

▶ Pipeline replacement project completed successfully

The project to replace the seven product pipelines between the refinery and Island View drew to a close at the beginning of April when the last two lines were commissioned. The R340 million project finished on time, within budget and without any lost time injuries or recordable incidents.

Said project manager Ebrahim Vawda, “One of the bigger challenges of the job was the tying-in and commissioning of the lines, as other departments

such as economics and scheduling, and operations, had to be involved to keep the products flowing and to minimise outages.

“Site remediation was an important element of the job for us and included elements such as retarring, grassing, curbing, and the planting of trees. We also had to work with the municipality to convert the detour roads to cycle tracks and walkways.”

Concrete markers saying “Warning:

Petroleum Pipelines” are being installed all along the servitude on the road verges, mainly to alert municipal and other workers who may have to work in the area.

Ebrahim gave a presentation to the SAPREF Community Liaison Forum recently, receiving positive feedback. The feeling was that SAPREF had left the area in a better state than previously. We thank the community for their patience while the project rolled out.



A group effort ... some of the team of SAPREF and contractors who worked on the successful pipeline project – with a servitude marker.

▶ From the editor

SAPREF recently sponsored a shade-cloth tunnel to assist in the growing of food at a school in neighbouring Umlazi. This follows our earlier involvement at Thamela Primary School where HIV-positive learners and especially learners who were also heads of households, were not receiving adequate nutrition.

Said Leonard Mbokazi, community liaison officer, "Together with other sponsors, we are making a sustainable difference at that school. Spinach is now being grown year-round, and is helping to feed 53 people every day."

STEPS COURSE SPONSORED

The STEPS programme has touched the lives of thousands of people in recent years. STEPS is a personal development workshop. And SAPREF sponsored another six-day workshop in early April, this time for 50 teachers from neighbouring schools.

One of the teachers, Anwar Simjee, gave the following feedback on the course: "You have given me an opportunity in a lifetime that will change my life forever. One man CAN make a difference. You are that man. Keep on giving. You are blessed. Thank you."



Lora Rossler, right, with community members and the SAPREF-sponsored food tunnel in the background.

▶ Keep it clean, team

Good housekeeping came back into the spotlight toward the end of 2007, with the appointment of Faisal Mansur as focal point of the initiative.

Faisal assembled a specialist team of six mainly from contractor companies Kaefer Thermal and Fraser & Chalmers. They went around the various sites highlighting the benefits of good housekeeping, enrolling the various role-players, and getting the ball rolling by tidying up.

Said Faisal, "Once the area engineers got involved, we started making real progress. The worst problem has been dumping; people have tended to leave their waste lying around instead of in the various recycling bins. But there has been an improvement, and we expect it to continue ... or else!"

▶ One million

SAPREF celebrated working one million hours without a lost time injury, on 9 April. Congratulations to each person who contributed.



SAPREF is proud to have achieved ISO 14001 and ISO 9001 certification.



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- Editor: Prudence Mbatha
- Editorial, photography and DTP layout: Chris Hoare, Partners in Publishing

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▶ Moves

- John van Belkum has taken on the role of HSE manager.
- Mongezi Sokotshe has joined SAPREF as a shutdown planner.
- Benton Pillay is the new environmental manager.

▶ Leo has BP fuels link

Talk to the new solvents technologist, Leo Babu, for a while and you will soon be wondering how he got a bit of a British accent. The answer: after graduating from the Cape Peninsula University of Technology with a bachelors degree in technology: chemical engineering, he spent two-and-a-half years in the UK.

▶ Long servers

Congratulations to the following loyal long servers who celebrated anniversaries during March and April this year:

5 years

Nhlanhla Buthelezi, process operator
Charity Couch, production foreman
Earl de Boer, process operator
Mark de Kramer, process operator
Thabile Dlamini, process operator
Julian Finger, process operator
Jayshree Hiralal, instrument mechanic
Regan Jean-Pierre, process operator
Bo Shabangu, process operator
Phum Xaba, process operator

10 years

Neeshlin Govender, chemical engineer
Rudy Reddy, process operator
Raj Mohunlal, process operator
Themba Zulu, process operator

15 years

Shawn Blackbeard, programmer
Dersh Doodnath, instrument technician
Mandlakhe Hlongwa, electrician
Nhlanhla Mazibuko, maintenance fitter
Reginald Mkhize, technician
Lynton Zibi, electrician

20 years

Issy Naicker, engineer
Phillip Roux, inspector
Jabulani Sivela, planner
Christopher Ximba, training officer

25 years

Karl Hyder, maintenance fitter

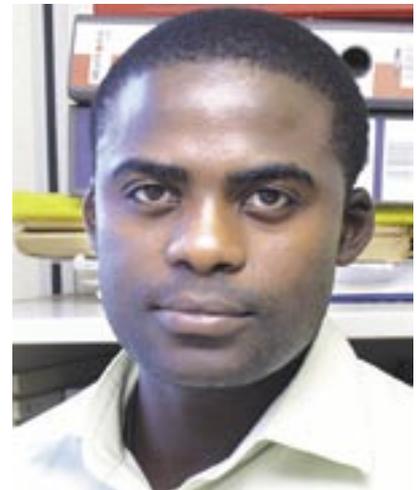
30 years

Baba Mthembu, artisan aide
Danny Thesan, scheduler

Leo joined SAPREF on secondment from BP on 1 March as solvents technologist, with responsibility of providing technical support and optimising the solvents plant, which produces products such as mining solvents, odourless kerosene and cleaning benzene.

Leo grew up near Butterworth in Transkei, and then moved to East London where he completed his schooling. He then moved to Cape Town and got a temporary job which funded his first-year registration fees; he eventually managed to secure a bursary, but continued to do the temp job on weekends. In the UK, he worked as a sales consultant and travelled somewhat.

He joined BP in Cape Town early in 2007 as supply optimisation analyst, doing demand and stock forecasting, shipping performance, and developing optimum monthly plans to supply main fuels (mogas, diesel, jet etc.) to the various terminals, with SAPREF



Leo Babu, solvents technologist

as a major supplier of BP market demand.

Leo is a keep-fit man, doing four sessions a week of cardio and weights at the gym. He's a Sundowns and Chelsea football fan and plays a bit himself. He has five sisters, enjoys cooking and says one of his pals would describe him as someone who aims high, and is determined and disciplined enough to achieve goals.

▶ Jannie retires



Jannie Vermeulen, centre, instrument mechanic, retired at the end of March after working for 31 years at SAPREF. He is seen here with his work colleagues.

▶ New: Sibusise in C&P

We welcomed Sibusise Dlamini as a core contracts co-ordinator on 1 March.

His responsibilities include chemical, piping, tankage and civil core contracts; he works with the relevant SAPREF contract holders on all aspects of the various contracts, in particular renewals and escalations, bringing in his expertise in contracts.

Sibusise grew up in the Ixopo area, coming to Durban at the age of 14.

He studied full time at the Durban University of Technology (formerly known as Technikon Natal), achieving a diploma in construction management and quantity surveying, and a B Tech in quantity surveying. Simultaneously, he worked for Eskom, first as a project controller in Empangeni and then in contracts management distribution in New Germany.

Sibusise loves nothing more than attending Chiefs' soccer matches,

Sibusise Dlamini



and reading books on motivation and psychology. He describes himself as humble, very firm, a good listener and objective.

▶ New: Amos in HSE

As the new HSE advisor, Amos Mtsweni is committed to creating a safe workplace; he believes that excellence is beyond basic standards, beyond quality, and is the result of caring more than others may think is wise.

He says, "Excellence is dreaming more than others think is practical and expecting more than others think is possible. The crux is Management doing everything right and going beyond what is expected, combined with people doing their jobs 'right'."

Amos was born in Bethal, later moving to Katsieng on the East Rand. He worked for 17 years in a gas plant environment (Afrox) in Emalaheni (Witbank) as a process controller and safety officer; this was followed by 17 months at Stefanutti & Bressan as senior safety officer, in a construction environment.

He plays chess and baseball and loves the outdoors. He plays a bass baritone trumpet in the brass band at his church and is actively involved in community outreaches. He has five

Amos Mtsweni



children, four girls and a boy, and sees himself as open minded and friendly. He believes in a hands-on approach to any task that needs to be executed.

▶ New: Thulani in HR

Thulani Mkhize joined SAPREF on 1 March as a recruitment specialist. His academic qualifications include a national diploma in chemical engineering from Mangosuthu Technikon, a middle management programme certificate from Potchefstroom University in 1996, and an MBA also from Potch in 2003.

He has a broad working background, starting with Sappi in 1989, moving to Sasol in 1994. His work at Sasol included managing production of the rectisol plant, supply chain management including overland and

port logistics, managing imports and exports sales, local sales and distribution, inbound supply management, as well as materials management.

Areas of possible value add will include HR, retention strategies, succession planning, training and development.

"Among other activities I shall lead the progression of the employee referral programme, and will be working out of the new recruitment office at the training centre once this is complete."

Thulani plays soccer in the No. 1 jersey,

Thulani Mkhize



supports Chiefs and Manchester United, and plays table tennis at league level. He sees himself as kind, understanding and flexible while being goal-focused both at home and at work. He is engaged to Bonisiwe.

▶ Meet the new doctor

Dr Mahmood Jagot took over as SAPREF's medical doctor on 1 March. He oversees the company's occupational health needs and requirements, including related matters within safety and the environment.

Dr Jagot grew up in Port Shepstone and graduated from the University of Natal. He has studied further, achieving a Masters in Medical Science degree in sports medicine, and a diploma in occupational health (with distinction).

Apart from his work as a consultant doctor to industry, he has also worked in general practice and as the team doctor for the Manning Rangers football team.

He is of course a soccer fan and enjoys scuba diving, hiking, theatre, and has recently started Bhangra dancing; Latin dancing is next. He describes himself as easy-going, adventurous, willing to try new things, spiritual, reliable and with a sense of humour.



Dr Mahmood Jagot

▶ Ram's a stalwart, yet modest

With almost 37 years' service, Ram Appanah, systems software engineer, is one of the stalwarts of SAPREF yet he is modest to the core. His main responsibility these days is in giving support to the optimiser by feeding optimised setpoints to the control room; in addition, he devises automated spreadsheets to speed up time-consuming tasks and calculations.

He spent his first eight years at the refinery at Lubes, graduating to Pross; soon he became known for his Pross expertise, and in fact anything to do with the plant including trouble shooting. He has set up interfaces with various systems including TDC, ODM, SPOT, OILMAN and PI.

He has recently been involved in setting up the operating windows 'home page', working with refinery data to make it intelligible and in many cases visible to everyone. This means drawing together the key variables for each plant for the previous day.



Ram Appanah, doing "excellent work" behind the scenes.

Of the old days, Ram says, "The system was still apartheid, so we had separate canteens, toilets, change-rooms etc. In my first five years there were only a handful of Indians, with a majority of whites.

"To load data into the software, we used punchcards which had to be fed into a card reader. I recall the memory of Pross 1 was 64 kb. And the work was much more manual; when I started as an operator we

used to go out and wash filters, dip tanks and so on."

Ram is active within the Hare Krishna movement and if he does not find contract work when he retires in October, he will do more community work.

Said technology manager Moosa Karodia, "Ram has a wealth of knowledge and deserves credit for his excellent work."

▶ HEMP focus on barriers

In a new campaign to reduce health, safety, security and environment (HSSE) risks to 'as low as reasonably practicable' (ALARP), SAPREF has agreed to focus on 25 barrier groups, which include 300 critical tasks and activities performed by key people.

Eddie Chettiar, continual improvement manager, explained that Shell (DS M) had introduced the new HEMP (Hazard and Effect Management Process) standards in April 2007, and that the focus was on ensuring that correct barriers were in place against HSSE hazards; this included the evaluation and implementation of existing barriers and recovery measures.

HEMP is the structured Shell hazard

analysis methodology involving hazard identification, risk assessment, evaluation of control barriers and recovery measures which lead to reinforcement of HSE critical tasks and activities, and competency gap analysis.

Says Eddie, "Take LOPC (Loss of Primary Containment), for example. There could be a number of causes for this, but HEMP puts in preventative barriers to prevent an LOPC event; an example is the 'corrosion under insulation' programme. A barrier has to be effective, independent and auditable. If for some reason the barrier is rendered ineffective and the top event occurs we need recovery measures to mitigate and prevent the escalation of the incident."



Eddie Chettiar, continual improvement manager

▶ Bigger focus on investigations

A process owner forum was established in March, and has started to fulfil its purpose: to apply a consistent and centralised approach to the initiation of investigations after incidents. The team comprises the process owners for reliability, integrity, HSE and product quality, namely Alan Chetty, Naren Sukaih, Eddie Chettiar and Ronnie Muruven. Dixon Lowe, business excellence manager, is the sponsor.

Said Alan Chetty, "We meet on Wednesdays to review the previous week's Continual Improvement System entries, identify trends and make decisions. We are trying to reduce the number of investigations by centralising them and applying a standard.

"Investigations are being done by key business process (ie discipline). The investigation team leader feeds back to the forum, we assess the quality of



Some of the members of the process owner forum in session.

the investigation, the leadership team gets involved, and our forum agrees to the recommendations, or not.

"This is a first step and in line with the

direction the business is going with respect to critical business processes such as continual improvement," said Alan.

▶ Changes at Despatch boost morale

The despatch area has seen some significant changes in the last few months. Seven new staff have been appointed to fill existing vacancies, a clean-up programme has been started and a campaign was run to raise awareness and standards on the compulsory wearing of safety harnesses when on top of trucks.

In addition to cleaning the outside area, the control room inside has undergone a revamp to improve the working environment and bring it to a similar standard as the rest of the refinery. All this has resulted in a massive boost to morale and efficiency in the section.

Explained Michael Paul, acting team leader, "We made a lot of improvements. For example, we tiled the floors, tinted the windows, put wall-



Some of the despatch team, back, Anthony Naidoo, Milton Mziliwa, Frans Mkize, Vishan Maharaj, Simon Zulu, Raoul Geleyn, Michael Paul, Lucky Lukhozi and Victor Mthwana; and seated, Joseph Ndlovu, Sindisiwe Chiliza and Siyaboga Miya; the panel men are Vincent Ntshiza and Amos Ngcobo.

paper and panelling on the walls, and installed personal cupboards; all this is now in the same style as the main control room. Plus we are busy giving the entire office building a face-lift.

"And it has resulted in a marked improvement in production and the way people do their duties. The atmosphere has changed for the better, much better! There is a great emphasis on respecting people and identifying potential; some people have already been sent on required courses."

January and February saw near-record figures for bitumen blending. In addition, five people have received Recognition awards; they are Simon Gwabeni, Simon Zulu, Joseph Ndlovu, Milton Mzilwa and Michael Paul.

Said John van Belkum, the PUM of the area, "The team went through a very tough time earlier. It is fantastic to see how positively they have responded and embraced the changes and are raising the bar on safety, housekeeping, productivity and general morale."

▶ Win-win as sold slops leave Site 3

In a win-win for both the company and the environment, a solution has been found to deal with the build-up of slops at Island View.

Explained Mike Conway-Nunn, Island View technologist, "Slops, or hydrocarbons and water, are a by-product of our shipping and maintenance operations at Island View. As there are no facilities to process the slops there, they have accumulated over time. A team consisting of Yogan Pillay, Warren Knowler, Ronnie Muruven, Rammy Goven and myself, came

up with a safe and reliable solution which involved constructing a road-tanker loading facility at Site 3 and selling the slops to a specialist contractor."

Since mid-March, the slops have been leaving Island View at a rate of 40 tonnes per day; they are being sold to FFS Refiners and are being processed for resale at their plant in Pietermaritzburg.

Says Mike. "The solution we found is a win for the environment and it supports a sustainable operation



The road-tanker loading facility at Island View.

for us. Soon, we will be able to dispose of slops as we generate them."

▶ Dan is one of the SAPREF 'givers'

Dig down a bit, and you will find many people at SAPREF are "givers" and Columns has profiled some of them in recent years.

Another who is "passionate about serving humanity" is Dan Ramgopal, technical auditor, who has been at SAPREF for 15 years. He is a member of various community upliftment

organisations, one being the Phoenix Inanda Coalition Organisation (PICO) whose motto is to unify many cultures in one community.

In December he arranged a Christmas party which included entertainment and party packs for the children at the Gandhi state hospital.

In July last year, Dan played a leading role in organising the Phoenix Inanda Unity Games, designed to unite the Phoenix and Inanda communities through the medium of sports and culture. Says Dan, "Our aim is to bridge the divide between the communities, one Indian and the other black, and to sow the seeds of harmony, peace and nation building."

Organising the day was a huge effort for the organisers – 3000 sandwiches were prepared, games co-ordinated and cultural items were provided for



both communities; the day turned out to be a great success.

So why does Dan do it? "For me it is a fulfilling experience as I love to inspire the community with a sense of togetherness, respect, peace and harmony."

▶ You need a break when ...

There are times of the year that work becomes an all-encompassing activity. There are deadlines, projects, presentations and budget meetings looming and you find yourself spending more and more time at the office, trying to get to everything that needs to be done.

But hey, there is a world out there that contains friends, family, pets, your home, beaches, shops and the gym.

So what are the signs that you need to take a break?

- Every time you look at your kids properly, they seem to have grown.
- It is three weeks since you ate anything besides canteen food and takeaways.
- You regularly come home just too late to catch the late night news bulletin.
- Friends ask you over for a braai and you turn down the invitation,

because you are at the office. It is Sunday.

- You were given a R150 gift voucher for Christmas and you have not been able to find the time to spend it.
- You and your domestic worker communicate purely by means of notes on the kitchen table.
- When you are at home, your mind is churning over the agenda for tomorrow's meeting.
- The census officer finally gave up on you and assumed no one was living at the address.
- You realise that you spend more time with your assistant than with your spouse.
- If your wife were to announce that she was pregnant, you are quite sure that you cannot possibly be the father.
- You feel uncomfortable out of your formal office clothes.
- You see the weekends as quiet

In his new regular column, the Doc says ...



and productive times to be at the office.

- Your toddler learned to say 'Fido' before he/she learned to say 'Daddy'
- You never give anyone your home number, because there is very little chance that the call will be answered.
- You are on first name terms with the pizza delivery man.
- Your solution for the fatigue you are feeling is to consider putting a mattress on your office floor to cut out the travelling time.