

▶ Natural solution found ▶ for effluent build-up

SAPREF has just completed the environmentally friendly bio-remediation of 5000 m³ of contaminated water that had a high phenolic content. This is the first time in South Africa that this method has been used in a tank.

Explained plant unit manager Ronnie Muruven, "The effluent had built up in Tank 2406 at Island View and could not be discharged in the normal manner to a municipal outlet. After exploring some local options to reduce the phenol levels earlier this year, we sent a sample to an innovative Israeli company, Bio Petro Clean, who offered a performance guarantee with their technology. They cultivated a bacteria cocktail from the sample and in time sent a live culture to our site. It was put in a one-ton container and more bacteria grew. We then injected the bacteria into the effluent in the tank.

"The way it works is, through a process of aerobic digestion, the bacteria eat the hydrocarbons and thus purify the water. All we had to do was to aerate the tank, which we did using a compressor and a diffuser system – and it took only two weeks."

"At the end of that phase, we sent samples to an independent laboratory for analysis. Phenol content was now down to less than 1 part per million, well below the acceptable trade level of less than 10 parts per million. We also sent samples to the CSIR for full-spectrum toxicity analysis."

The effluent, which complies with trade effluent permit requirements, is currently being released to the city's Southern Sewage Works, and will all have been discharged by the end of September.



Above: Team leader Andrew Murugan on top of the tank at Island View, next to the diffusers.



Left: Process technician Lushane Moodley with the one-ton bacteria container, next to the tank which has a diameter of 23.8 metres and a height of 11.6 metres.

▶ Active role for editor

Another SAPREF person who is playing an active role in the wider community is Prudence Mbatha, the editor of Columns; this year she is president of the Beyond Women's Network.

Recently, when xenophobic attacks were at their height she and her steering committee decided to do something that would show that the majority of South Africans were against this brutality and it was only a minority group that was perpetuating xenophobia. They launched a media campaign to get their message across, and organised a protest march in the CBD. On 31 May at Gugu Dlamini Park, the marchers handed a memorandum denouncing xenophobia to city officials.

The Network also assisted Cuppa for Cansa's activity day at the Pavilion, held on 7 June, to raise funds for cancer treatment. There was a cake sale, Checkers donated snacks, children had their faces painted, and a quad bike was auctioned, with R16 230 being raised.

"A lot of people complain all the time about the things that are wrong in this country but my outlook is, 'don't just sit there and moan, do the little bit you can and lend your voice for the greater good of your society', says Prudence.



Raising money for Cuppa for Cansa and marching against xenophobia.



▶ Reaching out

Enviro workshop offered

The eighth annual Environmental Teachers Workshop was once again sponsored by SAPREF, in partnership with Wessa (wildlife society). Held at the Isipingo Island Institute on 7 June for 40 teachers from Durban South basin schools, the workshop was designed to help teachers educate learners about the environment. Here, some of the teachers network while enjoying a break.



Tea-time at the enviro workshop.

STEPS course presented

SAPREF presented another STEPS course in July to 25 teachers from St Mary's Secondary School in Merebank, and 16 teachers from



Some of the teachers on the STEPS course.

the Wentworth and Clairwood Secondary School. Said Leonard Mbokazi, community liaison officer, seen here, right, with the group, "Assessing the evaluation forms, many people found the course to be 'excellent'. Others said things like it was a 'real eye-opener' and that the course had made them realise how much they take things for granted. 'Always be positive' was something that just about everyone took from the course. Many people asked for their wives and husbands to be able to do the course."



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



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For more information on SAPREF, visit www.sapref.com

▶ Bunker tanker named

A major milestone was achieved on 25 July when one of SAPREF's two bunker vessel operators held a naming ceremony for a new bunker tanker in Durban harbour. The 4679-tonne tanker is expected to come into service in mid-August.

Saskia Voet, the wife of MD Bart Voet and also the Lady Sponsor, named the vessel, saying, "I name this ship Southern Venture. May God bless her and all who sail in her." She then cut a ribbon, releasing a champagne bottle which broke against the ship's hull.

The custom-designed mini-tanker is owned by Unicorn Calulo Bunkering Services, a joint-venture company which is 74.9% owned by Grindrod Limited through Unicorn Shipping, and 25.1% by Calulo



Seen at the naming ceremony were some of the SAPREF roleplayers, from left, Ernie Claassen, Rodney Youldon, Prudence Mbatha, Wendy Landi, George Franklin and Bart Voet.

Services, a black-empowered shipping and logistics services group.

Speaking at the function, George Franklin, marine manager, said, "This is a satisfying moment. We

are dealing here with a contractor that is compliant with the BEE Codes of Good Practice, and with a most sophisticated double-hulled vessel that was designed and built with safety, the environment and reliability in mind."



Saskia Voet, wife of MD Bart Voet, makes a speech, with Rob Young, master of ceremonies and marine director, Unicorn Shipping, in the background.

▶ Do it by SMS



Are you aware of something unethical or irregular? Now you can send an SMS to 32840, which is an additional way of making contact with Deloitte Tip-offs Anonymous. And remember, it is a confidential service. Don't support it, report it. You can also phone 0800 20 44 09 (toll-free) or send an e-mail to sapref@tip-offs.com

▶ New: Nozipho in HR

Nozipho Ndhlovu joined SAPREF as HR benefits officer in May, and is responsible for advising and administering benefits such as company cars, medical aid, death and disability, education, and increases and promotions.

Realising she had a passion for figures, Nozipho took a B Business Administration degree, majoring in accounting, at Solusi University. She later did a diploma in personnel

management, and a certificate in HIV/ Aids counselling through Unisa. Next up is a course in remuneration and benefits.

Having qualified, Nozipho joined World Vision for three years, followed by three years at De Beers in Bulawayo, Gaborone and Johannesburg in HR roles.

Nozipho is single, loves travelling and describes herself as laid back.



▶ New: Lindo in E&S

Lindo Zondi has filled the post of trainee refinery scheduler, having joined the company in May. Her job is to execute the monthly plan, when it comes to scheduling production.

Lindo comes to SAPREF from Engen, where she worked for eight years in different departments.

She grew up in Pietermaritzburg and achieved a diploma in chemical

engineering from the then Mangosuthu Technikon, later upgrading the diploma to a B Tech degree at the Durban University of Technology.

She has a son of 8 and describes herself as open and friendly, but on the shy side. She loves nothing more than a game of soccer, and plays in a ladies team at her church; she started as a goalie, but is now the striker.



▶ New: Raj in HSE

Raj Hooblal, the new HSE technologist, is unusual in that he does not require much sleep – and as a result he has a host of interests to keep himself occupied.

He joined SAPREF on 1 June, bringing 22 years of regulatory experience at City Health with him. For the last eight years, he was involved in industrial impact management, in particular the design and implementation of the Multi-Point Plan (MPP); he believes the city's improved regulatory tools have helped to manage emission levels successfully.

He sees his role at SAPREF as assisting in pollution prevention and further aligning SAPREF with the MPP;

he is quick to remind that we have borrowed the earth from our children, not inherited it from our parents.

Raj grew up in Durban and achieved a higher diploma in public health, and a B Tech in environmental health. He has also received training from the Norwegian pollution control entity, SFT.

He is busy rebuilding a 1972 Chrysler Valiant Regal, following his success with the rebuilding of a 1956 Austin Healy Sprite Froggye. He also breeds parakeets, loves indigenous gardening and recycling, and keeps a peacock, a goose and a monkey. He speaks Zulu, which he says he learned on the streets of Durban.



He describes himself as passively aggressive, yet reasonable, resilient, tolerant and a team player; he thrives on teamwork.



Seen at the launch of the contractor HIV initiative are, from left, Genieve Frik, Genlem; Lora Rossler; Hugo Canham and Thando Khaile, SABCOHA; Dixon Lowe; Rennie Chetty, Kaefer Thermal; and Brad Mears, CEO SABCOHA. KT was one of the first contractors to sign up for the programme.

HIV programme now for contractors

Following the success of SAPREF's internal HIV/Aids programme, the company has introduced such a programme for contractors. In time, it could be extended to other multinationals in the Durban South Basin.

SAPREF's role is that of co-ordinator between the main players, namely SABCOHA (South African Business Coalition on HIV and AIDS), their suppliers/service providers, and the contractor companies.

As the programme is mostly funded by the US Centre for Disease Control, the cost to contractor companies is nominal.

Each contractor company receives a "tool kit" which contains a host of material such as information, video, brochures and training matter. The programme covers the training of peer educators, awareness, education and prevention campaigns, voluntary confidential counselling and testing, and treatment.

SAPREF sees the initiative as the morally right thing to do, considering the size of the epidemic. It will also protect skills and keep people well to work well. SAPREF is providing venues for training and testing.

By mid-July, six companies had already signed up.

Long servers

Congratulations to the following loyal long servers who celebrated anniversaries during May, June and July this year:

5 years

Mandla Sibiya, administrator

10 years

Lucky Lukhozi, general worker
Lushane Moodley, process operator
Vic de Sousa E Sa, chemical engineer
Vusi Ndlovu, process operator

20 years

Praggie Govenden, team leader CZ
Morgan Govender, process operator
Reuben Pillay, process operator
Maya Sanpath, treasury assistant
Marcus Sumadraj, process operator

25 years

Greg Colleton, electrical supervisor
Lawrence Schroder, instrument mechanic
Des van der Merwe, instrument mechanic
Saga Pillay, process operator

30 years

Lawrence Xaba, mechanical supervisor
Paul Mkhize, assistant area engineer
Bongani Mcwane, laboratory technician
Baker Moodley, chemical engineer
Michael Phillips, instrument technician
Krish Pillay, foreman
Samson Shishaba, despatch team leader

35 years

Lisbon Khanyase, locomotive driver
Ranjith Ramlall, scheduler

Retired after long service



Alan Moodley, third left, worked at SAPREF for 36 years, retiring on 1 May as a buyer.



Mandla Mzilwa (Fago), general worker, fourth left, retired on 31 May after 34 years' service at SAPREF.

▶ Boost for recruitment

As part of a drive to streamline the recruitment process, a number of building blocks have been put in place, including a new recruitment centre and a referral programme whereby SAPREF people receive monetary reward.

Recruitment Centre

A building next to the training centre has been totally refurbished and now boasts an interview room, two assessment rooms, a lounge, a four-work-station open-plan office for HR people, and a reception and kitchenette.

Says recruitment specialist Thulani Mkhize, "The centre portrays a professional image and is easy to find as it is near the entrance to our site. It was opened on 21 May at a function attended by the HR department, line managers and the leadership team."

Referral Programme

In terms of this scheme, SAPREF people are encouraged to get people



they know to respond to 'posts vacant' notices on notice-boards and on the intranet. After a successful appointment has been at work for 90 days, the referrer receives R20 000.

Said Thulani, "The programme got off to a good start with literally hundreds of referrals coming in. To date (mid-July), three appointments have been made under the scheme. Certainly, some good quality applicants are coming through at this time of skills shortages and skills mobility. The challenge for us

In this photo taken at the new recruitment centre are, from left: Raj Hooblal, HSE technologist, who was referred by Melanie Francis, occupational hygienist; Dixon Lowe who referred Samantha Stephenson (inset), reliability engineer (but as a member of the leadership team, Dixon does not qualify for the referral incentive); Thulani Mkhize, recruitment specialist; and Trevor Jaffer, a field co-ordinator, who was referred by his brother, Morgan Jaffer, JBS shift supervisor.

as a company is to retain those skills, while at the same time continuing our learnership, development and recruitment programmes."

▶ Shrubs donated



In July, SAPREF donated 20 indigenous shrubs to Strelizia Secondary School at Isipingo, to assist them with a greening project. Here we see Leonard Mbokazi, community liaison officer, with one of the shrubs.

▶ Safety: Robust RAPS called for

Although SAPREF achieved the useful safety milestone of 2 million hours worked without a lost time injury on 18 June, safety manager S'bu Zulu is concerned about the number of TRCs (total recordable cases) being logged.

Says S'bu. "I am asking contractors and SAPREF people alike for more focus when it comes to risk assessments. The RAPS themselves should be more robust and then the content should be better communicated afterwards."

▶ Planning for the best ever shutdown next year

The planning for next year's shutdown has reached an advanced stage, with the scope of work having been 'frozen' on 30 June; the process is now at the 'rigorous scope optimisation' stage.

Feedout is on 31 July 2009 and critical plant will be down for 40 days. In addition to routine maintenance, the biggest task will be the renewal of the FCCU reactor; the existing reactor will be removed and a new one installed.

Said Terrence Pillay, shutdown manager, "We have taken the learnings from previous shutdowns very seriously, and we are building them into our plans.



During the recent shutdown of the alkylation unit, it was chemically cleaned using the EnvTech process which clears all iron fluoride scales accumulated in the unit. Here, we see the container that was used to mix the buffer solution.

A major departure, for example, will be the appointment of several main mechanical contractors, not just one, and they will be on site as early as October this year. Similarly, the supervisors will be on site three months in advance of the contractor body, to give them the opportunity to buy into the plan and to take responsibility at that early stage."

Improvements are also expected from the competence assessment and gap closure exercise. Here, artisans' skills will be assessed by an independent body; where applicable, artisans

will undergo further training before coming on site.

A slightly smaller workforce (1600-2300 people) is anticipated, in a bid to better control the people on site and boost efficiency. Another innovation will be the packed breakfasts and hot lunches that will be provided every day, free.

Says Terrence, "Our state of readiness was recently reviewed by Shell and we achieve a 91% result. We are working hard to close the gaps as we intend to have a best-ever shutdown in 2009."

▶ They help keep IT reliable



You can find them all over the site, keeping the IT infrastructure reliable. In this critical role, SAPREF is blessed to have two highly experienced specialists, Vis Moodley and Bugsy Khan. They joined SAPREF 27 years ago.

Vis is talkative and outgoing, and with his abundant energy, he lives his philosophy: customer is king. Among others, he manages all PC workstations, printers and digital projectors, and is accountable for this hardware at any time. Vis is passionate about ballroom dancing, and loves to travel the world.

The equally skilled Bugsy is a network specialist. He says he is paid to do a day's work, and he does it.



Above: Bugsy Khan.

Left: Vis Moodley hands over a new notebook computer to Segi Thevar for use in instrument testing refinery-wide.

▶ Helpers



Once again, a dozen or so community-minded SAPREF people turned out on 27 April to staff a table during the 52-km Chatsworth Marathon. The table, under a gazebo sporting SAPREF colours, was decked with chopped bananas and oranges and naturally was popular with the runners.

▶ Graduates employed



Three SAPREF scholarship holders were very happy to join the company on 14 March after graduating as chemical engineers from the University of KwaZulu-Natal. They are, from left, Tasneem Motala, optimisation technologist; Norman Mabasa, conversion processes technologist; and Amanda Lee Ganas, OMTUDE technologist. All three said they found SAPREF people very friendly and welcoming.

▶ Staying calm at work

Any workplace is riddled with potential stressors. What are the worst of them?

- Unilateral decisions. The time for top-down management is over.
- The radio. Imagine having to listen to some radio station all day if you don't like it.
- Endless meetings. It is a good idea to limit the duration of the meeting beforehand.
- Workplace affairs. Office affairs place enormous stress on all colleagues. Should they tell the spouses, or not?
- Irritating habits. Eg. obsessive throat clearing, chewing gum.
- Backstabbing.
- Faulty equipment. In order to get a job done, the right equipment is essential.
- All work and no pay. Going the extra mile without payment/recognition.

SYMPTOMS OF STRESS

- Dry mouth, which can also cause death breath and dental problems.
- Clammy palms
- Muscle tension and headaches
- Forgetful and unable to concentrate or make decisions
- Yawning a lot, but don't feel sleepy
- Sweating, dandruff, jumpy legs, nightmares, fatigue, apathy, persistent irritability, social withdrawal
- Wind, cramps, heartburn and diarrhoea are symptoms of irritable bowel syndrome, which can be triggered by anxiety
- Loss of or increase in appetite
- Increased coffee and tea consumption
- Increased aggression.

STAYING CALM AT WORK:

- Stop multitasking. Complete one task at a time. Draw up a to-do list.
- Exert yourself. Go to gym, go for a run, sprint up 12 flights of stairs
- Every couple of hours, spend a few minutes doing something bizarre.

The Doc says ...



- Fire up your face. Place a warm cloth over your eyes and sit with your head back for a few seconds. Think of anything but work.
- Burn some oil. Essential oils especially pine or sandalwood.
- Get some sun. Open the blinds and get some daylight in
- Rub your head. Rub your temples gently while focusing on something far away.

Don't forget, SAPREF and immediate family can call a psychologist as part of the Employee Assistance Programme. The toll-free number is: 0800 611 176.