

1. BACKGROUND & PURPOSE

- 1.1 The management of waste in the University of the Witwatersrand falls within the mandate of the Operations and Facilities Management Department under the portfolio of the Deputy Vice Chancellor- Systems and Operations. This mandate is derived from Section 24 (Environment) of the Constitution of the Republic of South Africa (Act 108 of 1996) The department is responsible for providing a waste management service to the University community and visitors and ensuring compliance to National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008), which includes regulations for classification, handling, and disposal, emphasizing waste avoidance and reduction.
- 1.2 Due to the toxicity of hazardous waste towards the environment, Operations and Facilities Management Department wishes to appoint a service provider who will be responsible for promoting a commitment to environmental stewardship by providing sustainable solutions. The solutions will be on the collection, diversion, conversion, treatment, transportation, and disposal of hazardous waste, aiming at implementation of alternative technologies to achieve Zero Waste to Landfill in the future.

2 DEFINITIONS AND APPLICABLE DOCUMENTS

Term / Acronym	Definition
Asbestos	<p>means the following fibrous silicates:</p> <p>(a) Asbestos actinolite, CAS No. 77536-66-4.</p> <p>(b) asbestos grunerite (amosite), CAS No. 12172-73-5.</p> <p>(c) asbestos anthophyllite, CAS No. 77536-67-5.</p> <p>(d) chrysotile, CAS No. 12001-29-5 or CAS No. 132207-32-0.</p> <p>(e) crocidolite, CAS No. 12001-28-4.</p> <p>(f) asbestos tremolite, CAS No. 77536-68-6; and</p> <p>(g) any mixture containing these fibrous silicates</p>
Biomedical Waste	<p>includes any substances rated as toxic and infectious substances or under the current regulations Class 6. This includes, blood, blood samples, platelets, human remains or any component of a human being, and any substances obtained from or used to preserve humans</p>
Chemical waste	<p>waste, which constitute of discarded solid, liquids and gaseous chemicals which includes but not limited to hazardous waste arising from cleaning, housekeeping and disinfecting procedures</p>
Collection	<p>movement of waste from intermediate storage sites to a primary waste holding area or from primary waste holding areas to the final disposal site</p>
Colour coding	<p>use of different colour on containers or bags for proper identification of waste categories</p>
Disposal	<p>approved discharge or release of any waste material in an approved manner with no intention to cause any environmental degradation or affect human health</p>
Green procurement	<p>selection of products with the aim of reducing the impact of the product and services on the environment</p>

GWIS	Gauteng Waste Information System
Hazardous Waste Service Provider	is the service provider contracted by the WITS to transport and dispose of all Hazardous Waste produced and created on university property excluding radioactive Waste
HAZCHEM	A system of labelling hazardous chemicals and material, or warning signs to indicate the presence of hazardous chemicals and materials, especially during transportation
Infectious Substances	Micro-organisms including those which have been genetically modified, pathogens, cells, cell cultures and human endoparasites which have the potential to provoke infection, allergy or toxic effects
Infectious Waste	as defined by the Act is any waste which is generated during the diagnosis, treatment or immunisation of humans or animals; in the research pertaining to this; in the manufacturing or testing of biological agents - including blood, blood products and contaminated blood products, cultures, pathological wastes, sharps, human and animal anatomical wastes and isolation wastes that contain or may contain infectious substances
Recycling	A process where waste is reclaimed for further use, which process involves the separation of waste from a waste stream for further use and the processing of that separated material as a product or raw materials
Reuse	To utilize the whole, a portion of or a (article) specific part of any substance, material or object from the waste stream again for a similar or different purpose without changing the form or properties of such (articles) substance, material or object
SAWIS	South African Waste Information System
SDS	Safety Data Sheet
Segregation	systematic separation of medical waste into designated categories

Service Level Penalties	Financial or service-related consequences, that are applied when a service provider fails to meet the agreed-upon service levels outlined in an agreement.
Sharps	items which have the potential to cause puncture, abrasions, or cuts such as needles, blades or clinical glass
SOP	Standard Operating Procedure referenced in Annexure
Treatment	Means any method, technique or process that is designed to change the physical, biological or chemical character or composition of a waste or remove, separate, concentrate or recover a hazardous or toxic components of a waste, or destroy or reduce the toxicity of a waste to minimise the impact of the waste on the environment prior to further disposal
TREMCARD	Means a Transport Emergency Card, which is a safety guide for drivers and first responders in the event of an accident involving hazardous materials. It provides critical information about the hazardous materials being transported, including hazards, emergency procedures, and contact information for emergency services
Waste generator	Any person, organization or facility engaged in activities that generate waste
Waste management	All activities, administrative and operational, involved in the handling, treatment, conditioning, storage, and disposal of waste (including transportation)
Waste manifest system	A system of control documentation containing the information specified in the Waste Classification and Management Regulations, 2011
Waste package	Product which includes the waste from, waste container(s), and any internal barriers (e.g. absorbing materials or liners), prepared in accordance with the requirements for handling, transportation, storage, and disposal
Waste	Any substance, material or object, that is unwanted, rejected, abandoned, discarded or disposed of, or that is

	intended or required to be discarded or disposed of, by the holder of that substance, material or object, whether or not such substance, material or object can be re-used, recycled or recovered and includes all wastes as defined in Schedule 3 to this Act; or any other substance, material or object that is not included in Schedule 3 that may be defined as a waste by the Minister by notice in the Gazette
WEEE	Waste Electrical and Electronic Equipment any discarded electrical or electronic equipment that is broken, obsolete, or no longer wanted
Zero Waste to Landfill	An approach to maximize resource conservation by focusing on waste reduction strategies i.e. reducing waste generation, through recycling and resource recovery initiatives, to prevent hazardous waste from entering landfill

FOR INFORMATION PURPOSES ONLY

3 THE UNIVERSITY'S OBJECTIVES

- 3.1 The Service Provider will remove, treat and dispose waste from the University of Witwatersrand in a sustainable manner at the lowest operating and maintenance costs while ensuring compliance to Waste Management and Occupational Health and Safety related legislation.
- 3.2 The Service Provider is required to collect, treat and dispose of hazardous waste in an environmental responsible manner to support the recycling and waste minimization efforts of the University. This includes the classification, weighing for validation, removal, treatment and disposal of waste at a licensed treatment, incineration, asbestos disposal site and hazardous waste disposal site(s)/landfill site.
- 3.3 The University is committed to the reduction of pollution resulting from its activities as well as improving its environment performance through adopting and implementing sustainability principles. This comprehensive waste management solution will aim to ensure significant reduction of its negative impact to the environment. This is also in line with the University's Sustainability initiatives.
- 3.4 The University's aim is to identify and implement alternative solutions for its waste and thereby reduce its quantities for disposal at the landfill site and improve on recyclables which is in line with its policy requirements. The key objectives for this programme are to:
- Sort, store, transport, recycle waste in line with legal requirements.
 - Ensure reduction of waste transported to incineration and landfill/disposal sites(s).
 - Ensure that the University's waste is treated and disposed of in a responsible manner, i.e. at approved and licensed treatment centre, landfill/disposal sites.
 - Ensure scalability of monetary amounts payable based on waste generated per month.
 - Diversion of waste from landfill: achieve 5% diversion of hazardous waste by first year, 15% by last year of contract term.

- Implementation of alternative waste treatments for the diversion of hazardous waste from landfill.
- Proper management of waste within the University premises.
- Continuous Waste audits by internal Environmental Health Specialist

3.5 Continuous improvement efforts will be undertaken to minimize waste upstream and sortation at source methodologies.

3.6 This will necessitate the diversion of waste streams at initiation and during the contract. The Service Provider will be monitored and measured on implementation of alternative technologies (% diverted from landfill).

4 SCOPE OF WORK

4.1 The Service Provider will take the overall responsibility for waste collection from various hazardous waste storage facilities, classification, transportation treatment and disposal.

4.2 The Service Provider will adhere to set targets for reducing waste to landfill through alternative treatment methodologies such as autoclaving.

4.3 The Service Provider shall provide a clean skip bin to replace a full skip bin on upliftment.

4.4 The Service Provider shall ensure that proper precautionary measures must be taken to ensure that no waste/debris is strewn while skips are in transit.

4.5 The Service Provider shall track the trend of the various streams of hazardous waste disposed and targets achieved for reduction of waste to landfill. Such information will be properly and regularly reported to the University by no later than the 7th Business Day of each Month.

4.6 The Service Provider shall service the University hazardous waste collection points by 10am on the collection date.

4.7 The Service Provider is responsible to ensure that any quotes submitted for clean-ups are accurate and encompass the full scope and all resources required. No surcharges will be accepted.

- 4.8 The Service Provider will only collect correctly labelled, sealed and classified hazardous waste and report any deviations to the operations manager.
- 4.9 The Service Provider will ensure that the handling, storage and transportation of hazardous waste is in accordance with SANS Code 10248; 10228; 10229 and hazardous substances legislation.
- 4.10 The Service Provider will supply on-site personnel to
- to ensure that supporting documents and invoices are submitted within 32-days.
 - orientation and conduct training of new university staff to booking procedure and hazardous waste legislation.
 - capturing and processing of bookings.
 - facilitation of collections at the relevant labs.
 - Handling queries related to hazardous waste labelling, storage and collection.
 - Updating the safety file annually.
 - Updating relevant stakeholders of changes in market and submitting any compliance documents.
- 4.11 The Service Provider will supply all on-site personnel with the necessary PPE and a uniform, with the company logo, which ensures all employees are easily identifiable.
- 4.12 The Service Provider will at their own cost submit in hardcopy for review four (4) copies of Safety Files with relevant medical certificates. The safety file will be approved by the Occupational Health and Safety Department and updated annually on the Anniversary of the contract signature. The appointed service provider must make allowance for appropriate PPE for all staff in line with regulations set out by the department of health for communicable diseases.
- 4.13 The Service Provider will be required to include the statistics of hazardous waste material collected from the University in their monthly reports and invoices.
- 4.14 The Service Provider will be responsible for collecting animal carcass to be incinerated and provide safe disposal certificate.
- 4.15 The Service Provider will be required to first initiate implementation for treatment technologies for hazardous waste. Where technologies and treatment methodologies

are identified, the University negotiate with the appointed Service Provider with a view to reach a mutually beneficial agreement.

4.16 The Service Provider will be required to provide disposal certificates after each removal of hazardous waste from the University to the hazardous waste operations manager and/or Environmental Specialist/SHE Officer.

4.17 The Service Provider will be required to provide all the required waste management equipment and consumables for the rendering of the service (an inventory list must be submitted for all equipment). It will be the Service Provider's responsibility to ensure that all equipment is available, maintained and accounted for on a periodic basis.

4.18 Supervision and management:

4.18.1 The Service Provider will ensure that a suitably experienced and qualified contract / Operations manager is appointed to manage the service.

4.18.2 The Service Provider will supply permanent site supervisors at the initiation of the contract and implementation of solutions.

4.18.3 The Service Provider will ensure that site supervision is carried out by competent suitably qualified, licensed and experienced personnel. (Site based)

4.18.4 The Service Provider will ensure that legislative compliance is performed by competent individuals as specified in relevant hazardous waste legislation.

4.19 Collections:

4.19.1 The Service Provider shall provide replacement chemical and biological containers to the specifications detailed under the SANS code 10248 at a cost to the University.

4.19.2 The Service Provider will decant the septic tank within a week of service request at the cost indicated in pricing annexure. The Service Provider will ensure that the vehicle used to perform the service is outfitted accurately and can be accommodated by the layout and width of all roads on the University premises

4.19.3 The Service Provider shall provide waterproof, stick-on labels at a cost to the University.

- 4.19.4 The Service Provider will manage the collections required for all waste streams. Collections will be made daily (Monday to Friday) to ensure good housekeeping is maintained.
- 4.19.5 The service provider must make provision for driving personnel to achieve the required service level.
- 4.19.6 The Service Provider shall ensure that all waste collected shall be classified in accordance with SANS 10228 and Waste Classification and Management Regulations and other relevant requirements and regulations of the current national legislations.

TYPE OF WASTE	DAY COLLECTED
11m ³ waste skip	Monday
Medical waste	Friday
Chemical & pharmaceutical waste	Wednesday
Fluorescent tubes	Wednesday & Friday
Waste Electrical and Electronic Equipment	When storage is full
Septic tank	When storage is full

4.20 Services and Solutions:

- 4.20.1 The service provider shall ensure the removal for all types of hazardous waste on a need (ad hoc) basis.
- 4.20.2 The Service Provider shall develop an electronic booking system to ensure that waste is collected from the University facilities within the legislated timeframes. E.g. infectious waste must be collected latest, 7 days after generation.
- 4.20.3 The Service Provider shall be responsible for the sampling of waste to determine the categories as per waste classification and management regulation.

LEGISLATED TIME LIMITS FOR THE STORAGE OF HEALTHCARE RISK WASTE

WASTE	TIME LIMITS
Anatomical waste (if not stored -2°C)	24 h
Anatomical waste (if stored at -2°C)	90 d
Infectious waste	72 h
Sharps containers	90 d
Pharmaceutical waste	90 d

4.20.4 The Service Provider will conduct an initial waste audit and provide recommendations on solutions, infrastructure, equipment and machinery required for the University to meet its target.

4.20.5 It will be the responsibility of the University to ensure that its storage areas are maintained and comply with legislation.

4.20.6 The Service Provider will conduct bi-annually assessment of the current hazardous waste storage facilities to determine the Universities compliance to legislation and provide recommendations.

4.20.7 The Service Provider will provide an electronic booking and data management system shall be in place to provide data for records of the treatment or disposal activities.

4.21 Collection:

4.21.1 The service provider shall ensure that a written site-specific methodology for asbestos as contemplated in regulation 15 is submitted for approval to the University 10 - days before the work commences.

4.21.2 The Service Provider will lease equipment and machinery to the University to support its waste management programme. See Annexure Pricing Schedule

4.21.3 Containers/Bulk containers/skip bins

- 4.21.3.1 The Service Provider shall be responsible for the supply, control and administration of Bulk Containers, with the exception of those hired by Third Party contractors.
- 4.21.3.2 Bulk containers and skip bins must be serviced at least weekly in accordance with the provisions of Annexure 1
- 4.21.3.3 The Service Provider shall ensure that waste package products supplied which includes the waste container(s), and any internal barriers (e.g. absorbing materials or liners) are prepared in accordance with the requirements for handling, transportation, storage, and disposal in line with SANS 452, SANS 10228, and SANS 10229-1 AND colour coded with appropriate international hazard labels as per SANS 10248 and SANS 10234.

Waste category	Waste sub-category	Container colour coding
Human or anatomical waste	Infectious human anatomical	RED SPECICAN and the appropriate international infectious hazard label
	Infectious animal anatomical	ORANGE SPECICAN and the appropriate international infectious hazard label
Sharps	Sharps: needles, vials, blades, glass bottles, scalpels	YELLOW SPECICAN and "DANGER CONTAMINATED SHARPS" and the appropriate international infectious hazard label
Chemical waste including pharmaceutical waste	Chemical or pharmaceutical	DARK GREEN CONTAINER and the appropriate international infectious hazard label
	Cytotoxic pharmaceutical	DARK GREEN CONTAINER and the cytotoxic hazard label

Infectious waste	Infectious waste/health care risk waste	RED Liner with thickness of 80 µm or more as a stand-alone container or plastic bags used as a liner which form an integral part of a rigid container shall have a thickness of 60 µm or more.
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4.22 Transportation and Disposal:

- 4.22.1 The Service Provider will provide for the transportation from the various hazardous waste collection points to all approved treatment and disposal sites.
- 4.22.2 The Service Provider will provide for all costs related to the safe disposal and at licensed sites.
- 4.22.3 The Service Provider is required to have a written agreement with treatment facilities and disposal sites that are permitted to legally carry out activities in line with their permit approvals.
- 4.22.4 Any proceeds derived from the conversion of, or the diversion of waste shall be for the benefit of the University as described in Annexure C1.
- 4.22.5 Ensure that the vehicles are provided with calibrated scales which are maintained as per manufacturer's instructions.
- 4.22.6 The Service Provider shall ensure that the size of vehicles that are needed to perform the service can be accommodated by the layout and width of all roads on the University premises.
- 4.22.7 The Service Provider must provide alternative vehicles and machinery to ensure service continuity in the case of breakdowns and routine maintenance.
- 4.22.8 Transport and logistics to handle the requirements relative to the transportation of waste products must comply and or exceed all the relevant SANS code 10228 applicable under relevant legislation. There Service Provider must ensure vehicles used have valid permits to transport waste.
- 4.22.9 Off-site transportation of hazardous waste

- 4.22.9.1 A vehicle used for the off-site transportation of hazardous waste shall comply with the requirements in SANS 1518, SANS 10231, SANS 10232-1, SANS 10232-3, and the relevant requirements and regulations of the current relevant national legislation
- 4.22.9.2 The Service Provider shall be registered as a transporter of hazardous and health care risk waste in accordance with the relevant requirements and regulations of the current national legislations and comply to the National Road Traffic Act, 1996 (Act No. 93 of 1996). The Service Provider must ensure that vehicles used are fitted with the necessary Emergency Response Equipment.
- 4.22.9.3 The waste Service Provider shall provide documented evidence of compliance with the requirements and regulations of the current national legislations.
- 4.22.10 A data management system shall be in place to provide data for records of the treatment or disposal activities. A vehicle used for the off-site transportation of hazardous waste and health care risk waste shall comply with the requirements in SANS 1518, SANS 10231, SANS 10232-1, SANS 10232-3 and SANS 10234 and other relevant requirements and regulations of the current national environmental management waste act.
- 4.22.11 The Service Provider must be registered with Gauteng Waste Information System (GWIS) as a transporter of hazardous waste to be disposed of/treated at landfill site/waste handling facility authorised to dispose/treat such waste. The prospective service provider must provide proof of registration with GWIS.
- 4.22.12 The Service Provider shall supply a vehicle with the capacity to collect hazardous waste booking in its entirety.
- 4.23 Current Waste Streams:**
- 4.23.1 The Service Provider is responsible for recycling, treatment and alternatively disposing of following waste streams and any other related hazardous waste streams:

HAZARDOUS WASTE	HEALTH CARE RISK WASTE	RECYCLABLE
<ul style="list-style-type: none"> • Contaminated building and demolition waste • Infectious and non-infectious animal carcasses • Heavy metals • chemicals • pressurized containers including aerosols • radioactive • Asbestos 	<ul style="list-style-type: none"> • Laboratory waste • anatomical waste • cytotoxic waste • infectious waste • sharps waste • pharmaceutical waste 	<ul style="list-style-type: none"> • Plastics • Batteries • Fluorescent tubes • Light steel • Cardboard • Glass • Cans • WEEE • Hazardous Waste • Polystyrene containers

4.24 Diversion of Waste:

4.24.1 An alternative technology used hazardous and health care risk waste shall be approved and authorized in accordance with the relevant requirements and regulations of the current national legislations.

4.25 Equipment:

4.25.1 All equipment must be kept clean, leak proof and in good condition. The vehicles must be washed weekly, and the machinery & equipment must be cleaned monthly at the cost of the Service Provider.

4.25.2 Service and maintain equipment in accordance with the Original Equipment Manufacturer (OEM) requirements.

4.25.3 The Service Provider is to dispose of waste that cannot be reduced, reused, recycled, at a permitted landfill facility.

4.26 Disposal:

- 4.26.1 Incineration facilities used for incineration of hazardous and health care risk waste shall be approved and authorized in accordance with the relevant requirements and regulations of the current national environmental management waste act.
- 4.26.2 The Service Provider will ensure that all hazardous waste collected and treated is done so at facilities are licensed under the national environmental management waste act.
- 4.26.3 The Service Provider is responsible to ensure the safe and correct disposal of all types of hazardous waste to permitted/registered landfill sites and to ensure submission of asbestos clearance certificate, disposal certificates, waste manifests and waste statistics after each removal of all types of hazardous waste.
- 4.26.4 Ensure that fluorescent tubes are recycled according to the requirements of the National Environmental Management Waste Act 59 of 2008.

5 LEGAL REQUIREMENTS

- 5.1 The service provider is required to ensure compliance with all legal requirements pertaining to this service. This includes national, regional legislation as well as local Municipal By-Laws. The table below provides a guideline regarding the handling, storage, transportation and disposal of hazardous waste and applicable legislation:

NO	REQUIREMENTS FOR WASTE HANDLERS	REQUIRED BY RELEVANT ACT/BY-LAW/GLOBAL REQUIREMENT/UNISA POLICY/ACCREDITING BODY
1	All waste must be disposed of in strict accordance with the National Environment Management Waste Act 59 of 2008	NEM: Waste Act 59 of 2008
2	Must hold valid transport licence for all applicable municipalities in Gauteng Province	NEM: Waste Act 59 of 2008

3	Authorisation to dump waste in landfills or an account with landfill	NEM: Waste Act 59 of 2008
4	The name of the service provider must be displayed on all containers in such a way that it will be visible and readable from a distance of at least 20 metres	By-laws
5	Must hold valid hazardous waste transport licence for hazardous waste handlers	NEM: Waste Act 59 of 2008
6	All waste manifests for each load (must provide a blank copy of their waste manifest at the time of tender)	NEM: Waste Act 59 of 2008
7	Must provide all waste tonnages to the University Operations Manager by the 7 th of every month and indicate when more than 1 ton of hazardous waste is landfilled in a day	University Waste Policy NEMWA Act, 2008 (Act No. 59 of 2008)
8	Must provide traceability of all waste streams	Cradle to Grave, University Environmental Health Audit
9	To provide fluorescent tube box for disposal of fluorescent tubes	NEM: Waste Act 59 of 2008
10	Waste handlers on the University sites to put on PPE when handling waste	OHS Act 85 of 1993 as amended
11	Registration with SAWIS as transporter and manage the waste in such a manner that does not endanger health or environment or cause a nuisance through noise, odour or visual impacts	SAWIS
12	places a legal "duty of care" on all people and a 'polluter-pays-principle, the service provider will be required to comply with all NEMA requirements	Section 28 NEMA
13	all waste management by Service Provider must ensure that all South Africans have the right to a healthy environment and states that the environment should be protected for the benefit of present and future generations.	The Constitution (Act 108 of 1996)
14	must ensure, as far as reasonably practicable that persons other than just those in their employ who	Occupational Health and Safety Act: Section 9 of the

	may be directly affected by their activities are not exposed to health and safety hazards. Safety shall be strictly always adhered to	Occupational Health and Safety Act 1993
15	must ensure that all transportation of waste from the University premises to various locations adheres to the NRA	National Road Traffic Act, 1996 (Act 83 of 1996) (Section 25 of NEMWA No.59 of 2008)
16	ensure that all waste trading and processing adheres to legislation	NEMWA Act, 2008 (Act No. 59 of 2008)
17	ensuring employees receive compensation for work-related injuries, illnesses, or death. It mandates that employers register and pay annual assessments to the Compensation Fund, protecting employers from civil liability while providing medical care and financial benefits to employees	Compensation for Occupational Injuries and Diseases Act No. 130 of 1993

5.2 South African Bureau of Standards Codes of Practice

- **SANS CODE 10231: 2006:** Transport of dangerous Road Operational requirements for road vehicles.
- **SANS 10232-1: 2007:** Transport of dangerous goods- Emergency Information systems for road transport
- **SANS 10232-3:2007:** Transport of dangerous goods-Emergency response guides
- SANS 10234: 2011** Globally Harmonized System of Classification and Labelling of Chemicals (GHS)
- SANS 10265** can be consulted regarding the format of an SDS and the meanings of the R-phrases and S-phrases.
- SANS 452** Reusable and non-reusable sharps containers.
- SANS 228** identification and classification of dangerous goods for transport
- SANS 299** Transport of dangerous goods – packaging and large packaging for road and rail transport.

6 TRAINING & SKILLS/KNOWLEDGE TRANSFER

- 6.1 The Service Provider is responsible for training its personnel to ensure safe, lawful, and high-quality service delivery aligned to this scope of work. Training must ensure competence in OHS safety, waste and chemical handling.
- 6.2 The Service Provider is required to provide training to the University personnel.
- 6.2.1 number of people to be trained: Minimum is 1 maximum is 50 staff per session
- 6.3 The types of training required are:
- 6.3.1 Administrative training: The Service Provider must provide quarterly training on how to complete the collection forms or use the system for booking of waste to be collected. The site agent will also be required to conduct refresher training as required by the University at no additional cost to ensure that the University's employees are compliant to Waste management and Occupational Health and Safety legislation.
- 6.3.2 Hazardous Waste Management Training: The Service Provider must provide a video or training on the methodology of hazardous waste handling, labelling, storage and disposal, the different containers and their uses.
- 6.3.3 Legislative and Compliance Training: NOSA accredited Legislation training to provide University personnel with in-depth knowledge and understanding of industry specific legislation and regulations.
- 6.4 This training must be parallel to industry related training to certify competency.
- 6.5 The Service Provider must provide annual training with all custodians to cover the following:
- 6.5.1 Training shall be provided to all employees at the beginning of employment, all contract workers that might be exposed to hazardous waste, and when new tasks or equipment are introduced.
- 6.5.2 The training shall cover at minimum the following:
- a) Hazardous Waste identification and classification;
 - b) Hazardous waste segregation;
 - c) Containerisation and labelling requirements;
 - d) Storage area management;
 - e) Waste manifest and tracking processes;

- f) the safe handling of hazardous waste;
- g) chemical compatibility and incompatibility related to the storing of hazardous waste;
- h) the contents and interpretation of the Safety Data Sheets (SDSs);
- i) the meaning of the specific hazard risk warnings (R-phrases) and safety advice (S-phrases) likely to be found on the SDSs;
- j) PPE selection and usage requirements for hazardous and healthcare waste handling;
- k) disposal procedures and legal disposal requirements;
- l) Information on the health hazards associated with the work.
- m) Chemical spill prevention and emergency containment methods;
- n) Handling expired chemicals;
- o) How to temporarily store waste safely in labs;
- p) Asbestos awareness (non-removal awareness);
- q) Duty of care responsibilities;
- r) Environmental compliance obligations of hazardous waste producers;

6.5.3 The training shall be repeated, refreshed or updated at least once a year.

6.5.4 A sufficient number of employees shall receive training to cover for leave periods, absences due to illness, and public holidays.

6.5.5 An attendance register should be kept and signed by each employee at each training session.

NOTE SANS 10265 can be consulted regarding the format of an SDS and the meanings of the R-phrases and S-phrases.

6.6 Training formats

6.6.1 The University expects that the Service Provider will be able to provide training using the following formats:

- a. Classroom training;
- b. On-site practical demonstrations;
- c. E-learning modules;
- d. Competency assessments;
- e. Refresher training;
- f. Accredited or non-accredited short courses;

7 CONTRACTUAL MANAGEMENT

7.1 General:

- 7.1.1 The Service Provider will weigh or measure the volume of waste being collected from University and issue the University with the weigh bill for the full quantity of waste before offsite transportation.
- 7.1.2 The Service Provider will issue the University with asbestos clearance certificates and safe disposal certificates for all waste that is disposed of.
- 7.1.3 Comply with Section 23, 24 & 25 of the National Environmental Management Waste Act (NEMWA.)
- 7.1.4 The Service Provider will ensure that all necessary tools, equipment and consumables required for the execution of the works are always available on site to execute the works.
- 7.1.5 The Service Provider needs to provide transportation for all their staff to their designated workplaces.
- 7.1.6 The Service Provider will keep noise and dust levels to a minimum. At no time shall his/her work result in nuisance, interference or danger to the public or any other person working at the University. At no time shall the Service Provider:
- Allow any pollution or toxic substance to be released into the air or storm water systems.
 - Interfere with, or put at risk, the functionality of any system or service.
 - Cause a fire or safety hazard.
- 7.1.7 The Service Provider will submit work instructions, monthly maintenance reports, inventory reports, breakdown reports, exception reports, etc. will all be in a format as agreed with the operations manager.
- 7.1.8 The Service Provider shall keep accurate daily records of staff attendance, maintenance work, safety inspections and exception reports. Records shall be kept on site and will be available for scrutiny by the operations manager at any time.

7.2 Responsibilities of the Service Provider

- 7.2.1 Collection from generators storerooms, transportation, and disposal of hazardous waste in line with national regulations and international standards for disposal of hazardous waste generated through the academic operations of the institution.
- 7.2.2 Not accept hazardous waste from generator unless the waste has been segregated, packaged, and labelled in accordance with the prescribed waste legislations.
- 7.2.3 Not accept hazardous waste unless the manifest document accompanies the waste.
- 7.2.4 Only transport hazardous waste to a storage area of treatment facility licensed in terms of the Act.
- 7.2.5 Ensure that emergency equipment in the vehicles is compliant
- 7.2.6 Ensure availability of chemical and biological spill kits in the vehicles.
- 7.2.7 Responsible to supply monthly statistics to the University of waste collected.
- 7.2.8 Ensure that the vehicles are provided with calibrated scales which are maintained as per manufacturer's instructions.
- 7.2.9 Ensure that the staff servicing the University is trained in the handling of health care risk waste, emergency response, have HAZCHEM certification and that the vehicles are equipped with an updated TREMCARD.
- 7.2.10 Provide training to the University waste generators and waste handlers accompanied with training manuals.
- 7.3 **Meetings and Reporting Requirements:**
- 7.3.1 The Service Provider will be expected to attend monthly operational meetings and quarterly contract meetings; the Service Provider will make all required persons available for these meetings. The Service Provider shall not submit claims for payment for staff attending any of these meetings.
- 7.3.2 Waste Reports are to be submitted by the Service Provider within the first 7 (seven) days of the new month. The monthly report must include:
- Waste volumes
 - Waste categories

- Recyclable volumes
- Landfill site(s) used and registers.
- Recycler(s) used
- Non- compliance issues
- Waste manifest documents
- Asbestos clearance certificate
- Safe disposal certificates
- Site access control – Record of persons entering the work area
- Operational matters (Spills, staffing, water conservation, electricity usage, calibration of equipment, maintenance of assets, incidents, audits, collection frequencies)

7.3.3 Signed copies of Waste Manifest Documents must be attached to the invoices. Waste Manifests must be provided for all waste streams and must be in line with requirements of the National Waste Management Act, Act 59 of 2008.

7.3.4 Safe disposal certificates to be attached to invoices.

7.3.5 Weigh bills: Where waste receptacles are transported directly to the disposal site (i.e. where waste has not been combined with waste from other companies), weigh bills shall be issued by the Waste Disposal site or treatment facility. These shall be submitted to the University with the corresponding Waste Manifest Document.

7.4 Ordering and Reporting:

7.4.1 The successful Service Provider must have ordering procedures that are efficient and user friendly and comply with the University's procurement procedures and policies.

7.4.2 The successful Service Provider must provide a catalogue containing all contract items, with product descriptions, detailed icons/pictures and their recommended usage.

7.4.3 The successful Service Provider must generate monthly and annual activity reports reflecting the goods ordered and expenses incurred by the University.

7.5 **Consumables and Equipment:**

If there are any changes in the industry to the availability of a consumable or equipment requested, the Service Provider must notify the University in advance or immediately and recommend alternatives to be considered by the University.

7.6 **Monitoring Standards:**

7.6.1 The Operations Manager may at any time request from the Service Provider reasonable proof that the Service Provider is in compliance with a law or regulation. This includes waste related permits and certificates where applicable to this contract.

7.6.2 An Occupational Health and Safety Plan in line with OHS Act requirements must be submitted. Work will only commence once the plan has been approved by the Safety Manager.

7.6.3 Emergency Response Plan: The appointed Service Provider will have an onsite emergency response plan to deal with various emergencies (including, but not limited to spills and pollution, flood, vehicle / machinery fires, bombs, industrial action /unrest etc.) that will be documented and available on site. The plan must include emergency response and a spill containment plan.

7.6.4 Adequate spill and pollution clean-up materials must always be available on site, and staff must be appropriately trained to conduct clean-ups. Proof of such training material must always be available on site. Inspections and audits.

7.6.5 The Service Provider must ensure that his/her employees are familiar with the existing emergency procedures and must co-operate in any drills or exercises, which might be held. Emergency / fire equipment and extinguishers shall not be obstructed at any time.

7.6.6 Inspections and audit of the disposal and recycling facilities of the Service Provider will be conducted twice a year by the university representatives.

Corrective measures must be taken at the cost of the Service Provider to address noncompliance's found.

7.6.7 The Service Provider is also required to inspect its own facilities per prevailing regulation and provide proof when required.

7.6.8 The Service Provider must provide a list of personnel appointed in terms of Occupational Health and Safety Act as well as those appointed to oversee environmental compliance.

The following documentation must be submitted by the appointed Service Provider:

7.6.9 Permits/Licences or exemptions issued by Department of Environmental Affairs for all disposal sites utilised. This includes landfills, incinerators, recyclers, transfer stations.

7.6.10 The Service Provider must notify the University of all waste disposal sites to which the waste is being transported to and disposed of. The Service Provider must notify the University in writing within 30 days of any changes to these sites.

7.6.11 Monthly report, with all the documentation mentioned above, detailed spread sheet with the dashboard on the disposals per category. This shall include but not limited to the following:

- A table detailing the specific types and quantities of hazardous waste collected
- Documentation confirming the waste was transported to the designated disposal facility
- A section documenting any incidents or non-compliance issues encountered during the month, along with the corrective actions taken.
- A summary of the total cost for the waste management services and any outstanding payments.
- Report greenhouse gas emissions transportation, disposal and treatment (if required).

7.6.12 Annual reports. Annual reports must show annual trends in hazardous waste management. A report framework will be finalised once the Service Provider has been appointed. The report must be in a format that is accepted by the operations manager.

- 7.6.13 Final integrated report at the end of the contract period.
- 7.6.14 Final report to be submitted in an electronic format as well as a hard copy should it be required.

8 TIMEFRAMES AND DELIVERABLES

- 8.1 The University's operating hours are on average from 07h00 to 15h30, seven (7) days a week.
- 8.2 Services must be provided weekly (5 days service) within University's working hours 07:00-15:30, Monday to Friday as requested by the University.
- 8.3 The first pick-up must be provided before 10:00 daily.
- 8.4 All areas shall be serviced on the day of the scheduled service as per the service schedule to be provided.

9 ACCEPTANCE, ACCEPTANCE CRITERIA & ACCEPTANCE TESTING

- 9.1 The successful Service Provider has complied with all applicable standards and legislation.
- 9.2 The successful Service Provider has met all the requirements as set out in the scope of work.
- 9.3 All goods and/or services have been formally accepted in writing and signed off by the University.

10 SUPPORT AND MAINTENANCE

- 10.1 The Service Provider must submit an annual schedule for the maintenance of vehicles, machinery and equipment for the first year of appointment, thereafter in December every year. The annual service schedule shall be adjusted when required with the approval of the University's.
- 10.2 The Service Provider nor his/her staff shall at no time interfere with, or put at risk, the functionality of any fire prevention system. Care must also be taken to prevent fire hazards.
- 10.3 The Service Provider must:
 - 10.3.1 Conduct themselves in a professional manner, with minimal noise and disruption.

- 10.3.2 Cooperate with the University representative to ensure the seamless implementation of the scope of work.
- 10.3.3 Ensure that their allocated staff members are appropriately trained and certified to safely work on sites and conduct themselves in manners consistent with requirements of the University, OHS&E and other regulatory requirements.
- 10.3.4 Respond to all requests for emergency service within 24 hours and pursue all reasonable efforts to provide same day service, as appropriate.
- 10.3.5 Promptly report to the responsible University representative of any conditions that may affect the quality of service provided.
- 10.3.6 Observe all safety precautions throughout the performance of the awarded contract. Certain areas within some buildings may require special instructions for persons entering these areas.
- 10.3.7 Comply with all government regulations as are applicable during the time spent on university premises.
- 10.4 The Service Provider must provide access to a supervisor who will be available for routine and emergency consultation as per pricing schedule.
- 10.5 The Service Provider must provide alternative vehicles and machinery to ensure service continuity in the case of breakdowns and routine maintenance.
- 10.6 The Service Provider must report in writing all safety and environmental incidents that happen onsite to the operations manager. Records of the above must be always kept on site.

11 SERVICE LEVELS

The successful service provider shall respond to service-related enquiries and provision of service within the timeframes stipulated in the table below.

URGENCY	IMPACT				RESPONSE TIMES	ACTION REQUIRED
	Extensive / Widespread	Significant / large	Moderate / Limited	Minor / Localized		
	1 - Catastrophic	2 - Critical	3 - Serious	4 - Marginal		
Catastrophic	1 - Catastrophic	2 - Critical	3 - Serious	4 - Marginal	1 - Catastrophic 6hrs	Service PO to be issued after service
Critical	2 - Critical	3 - Serious	4 - Marginal	4 - Marginal	2 - Critical 24hrs	Service PO to be issued after service.
Serious	3 - Serious	3 - Serious	4 - Marginal	4 - Marginal	3 - Serious 24hrs	Quotation
Marginal	4 - Marginal	4 - Marginal	4 - Marginal	4 - Marginal	4 - Marginal 48hrs	Quotation

Urgency (U)	How severe could someone be hurt?
Catastrophic	Fatality.
Critical	Business of the University cannot continue.

Serious	Localised disruption of University Business.
Marginal	Minor delays and inconvenience of university operations. Minor injuries, First aid treatment.
Impact (I)	Physical Measurable impact?
Extensive / Widespread	80% to 100% of the work force will be physically affected or harmed
Significant / large	50% to 79% of the work force will be physically affected or harmed
Moderate / Limited	15% - 49% of the work force will be physically affected or harmed
Mirror / Localized	0% - 14% of the work force will be physically affected

FOR INFORMATION PURPOSES ONLY

11.1 SERVICE LEVEL PENALTIES

The below offenses and penalties are as per Gauteng Health Care Regulations, 2004 in terms of the handling, storage and transportation of hazardous waste:

- 11.1.1 A person is committing an offence if that person
- a. Contravenes or fails to comply with the provisions of Regulations 4, 5, 6, 7, 8, 9, 10, 11, 12 and 13.
 - b. Provides incorrect or misleading information in any record or document required or submitted in terms of these Regulations.
- 11.1.2 A person who commits an offence referred to in sub-regulation (1) is liable on conviction to-
- a. The University will issue a non-conformance report.
 - b. After the third minor non-conformance or sever non-conformance the University will consider a breach.

FOR INFORMATION PURPOSES ONLY

Key Performance Area	When	Target	Service Level Penalty
The Service Provider will permit the University to conduct a risk audit of their facilities, policies and procedures periodically and rectify/attend to any findings within the stipulated timeframe.	All times	100% must be achieved	Non-conformance to be issued or recording on Vendor Performance evaluations
The Service Provider shall ensure that the general housekeeping practises are adhered to and that the vehicles are compliant to legislation and fitted with appropriate spill kits for chemical and biological incidents.	All times	100% must be achieved	Non-conformance to be issued or recording on Vendor Performance evaluations
Delivery of consumables, shall ensure that replacements must be done during collections, as per request and the purchase order driven requests within one week	All times	100% must be achieved	Non-conformance to be issued or recording on Vendor Performance evaluations
The service provider shall ensure that the capacity of the collection vehicles for hazardous waste is suitable for a single trip.			

Each incident of partial collection due to truck capacity limitation will be recorded as part of ongoing vendor performance.			
The service provider shall ensure that invoices are submitted within 32-days of service date, with the accurate supporting documentation. Each incident will be recorded as part of ongoing vendor performance.			
Failure to collect waste within the required timeframe and improper handling.	All times	100% must be achieved	Non-conformance to be issued or recording on Vendor Performance evaluations
Improper disposal of hazardous waste at non-registered or unlicensed facilities	All times		Non-conformance to be issued or recording on Vendor Performance evaluations
Failure of your staff to implement emergency response procedures as per the ERP resulting in environmental or health and safety incidents.	All times		

Meeting & maintaining standards and frequencies as detailed in the specifications and legislation	All times	100% must be achieved	Non-conformance to be issued or recording on Vendor Performance evaluations
A staff member's uniform/PPE does not meet the agreed upon standards and specification requirements	All times	100% must be achieved	Staff member will be asked to vacate site if not immediately remedied. The service provider will still be responsible for all deliverables of the contract
Service disruption due to breakdowns and routine maintenance of vehicles, machinery and equipment	Within 24hrs for vehicles 48hrs for equipment	All Machinery and equipment	Non-conformance to be issued or recording on Vendor Performance evaluations

Note: The prohibitions are in place to protect the University from any non-compliance and potential penalties that would be levied in line with prescribed legislative framework.

11.2 SERVICE PROBLEMS AND INCIDENT MANAGEMENT

Operational Escalation	Financial Escalation
First point of contact is Operations Officers (OO)	First point of contact is Operations Officers (OO)
Second –Operations Manager(s)	Second –Operations Manager(s)
Third - Deputy Director & Contract Manager	Senior Finance Officer & Deputy Director
Director	Finance Manager & Director

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