.
- 2.1.1.4. Absence of encrustation, soil, and wax build-up on floors, particularly in corners, along baseboards, around door jambs, and furniture and equipment legs and bases.
- 2.1.1.5. Absence of dust on horizontal and vertical surfaces of floors, walls, ledges, furniture, and equipment.
- 2.1.1.6. Absence of litter and trash on the floor and horizontal surfaces.
- 2.1.1.7. Absence of finger marks, spots, and soil build-up on walls, partitions, doors, dividers, cabinets, stainless steel appliances, etc.
- 2.1.1.8. Absence of encrustation, soil, and wax build-up on floors, particularly in corners, along baseboards, around door jambs, and furniture and equipment legs and bases.
- 2.1.1.9. Absence of soil, scale, and stain on restroom fixtures, drains, taps, faucets, soap dispensers, paper dispensers, stalls, mirrors, ledges, and drinking fountains.
- 2.1.1.10. Absence of soil, stain, and scale on restroom floors and baseboards. Tile and grout are maintained free of stain and build-up.

2.1.1.11. Absence of soil, grease, scale, and stain on kitchen fixtures, drains, taps, faucets, soap dispensers, paper dispensers, stalls, mirrors, ledges, and drinking fountains.

2.1.1.12. Absence of soil, grease, stains, and scale on kitchen floors and baseboards. Tile and grout are maintained free of stain and build-up.

2.1.1.13. Absence of dust, lint, and litter on upholstered furniture. Absence of soil, litter, dust, and encrustations on furniture and equipment surfaces and legs.

2.1.1.14. Absence of marks, spots, stains, and streaks on glass and mirrors.

2.1.1.15. Absence of soil and dust on window blinds, shades, sills, frames and ledges.

2.1.1.16. Absence of trash in the building.

2.1.1.17. Absence of other visible soil and cobwebs on horizontal surfaces, including ceilings.

2.1.1.18. Absence of any water on floors, walls, windows, windowsills. Empty trash bins.

2.2. General obligations of the Service Provider

2.2.1. The Service Provider will be responsible for the domestic and routine deep cleaning of TPT Facilities in the Cape Town Terminals for three years, including all labor, supervision, people management, transport, equipment, health, safety, and cleaning materials.

2.2.2. Cleaning shall include, but not be limited to offices, temporary structures, toilets, showers, kitchens, boardrooms, workshops, warehouses/stores, stairways, landings, lifts, smoking areas, parking garages, and outside areas.

2.2.3. This document, all tables found in its content, and all referenced annexures describe the scope of requirements and must be considered when completing the pricing information.

2.2.4. The Service Provider will conduct all business with TPT in a professional manner that will reflect positively on the Service Provider and the Service Provider's services.

2.2.5. The Service Provider will attend to the cleaning of equipment and facilities that are in operational environments that could be surrounded by moving equipment that operates on a 24-hour basis.

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

2.2.7 Technical Requirements

- The service provider must have a valid Certificate of Registration with the Cleaning Services Industry
- The bidder must be registered with a Regulatory Board for the Domestic Cleaning Services Industry NCCA and other approved Regulatory Boards. (The bidder MUST submit valid proof of registration, and no expired copies will be accepted).
- The bidder should have a minimum of four (4) cumulative years' experience in Domestic and Deep cleaning services.
- The service provider must ensure that all employees have the required training.
- Training Certificate in Hygiene and Cleaning. (Certificate to be SETA or industry associations accredited) Supervision will be provided by the Service Provider.
- Immediate replacement cleaners must be arranged in the absence of the regular staff – positions will not be left vacant.
- The Service Provider shall have 2 qualified and experienced supervisors with a minimum of three years cumulative experience in supervising domestic cleaning. All employees are to be of South African descent or have a valid South African work permit.
- Dedicated driver with a valid South African driver's license with (non-expired) Professional Driver Permits (PrDP) (Supervisor to be able to travel between sites)
- The Respondent must submit their Business Continuity Plan or Policy that indicates how they will deal with employee absence, strikes and disruptions in accordance to technical requirements.

Table 2-1: Working Hours

Working Hours: Cape Town Terminals	
Normal Hours (Day shift)	Monday to Friday 06h00 until 16h00
After Hours (Night shift)	Monday to Friday 18h00 until 06h00
Weekends and Public Holidays	06h00 to 12h00
Deep cleaning intervals	Every 3 months - Toilets and Showers Every 6 months – Shampoo carpets and blinds (Including first month of appointment)

2.2.7. The Service Provider must adhere to TPT's regulations, rules, operating methods and procedures whilst providing the service.

2.2.8. The Service Provider shall always exercise due care to ensure that cleaning products and practices do not cause damage to the finish, furnishings, fixtures or electronic components. The Service Provider shall repair or replace any items damaged from lack of due care by its employees.

2.2.9. The Service Provider shall ensure all cleaning procedures and schedules are in place and up to date.

2.2.10. The frequency in table 2-2 is per shift (Daily refers to day shift action followed by the same for night shift)

The Service Provider to use the cleaning interval schedules listed in Table 2-2 and 2-3

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

	Specification	Frequency
a)	Vacuum Carpets and blinds	Weekly
b)	Deep clean carpets and blinds – Shampoo cleaning	6 months
c)	Broom/sweep tiled areas including stoep areas	Daily
d)	Wash (Mop) tiled areas	Daily
e)	Polish tiled areas	Weekly
f)	Dusting and polishing to all exposed surfaces including desks, cupboards and windowsills	Daily
g)	Cleaning and disinfecting of all telephones	Daily
h)	Removal of all refuse and cleaning of Dustbins	Daily
i)	Deep cleaning of walls and wall fixtures (Scrub and wash)	Monthly
j)	Collecting, cleaning, and storing away kitchen crockery, cutlery and utensils (including other dirty dishes).	2x Daily
k)	Cleaning and hygiene care of kitchen equipment including but not limited to the fridge and microwave.	Daily
l)	Cleaning of windows (interior all levels and exterior not higher than 2.4m) of Buildings	Monthly
m)	Cleaning the inside of lifts	Daily
n)	All cobwebs to be removed	Daily
o)	General cleaning to all surface and fixtures/equipment/ornaments etc	Daily
p)	Boardrooms to be cleaned	Daily
q)	Outside area within 1 meter from Building (Pick up papers and remove dust and debris)	Daily
r)	Cleaning of main entrance and reception areas	Daily

s)	Serving of tea or coffee as and when required	As required
t)	Cleaning of designated smoking areas	Daily
u)	Deep clean toilets and showers	Every 3 months
v)	Scrubbing and cleaning of lockers inside	As and when requested
w)	Scrub and wash walls	Monthly

Table 2-3: Work items (toilets only)

	Specification	Frequency
a)	Ensure that the Toilet has sufficient toilet paper	Daily
b)	Ensure that hand sanitizer/soap dispenser has sufficient hand sanitizer	Daily
c)	Ensure that paper towel dispenser has sufficient paper towels	Daily
d)	Toilets and Urinals to be cleaned/washed	Daily
e)	Toilet Basins to be washed and cleaned	Daily
f)	Showers to be washed and cleaned	Daily
g)	Mirrors to be cleaned	Daily
h)	Toilet Floors to be swept and mopped/washed	Daily
i)	Toilet walls and tiles to be cleaned	Weekly
j)	Dust bins to be emptied, including the bins (subject to OHS Act requirements)	Daily

2.3. Number of personnel to be deployed

2.3.1. Thirty-six (36) people (supervisors included) are required on a full-time basis during normal hours, as specified.

2.3.2. Eleven (11) persons are required for work after normal hours.

2.3.3. Weekends and Public holidays Resources to be taken from current list (see **Annexure C - Pricing schedule**)

2.3.4. TPT reserves the right to ask the Service Provider to redeploy persons to different shifts and work areas per port.

2.3.5. Work assignment areas can be seen in Table 2-4 – 2-10 below.

Table 2-4: Cape Town Terminals: List of Buildings and personnel allocation: Normal Hours

LOCATION - CTCT		NORMAL HOURS No. of employees required daily.
a)	Container Administration Building	6 per day
b)	E-Block	2 per day
c)	Out-Gate	1 per day
d)	Procurement Building	1 per day
e)	Mafi workshop	1 per day
f)	Training Centre	1 per day
g)	Technical Service Building	1 per day
h)	501 Tower and mini admin	1 per day
i)	Workshop 17 and Diesel Bowser	2 per day
j)	A Check Office / Cabins	2 per day
k)	Empty Stack offices, Empty stack gate cabins including rail	1 per day
l)	Quay side: M9 and M10 Cabins and 601, 603 and 604 Towers	2 per day

m)	West Coast Building	1 per day
n)	Freight Dynamics Building	1 per day
o)	6x Park homes for staff	2 per day
p)	CTCT Supervisor with a Valid Driver's License	1 per day
		Total: 26

Table 2-5: CAPE TOWN TERMINALS (MPT): LIST OF BUILDINGS AND PERSONNEL ALLOCATION: NORMAL HOURS

LOCATION - MPT		NORMAL HOURS No. of employees required daily.
a)	MPT Administration Building (J5)	1 per day
b)	Forklift Workshop (J5)	1 per day
c)	J7 OLE Building	1 per day
d)	J4 Main Gate and J3	1 per day
e)	J2 Messroom and ICT Office	1 per day
f)	J8; J9 and J10	1 per day
g)	G Berth Offices and Mess rooms	2 per day
h)	G1 and Kombi Building	1 per day
i)	E1; E2; E4 and E6	1 per day
j)	H Berth Offices and Mess rooms	1 per day
k)	3x Park homes for staff	1 per day
l)	CTMPT Supervisor with a Valid Driver's License and PDP	1 per day
		Total: 13

Table 2-6: Cape Town Terminals: List of Buildings and personnel allocation: After Hours

CAPE TOWN CONTAINER TERMINAL - CTCT		No. of employees required
a)	Container Administration Building	1 per night
b)	Out-Gate	
c)	E-Block	2 per night
d)	Workshop 17 and Diesel Bowser	1 per night
e)	6x Park homes for staff	1 per night
f)	Quay side: M9 and M10 Cabins and 601, 603, 604 Towers, 501 tower and mini admin	2 per night
g)	West Coast Building	1 per night
h)	Freight Dynamics Building	
TOTAL NUMBER OF EMPLOYEES REQUIRED - NIGHT SHIFT		8



Table 2-7: Cape Town Terminals: List of Buildings and personnel allocation: After Hours

CAPE TOWN MULTI-PURPOSE TERMINAL - MPT		No. of employees required
a)	J7 OLE Building	2 per night
b)	J2 Messroom and ICT Office	1 per night
c)	New park homes or offices for staff	1 per night
d)	G Berth Offices and Mess rooms	1 per night
TOTAL NUMBER OF EMPLOYEES REQUIRED NIGHT SHIFT		5

TABLE 2-8: CAPE TOWN TERMINALS: PERSONNEL REQUIRED ON WEEKENDS AND PUBLIC HOLIDAYS

CAPE TOWN CONTAINER TERMINAL (CTCT)		WEEKENDS & PUBLIC HOLIDAYS
a)	Container Administration Building (3 rd floor) and ground floor entrance, foyer, lifts and toilets	Day Shift: 7 persons 1 Supervisor Rolling assignment to locations
b)	E Block	
c)	Workshop 17	
d)	Quay 601, 603, 604, ski cabin, 501 tower and mini admin	
e)	Empty stack office, Empty Stack gate cabin and rail offices	
f)	Freight Dynamics Building	
g)	Mafi Workshop	
h)	West Coast	
j)	Park homes	
k)	All security offices in the gates	
Total:		8

TABLE 2-9: CAPE TOWN TERMINALS: PERSONNEL REQUIRED ON WEEKENDS AND PUBLIC HOLIDAYS

CAPE TOWN MULTI-PURPOSE TERMINAL (CTMPT)		WEEKENDS & PUBLIC HOLIDAYS
a)	Forklift Workshop & OLE – Security Building	Day Shift: 5 persons. 1 Supervisor Rolling assignment to locations
b)	J Berth Offices and Mess rooms incl IT Office	
c)	G Berth Offices and Mess rooms	
d)	Park homes	
e)	Kombi Building	
f)	Landside including In-gate; J-berth and Out-gate Gates	
Total:		6

TABLE 2-10: CTCT and CTMPT: Total Resources

TOTAL PERSONNEL	
CTCT and CTMPT – normal hours (Cleaners x 37 and x 2 Supervisors)	39
CTCT and CTMPT – weekends & public holidays	14
CTCT and CTMPT – after hours (night shift)	13
TOTAL	66

2.4. SAFE WORKING

- 2.4.1. All aspects of the work must be in accordance with the Occupational Health and Safety (OHS) Act 85 of 1993, especially with regards to the use of potentially hazardous cleaning chemicals and the OHS Act's requirements relating to the use of such chemicals. Where applicable the Service Provider and his / her workmen will be expected to comply with all safe working procedures of TPT
- 2.4.2. All chemicals used shall be in accordance with the relevant SABS specifications. The tender shall include details of the proposed chemicals to be used together with a material data sheet for each chemical to be used. All containers used for chemicals and detergents must be clearly marked indicating their contents. The Service Provider shall not use or store any poisonous or highly flammable substances and other chemicals on the premises.

2.5. MATERIAL SAFETY DATA SHEETS

- 2.5.1. Prior to starting, the Service Provider must provide Material Safety Data Sheets (MSDS) for all chemical products to be used on site.

2.6. GENERAL CLEANING SPECIFICATIONS

- 2.6.1. Type of Floors (Resilient - vinyl, PVC, Linoleum, sealed wood, ceramic tiles etc).
High traffic
Remove dust with damp mop – or disposable cloth sweeper daily. Use a damp mop for soiled surfaces when necessary. Strip floor three times a week to remove old buildup wax in preparation for re-coating. Apply a non-slip and fully buffed water-based wax.
Buff daily to achieve high gloss finish.
- Low traffic
Remove dust with mop or disposable cloth sweeper daily. Use a damp mop for soiled surfaces when necessary. Strip floor weekly to remove old buildup wax in preparation for re-coating. Apply a non-slip and fully buffed water based wax. Buff daily to achieve high gloss finish.

2.6.2. Type of Floors Hard (ceramic, marble, granite, brick, concrete etc.)

High traffic

Remove dust with dust control mop or dust absorbent cloth daily. Damp mop with lukewarm water to remove dirt daily and buff daily these floors to achieve high gloss finish.

Low traffic

Remove dust with dust control mop or dust absorbent cloth daily. Damp mop with lukewarm water to remove dirt daily and buff daily these floors to achieve high gloss finish.

2.6.3. Toilets

Ensure usability and replenish consumables daily. Remove all soiled wastage from bowl and under flush rim with hard surface cleaner and a brush daily, or as necessary. Remove mineral deposits monthly. Wet wash seat and lid, cistern, and pipes, etc. daily or as necessary. Disinfect all components daily.

Wet wipe doors and walls twice weekly or as necessary.

2.6.4. Ablutions

All shower curtains to be washed on a weekly basis.

Deep cleaning of all ablutions, showers, toilet floor to be done every 3 months after start of contract.

2.6.5. Drying Facilities

CONTRACTOR to ensure that all hand dryers / hand towels are usable/ replenished as such at all times.

2.6.6. Urinals

Remove litter as necessary. Wet wipe with hard surface cleaner or disinfectant daily. Wet wipe and dry wipe flush mechanism daily. Mop step or floor at urinal with disinfectant as necessary. Remove mineral deposits from gullies and drains monthly.

2.6.7. Basins

Wet wipe with hard surface cleaner daily remove mineral deposits monthly, fill liquid soap holders daily and fill paper hand towels dispensers daily.

2.6.8. Taps

Wet wipe with hard surface cleaner daily and remove mineral deposits monthly.

2.6.9. Mirrors

Wet wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.

2.6.10. Partitions

Spot clean as necessary, wet wipe washable surface monthly and clean glass with cleaner quarterly.

2.6.11. Lockers

Wet wipe outside to remove build up grime weekly

2.6.12. Rubbish bins

Empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.

2.6.13. Blinds

Vertical: remove dust monthly.

Horizontal: damp wipe monthly.

2.6.14. Carpets

Vacuum (with low noise equipment) three times a week and spot clean as necessary.

Remove spot and stains as necessary. Spot clean as required.
Restorative clean as required. Shampoo year program once every six (6) months.

2.6.15. Ceilings

Dust and wipe air vents once every six months.

2.6.16. Sofas / Chairs

Cloth: vacuum, fortnightly, spot clean as necessary and shampoo as required.
Vinyl and leather – dust, daily and damp wipe fortnightly.

2.6.17. Desks

Natural, unsealed wood – dust daily.
Sealed wood – polish monthly.
Sealed wood / glass / formica – dust or damp wipe daily and polish monthly.

2.6.18. Doors

Remove finger marks on glass, and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.

2.6.19. Electrical equipment

Light switches, dust daily damp wipe weekly.

2.6.20. Oven / stoves

Wet wipe hot plates with hard surface cleaner daily or as necessary; Use
caustic aerosol spray on baked-in dirt on oven surfaces monthly; and Wet
wipe and rinse inside microwave surfaces weekly or as necessary.

2.6.21. Radiators / air-conditioners

Dust weekly and damp wipe weekly.

2.6.22. Refrigerators

Damp wipe top twice, damp wipe doors and sides weekly; and
Defrost the refrigerator and clean once a month on the last Friday after 14h00.

2.6.23. Shelves

Dust those that are empty weekly and damp wipe when shelves are cleared as required.

2.6.24. Skirting and windowsills

Dust and wet wipe weekly.

2.6.25. Sinks

Wet wipe as necessary.

2.6.26. Telephones

Dust daily and damp wipe with appropriate disinfectant or deodorizer weekly.

2.6.27. Kitchen / Boardroom

Make and serve tea and coffee for meetings and or as requested
Wet wipe all white boards when requested
Wet wipe boardroom table before and after use or as requested Wash
dishes, dry and pack away - 3 times a shift: Empty and clean all
receptacles; and Clean floors, counters.

2.6.28. Wall / window sills

Spot clean as necessary and dust, wet wipe and weekly.

2.6.29. Showers and Change rooms

Remove fats and grease from walls, doors, and floor using hard surface cleaner daily;
Clean glass and metal work as necessary;
Ensure that all windows are open daily dry wipe
daily; Cleaning of lockers weekly outside Supply
and clean rubbish bin daily; and
Shower mats to be washed fortnightly.

2.7. Deep Cleaning Scope

Deep Cleaning of the Ablution and Office Facility is to be done as per specification. This is recognized as a specialized services where it includes the disinfection and scrubbing and shampoo the following: (Mechanically cleaned)

2.7.1. Offices (Every 6 months, including the first month of appointment)

Shampoo program to take place every 6 months, for blinds and carpets.

2.7.2. Showers (Every 3 months) (Deep scrub and wash mechanically)

Floor tiles

Walls tiles

Gullies Shower

roses

Stainless Steel plumbing pipes and taps

Shower doors, glass panels. Cleaning of mats and or floor standing items

2.7.3. Toilets (Every 3 months) (Deep scrub and wash mechanically)

Urinals

Toilet bowls, toilet rims and toilet seats

Cisterns

Taps

Door surface and handles

Walls and floor

2.8. Sanitizing and Disinfecting

2.9.1. Sanitizing

Sanitizing of the listed items below to be done once daily:

Door Handles and door locks

Handrails

Lift Buttons

Desks

Computers

Telephones

2.9.2. Disinfecting commercial spaces

Certified SABS and World Health Organization approved disinfectants for commercial spaces for viruses to be used to disinfect all TPT used buildings. The specific solution used for disinfecting should contain a minimum of 70%-90% alcohol content and or 0.1% bleach solution.

Frequency of use:

All 24hr occupied building must be disinfected once a month.

TPT Clinic must be disinfected once a week.

All other TPT Buildings to be disinfected once a month.

Reporting:

The supplier must supply certification of disinfectant used.

Must kill 99.9% of all bacteria, germs, fungi and viruses: Trained and Skilled AntiViral Cleaning Personnel (Proof of certification) Eco Friendly

Note: Provision must be made in tendering price for ladders/scaffolding / safety equipment for the proper completion of these tasks.

3. People Management

3.1. Site and Functional Office Requirements

3.1.1. The Service Provider is required to have a functional office

3.1.2. The functional office shall have as a minimum the following facilities:

- a. Ablution facilities,
- b. Office equipped with telephone and fax lines,
- c. Other amenities as required to perform service,

3.1.3. The Service Provider must be contactable after hours.

3.1.4. TPT reserves the right to inspect the premises and request changes where necessary.

3.2. Personnel deployed to TPT.

- 3.2.1. The Service Provider shall ensure that it has an adequate number of personnel as required for the scope of requirements for the Port of Cape Town.
- 3.2.2. The deployed personnel must be formally employed by the Service Provider and employment contracts must conform to the applicable South African Legislation.
- 3.2.3. TPT reserves the right to request and review the relevant documentation required as proof of Scope of Work compliance where necessary.
- 3.2.4. Personnel must be suitably trained in order to render an efficient service to execute their duties within the operational areas that they are located in.
- 3.2.5. Personnel must be familiar with all the referenced procedures and systems within the Terminal.
- 3.2.6. Work must be assigned to ensure that personnel can cope with the demand of the services required.
- 3.2.7. All employees deployed by the Service Provider to TPT, including supervisors and managers, must be South African Citizens with a South African ID or permit to work in South Africa. The Service Provider is required to prepare a database/spreadsheet reflecting the name, surname of the employees who will be deployed to TPT, a certified copy of the identity document of each employee member as well as the proposed positions for this contract.
- 3.2.8. The Service Provider is required to perform vetting of all persons in their employment before considering deployment at TPT. All employees must have clear criminal records, have sober habits, and be medically fit. Supporting

documents to be provided include a valid police clearance certificate and valid medical certificate for each employee deployed to TPT (see section).

- 3.2.9. The documents referred to in clause 3.2.7 and 3.2.8 above will not be used for evaluation purposes but must be submitted prior to the commencement of the contract.
- 3.2.10. The costs associated in obtaining the certificates referred to clause 3.2.7 and 3.2.8 above shall be for the successful Service Provider's account.

3.3. Medical Surveillance

- 3.3.1. Medical surveillance and monitoring shall be performed at intervals not exceeding 12 months or at such intervals as may be prescribed in terms of legislation promulgated in the Republic of South Africa or by an Occupational Health Practitioner.

3.4. Replacement of employees

- 3.4.1. TPT reserves the right to request that the Service Provider replace any employees found to be unsuitable, due to, but not limited to the following:
 - a. Poor job performance.
 - b. Lack of adherence to the Code of Conduct.
 - c. Poor Hygiene and.
 - d. Unsafe practices.
- 3.4.2. The Service Provider must be able to recruit additional employees to accommodate any TPT requests that are the result of:
 - a. Changes in building occupation and the associated increased scope.
 - b. Ad-hoc cleaning scope work requirements.
- 3.4.3. The demand for services as contemplated in 3.4.2 shall be determined by the Contract Manager as it may move up the contract end date due to the contract reaching a premature financial closure.

3.5. Supervision and Attendance

3.5.1. The Service Provider shall be required to provide an on-site Supervisors for each of

the terminals who shall be always available.

3.5.2. The Supervisors will be required to be on-site during normal working hours and must available telephonically during after hours, on weekends and Public Holidays.

3.5.3. The Service Provider shall ensure that its personnel receive a duty roster identifying the task list per area/department. A task list must be signed off weekly by the Service Provider's supervisors to ensure that all work was performed, as required by TPT.

3.5.4. Duty Rosters shall be required to be approved by TPT Facility Manager or any other person assigned by TPT.

3.5.5. Daily attendance registers/logbooks should be kept by the Service Provider. Each employee member should sign the register/logbook at the commencement of every shift/day as well as at the completion of every shift/day. The attendance register/logbook will be checked and signed off by a TPT representative daily.

3.5.6. TPT has the right to review all registers/logbooks should any discrepancies/query arise.

3.5.7. The Service Provider shall be fully responsible to TPT for acts and omissions of its employees, which are to be always kept under strict supervision.

3.5.8. The Service Provider shall not sub-contract any work without the prior written consent from TPT.

3.6. Reporting of facilities defects

3.6.1. The Service Provider's personnel shall be required to report any issues relating to

the maintenance of the building they are situated in such as leaking taps or faulty power points to their Supervisor.

3.6.2. The Cleaning Supervisor then informs the Facilities Supervisor and the Facilities Manager telephonically and or electronic platforms (e-mail).

3.7. Meetings and Interface with TPT's Management Teams

- 3.7.1. The Supervisor shall be required to meet with the TPT Facility Manager, or any other person appointed by TPT, on a weekly basis, regarding any issues that require attention including those reported to him or her as required in paragraph 3.1.4 above.
- 3.7.2. A senior representative of the Service Provider will be required to attend separate monthly meetings on site in Cape Town. The session is required to provide feedback on overall progress and planned work for the coming month. This session will be combined with the bi-monthly Service Level Agreement meeting every two months.

3.8. Training

- 3.8.1. The Service Provider must ensure that all employees have the required training. The training should include but not be limited to: -
- a. Supervisory.
 - b. Health and Safety.
 - c. Understanding basic cleaning principles (hygiene & sanitation); and
 - d. Handling hazardous chemicals and biological agents.
- 3.8.2. Supervision will be provided by the Service Provider.
- 3.8.3. Immediate replacement of cleaners must be arranged in the absence of regular staff – positions will not be left vacant.
- 3.8.4. The Service Provider must provide Safety Training, and hazardous chemical substance training, before the commencement of work on the TPT site. The frequency of such training or similar training will be determined by TPT.

3.9. Cleaning at heights above 2.4m

- 3.9.1. To provide cleaning services for both internal and external windows and any other surface above 2.4 meters including the dusting inside concourses.
- 3.9.2. The Service Provider shall ensure the following:
- a. Staff are fully equipped.

- b. Staff trained and supervised as per legislative requirements, particularly in respect to regulations about working at heights.
- c. Windows and glass surfaces are free of dust, fingerprints, stains, smudges, and markings with a dry streak/smear-free finish achieved on completion of each clean
- d. Provide appropriate cleaning equipment and safety gear for the specific function.

3.10. Uniforms, identification and PPE

3.10.1. The Service Provider shall provide all employees with a uniform referencing the company's name and/or logo so that cleaning employees may be easily identified.

3.10.2. The Service Provider shall provide each employee with clear identification in the form of a card with:

- a) Employee name and photograph
- b) Employee number
- c) Company name and logo

3.10.3. It is mandatory to always wear staff identification.

3.10.4. All staff must be furnished with full PPE per below:

- a) Two-piece Overalls
- b) Dusk/Respiratory Mask
- c) Reflective Jacket
- d) Safety gloves and latex gloves
- e) Raincoat
- f) Safety goggles
- g) Safety Boots – only ankle-high safety boots
- h) Hearing protection
- i) Hard hat/Helmet
- j) Respirator (MPT)

3.11. Employee absence

3.11.1. When the Service Provider gives his/her staff off for any of the undermentioned reasons/she should replace the number of workers that he/she has given off immediately, to keep the staff strength (numbers) at all the levels as always agreed upon.

- a) Yearly Leave
- b) Casual Leave
- c) Absconded
- d) Sick Leave
- e) Strike
- f) Maternity Leave
- g) Family Responsibility

3.11.2. The cost of employee absence shall be borne by the Service Provider.

3.12. Strikes and Disruptions

3.12.1. The Service Provider is required to prepare a contingency plan for unplanned events, including:

- a) Strikes
- b) Disruptions
- c) Dereliction of Duty
- d) Negligent damage and sabotage of facilities
- e) Chemical spills and stains

3.12.2. Should such an event occur, the Service Provider will be expected to engage the contingency plan at their cost.

3.13. Transport

3.13.1. The Service Provider is responsible for the provision of transport of staff to and from the specific places of work, which may change throughout the day. No walking is allowed within the Cape Town Terminals operational areas.

3.13.2. The minimum requirement for transportation is one (1) vehicle with at least seven (7) seats.

3.13.3. The cost of transportation shall be for the Service Provider's own account.

3.13.4. The Service Provider's transport must be roadworthy, safe and reliable to ensure that all domestic cleaning staff reports for duty on time.

3.13.5. The Service Provider's transport must comply with the minimum requirements as prescribed in the Road Traffic Act.

- 3.13.6. The Service Provider's transport must be operated by drivers who possess a South African's valid Professional Driver's License with a Permit (PDPs) or valid South African work permit.
- 3.13.7. The Service Provider is not permitted to transport people in or on the back of light commercial vehicles such as vans or bakkies.
- 3.13.8. The Service Provider's vehicle must be fitted with an orange strobe light when entering operational areas.
- 3.13.9. Service provider are not allowed to transport chemicals with staff in one vehicle.
- 3.13.10. It is the Service Provider's responsibility to ensure that each vehicle is furnished with an up-to-date access permit to the Cape Town Terminals. Special arrangements for new permits will be required for vehicle substitutions as and when required.

3.14. Other site requirements

- 3.14.1. The Service Provider must ensure compliance with TPT's Security and emergency policies, procedures, and regulations.
- 3.14.2. There shall be zero tolerance of any form of substance abuse i.e. alcohol, drugs etc. The Service Provider and/or its employees shall be required to submit to random drug and alcohol testing.
- 3.14.3. The Service Provider is required to obtain a port access permit from TNPA for the contract duration for all staff, the cost of which is borne by the Service Provider.

Table 4-1: Cleaning Material indication – Use table 4-4 for total required

Material Name	Model	Number
Mr. Min (Spray for cleaning tables)	Furniture Polish	For all buildings
Toilet Paper (2xply)	2 Ply white toilet papers	For all buildings
Handy Andy Cream	Handy Andy cleaning chemical	For all buildings
Sunlight dish washing liquid	Dish washing liquid	For all buildings
Toilet sprays	Room cleansing spray	For all buildings
Spray for Furniture cleaning		For all buildings

4.1. Equipment

4.1.1. The Service Provider shall be required to provide all equipment necessary to perform the Service, as listed in Table 4-2.

Table 4-3: Schedule of Equipment Required

	Equipment Required	Frequency			
		Daily	Weekly	Monthly	3-monthly
1.	Brooms and dustpans	X			
2.	Mops and Buckets	X			
3.	Cleaning cloths and dish washing sponges	X			
4.	Dusting cloths and Dusters	X			
5.	Vacuum Cleaners and Carpet Cleaners	X			
6.	Window Cleaning Equipment	X			
7.	Toilet and Shower Brushes	X			
8.	External/Outside Cleaning equipment	X			
9.	Appropriate signage is used for warnings of wet floors, etc.	X			
10.	Floor polisher and burner			X	
11.	Wet suction vacuum			X	
12.	High-pressure washer			X	
13.	Ladder (Long)		X		
14.	Ladder (Short)		X		
15.	Hot extraction vacuum				X
16.	Industrial strength steam cleaner			X	
17.	Shampoo vacuum				X

4.1.2. In exceptional circumstances, equipment may be made available by TPT, but TPT does not guarantee that it is in good working order or will be always available.

4.1.3. The Service Provider shall further be required to have signage relevant to risk, safety and danger in the cleaning environment and to display the same when required.

4.1.4. All equipment needs to be of an acceptable quality standard. An acceptable quality standard would be the equipment of a brand name that is recognized within the facilities management industry as being durable in construction and reliable in service.

4.1.5. Each serviced area needs to be allocated sufficient equipment per floor or work area.

4.1.6. Steam cleaning equipment must conform to SANS 60335.

4.2. Loss of equipment, damage, and replacement of items

4.2.1. TPT shall not be liable for any loss or damage to the Service Provider's equipment or cleaning materials.

4.2.2. Missing or damaged equipment and material shall be replaced or repaired at the

4.2.3. Service Provider's Cost.

4.3. Movement of furniture

4.3.1. When necessary for the Service Provider to move furniture and furnishings, it will be done with care and furniture returned to its original positions.

4.3.2. The Service Provider shall ensure their employees are trained so as not to hurt themselves moving furniture.

4.4. Colour-coded system

4.4.1. The Service Provider will be required to furnish each employee with the equipment according to the new colour coded system as described in document "ROUTINE CLEANING OF ALL TPT FACILITIES PROCEDURE" (TPT-IMS-COR-SOP-009.003).

4.4.2. This includes separate gloves, cloths and equipment for the cleaning of bathrooms, kitchens and general areas. These gloves should be replaced monthly.

4.5. Consumption of consumables

4.5.1. All cleaning chemicals and consumables must be supplied by Service Provider to TPT and shall be checked and signed off by an authorized TPT representative.

4.5.2. All chemicals provided must have a Safety Data Sheets (SDS) and any new chemical supplied must be accompanied by an SDS (16-point form SDS)

4.5.3. All consumables to be supplied to TPT shall be checked and signed off by an authorized TPT representative.

4.5.4. The Service Provider is expected to monitor consumption and inform TPT of excessive over- or under-consumption.

Table 4-4: Schedule of Consumables – CTCT (All left over material to be reused in next with no additional cost to be incurred)

	Name	Unit of Measure	Projected Quantities	Frequency
a)	All Purpose Cleaner – Pine Gel scented Domestic/commercial use: ammoniated, cream cleaner with surfactants, abrasive agent, and fragrance; scouring compounds with soap base manufactured per SANS 1923:2007	25L	4	Monthly
b)	Bleach Domestic/commercial use: ammoniated liquid detergent cleaner manufactured by SANS 1225.	25L	3	Monthly
c)	Toilet gel discs (5kg) Domestic/commercial use rated for lasting +-6 weeks	1 pack	5	Monthly
d)	Polish for the floor – Pie gel scented	5L	15	Monthly
e)	Furniture Polish Domestic use aerosol spray can with fragrance	275ml	25	Monthly
f)	Jumbo Rolls (Paper) Commercial use hand towel, thinnest available for minimization of blockages, paper width = 160mm (one ply)	205 x 1500m	10	Weekly

g)	Auto Cut (hand roll) Standard commercial use auto-cut hand towel to fit dispensers, 1 ply, 200mm wide, thinnest available for minimization of blockages	6 per pack	8	Weekly
h)	Toilet paper For commercial use, one-ply toilet paper with at least 500 sheets per roll	48's packs	40	Weekly
i)	Black refuse bags Heavy-duty, plastic equal to or more than 40 microns thick	100 bulk pack	8	Monthly
j)	Air freshener Domestic use, CFC Free, aerosol can	6pack 180ml	5	Weekly
k)	Dishwashing liquid Domestic use hand dishwashing and light-duty detergent (liquid) manufactured per SANS 825	5L	5	Bi-Weekly
l)	Hand soap Domestic/commercial use liquid toilet soap manufactured per SANS 238	5L	20	Monthly
m)	Water-saving urinal pads Commercial use, fragranced, anti-splash back with a recommended replacement no sooner than 30 days	10 pack	6	Monthly

Table 4-5: Schedule of Consumables – MPT (All left over material to be reused in next with no additional cost to be incurred)

	Name	Unit of Measure	Projected Quantities	Frequency
a)	All Purpose Cleaner – Pine gel scented Domestic/commercial use: ammoniated, cream cleaner with surfactants, abrasive agent, and fragrance; scouring compounds with soap base manufactured per SANS 1923:2007	25L	2	Monthly
b)	Bleach Domestic/commercial use: ammoniated liquid detergent cleaner manufactured by SANS 1225.	25L	2	Monthly
c)	Toilet gel discs Domestic/commercial use rated for lasting +-6 weeks	1 pack	2	Monthly
d)	Polish for the floor – Pine gel scented	5L	3	Monthly
e)	Furniture Polish Domestic use aerosol spray can with fragrance	275ml	12	Monthly

f)	Jumbo Rolls (Paper) Commercial use hand towel, thinnest available for minimization of blockages, paper width = 160mm (one ply)	205 x 1500m	10	Weekly
g)	Auto Cut (hand roll) Standard commercial use auto-cut hand towel to fit dispensers, 1 ply, 200mm wide, thinnest available for minimization of blockages	6 per pack	7	Weekly
h)	Toilet paper For commercial use, one-ply toilet paper with at least 500 sheets per roll	48's packs	30	Weekly
i)	Black refuse bags Heavy-duty, plastic equal to or more than 40 microns thick	100 bulk pack	7	Monthly
j)	Air freshener Domestic use, CFC Free, aerosol can	6pack 180ml	5	Weekly
k)	Dishwashing liquid Domestic use hand dishwashing and light-duty detergent (liquid) manufactured per SANS 825	5L	3	Bi-Weekly
l)	Hand soap Domestic/commercial use liquid toilet soap manufactured per SANS 238	5L	20	Monthly
m)	Water-saving urinal pads Commercial use, fragranced, anti-splash back with a recommended replacement no sooner than 30 days	10 pack	4	Monthly

5. Health, Safety, Environment and Quality

5.1. General

5.1.1. For the duration of the work, the Service Provider will be responsible for the fulfillment of the OHS Act on the premises on which the work is taking place. All incidents that occur, vide Article 24 of Act 85 of 1993, are to be reported to the local Department of Labour.

5.1.2. The Service Provider must ensure compliance with all other Legislation that impacts the Cleaning Services Industry, particularly The Basic Conditions of Employment Act (no 75 of 1997), the Compensation for Occupational Injuries & Disease Act (no 130 of 1993), and the Labour Relations Act (66 of 1995).

5.2. Health and Safety Requirements

- 5.2.1. The Service Provider complies with Transnet safety requirements to the satisfaction of the Employer.
 - a. The Service Provider prepares a project safety file according to the requirements of TRN-IMS-GRP-TMP-014.3. Approval of this file is a requirement before work can commence.
 - b. A Site Access Certificate can only be obtained by the Service Provider once the SHEQ Department has approved the safety plan and documentation.
- 5.2.2. The Service complies with TPT standards and Operating Procedures.
- 5.2.3. The Service Provider works and co-operates with the TPT SHEQ department.
- 5.2.4. The Service Provider shall comply with all applicable safety laws and regulations including all instructions received from TPT Management and TPT Supervisory Employees (including the SHEQ Department);
- 5.2.5. The Service Provider shall comply with the terminal Safety, Health, Environment and Quality Standard Operating Procedures (SOP) as required by the TPT (SHEQ) manager.
- 5.2.6. The Service Provider employees shall be required to undergo TPT's safety induction training program before commencing work on the TPT site.
- 5.2.7. The Service Provider must provide safety training, and hazardous chemical substance training, also before commencement of work on the TPT site. The frequency of such training or similar training will be determined by TPT.
- 5.2.8. The Service Provider must ensure compliance with TPT's Security and emergency policies, procedures, and regulations.
- 5.2.9. There shall be zero tolerance for any form of substance abuse i.e. alcohol, drugs, etc.
The Service Provider and/or its employees shall be required to submit to random drug and alcohol testing.
- 5.2.10. The Service Provider shall ensure that its employees present on the TPT site are furnished with (at its own cost) and wear safety clothing or personal protective equipment (E.g. reflective jackets, safety boots, hard hats, etc.), clothing as well as identity tags at an acceptable standard.

5.3. Regulatory and statutory framework, legal compliances, procedures, and reference documents

5.3.1. The Service Provider shall comply with the relevant TPT Standard Operating Procedures which are summarized in Table 5-1.

Table 5-1: Applicable procedures and or standards

Applicable Legislation and/or procedures of compliance	Description
TPT SHEQ RS STD 001	SOP: Safety Health Environment and Quality Standard
TRN-IMS-GRP-GDL-014.2	Contractor Safety, Health and Environmental Management Specification Guidelines
TPT SEC Pro 001	Standard Operating Procedure: Access Control
TPT SEC Pro 003	Standard Operating Procedure: Issuing of Security Access Permits
TRN-IMS-GRP-TMP-014.2	Contractor Compliance File Assessment Checklist
TPT-IMS-COR-SOP-009.003	Routine Cleaning of all TPT Facilities

5.4. Health and Safety File

5.4.1. The Service Provider prepares contract safety files according to the requirements of TRNIMS-GRP-TMP-014.2. Approval of this file is a requirement before work can commence.

5.4.2. A Site Access Certificate can only be obtained by the Service Provider once the respective SHE Departments have approved the safety plan and documentation.

In addition to the above, the following files must also be included:

5.4.3. PPE training plan

5.4.4. Standard Operating Procedures for Cleaning (to be aligned to SOPs provided)

- 5.4.5. Chemical Handling SOP and Procedures
- 5.4.6. Competency Certificates
- 5.4.7. Occupational Medical Practitioner Medicals

- 5.4.8. IOD Procedure
- 5.4.9. Working at Heights Procedure
- 5.4.10. Risk Assessment Training
- 5.4.11. MSDS of all chemicals used and supplied.
- 5.4.12. All equipment to be used SOP and training.
- 5.4.13. All equipment conformity certification
- 5.4.14. All equipment declarations by the security department
- 5.4.15. Deep Cleaning Scope of Work (to align with Owner Requirements)

5.5. Disaster Management Act

- 5.5.1. In addition to the abovementioned health and safety requirements, the Service Provider will be required to implement additional workplace safety requirements considering the global outbreak of the COVID-19 pandemic and provisions of the Disaster Management Act as promulgated present and future. This includes but is not limited to:
 - a. Completion of ad-hoc paperwork during induction and screening before site access is granted.
 - b. Body temperature screening at entry to the port (conducted by Port Authority)
 - c. Body temperature screening at entry to the site (conducted by the Service Provider)

6. Site Information

6.1. Employer's Site entry and security control, permits, and Site Regulations

- 6.1.1. Access to the Works will be via existing port roads (Container Road and Duncan Road) in the Port of Cape Town.
- 6.1.2. The Port of Cape Town is security-regulated in terms of the ISPS Maritime Security Regulations of 2004.

- a. The Service Provider's employees produce their identification cards at the main entrance gate.
- b. All vehicles, persons, and goods may be subject to a search.

- c. Admission to the port is subject to random breathalyzer testing. No alcohol is permitted on site and Transnet property.

6.1.3. Visitors must sign in at the main entrance gate to gain access to the Port. Should the Service Provider prefer to gain access by electronic card, such access permits may be obtained from Transnet National Ports Authority.

6.1.4. All personnel entering general and operational areas under the jurisdiction of the Employer in the Port of Cape Town must undergo safety induction, which is available hourly between 10:00 and 14:00 every day at the TPT Administration Building.

- a. Induction slips are mandatory to carry on site and are renewed yearly. The slips are to be submitted as part of the safety file.
- b. The Service Provider must obtain a permit for persons and vehicles entering the terminal from the TPT Permit Office for the duration of the work (including thirdparty delivery vehicles). Due to the Port operating at ISPS level 2 (a heightened level of security), the security permit will be issued for a maximum uninterrupted period of up to 1 month.

Timeous renewal of permits will be the responsibility of the Service Provider

- c. The Service Provider provides all personnel (including delivery personnel) with
- d. the required PPE. The minimum safety requirement access to operational zones includes steel-toe boots, a hard-hat and a high-visibility vest. Additional equipment including but not limited to ear-, hand and face-protecting PPE may be required for the Works. All vehicles (including delivery vehicles) are required to use orange strobe lights.
- e. The Service Provider complies with the safety rules as indicated during the safety induction and as indicated on signage on any TPT site entered.
- f. Access to the Works will be via existing port roads (Container Road and Duncan Road) in the Port of Cape Town. Due allowance must be made for

any potential delays arising from vehicular congestion due to the large number of trucks that use Container and Duncan Road.



to

6.1.5. The Service Provider complies with the following of the Employer:

- a. Procedure: Access Control (TPT Sec Pro 001); and
- b. Procedure: Issuing of Security Access Permits (TPT Sec Pro 003).

6.1.6. Restrictions to access on Site, roads, walkways and barricades

- a. The Service Provider, their agents, employees, and Sub-Service Providers are not allowed in operational, stacking or quayside space.
- b. Breaches will be seen in a very serious light.

6.1.7. People restrictions on Site; hours of work, conduct and records:

- a. The terminal operates on a 24-hour basis and work can be scheduled during and after normal working hours, subject to arrangements with the Project Manager.
- b. Facilities may remain in partial use for the duration of the Works.
The Service Provider accounts for this complication and introduces measures to restrict site access to prevent accidents, interference, or property damage.

6.1.8. Cooperating with and obtaining acceptance of others

- a. The Service Provider performs the work and co-operates with the Employer.
- b. Where the Service Provider's work may affect or interfere with the activities of the Employer or Others, it is important that interfaces concerning physical location and timing are agreed to by all parties and shown on the Service Provider's plan.

6.1.9. Service Provider's Equipment

- a. The Service Provider must always provide and keep records of their equipment with serial numbers on persons. The Employee may perform random checks to verify ownership. Removal of Transnet assets or material requires a release note that is signed and stamped by the Supervisor.

6.2. Cape Town Terminals

6.2.1. The general operating and typical site conditions for the Cape Town Terminals are described in Table 6-2 below.

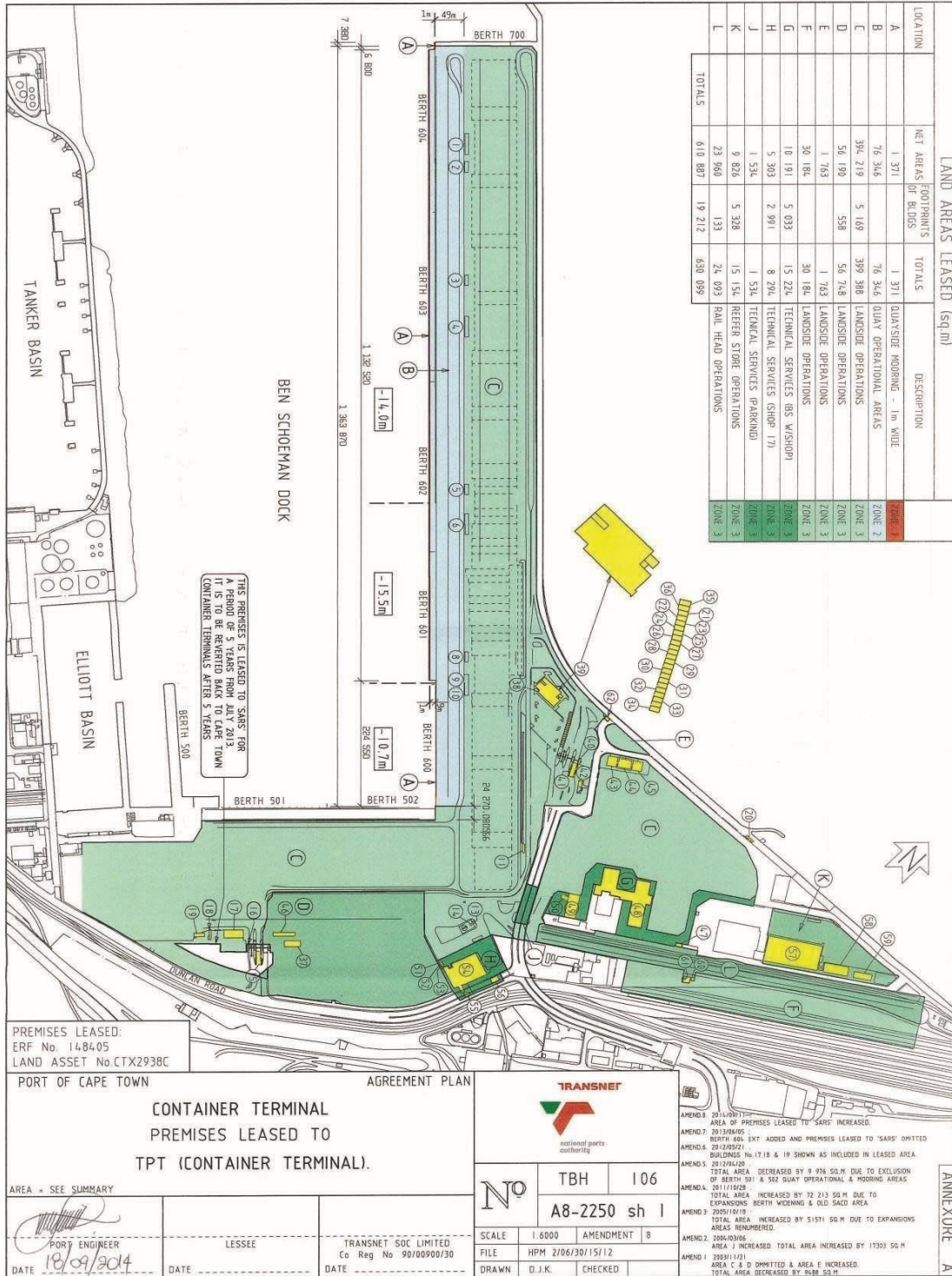
6.2.2. The facilities are in the general and operational space in the Cape Town Container and Multi-Purpose Terminals, Port of Cape Town.

Table 6-1: General Operating and Typical Site Conditions

Air pollution:	Heavy saline, dust-laden, and fumes
Altitude:	Approximately 5 masl
Ambient temperatures:	5 – 45 °C
Corrosive atmosphere:	Severe
Mandatory PPE	Hard hat, safety boots, overalls
CTMPT	Drawing no. TBH 106 A5-2250 sh1 Duncan Dock Premises Leased to Transnet Port Terminals; Use for bulk, break-bulk and container logistics
CTCT	Drawing no. TBH 106 A5-2089 sh1 Container Terminal Premises Leased to Transnet Port Terminals; Used for container logistics
Relative humidity:	Up to 100%
The speed limit inside Port	30km/hour
Weather	Weather-related deviations may apply and must be communicated with the Employer whereby risk assessments per task must be updated for risk mitigation e.g. wind, rain etc.

6.2.3. Table 6-3 shows a list of permanent buildings and structures on site with a reference number that is linked to the relevant drawing.

6.2.4. It should be noted that there are temporary buildings (a.k.a. “park homes” and “ski-cabins”) located within the site boundaries that are included but not necessarily listed.



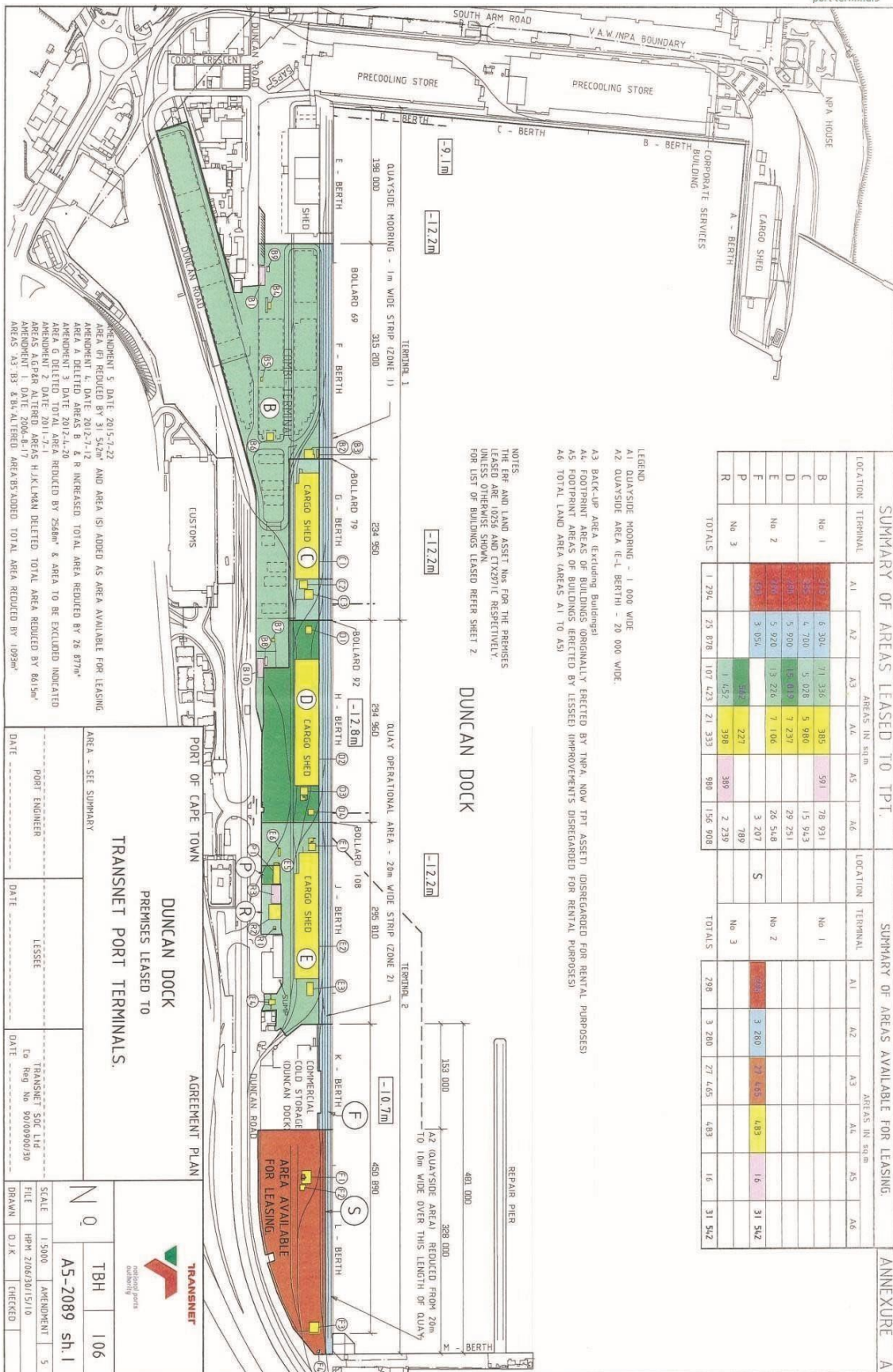


Table 6-2: List of permanent buildings in the Cape Town Terminals

Description	Function	Floors	Drawing reference no.
Cape Town Container Terminal (TBH 106 A5-2089 sh1)			
Administration Building and Substation	Office	7	38-39
Admin Building garages	Parking	n/a	21-36
Canteen	Canteen	1	42
P-Check Out-Gate Canopy	Canopy	n/a	41
P-Check Out-Gate	Gantry	n/a	40
Substation – Berth 600	Substation	1	9-10
Tower 601	Staff Facility	1	5
Tower 603	Staff Facility	1	3
Substation – Berth 603-604	Substation	1	4
Tower 604	Staff Facility	1	2
E-Block Offices	Offices, Staff facility	2	43-45
Reefer Building, garage and shed	Offices	2	n/a
Procurement and Hauler Workshop Complex	Workshop, Offices	2	48

Hauler Workshop (Pit)*	Workshop	2	49-50
Blue Store (Offices)	Offices	1	59
Blue Store Offices and Substation	Offices, Substation	3	58
Blue Store Shop	Workshop	n/a	57
Substation – Road to Rail	Substation	1	n/a
Road Rail Office (E9)	Offices	1	60-61
Workshop 17	Workshop	n/a	54
Shop 17 Diesel Pump Room	Diesel Pump Room	1	55
Substation – Carrier Workshop (Shop 17)	Substation	1	56
Workshop 17 Offices and Staff Facilities	Staff Facility	2	54
Workshop 17 Garages and Canopies	Parking	n/a	51-53
Tower 501	Staff Facility	1	19
Training Centre	Offices	2	17
Old A-Check Out-Gate	Gantry	n/a	15-16
A-Check Truck Entrance	Canopy	n/a	n/a
Technical Services and garages	Offices	2	37
Substation – Berths 501-502	Substation	1	n/a
Fuel station buildings	Storage	1	13-14

SOW Domestic Cleaning CTT (3-year) Works Information

Cape Town Multi-Purpose Terminal (TBH 106 A5-2250 sh1)			
J-Berth Security Building Main Gate (J4)	Security	1	E4
J-Berth Terminal Offices (J5)	Workshop, Offices	2	R2
J-Berth Workshop (J5)	Workshop	n/a	R3
J-Berth Security and Staff Facility (J7)	Staff Facility	2	P1
H-Berth Out-gate / Blue Canopy (H2)	Canopy	n/a	B10
H-Berth Out-gate Security Building (H1)	Security	1	B8
Substation: F-Berth	Substation	1	B6
E-Berth Mess and Ablution (E6)	Staff Facility	1	B4
E-Berth Offices (E2)	Offices	1	B9
F-Berth In-gate / Blue Canopy	Canopy	n/a	B1
F-Berth Combi Planning Building (F1)	Offices	1	B2
G-Berth Cargo Shed (G3)	Cargo shed	n/a	C1
G-Berth Mess and Ablution (G4)	Staff Facility	2	C2
H-Berth Cargo Shed (H3)	Cargo shed	n/a	D2
H-Berth Offices, Mess and Ablution (H4)	Staff Facility	2	D3
Substation: J-berth	Substation	1	D4
J-Berth Offices/Ablution (J2)	Offices / Ablution	2	E1
J-Berth Cargo Shed (J1)	Cargo shed	n/a	E2
J-Berth Offices and Ablution (J3)	Staff Facility	1	E3

7. Annexures:

Annexure	Title	Document Number
1	Contractor Safety, Health and Environmental Management Specification Guideline	TRN-IMS-GRP-GDL-014.2
2	Contractor Compliance File Assessment Checklist	TRN-IMS-GRP-TMP-014.2
3	Procedure: Access Control	TPT Sec Pro 001
4	Procedure: Issuing of Security Access Permits	TPT Sec Pro 003