



ANNEXURE C:

HYGIENE SERVICES

SCOPE OF WORKS (SOW)

FOR VARIOUS BUILDINGS

1. Purpose

The purpose of this Scope of Work (SOW) is to clearly define the hygiene services that the successful bidder will be required to provide, the standards they must meet, and how their performance will be measured throughout the contract period.

The appointed Service Provider shall supply, install, service, maintain, replenish, and manage the hygiene equipment and consumables across the commercial office buildings, and the retail property portfolio.

The Service Provider shall comply with:

- Occupational Health and Safety Act (OHSA)
- National Environmental Management Legislation
- SANS Standards where applicable
- Local municipal regulations
- Company ESG and sustainability requirements

2. Objectives

The Service Provider shall:

- Maintain high standards of hygiene, cleanliness, and sanitation across all properties.
- Ensure uninterrupted availability of hygiene consumables and associated equipment's
- Minimise health, safety, environmental, and reputational risk associated with inadequate hygiene management.
- Achieve compliance with all applicable health, safety, environmental, and waste disposal legislation.
- Promote sustainable and environmental responsible hygiene practices.
- Establish measurable service delivery standards through defined Key Performance Indicators (KPIs) and Service Level Agreement (SLAs)
- Ensure proactive maintenance, timely response to service requests, and continuous improvement in hygiene service delivery.
- Support the Facilities Management and Centre Managers in maintaining a safe, healthy, and professional environment across commercial office buildings and retail centres.

3. Service Requirements

3.1. Sanitary Waste Services

Supply, installation, servicing, and disposal of:

- Female sanitary disposal units
- Medical waste (where applicable)
- Disposal liners
- Air-tight sanitary units

3.2. Nappy Disposal Services

Provision and maintenance of:

- Nappy disposal bins
- Disposal liners
- Sanitation services

3.3. Air-Freshening Systems

Supply and maintenance of:

- Automatic air freshener dispensers
- Odour control systems
- Air purification systems where required

3.4. Soap Dispensing Systems

Supply and upkeep of:

- Hand soap dispensers
- Sanitizer dispenser where required

3.5. Hand Drying Systems

Supply and maintenance of:

- Electric hand dryers
- Paper towel dispensers
- Touchless systems where required.

3.6. Toilet seat Sanitiser Systems

Supply and maintenance of:

- Toilet seat sanitiser dispensers where applicable
- Associated consumables

3.7. Urinal Management Systems

Supply and maintenance of:

- Biological urinal blocks
- Urinal sleeves
- Urinal sanitation systems

4. Equipment Requirements

The Service Provider shall:

- Supply all required dispensers and equipment
- Install equipment at no additional cost unless approved by the client
- Replace damaged units due to equipment failure
- Maintain all equipment in good operating condition
- Provide asset register of installed equipment
- Replace outdated equipment as part of continuous improvement

5. Consumable Management

The Service Provider shall:

- Continuous availability of consumables
- No stock-outs.
- Site specific consumption forecasting
- Emergency replenishing service
- Sustainable and environmentally friendly products where possible

Consumables include:

- Soap
- Air freshener refills
- Toilet seat sanitiser
- Sanitary disposal liners
- Urinal products

6. Reporting Requirements

Monthly reports shall include the following:

- Services completed
- Missed services
- Corrective actions
- Equipment replaced
- Consumables used

Compliance reports

- Waste disposal certificates
- Environmental compliance records
- Service schedules

Performance Reports

- KPI Performance
- Customer complaints
- SLA compliance
- Trend analysis

7. Key Performance Indicators (KPIs)

KPI	Measure	Target
Service attendance compliance	Scheduled services completed as planned.	≥ 98%
Consumable availability	Availability of consumables during inspections.	≥ 99%
Hygiene Equipment Uptime	Operational status of installed equipment.	≥ 98%
Response time to service calls (i.e. overflowing bins, Major odour complaints, Health and safety risks)	Within 24 hours	100%
Resolution time	Within 24 hours	100%
Customer satisfaction	Measured through CM/FM Feedback	≥ 90%
Complaint management	Closure of complaints within SLA.	≥ 95%
Quality inspection score (service quality)	Regular audits conducted by CM/FM	≥ 95%
Waste disposal compliance (disposal certificates provided, no environmental violations, licenced disposal facilities used)	Regulatory compliance.	100%
Health and safety compliance	Staff PPE compliance, up to date training records	100%
Reporting compliance	Monthly reports submitted by the 5th working day of each month.	100%
Sustainability performance	Environmentally certified products, Recycling initiatives, Water-saving initiatives.	80%

8. Service Location and Frequency of Service

Retail & Office Precincts	Property Name	Address	Asset Class	Service Frequency
4 Properties				
	The Wedge Shopping Centre	255 Rivonia Road, Morningside, Sandton,	Retail	Monthly services
	Green Oaks Office Park	B1 Bekker Road, Vorna Valley, Midrand	Offices	Monthly services
	Rochester Place	173 Rivonia Road, Rivonia		Monthly services
	UCB	45 Anderson Street, Marshalltown		Monthly services

Additional information can be found in Annexure D (Pricing Schedule).

9. Contractor Qualification Requirements

Bidders shall provide the following:

- Health & Safety Policy
- Public Liability Insurance
- Waste Disposal Licences/Permits (where applicable)
- Waste Disposal Certificates and Chain of Custody Records
- Material Safety Data Sheets (MSDS/SDS) for chemicals used
- Environmental Management Policy
- Proof of Staff Training in OHSA Compliance
- Valid NCCA registration Certificate
- Valid COIDA letter of good standing issued by the Compensation Fund.