

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MAYDON WHARF AND AGRIBULK FOR A PERIOD OF THREE (3) MONTHS.

SCOPE OF WORK

SCOPE OF WORK FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MAYDON WHARF AND AGRIBULK FOR A PERIOD OF THREE (3) MONTHS.

1. BACKGROUND:

The terminal management requires a service provider to provide cleaning services to ensure the buildings and workplace at all sites listed herein are always neat and tidy and conducive to productive working conditions. By taking pride in our buildings and house keeping it sets a precedent to our stakeholders, customers, and suppliers that TPT takes pride in their work and have expectations of high levels of performance. A well-kept building and offices can set a good first impression to people entering our premises. The appearance as well as the professional manner in which the cleaners conduct themselves is very important to TPT. The service provider needs to align themselves with TPT mission and work ethic.

TPT is desirous to enter into an agreement with a supplier for the provision of cleaning and tea services.

The selected service provider will share in the mission and business objectives of Transnet. 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. In this spirit of partnership, TPT and its Supplier will study the current ways they do business to enhance current practices and support processes and systems. Such a relationship will allow TPT to reach higher levels of quality, service and profitability.

1.1. Cleaning needs to be performed at regular intervals to obtain the following results:

- efficient collection and removal of dirt;
- neat and tidy for appearance;
- health and safety; and
- removal of germs.

1.2. There are 2 methods of cleaning:

- Dry cleaning: Vacuuming and sweeping.
- Wet cleaning: Mopping and scrubbing

Dry cleaning **must** precede **wet** cleaning.

2. THIS TENDER ENCOMPASSES THE PROVISION OF THE FOLLOWING:

- a) Cleaners to clean the offices buildings, workshops and yards as stipulated in the scope of work, this Appendix (iii);
- b) Labour must include a supervisor;
- c) Office Cleaners to wash cups, glasses and dishes;
- d) Electrical equipment which must conform to SABS standards and shall be subjected to inspection by TPT's Health and Safety Representative;

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- e) Supply of cleaning chemicals which are environmentally friendly (biodegradable products), anti-bacterial and anti-fungal cleaning materials. TPT requires Anti-Bacterial and anti-fungal soap used for toilets and messrooms and ablutions. Dishes in the kitchen must be washed with an anti-bacterial dish washer. Chemicals must have safety data sheets which must state health and safety information about products to be used, substances or chemicals that are classified as hazardous substances or dangerous goods. This file will have to be submitted to the TPT Representative;
- f) Kitchen utilities used for washing and drying of dishes must be provided by the Service Provider and must be kept clean and hygienic at all times;
- g) Receive meeting schedules from Personnel Assistants and Secretaries for meetings and prepare prior to the meeting;
- h) All cleaners including replacement cleaners are provided with suitable uniform that will be agreed upon with the SHEQ Management;
- i) Manage infection control and colour coding system must be followed at all times to prevent infection to TPT employees (colour coding is defined below under section 5);
- j) The storeroom dedicated for the storage of consumable and cleaning equipment must be kept in a neat and tidy condition to the satisfaction of the TPT SHEQ Management;
- k) All relevant signage relating to safety i.e. (slippery when wet) must be provided and visible at all times during the cleaning process;
- l) The relevant signage is kept in safe storage at all times when not in use. TPT will not be liable for any loss or damage to such equipment;
- m) Extension cords are of the correct amperage and subject to inspection by TPT's Health and Safety Representative;
- n) Provide SABS approved safety harnesses, ladders and attachments for the safe cleaning of windows;
- o) Minor building defects must be brought to the attention of TPT's SHEQ Manager. This includes defects such as plug points, light switches, leaking taps, pipes, urinals etc.;
- p) Blinds to be removed and dry-cleaned annually. Tenderers are to include this in their pricing schedule;
- q) Wearing of high visibility garments on the premises is mandatory therefore the Service Provider shall be responsible and accountable for providing PPE to employees where appropriate and where prescribed:
 - Overalls
 - Reflector vests
 - Safety boots/shoes
 - Hand gloves
 - Helmets (where required in the operational areas);
- r) ISPS Requirements: The Service Provider shall be responsible and accountable for ensuring that each employee requiring access onto the premises of TPT is in possession of (a TPT or TNPA annual access card, this must be taken into account in the management fee) an

identification card/tag duly issued by the Service Provider, which shall be prominently and conspicuously worn on the person of each employee, and shall include at least the following:

- A recent photograph of the wearer of such identification card or tag
- Full names and surname of the wearer of such identification card or tag
- Name of the company represented
- Identification of access areas
- The Service Provider shall inform TPT security officer in writing, if an employee has been suspended, fired or has resigned. The permit will immediately be withdrawn by the Service Provider and returned to TPT; and

s) Uniform clothing is defined as:

Office / Yard Cleaning Staff	Boardroom / Tea Serving Staff
3 x Shirts/Blouses/ T-/Golf Shirts	3 x Shirts/Blouses
3 x Skirts/Two Piece Overall Set	3 x Skirts / Pants
Name Badge	Name Badge
Socks	Socks
Safety Shoes	Shoes
Jersey	Jersey
Rain suit	

NB: Uniforms and T/Golf shirts must have reflective bands attached when used in operation area.

A change room with lockers for cleaners will be provided by TPT which can be used during their breaks and also when changing into their uniforms.

3. GENERAL OBLIGATION OF THE SERVICE PROVIDER:

- 3.1. The Service Provider shall be fully responsible to TPT for the acts and omissions of its employees, permitted sub-contractors and agents.
- 3.2. No sub- contractor may be appointed by the Service Provider without prior written consent of TPT, who shall be entitled to withhold such consent without assigning any reason therefor. If granted, then the Service Provider shall nevertheless remain liable to TPT as a principle for the fulfilment of all the obligations of the sub-contractor.
- 3.3. The Service Provider may not cede, assign, make over or delegate any of its rights and / or obligations to any third party without the prior written consent of TPT.
- 3.4. Annual tariff increases will be limited to the official bargaining council announced rate.
- 3.5. All cleaning methods for the different types of surfaces and floors in the office buildings must be in line with TPT's requirements as stipulated. Understanding of wooden floors cleaning

- method, and supply of correct cleaning consumable and equipment for this type of floors is required;
- 3.6. Electrical cleaning equipment must not be left lying around in offices unattended if not in use;
 - 3.7. The service provider must have an understanding of dry and wet cleaning methods, and supply of correct cleaning consumables and equipment for floors;
 - 3.8. Ensure that all of its employees who are to perform Cleaning Services are physically fit and in a sufficiently sound mental condition to perform their duties;
 - 3.9. All employees must undergo a medical examination upon appointment (i.e. produce fit for duty certificates from a registered occupational medical doctor based on job OREPS [Occupational Risk Exposure Profiles]) as well as annual medical examinations by a medical doctor (which shall, without limitation include an eye testing examination by a registered optometrist and audiometric testing by a registered audiologist, which is inclusive of depth perception tests) all at the cost of the Service Provider. Medical certificates and certificates providing proof of such medical examinations must be current and valid at all times and the Service Provider shall be obliged to update TPT on annual basis, but also at all other times that TPT wishes to view them during the course of this Agreement;
 - 3.10. All service provider employees are at all times subject to, and comply strictly with, the code of conduct/ethics as shall be prescribed from time to time by TPT;
 - 3.11. Cleaning staff shall not take any substance having a narcotic or other detrimental effect to their professional behaviour and shall not be under the influence of the said substances while on duty;
 - 3.12. TPT shall be entitled to conduct breathalyser tests or any other tests that may be necessary to establish that the cleaning staff complies with the provisions of item no. 3.11 above. The Service Provider shall ensure that the Cleaning Staff are informed of this requirement and that the necessary written consent is obtained and provided to TPT before any Cleaner commences his or her duties; and
 - 3.13. Before any Cleaner commences with his or her cleaning duties, he or she must attend an induction course which is intended to acquaint him or her with the requirements of TPT, per terminal. The said induction course shall be arranged by TPT at the Contractor's costs.
 - 3.14. The service provider must give first preference of employment to existing cleaning staff currently engaged in the cleaning activities in the facilities, subject to the recruitment/selection process of the service provider.

4. INFECTION CONTROL:

In order to provide an effective and efficient Cleaning Service, the Service Provider must have an understanding of how infection/germs spread:

- a) Germs are extremely small and can only be seen under a microscope. They are found everywhere, for example:

- i. In/on human beings;
 - ii. On food;
 - iii. In water;
 - iv. On fixed and movable assets (surfaces);
 - v. Toilet facilities;
 - vi. Kitchen facilities; and
 - vii. Dust in the air.
- b) Germs, just like human beings need:
- i. Food;
 - ii. Time (germs will multiply by dividing every 10 – 20 minutes);
 - iii. Moisture (a moist environment)
 - iv. Temperature (ideal conditions for microorganisms to multiply is between 20° C and 50° C).

This means that one germ, under ideal conditions, will multiply to about 1 million in 3½ hours.

If any one of these four conditions is removed, it dramatically reduces the rate at which germs multiply.

- c) In order for infection to spread, the germs need:
- i. A source (somewhere for infection to start)
 - ii. A route (a way for infection to travel from one person to the next, from hand to object, from cloth to surface, etc.)
 - iii. A target (someone/somewhere new to infect).

5. COLOUR CODING AND INFECTION CONTROL

In order for TPT to manage infection control as far as possible, the following Colour Coding will be utilized:

Microfibre cleaning cloths:

Yellow	Kitchen
Blue	Offices, Passages, Doors, Pictures and Furniture
Red	Toilet Bowls and Urinals
Green	Mirrors, Walls, Sinks, Toilet Doors, Basins & Showers
Yellow Duster	Dust Removal on surfaces

Mops:

Red Mop	Toilet
Blue Mop	Offices and Passages

Brooms:

Red broom Toilet
 Blue Broom Offices and Passages

The purpose of colour coding in cleaning is to prevent cross contamination of germs and infection control.

6. TPT CLEANING MATERIAL AND EQUIPMENT REQUIREMENTS PER AREA (NOT LIMITED TO THE BELOW).

CLEANING MATERIAL/ EQUIPMENT	MWF TERMINAL, TASK SHEET NO. 1	AGRIBULK TERMINAL, TASK SHEET NO. 2
Dish cloths, cloths, cleaning chemicals etc.	√	√
Mops	√	√
Refuse bags	√	√
Brooms, brushes, feather dusters	√	√
Mop sweeper	√	√
Buckets	√	√
Signage	√	√
Vacuum Cleaner	√	√
Polisher Machine (buffing)	√	√
Industrial Scrubber for workshops	√	
Industrial Sweeper for workshop	√	
Cleaning Chemicals and consumables.	√	√

7. SCOPE OF REQUIREMENTS (DAILY, WEEKLY AND MONTHLY TASKS)

The Service Provider shall ensure that the minimum tasks are maintained:

DAILY TASKS:

7.1. Foyers

- a) The foyers are to be kept clean at all times;
- b) Scrub, Strip and Seal floors (as and when required);
- c) Relevant signage relating to safety (i.e. slippery when wet) must be visible at all times whilst cleaning); and
- d) Walls must be kept clean at all stages.

7.2. Lifts inside buildings

- a) To be kept clean at all times;
- b) Mop floors inside the lifts;
- c) Mirrors and panelling to be cleaned;
- d) Ensure that the sensor rails are cleaned of all debris on a regular basis; and
- e) Wipe lift slide doors down.

7.3. Offices and Boardrooms

- a) All offices must be kept clean at all times;
- b) Vacuum all carpeted areas 3 x per week (Monday, Wednesday, and Friday), including edges and corners or as and when required;
- c) Sticky substances such as chewing gum to be removed with a freeze spray;
- d) Suitable barrier mats to be supplied and vacuumed 3 x per week (Monday, Wednesday, and Friday).
- e) Dust all furniture, including items standing on the furniture, wall hangings and telephones. Under no circumstances must computers (monitors, keyboards and other computer related equipment) be cleaned;
- f) Sweep and buff vinyl floors;
- g) Boardrooms and Meeting Rooms must be cleaned after each meeting;
- h) Clean and disinfect telephones;
- i) Clean and empty rubbish bins (twice daily);
- j) Monthly Cleaning of internal windows and blinds; and
- k) Vacuum upholstered chairs. Any non-upholstered areas and no-upholstered chairs to be damp wiped and dry burnished. Dust all legs, cross bars and struts.

7.4. Kitchen/ Food and/ or tea preparation areas

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- a) Kitchens to be kept clean at all times;
- b) Dust and sweep paying particular attention to corners, underneath fixtures, etc.;
- c) Scrub floors and dry floors;
- d) Buff floors using a buffing machine and nylon pad (where required);
- e) Spot clean when necessary using the twin-bucket system and a neutral detergent;
- f) Splashes to be removed from skirting / tiles;
- g) Dust or damp-wipe door frames and doors to remove marks;
- h) Empty waste bins (twice daily);
- i) Damp wipe inside and outside of waste bins;
- j) Damp wipe and dry burnish table surfaces and legs to a clean streak-free finish;
- k) Plastic chairs to be damp wiped and dry burnished;
- l) Dust or damp wipe surfaces and remove marks as necessary from windows, windowsills, walls, light switches, ledges, free standing units;
- m) Telephones to be wiped and disinfected to a clean, smear free condition;
- n) Kitchen equipment, utensils, work surfaces etc. must be kept clean and hygienic at all times;
- o) Clean exterior and interior of refrigerators;
- p) Tea / coffee to be prepared on an ad-hoc basis;
- q) Counters to be disinfected and cleaned;
- r) Clean and disinfect kitchen sinks;
- s) Clean and disinfect all drains;
- t) Keep cupboards clean, tidy and orderly;
- u) No unauthorized storage is permitted in the kitchen;
- v) Comply with and complete TPT's Health and Safety Standard 1.14 in respect of Kitchens;
- w) Clean deep freezers and defrost as and when it is needed; and
- x) Microwave oven to be cleaned in the inside and outside.

Job Schedule for Tea Personnel

- a) Boardroom Maintenance by receiving booking schedule from the Receptionist every afternoon in preparation for the next morning
- b) Monitoring Boardrooms booking and prepare tea service for meeting such as arrangements of cups, water etc.
- c) Assisting catering companies to serve during teatime breaks and lunch
- d) Ensuring that there is water all the time during meetings

7.5. Toilets (male and female)

- a) Toilets are to be kept clean at all times;
- b) Dust and sweep paying particular attention to corners, underneath fixtures;
- c) Remove graffiti and stickers from walls, mirrors, vanity units and doors;
- d) Scrub and wash floors with a neutral detergent;
- e) Spot clean when necessary using the twin-bucket system and a neutral detergent;
- f) Splashes to be removed from skirting / tiles;
- g) Damp wipe walls and cubicle partitions to remove marks;
- h) Dust or damp-wipe door frames and doors to remove marks;
- i) Empty waste bins and damp wipe the inside and outside;
- j) Clean mirrors by using an approved glass-cleaning agent. Dry burnish to a streak-free finish;
- k) Urinals and toilet bowls to be thoroughly cleaned using a disinfectant, paying special attention to under the rim of the bowl (report any unhygienic conditions to the TPT Representative);
- l) Seats, lids, cisterns and flushing handles to be damp wiped with an anti-bacterial solution and dry burnished to a streak-free finish;
- m) Washbasins to be thoroughly scoured clean, paying attention to the area around taps, overflow outlet, plug hole and must be left in a clean streak-free condition. Tap fittings to be cleaned and dry burnished using non-corrosive chemicals;
- n) Provide and replenish air fresheners, toilet rolls, soap and paper hand towel;
- o) Clean and disinfect all drains;
- p) All hygienic dispensers provided by TPT are to be kept full with the relevant consumables at all times; and
- q) Comply with and complete TPT's Health and Safety Standard 1.14 in respect of Toilets.

Tasks must be completed using colour-coordinated buckets and cloths to prevent cross contamination.

Note: All toilets must be checked at regular intervals during the day to check for tidiness, replenishment of soap, toilet rolls, paper hand towels, seat-wipes and to empty and clean waste bins.

7.6. Passages

- a) To be kept clean at all times;
- b) Clean doors and light switches (when required);
- c) Dust windowsills, frames etc.;
- d) Sweep and mop floors;
- e) Vacuum carpets and rugs;

- f) Relevant signage relating to safety i.e. (Slippery when Wet) must be visible at all times whilst cleaning; and
- g) Fire extinguishers/ fire hoses are to be dusted, damp-wiped and dry-burnished as appropriate.

7.7. Stairways and landings

- a) To be kept clean at all times;
- b) Sweep, vacuum or mop landings;
- c) Relevant signage relating to safety (i.e. slippery when wet) must be visible at all times whilst cleaning;
- d) Dust and clean handrails, walls and pictures; and
- e) Wash/vacuum stairs.

7.8. Walls

Walls must be kept clean from marks/spots, webs etc. at all times.

7.9. Hard Floors - Office Areas and Workshop

- a) Dust and sweep with an industrial cleaning tool paying particular attention to corners, underneath fixtures, etc.
- b) Machine scrub floors and dry using an automatic scrubbing machine with a neutral detergent;
- c) Buff floors using a buffing machine and nylon pad;
- d) Spot clean when necessary using the twin-bucket system and a neutral detergent;
- e) Splashes to be removed from skirting;
- f) Damp-wipe and burnish to a smear-free finish all cabinets and work tops;
- g) Dust or damp wipe and burnish all windows, windowsills, ledges, pictures, etc. and remove marks where necessary;
- h) Telephones to be wiped clean with a disinfectant to a clean, streak-free finish;
- i) Check any ashtrays, damp wipe and dry burnish;
- j) Damp wipe and dry burnish kick plates to doors;
- k) Dust or damp wipe and burnish walls, doors and door frames to remove marks;
- l) Damp wipe and dry burnish kick plates to doors;

- m) Damp wipe interior and exterior accessible signage; and
- n) Fire extinguishers/ fire hoses are to be dusted, damp-wiped and dry-burnished as appropriate.

7.10. **Staff Quarters (Locker rooms)**

- a) Dust or damp wipe and burnish all windows, windowsills, ledges, pictures, etc. and remove marks where necessary;
- b) Check any ashtrays, damp wipe and dry burnish;
- c) Dust or damp wipe and burnish walls, doors and door frames to remove marks;
- d) Clean mirrors by using an approved glass-cleaning agent. Dry burnish to a streak-free finish;
- e) Check, damp wipe and dry burnish – clean waste bins;
- f) Remove graffiti and stickers from walls, mirrors and doors; and
- g) Damp wipe interior and exterior accessible signage.

7.11. **Smoking areas**

- a) All ashtrays to be emptied and cleaned twice a day; and
- a) Damp wipe interior and exterior accessible signage.

7.12. **Lounge and Chill Areas**

- a) Lounge and Chill areas to be kept clean at all times;
- b) Vacuum clean carpets;
- c) Dust windowsills, frames etc.;
- d) Dust all furniture, including items standing on the furniture, wall hangings and telephones. Under no circumstances must computers (monitors, keyboards and other computer related equipment) be cleaned; and.
- e) Sweep, mop, polish and buff vinyl floors and all other types of floors thoroughly. .

7.13. **Parking Areas**

- a) Sweep and clean all parking areas.
- b) High pressure cleaning of floors, including walls once every 6 months (preferably on Saturdays).

- c) Report to the TPT Representative those parking bays where vehicles are leaking oil onto the floor.

8 WEEKLY TASKS

8.1 Main Entrance

The windows and doors at the main entrance of the building must be cleaned on the first working day of the week and wiped daily.

8.2 Toilets

Light fittings and tubes to be dusted or damp- wiped on a rotational basis.

8.3 Barrier Mats

Remove barrier mats and wash with high-pressure hose.

8.4 Carpeted Floors – Office Areas

- a) Water soluble stains to be removed by a neutral dry foam;
- b) Solvent soluble stains to be removed by a soluble remover;
- c) Carpet edging to be damp wiped clean; and

8.5 Windows

- a) Clean inside windowsills;
- b) Dust windowsills, frames, Blinds etc; and
- c) Glass enclosures on the ground floor of the Canteen Area must be cleaned on the first working day of each month.

8.6 Parking Area

High pressure cleaning of floors, including walls must take place every 6 months or whenever required (preferably on Saturdays).

9 MONTHLY TASKS

9.1 Walls, Ceilings and light fittings

- a) All internal and external (where required) walls to be cleaned and burnished to full height;
- b) Damp wipe and burnish walls to a smear-free finish;
- c) Ceilings to be cleaned using a dry brush; and
- d) Light fittings and tubes to be dusted or damp- wiped on a rotational basis.

9.2 **Air Conditioning Units**

Air conditioning units to be damp wiped and burnished to smear-free finish. Particular care must be taken to ensure that surrounding ceiling areas are not smeared.

9.3 **Refrigerators**

- a) Remove contents;
- b) Switch off unit prior to cleaning;
- c) Avoid electrical areas;
- d) Remove all shelves;
- e) Rinse off with warm water;
- f) Dry using paper towel;
- g) Wash internal and external panels;
- h) Replace shelves;
- i) Ensure correct temperature before repacking; and
- j) No metal or sharp objects to be used to scrape the ice.

9.4 **Offices, Boardroom and Clinic**

Scrub, strip and seal floor areas (vinyl floors only once a year or as and when required).

Clean windows and blinds.

9.5 **Passages**

Scrub, strip and seal whole floor area (as and when required).

10 SPECIFICATIONS FOR SWEEPING

Sweeping is a maintenance cleaning technique, the object being to remove as much coarse dirt and litter as possible from the floor. Three types of sweeping techniques are commonly used :

10.1 **Sweeping with a broom**

Manual sweeping with a broom. Method used mainly on the following types of surfaces:

- a) Vinyl/Cushion
- b) Asphalt tiles
- c) Linoleum
- d) Profiled rubber
- e) Terrazzo
- f) Marble/Reconstituted marble
- g) Quarry tiles
- h) Concrete
- i) Porcelain
- j) Ceramics
- k) Wood/Laminates; and
- l) Slate.

10.2 **Sweeping with a mop sweeper**

Unlike a broom, the mop sweeper cannot be used on a rough surface. The removable mop head can be laundered or washed and re-used.

Dispersion of dust into the air is lower than with a broom.

Areas of 1000 m² can be swept within an hour.

10.3 **Sweeping with a sweeping machine**

Instead of the dirt and litter being collected in front of the broom or mop sweeper and having to be picked up in a dust receptacle, a sweeping machine deposits the dirt and litter in a hopper which has to be emptied frequently. Rubber seals on the sides and back of the machine ensure that re-dispersion of dust is kept to a minimum.

The sweeping machine can be used on rough and uneven floors. Large areas can be cleaned much quicker than using the traditional manual sweeping.

11 SPECIFICATIONS FOR MOPPING

Mopping can be carried out in four different ways:

11.1 **Spot Mopping**

This mopping technique is applied by using a wrung-out mop head to access wet/sticky dirt. It is crucial that the wet/sticky dirt is picked up from the floor and not just smeared over a large area.

11.2 **Damp Mopping**

This mopping technique is applied by plunging the mop into a detergent solution and then wrung out in a bucket, leaving the mop damp. The floor is then cleaned, by mopping in a figure eight pattern.

11.3 **Wet Mopping**

This mopping technique differs from damp mopping in that after plunging the mop into a detergent solution, the mop is only lightly wrung out and the solution then applied to the floor. The mop is then fully wrung out in the bucket and the dirty solution picked up from the floor.

12 SPECIFICATION FOR WET SCRUBBING WITH A MECHANICAL SCRUBBER

The mechanical scrubber is used in large areas where traffic and soiling on the floor surface is severe, for e.g. workshops. The cleaner drives or stands behind the scrubber (dependent of size of scrubber). This method of scrubbing the floor surface is less physical and more suitable for industrial soiled areas, e.g. oil, grease, etc.

13 SPECIFICATION FOR BUFFING (POLISHING)

Buffing methods can be divided into three different categories:

13.1 **Dry buffing**

Dry buffing relies purely on the mechanical action of a floor cleaning or polishing pad or brush driven by a single brush machine to repair scuffing and other superficial surface blemishes on floors, treated with acrylic polymers. It is also used to enhance the gloss on untreated floors, such as rubber profile floors, which have been cleaned with combined maintenance products.

13.2 **Spot and full spray buffing**

The spray application of detergents when combined with the buffing action provides both superior cleaning characteristics as well as partly replenishing polymer, removed from the floor. This method is most successful on floors treated with acrylic polymers.

13.3 **Spot spray buffing**

Spot spray buffing is based on the principle that certain floor areas are exposed to abnormal amount of traffic and wear and require more intensive maintenance. Examples of such areas would be:

- a. Near entrance doors
- b. Lift lobbies.

The best cleaning maintenance is to spot spray these areas and dry buff the rest of the floor area, as spray buffing is slower than dry buffing.

Spot spray buffing is applied as follows:

- a. Apply a fine mist of spray buffing mixture
- b. Spread the mixture over a small area (approx. 2m²) using a single brush machine fitted with an appropriate working element
- c. Make sufficient passes over the same floor area. To dry the floor to a high shine, more than four passes is required, else too much spray has been applied to the floor
- d. Turn pads over before they clog up and lose their cleaning ability
- e. Wash out pads and hang up to dry.

14 WORK INSTRUCTION FOR FLOOR CLEANING

The below are minimum instruction for cleaning the floors. These steps are not limited to ensuring a clean and smooth floor surface.

- a. Cleaner must use the correct PPE. Closed shoes must be worn.
- b. Cleaner must choose all the correct equipment, consumable and chemicals for cleaning of the floor.
- c. Start with dry cleaning. Sweep the floor using the walk behind and or figure of eight method as appropriate to the room layout.
- d. Collect dust and loose dirt and maintain at the front edge of the broom/sweeper.

- e. Stop periodically to remove/collect loose dirt with dustpan and brush. Discard in refuse bag. Complete sweeping operation.
- f. Place wet floor signs where it is visible. Start from the furthest point to the exit.
- g. Dilute detergent in bucket as per requirement.
- h. Use spot, damp and or wet mopping technique. Take care to not bump mop heads up against skirting boards, walls and furnishings. If floor tile is profiled/contoured, ensure weekly scrub with soft bristle brush and neutral detergent combined with wet mopping methods.
- i. Change rinse water and or solution when visible dirty/contaminated.
- j. In the event that the floor must be buffed/polished, place wet floor signs, even if polishing the floor.
- k. Adjust the handle correctly to your waist height and place the cord over your shoulder and behind you.
- l. Switch on the buffer/polisher using the triggers on the handles. NB : Do not attempt to use the machine unless you have been trained by your Management.
- m. Maintain control and operate the machine from side to side as per training received.
- n. If scrubbing, follow methodical overlapping pattern.
- o. Mop up small sections of scrubbed areas at a time to prevent soiled water from being re-absorbed into surfaces and or tile profile. Rinse off.
- p. Change the pads when both the used surfaces are dirty. At all times be aware of employees walking past you and make sure you pause your side to motion as they pass you. Never leave your machine plugged on should you need to leave the work area, even for a few minutes. Unplug the machine!
- q. When complete, inspect floor to ensure smooth, clean surface.
- r. Unplug the machine and wind the cord around the machine.
- s. Wash mops, buckets and pads and hang them out to dry.
- t. Clean and store machine and consumable.

15 WORK INSTRUCTION FOR VACUUMING OF CARPETS

85% - 95% of carpet soiling is dry soiling, thus the importance of efficient vacuuming cannot be overstated.

- a) Vacuum bags on vacuum cleaners: The performance of any type of vacuum cleaner is largely dependent on the condition of its filtration system. The disposable paper filter bag provides the most efficient method of filtration. Cloth bags are less effective and if they are used, throughout cleaning of the filter cloth is essential if vacuum efficiency is to be maintained.
- b) Types of soiling on carpets:
- Dry soil
 - Water soil
 - Oily soil
 - Combination of the above (water and dust = mud).
- c) The above soils may be presented in any of the three levels in the carpet:
- Soiling on the surface – spots and sills are the most visible on carpets.
 - Soiling present in mid-pile
 - Soiling held in the backing of the carpet
- d) Spots removal from carpets:
- Spots can be removed with the correct spot removal procedure. Only use a white absorbent cloth or towel to remove spots.
 - Try to attend to spillage immediately, before it has time to set. The longer the spot remains on the carpet, the more difficult it could be to remove.
 - Blot up spillage with paper towels or if spillage is dry and encrusted, use a blunt knife or spatula to remove encrustation.
 - If spot is cleaned by blotting the spillage, follow the work instruction below for deep-cleaning of carpets.
 - Do not rub or scrub the spot as it will spread the stain and may cause pile damage.
 - Once spot is dry, vacuum the carpet.

16 WORK INSTRUCTION FOR DEEP-CLEANING CARPETS AND BARRIER MATS

- a) The deep cleaning of carpets is only necessary once, depending on traffic. Do not prolong this period, as this will necessitate excessive cleaning which could damage the carpet;
- b) Professional contractor must carry out annual carpet cleaning. ***The deep cleaning of carpets to be included in the cleaning contract.***
- c) Before the operation commences, the contractor must liaise with the SHEQ Manager in order that the necessary preparations can be made;
- d) The direct extraction method of cleaning carpets must be used and the following procedure adopted:
 - Thoroughly vacuum all areas to be deep- cleaned, ensuring that surface soils are removed and pile lifted;
 - All stains and chewing gum must be treated appropriately;
 - Sticky substances such as chewing gum to be removed with a freeze spray;
 - Water soluble stains to be removed by neutral dry foam; and
 - Solvent soluble stains to be removed by a soluble remover.
- e) Shampoo and extraction chemicals must conform to the following minimum requirements:
 - They must leave a dry, powdery, crystalline residue;
 - They must leave a PH of between 5.5 and 8.0; and
 - They must not contain bleach or fluorescent brightening agents.
- f) Following wet cleaning and drying, all areas must be thoroughly vacuumed to remove shampoo residue;
- g) Barrier mats must be cleaned in the same manner and at the same time as carpet cleaning. Any mat wells to be wet cleaned; and
- h) Carpet edging to be damp-wiped clean after carpet cleaning.

NOTE: The cleaning method described above is the only cleaning method allowed.

Professional and contract carpet cleaners must provide a written guarantee that any damages incurred in our carpets through shrinkage or discolouration will be made good by the contractor or our choice and be for the carpet cleaner's account. Carpets must be completely dry two hours prior to normal office work resuming.

17 CLEANING INSPECTION REPORT

The quality inspection report to be completed monthly by terminal management and contractor management and signed by both parties.

The report to be used by individually marking the task and then giving them an overall assessment. Both management and the contractor management must agree an overall standard (Acceptable or Unacceptable). As a guide, if 10% of tasks are unacceptable, the overall standards will be unacceptable.

If agreement cannot be reached, the SHEQ Manager will visit the terminal unannounced to audit the performance of the contractor.

A copy of this signed completed report must be filed in the terminal's Contract Cleaning File.

Checklists formulated for administration areas are to be completed daily and signed off by Service Provider and TPT representatives. A service level agreement will be formulated based on the technical criteria within this Scope of Work as well as requirements set out in the contract.

The quality inspection report will be used as part of an ongoing contractor appraisal.

18 THE SERVICE LEVEL AGREEMENT

- a) Reviews of progress and service delivery by the Service Provider will be held between TPT and its account representative on a monthly basis.
- b) TPT shall have the right in its sole discretion, to demand that any member of the team utilized by the Service Provider to fulfil its obligations under the Cleaning Services Agreement be replaced. TPT shall not be obliged to furnish reasons for its request.
- c) The Service Provider guarantees that it will achieve a pre-agreed upon level of service (to be determined at contract negotiation):-
 - I. Shortage and/ or non-supply of cleaning services
 - II. Shortage and /non supply of cleaning materials
 - III. Quality of service (work area inspections & complaints received.
 - IV. All staff shall be neat at all times.
 - V. Reliability
 - VI. Time Management

19 SUPERVISOR TO PROVIDE OVERALL MANAGEMENT FUNCTIONS

- a. Provide a well experienced supervisor with good communication skill of English and Zulu;
- b. Supervisor is accountable for the Cleaning Service and will report to the TPT SHEQ Manager;
- c. Supervisor to inspect the cleanliness of all areas and pay special attention to public areas for e.g. foyer, messrooms and boardrooms; and

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- d. Supervisor to report all faults to the TPT SHEQ Manager and monitoring turnaround time.
- e. Manage the cleaners, manage cleaner's lunch schedule.
- f. Ensure that floors, cleaning equipment and chemicals are safely kept outside the reach of TPT employees
- g. Ensure that no equipment is stored in passages, emergency exits and in undesignated areas.
- h. Ensure that there is a cleaner visibility on floors at all times.

20 EXCLUSIONS

- a) Cleaning staff do not clean computer terminals or any related computer equipment;
- b) Washing of TPT staff's lunch boxes and cars; and
- c) Supply of toilet paper and hand paper towels.

21 WASTE

- a) All waste collected from offices and kitchens to be deposited into waste containers placed in offices, messrooms, sheds or any other designated area;
- b) Organic waste must be separated from normal waste and disposed of in respective waste containers;
- c) Recycled waste to be placed in designated bins;
- d) The cleaners must ensure that the DSW bins are put out for collection on specified days; and
- e) Waste must not be discarded down drainpipes.

22 TASK SHEETS

Kindly refer to the following task sheets (scope of work):

- a) Task Sheet No. 1 – Maydon Wharf and Agriport Terminals
- b) Task Sheet No 2 – Agriport Terminals

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TASK SHEET NO 1: DURBAN MAYDON WHARF

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
1.	Central Planning Offices	7 x Offices Open Plan Area X8 desks 6 x Toilets	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (mopping, polish furniture, emptying dustbins). ✓ Cleaning of toilets, foyer, and passages ✓ Make tea and coffee for top management ✓ Set up boardroom with water and refreshments for meetings ✓ Dust walls and clean windows ✓ 	Monday to Friday 07:00- 16:00
2.	G-Cos Building Upstairs & Downstairs	7 x Offices 2 x Open Plans 2 x Kitchen 4 x Toilets 2x showers 2x weighbridge's	3	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of toilets, foyer, and passages 	Monday to Friday 07:00- 18:00 Saturday and Sunday 07:00-16:00 18:00-06:00

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No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
3.	CPO B/L	2x offices Open Plan Sheq offices Open plan planning offices Board room 1x kitchen (3 toilets and 1 showers)	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Manage coffee machines ✓ Dust walls and clean windows 	<p>Monday to Friday 07:00- 16:00</p>
4.	Mass room 12	1x eating area 1x kitchen and veranda 3 x Messrooms and Ablutions 6x toilets 6x showers 1x supervisor office	4	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Dust walls and clean windows 	<p>Monday to Friday 07:00- 18:00</p>
5.	Drivers Messroom MHA B/L DIC	Messroom and Ablutions (Shower and 3 toilets) 5x offices 1 x Kitchen 4 x Toilets	2	<ul style="list-style-type: none"> ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins 	<p>Monday to Friday 07:00 - 18:00</p> <p>Saturday and Sun 07:00 - 16:00 18:00 - 06:00</p>

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No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
		4 x Shower		<ul style="list-style-type: none"> ✓ Cleaning of Kitchen, toilets, showers) ✓ Dust walls and clean windows 	
6.	MWF	MWF Yard and Guard Houses	5	<ul style="list-style-type: none"> ✓ Cleaning the Yard maintaining a clean environment ✓ Sweeping the yard ✓ Wash high rise windows 	Monday to Friday 07:00- 16:00
7.	SHED 10 & 11 SHED 12 Weighbridges MWF 10 Toilet	1x supervisor office Messrooms x2 toilets and showers X1 shower and kitchen X2 Weighbridges x 5 toilets	2	<ul style="list-style-type: none"> ✓ Cleaning of Messrooms (Kitchens, toilets, showers) ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins 	Monday to Friday 07:00 – 16:00
8.	MWF	Mess and Ablutions Night shift	3	<ul style="list-style-type: none"> ✓ Emptying dustbins ✓ Cleaning of Messroom ✓ Cleaning of Messrooms (Kitchens, toilets, showers) 	Monday to Friday 18:00—06:00
TOTAL CLEANERS			21	✓	Monday to Friday 07:00 – 16:00/18:00 Saturday and Sunday 07:00 – 16:00 18:00 – 06:00

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No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
TASK SHEET NO 4: AGRIBULK TERMINAL					
1.	Agriport: Workshop Offices Technical Boiler Maker Workshop	3 x Offices 1 x Toilet and Ablution (1 toilet and 4 showers) 2 x Messrooms and Ablution (4 toilets and 6 showers)	2	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom ✓ Cleaning of Messrooms (Kitchens, toilets, showers) ✓ Cleaning of workshop floor 	Monday to Friday 07:00 – 16:00
2.	Croft Road offices	2 x Boardrooms 2 x Offices 1 x Kitchen and eating area 1x TM offices 1x Security room	2	<ul style="list-style-type: none"> ✓ Cleaning of Offices (mopping, polish furniture, emptying dustbins) ✓ Cleaning of toilets, foyer, and passages ✓ Make tea and coffee for the admin staff and guests ✓ Set up boardroom with water and refreshments for meetings. ✓ Wash dishes ✓ Dust walls and clean windows 	Monday to Friday 07:00- 16:00

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No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
3.	Agriport: Clinic Permanent Ladies Toilets	5 x Offices Clinic 1 x Kitchen 3 toilets and 1 shower	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Dust walls and clean windows 	<p>Monday to Friday 07:00 – 16:00</p>
4.	Agriport Casual Messrooms Permanent Males Toilets	2 x Messrooms and Ablution (4 toilets and 4 showers) 3 toilets and 4x showers X2 kitchen	2	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messrooms (Kitchens, toilets, showers) ✓ Cleaning of workshop floor 	<p>Monday to Friday 07:00 – 18:00</p> <p>Saturday and Sunday 07:00-16:00 18:00-06:00</p>

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No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
5.	Agriport: Scale floor messroom Grains Elevator Offices Messroom	1x Ops Coord offices 2 x Offices 2x toilets 2 x Messrooms and Ablution (3 toilets and 2 showers) 1x lift	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Ablution block (Toilets, showers) ✓ Dust Walls and clean windows 	Monday to Friday 07:00 – 18:00
6.	Agriport: Weighbridge Supervisors Toilets	1 x Office 4x toilets	1	<ul style="list-style-type: none"> ✓ Cleaning of the office (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Ablutions (Toilets, showers) 	Monday to Friday 07:00 – 16:00
7.	Agriport Yard	2x Admin Parking area Yard	3	<ul style="list-style-type: none"> ✓ Washing Admin Parking's ✓ Cleaning the Yard maintaining a clean environment ✓ Sweeping the yard ✓ Washing of windows 	Monday to Friday 07:00 – 16:00 Saturday and Sunday 07:00-16:00 18:00-06:00
8.	AGRIPORT	ALL NIGHTSHIFT	2	<ul style="list-style-type: none"> ✓ Emptying dustbins ✓ Cleaning of Messroom ✓ Cleaning of Messrooms (Kitchens, toilets, showers) 	Monday to Friday 18:00—06:00

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No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
9.	No OF CLEANERS - AGRIBULK		14		Monday to Friday 07:00 – 16:00/18:00
					Saturday and Sunday 07:00 – 16:00 18:00 – 06:00
9.	TOTAL No OF SUPERVISOR – MWF AND AGRIBULK		1	Supervising all of the above functions	Monday to Friday 07:00 – 16:00 Saturday and Sunday 07:00 – 16:00

***Note: Employees are called out on weekend based on operational demands for MWF and AGRIBULK**

Cleaning chemical to meet the following specification (Technical Safety Data Sheet required (SDS)):

1. Low foam
2. Biodegradable
3. Environmentally Friendly (no effect to the environment)
4. Environmentally friendly, anti-bacterial and anti-fungal soaps for toilets, and Sunlight ant bacterial for the kitchens.