



# REWA PROVINCIAL HOLDING CO. LTD

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## SCOPE OF SERVICE: Office Cleaning, Pest Control, and Sanitary Services

**Target Site:** Ro Lalabalavu House Building, Levels 1 to 10 (Whole Area)

### 1. ACCESS & SAFETY REQUIREMENTS

RPHCL will provide the Contractor access to the Property and all areas noted under this Scope of Service. The Contractor must strictly adhere to the following safety protocols:

- **Identification:** All workers must wear Contractor ID cards at all times whilst at the site.
- **Hazard Management:** Installation of warning signs (e.g., "Wet Floor") is mandatory at work sites to ensure public safety and prevent accidents.
- **PPE:** The contractor is responsible for providing and maintaining a safe environment, including the provision of hard hats, high-visibility vests, safety boots, and eye protection.
- **Equipment:** Only approved scaffolding and ladders are to be used where necessary.
- **Asset Protection:** The Contractor shall take all necessary care to prevent damage to the building and premises.
- **Reporting:** Promptly notify RPHCL of any person or entity who fails to comply with site safety instructions.

### 2. DETAILED SCOPE OF WORKS

Category	Task Description	Level	Frequency	Staff
<b>Floor Maintenance</b>	Vacuum rugs, carpet, and door mats	Lobby area	Daily	3
	Sweep tiled/concrete areas, lifts, and the lobby area and all stairs	Lobby & Common areas (L1-10)	Daily	

<b>Category</b>	<b>Task Description</b>	<b>Level</b>	<b>Frequen cy</b>	<b>Staff</b>
	Mop tiled areas	Lobby & Common areas (L1-10)	Daily	
	Polishing of tiles and grout cleaning	Lobby & Common areas (L1-10)	Quarterly	
	Sweep emergency concrete stairs	Levels 1-10	Daily	
<b>Kitchen Area</b>	Wipe and clean sinks, counters, shelves, and walls	Levels 1-10	Daily	3
<b>Office Workspace</b>	Dust/wipe workstations and office tables	Levels 1-10	Tue & Fri	3
	Dust cabinets, shelves, ledges, and fittings	Levels 1-10	Tue & Fri	
	Sweep, mop, and vacuum floors/rugs/mats	Levels 1-10	Tue & Fri	
<b>Ablutions</b>	Clean toilet bowls, basins, urinals, and hand-wash basins	Levels 1-10	Daily	3
	Sweep/mop floors; wipe walls, doors, and counters	Levels 1-10	Daily	
<b>Waste Disposal</b>	Empty all rubbish bins and place in waste bins	Levels 1-10	Daily	3

<b>Category</b>	<b>Task Description</b>	<b>Level</b>	<b>Frequen cy</b>	<b>Staff</b>
<b>Glass Surfaces</b>	All windows inside of the premises	Levels 1-10	Monthly	3
<b>Pest Control</b>	Targeted treatment (Rats, Cockroaches, Mice, Ants)	Levels 1-10	Bi-monthly	
<b>Sanitary Service</b>	Sanitary bins, Air fresheners, Soap, and Sanitizer units	Levels 1-10	Monthly	3

### 3. LEGAL & REGULATORY COMPLIANCE (FIJI LAW)

To remain compliant with Fiji’s statutory requirements, the following conditions apply:

- **Chemical Safety:** All cleaning agents and pesticides must be approved under the Fiji **Pesticides Act**. Contractors must maintain **Material Safety Data Sheets (MSDS)** on-site for all chemicals to comply with **HASAWA 1996**.
- **Waste Management:** Disposal of waste must align with the **Environment Management (Waste Disposal and Recycling) Regulations** to ensure environmental protection.
- **Labor Laws:** The contractor must ensure all personnel are registered and compliant with **FNPF** contributions.

### 4. CALLOUTS & EMERGENCY RESPONSE

- **Response Time:** Upon receiving a callout request, the contractor must arrive at the site within **30 minutes**.
- **Diagnosis:** The contractor must diagnose the nature of the problem and report back to the CEO or delegated RPHCL representative with a practical remedial action plan.
- **Action:** The RPHCL representative will instruct the commencement of urgent remedial works or request a cost estimate if the work can be deferred. RPHCL maintains full discretion on the final action taken.

### 5. SERVICE REPORTS & VERIFICATION

- **Documentation:** All works must be documented in a service report.
- **Verification:** Reports must be signed by the **Property Officer, Maintenance Officer**, or a nominated RPHCL representative to be considered complete.