



News for SAPREF employees, neighbours and stakeholders

Columns



MAY 2014

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Getting To Know Ton Wielers, SAPREF's Managing Director

Ton Wielers has worked in many parts of the world but his assignment as SAPREF's new Managing Director is his first placement south of the Equator.

COLUMNS asked Ton to tell us a bit about himself.

Where did you work before joining SAPREF?

Engaged by Shell in a number of positions, I have worked in many parts of the world, including France, Netherlands, USA, UK, Germany and the Philippines.

What has working in different countries taught you?

I have learnt that despite having diverse and different cultures and backgrounds, people have similar needs. People want to succeed in their jobs and we must provide an enabling environment for this.

I have also learnt that listening and talking to people helps one to understand the environment in which one is working.



Ton Wielers

How do you define effective leadership?

Firstly a good leader should be able to articulate where they want their section of the organization to go. Secondly he/she must be able to articulate what his/her part is in moving the section in the direction that it needs to go. Thirdly, he/she should help each individual with their individual parts to achieve the team goal. Lastly, he/she should make sure that in this journey, the learning is continuous.

What has given you a sense of accomplishment?

I am still contacted by people from the various sites in which I have worked. This is an indication of the legacy I intend to leave. In addition, through my coaching many people have reached positions that they thought were beyond their reach.

How do you keep a healthy work/life balance?

On weekends you will find me jogging and playing tennis. I also read various newspapers to get a sense of what is happening locally and in the world around us. I am an avid football fan.

What is your definition of success?

Winning and learning at the same time.

What were your first impressions of SAPREF?

Team SAPREF members recognise and acknowledge that the success of the refinery is in their hands.

I believe that everything in life is either a challenge or an opportunity, not a difficulty and I am fully committed to our journey towards success. ■

Looking Ahead to 2018

The Vision 2014 concept was introduced to ensure focused attention on a number of identified work streams as a way of ensuring that SAPREF maintains a competitive advantage resulting in a sustainable future.

With a significant amount of work done to achieve this, the company finds itself transitioning into Vision 2018 where structures remain the same, but with an enhanced focus on certain areas.

The Vision 2018 Must Win focus areas include: People, Health, Safety and the Environment (HSE), Process Safety, Maintenance and Reliability. "These work streams will provide the framework to manage and track the delivery objectives of each area," says Commercial Manager, Rodney Youlton.

"During 2013 significant strides were made in the areas of HSE, with record performance in personal safety. We had the biggest Turnaround in our history, with over 6000 people at the peak, and our safety performance was exemplary. We also continue to see people taking responsibility for their own and others safety," adds Rodney "We focused on people development, with succession planning, learning and development and talent management being identified as focus areas to ensure that we are able to attract, train and maintain skilled people to operate the refinery.

"These were milestone achievements resulting from our Vision 2014 journey and we are confident that the same is achievable with our Vision 2018 strategy," adds Rodney. ■



Rodney Youlton

150 New Jobs Created Through SAPREF's Enterprise Development Programme

At a time when the new BBBEE codes challenge industry to focus on supplier and enterprise development as a means of job creation, SAPREF has already created over 150 jobs through its Enterprise Development Programme.

This job creation initiative, the sustainability of the refinery's ED programme and the achievement of a level 3 BEE status for three consecutive years are the reasons why SAPREF was awarded both the generic company awards and the supplier development awards in the Alec Rogoff BBBEE Awards hosted by the Durban Chamber of Commerce on 24 April 2014.

SAPREF's ED programme largely centres on awarding long term contracts to promising black-owned exempt micro enterprises (EMEs) and this is only achievable through the willing support of the SAPREF contract holders who have to eventually work with the identified small businesses.

On receiving the award Lindiwe Khuwayo, SAPREF's Human Resources Manager, said: "It's great for SAPREF to be recognized by peers for our contribution to BBBEE but our greatest joy comes from seeing the growth and development of the many small owned enterprises that we develop. Their success is proof that with the right support micro-enterprises can thrive and create the job opportunities this country so desperately needs."

SAPREF's support extends beyond just awarding a contract to ED beneficiaries. Says Cindy Govender, SAPREF's Communication Manager: "We view enterprise development as a partnership through the provision of enablers to ensure the long term sustainability of our smaller suppliers. Sup-

port includes favorable payments terms to help them with a strong cash flow as well as equipment and licences in some cases which enables them to compete for work business in other companies."



SAPREF scooped two Alec Rogoff BBBEE awards at the annual Durban Business Chamber gala dinner



All smiles for SAPREF and their Enterprise Development beneficiaries at the Alec Rogoff BBBEE Awards

Busi Sibisi's cleaning company is one such ED beneficiary. Says Sibisi: "I was given an opportunity of a lifetime when SAPREF helped me to start my own business from scratch. I had been working at SAPREF for many years as a cleaning supervisor with my previous employer and when their contract ended, SAPREF worked closely with me to get my company up and running. Today I employ 40 people when I was an employee myself three short years ago."

Andrew Layman, CEO of the Durban Chamber of Commerce and Industry, expressed admiration for SAPREF's commitment to the development of emerging small businesses, saying SAPREF was setting an example that many large organizations would do well to emulate.

"Our commitment to BEE is in line with our commitment to broader social responsibility, as evidenced by our constant focus on ED and SMME development initiatives, social investment and skills development," concluded Khuwayo. ■

Organisations Funded During 2013

In 2012 an open window period was instituted to streamline the process of reviewing funding requests and to ensure that projects could be concluded within the financial year. During this period SAPREF invited registered community-based organisations, NGOs, NPOs and schools from South Durban communities to apply for funding.



Mrs Bajabulile Bhengu, Project Coordinator of Asiphile St James centre, is delighted to receive a brand new park home compliments of SAPREF

During the 2013 open window period over 70 applications were received. The adjudication process disqualified applicants that fell outside the geographical area, had not submitting the required documentation or were not aligned to SAPREF's social investment policy. ■

A summary of the successful applications were as listed below :

Organisation	Funding Received	Organisation	Funding Received
Asphile E-Uganda, Umlazi	School uniforms for orphaned and vulnerable children	Isipingo South African Police Services Victim Friendly Centre, Isipingo	Furniture and crockery for the premises, and the repositioning of the park home used by the organisation
Asphile St James, Umlazi	Park home	Merebank Cheshire Homes, Merebank	Carport
Bhekaphambile Primary School, Lamontville	Library refurbished with shelving, computer, info desk, tables and chairs	Merebank Service Centre, Merebank	Plastic chairs and steel trestle tables
Enhlanhleni Educare Centre, Umlazi	Early Childhood Development toys and equipment	Sizanodumo, Umlazi	Toiletries and cleaning products
Inkanyiso Crèche, Umlazi	Early Childhood Development toys	St Mary's Primary School, Merebank	Playground equipment and fencing
Isipingo Clinic, Isipingo	Furniture and tiling of the clinic	Thembaletu Care Centre, Lamontville	School desks and plastic chairs
		Wentworth AIDS Action Group, Wentworth	Computer and printer

Instilling a culture of literacy and reading for pleasure

For many learners the school library is the only place from where they can access books. Sadly many schools are without functional libraries. This was the case for Enthuthukweni Primary School and Isikhwelo Primary School until SAPREF came to the rescue.

The sponsorship of a mobile library to the Enthuthukweni Primary School, Lamontville and the conversion of a classroom into a library at the Isikhwelo Primary School, Umlazi, was therefore a momentous occasion for learners and teachers.

Mrs. Ngwenya, a teacher at Isikhwelo School, said: "Reading for leisure is an important aspect of education. This library plays a key role in encouraging our learners to develop their reading skills and expanding their areas of interest."

The mobile library donation included 800 books, a flat screen TV, a DVD player and 30 educational DVDs. ■



Learners at Enthuthukweni Primary and Isikhwelo Primary Schools embark on a journey of discovery with their new school libraries.

Lamontville HIV & AIDS Centre Rises To the Occasion

One of the organisations funded during the 2012 open window period was the Lamontville HIV & AIDS Centre. A container bakery was donated to the organisation.

The donation provides secure sustainable income for this non-governmental organisation (NGO), which now sells cakes and bread as a way of sustaining their outreach programmes.

Initially the bakery was operational with a steady stream of customers. In September 2013, SAPREF sponsored the NGO with a stand at the Durban Business Fair. Since then the bakery has doubled its output necessitating a day and night shift which now enables the NGO to pay previous volunteers a stipend.

This exposure also resulted in the NGO recently securing a contract for a daily supply of 500 loaves of bread to a local company with international offices. In addition to this, they now supply bread and cakes to local schools, community members and shops.

“Securing this project has made a huge difference in our organisation. We have been able to buy new equipment, including a new oven, cooler and deep fryer, and are now able to meet our financial commitments and fund our community projects from the income received from the bakery,” says manager Bonakele Mavuso.

According to Ayanda Mantshongo, SAPREF’s Sustainable Development Manager, this success story reflects the sustainable nature of SAPREF’s corporate social investment programme. “Our primary objective is to empower community-based organisations and projects with the resources required to generate income as they continue to uplift their communities,” explains Ayanda. ■



Lamontville HIV & AIDS Centre Bakery



SAPREF employees share their maths skills with learners at Umlazi Secondary School.

Simplifying Matric Maths

Since 2012, SAPREF employees Thulani Majola, Thoba Majola, Thokozani Sikhakhane, Dan Nhlapo and Buhle Sihlali have been providing extra maths and science classes for matric students at the Umlazi Secondary School.

The matric maths pass rate for the school has increased from 30% in 2011 to 56% in 2012, with a 79% pass rate in 2013.

In addition, the percentage of scholars that have obtained at least 80% has increased from 1% in 2011 to 12% in 2012 and to an impressive 15% in 2013.

“This is very encouraging progress and has contributed to

the school’s overall matric pass rate of 85% last year,” says Mr Dumakude, Principal.

“We are delighted that our involvement has yielded such positive improvements,” says SAPREF Co-ordinator, Thulani Majola.

SAPREF donated stationery valued at R20 000.00 to the school as part of this SERVE project. ■

Making a Difference

Many SAPREF people are involved in community uplifting initiatives in their personal capacity. Through the SERVE programme employees are encouraged to form teams and raise funds for their projects, with SAPREF providing matching funds. In the usual SAPREF spirit of caring, teams grabbed the opportunity to make a difference.



One such team was the SAPREF Graduate Engineers (GE), who supported the Umlazi based NGO, Sizabo Isizwe, translated from Zulu to mean 'Help the Nation'

Being part of this fundraiser was a humbling and uplifting experience for the Engineers. "It gave us the opportunity to interact with vulnerable children and the elderly who benefit from the organisation's good deeds," says Buhle Sihlali, GE team member.

During the first visit the Engineers donated food, toys and educational games for the children. It was during this visit that they obtained an understanding of the organisation's needs. A few months later they responded to these needs by donating gardening equipment, toddler tables and chairs as well as equipment to be used to revamp the crèche facilities.

(above & below): Members of the Graduate Engineers team visited the Sizabo Isizwe organisation, Umlazi.



In Partnership With Isipingo Clinic

The SAPREF HIV programme was introduced to provide confidential counselling, testing and treatment for the refinery's Service Providers. As part of this programme, a dedicated healthcare provider was selected to provide infected staff with a secured supply of required medication and necessary support through the treatment.

Previously this service was provided at the Sini-kithemba ARV clinic, McCord's Hospital, Overport. However, with the conversion of the hospital into a public facility, SAPREF had to find another healthcare facility to provide this service.

"The service has now been moved to Isipingo Clinic. This is much closer to SAPREF and so will be easily accessible to the staff of our service providers," says Lungile Mngoma, Occupational Hygienist. ■

Kingdom Health and Safety, New Enterprise Development Vendor

The SAPREF Enterprise Development Programme continues to benefit and support selected exempted micro-enterprises, and the latest vendor to join this programme is Kingdom Health and Safety, distributors of personal protective equipment (PPE).

Kingdom Health and Safety has been operational at SAPREF since 1 January 2014 and supplies PPE on site using a model commonly referred to as vendor managed inventory (VMI).

Owners Matthew and Jolene Nagan have over 20 years experience in the field of PPE. Having previously worked with SAPREF, Matthew has an in-depth understanding of SAPREF's safety requirements, policies, procedures and deadlines and therefore easily fits into the SAPREF culture.

"This is a major opportunity for us to grow our small business into a sustainable company. We hope to achieve this by supplying quality approved PPE, in keeping with global oil, gas and petroleum trends, followed by training and customer service which is key to our business," said Matthew.

"The SAPREF enterprise development (ED) programme aims at providing technically competent small businesses with oppor-

tunities to obtain long term contracts that are relevant to SAPREF's business. In addition, as part of SAPREF's ED support, the ED beneficiary receives a variety of business support assistance," said Cindy Govender, SAPREF's Communication Manager. ■

“The SAPREF enterprise development (ED) programme aims at providing technically competent small businesses with opportunities to obtain long term contracts that are relevant to SAPREF's business.”



(centre): Owners Matthew and Jolene Nagan

Teaming Up With the Community To Clean-Up Beaches

Willing to get their hands dirty, SAPREF people joined forces with members of the Centre for Health & Environmental Education Awareness (CHEEA) and South Durban schools to clean up local beaches. During the first quarter of 2014 three beach clean ups were completed.

Says Farida Khan, CHEEA chairperson; “The beach clean up is not only about picking up litter. We include an interactive educational session where the young learners gain information about the ocean, pollution and the importance of caring for their environment. Such teachings create awareness about their responsibility of keeping the oceans clean for future generations to enjoy. It is a good way of bridging the gap between our present and our future.”

SAPREF’s sponsorship towards this project includes catering, transport, T-shirts, caps and printed educational material produced by CHEEA. ■

Many hands were involved in beach clean up campaigns

Over 130 Learners Offered an Opportunity of a Lifetime

The late president Nelson Mandela once said, “No country can really develop unless its citizens are educated.” This too is the belief of SAPREF and therefore significant emphasis is placed on skills development initiatives.

A highlight on the skills development calendar for 2014 was a recent breakfast event where over 130 youngsters, many from communities neighbouring SAPREF, were officially welcomed into the various SAPREF Skills Development Programmes.

SAPREF Managing Director, Ton Wielers, told the audience that every business stands on the strength of its people, and this was the beginning of a life-long partnership between the youngsters, their parents and SAPREF. Wielers further emphasised the need for on-going commitment saying: “Parents, please ensure that these youngsters study diligently. We need them alert, rested and sober so that they can work safely and maximise the learning opportunities available to them.”

The keynote speaker, Minister of Higher Education, Dr Blade Nzimande, enthralled the audience with a call for learners to make full use of the invaluable opportunity given to them through this initiative. “There is no such thing as a free

lunch, or breakfast,” he told the audience. “As students you have to pay back this funding by working hard and passing with good results.”

A SAPREF employee, Zinhle Dlamini, Central Zone Safety, Health, Environmental and Quality (SHEQ) Co-ordinator shared her journey with SAPREF, which began as a learner receiving assistance from SAPREF for her studies. Challenging the attendees she said; “SAPREF has given you this opportunity. You have to find a hat that fits you within this vast organisation, and work hard to earn the right to wear it.”

The acting CEO for Chemical Industries Education and Training Authority (CHIETA), Ayesha Itzkin, acknowledged the invaluable contribution that SAPREF makes towards providing workplace experience. “One of the objectives of the White Paper for Post-School Education and Training submitted in January 2014 was the need for a stronger and more cooperative relationship between education, and training institutions and the workplace. SAPREF has demonstrated its willingness to turn its work place into a training place and this will help meet the skills needs of our country,” she said.

For Shireen Harris, parent of Firoze Harris who was selected for a mechanical engineering learnership, it was an emotional morning knowing that her son had been chosen to join a successful and reputable company. “We have a long journey ahead of us, but I am confident that through the support of SAPREF and our family, he will succeed.” In a message to all the young people in the programme she said: “Count your blessings, and may all your dreams come true.” ■

Photos on opposite page



Attendees at the SAPREF Skills Development breakfast learnt about SAPREF's educational sponsorship programmes.



SAPREF Managing Director, Ton Wielers, told the audience that every business stands on the strength of its people



SAPREF employee, Zinhle Dlamini said; "SAPREF has given you this opportunity. You have to find a hat that fits you within this vast organisation, and work hard to earn the right to wear it."



Management Appointments

SAPREF has recently seen a number of changes at senior leadership level. These include:



Natie Maphanga: Production Manager

Natie Maphanga joined SAPREF as the Production Manager replacing Moosa Karodia. He already had a close working relationship with Team SAPREF through his previous position at BP Southern Africa as a Refining Commercial Optimisation Manager.

Natie gained extensive refining experience whilst working for 18 years at the Engen refinery. At Engen he occupied the roles of Process Engineer and then Production Supervisor before moving to the Engen headquarters, where he was a Supply Operations Manager, Optimisation & Supply Manager, and then Corporate Affairs Manager.



Mbulelo Yokwe: HSSE Manager

Mbulelo Yokwe is no stranger to SAPREF. He returns home after three and a half years of secondment to BP Southern Africa as a Refining Business Development Manager. This was Mbulelo's second assignment with a SAPREF shareholder, having previously been based at Shell, Amsterdam for four years.

Mbulelo has vast experience at SAPREF having joined the refinery in February 1992. He has held various roles in production and in projects.

"I am happy to be back 'home' and am looking forward to working with Team SAPREF to sustain and improve on the excellent safety performance achieved during 2013," says Mbulelo.



Moosa Karodia is off to Qatar

Moosa Karodia has been selected to embark on a four-year international assignment as Operations Manager of Shell Pearl GTL Complex in Ras Laffan, Qatar. Pearl GTL is Shell's largest manufacturing facility in the world.

"I am looking forward to applying the experience gained at SAPREF to help Pearl GTL leverage diversity to deliver performance and operational excellence," says Moosa.

The facility is only a few years old and deploys Shell's latest technologies. Moosa will be responsible for delivering and sustaining operational excellence through harnessing the multicultural and diverse workforce in Qatar. He will continue to focus intensely on safety, reliability and turnaround performance improvements. Moosa began his assignment on 1 April 2014.



Ayanda Mantshongo: Sustainable Development Manager.

Ayanda Mantshongo joined Team SAPREF in January 2014 as Sustainable Development Manager, responsible for stakeholder engagement, communication and sustainable development.

Ayanda brings with her a wealth of experience having held a number of positions during the past six years at Transnet National Ports Authority (TNPA) and Transnet Port Terminals (TPT). These include Corporate Affairs Manager for the Port of Port Elizabeth, Regional Corporate Affairs Manager for the Western Cape and Durban terminals, and Stakeholder Relations Manager for TPT. ■

Leonard Leaves Big Shoes To Follow

Late last year the well-known Community Liaison Officer, Leonard Mbokazi, ended his industrious career at SAPREF due to ill health.

Fondly known as Mr Mbokazi, Leonard's passion and commitment for community engagement and Corporate Social Investment has positively impacted on the lives of many people.

When Leonard joined the Sustainable Development (SD) team in 2001 he brought with him his vast experience as an Operator. He conducted many refinery tours, and would communicate complicated technical refining processes in a simplified manner for the audience to understand. His belief in teamwork led him to introduce SD team building exercises, such as birthday breakfasts and lunches. The SD team fondly

remembers how Leonard often returned from community visits with snacks for the team.

With his larger than life personality, coupled with humility, Leonard received countless acknowledgements from community based organisations and schools for the work he had done. For Leonard his role was not just about doing the job, but rather he was doing something he was passionate about. This gave him a sense of fulfilment.

Leonard oversaw the establishment of many science laboratories in schools, computer centres in community organisations, and mobile bakeries. He always willingly rolled up his sleeves and got the work done. Working on tight deadlines to get these projects completed, Leonard could also be counted on to finish projects on time, often working extra hours to meet these deadlines.

Leonard's work did not go unnoticed. In 2012 he won the annual SAPREF Star Awards and the Shell Batho Pele Award.

"Leonard will be missed by SAPREF and by the people he served in the communities. We wish him well in his future endeavours. As a man of faith you know that there are challenges on the road, but that you are not alone on your journey," said Lindiwe Khuzwayo, Human Resources Manager.

Lindiwe Myeza, Communications Officer, now coordinates the role of community liaison.



Leonard Mbokazi

Long service

Congratulations to the following colleagues who achieved long service at SAPREF during January, February and March 2014:

Service Years	Recipients
40 Years	Patrick Boddy: Manager Support John Thomson: Construction Supervisor Frans Viviers: QMI Maintenance Supervisor
35 Years	Musawenkosi Dlamini: Solvents Loader Thulanezwi Gwala: OMUTDE Zone Trainer Dave Conway-Nunn: Process Control Manager
25 Years	Rodney Youldon: Commercial Manager Verona Steenkamp: Laboratory Manager
10 Years	Wandisiwe Mkhize: Process Technician

10 Years	Thobeka Masondo: Hydrocarbon Accountant Richard Brand: Mechanical Artisan Jerome Sishi: Mechanical Field Technician Avin Sewpersadh: QMI Artisan Thoba Majola: CatCracker Technologist Thobile Jali: Treasury Operations Accountant Bradley Hlubi: Safety Advisor
5 Years	Ritesh Brijlal: CCC Despatch and LPG Scheduler Mark Meyer: Coating and Insulation Engineer Phindile Dlamini: Head Production Development and Quality Reginald Sutton: Scoper Lungile Nkomo: Process Technician Bongani Dube: Turnaround Co-ordinator

5 Years	Marlin Govender: Team Leader Mbalenhle Thabethe: Technical Auditor Assistant Lisa Klopper: Office Services Administrator Kuvern Pillay: Office Services Contract Daniel O'Brien: Electrician Mdumiseni Maphumulo: Area Engineer Bonginkosi Mkhize: Shift Manager Adrian Fynn: Process Technician Matthew Smith: Process Technician Magrietha Swanepoel: MD Secretary Jordashe Govindasami: Civil Field Supervisor Lethukuthula Magasela: Mechanical Engineering Craig Short: Mechanical Maintenance Supervisor
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Rands and Sense

You work hard for your money, but do not always work equally hard to hang on to it. One is not born a savvy consumer. Some become savvy through experience, which can be slow and expensive. Others take proactive steps learning through others' experience.

Here is some advice on how to become a smart savvy consumer.

- 1 Decide in advance exactly what you want to buy, and what you can afford before you walk into a store. Do research on the product, and buy the best product you can afford that meets your needs.
- 2 Get advice and price quotes from several sellers. Ask questions.

- 3 Ask what the return policy is before you buy any goods or services.
- 4 Read and understand any contract or legal document you are asked to sign. Make sure there are no blank spaces. Insist that any extras you are promised be put in writing.
- 5 Check out a company's complaint record with your local consumer affairs office to ensure that you are doing business with a reputable company.

- 6 Do not pay the full cost upfront for services, such as swimming pool installations, building extensions, etc.
- 7 Keep copies of guarantees and warranties.
- 8 Avoid spending bonuses on expensive gifts, unbudgeted holidays and over the top outings. Rather put extra money into your bond, retirement annuity or invest these funds. ■

Doc says...

In this edition of Columns, the doctor gives some useful advice to help you cope with flu and colds.



Doctor Mahmood Jagot

A changing season often brings with it outbreaks of colds and flu, resulting in people missing work or school.

Cold and flu viruses are highly contagious. Being airborne they are transmitted when an infected person breathes, coughs or sneezes. These viruses can live for up to three hours on a surface like a telephone, a doorknob or a magazine in a doctor's waiting room.



Some preventative measures include:

- Avoiding exposure to the virus,
- Boosting your immune system to ensure that it is capable of dealing with the viral infection before symptoms develop,
- Taking annual flu vaccinations to help your body defend itself against the virus.

If you are battling with a cold or flu some good foods include:

- **Carrots:** Loaded with beta-carotene,
- **Chilli peppers:** Can help open sinuses and help break up mucus in the lungs,
- **Onions:** Can help clear bronchitis and other infections,
- **Blueberries:** May lower fever and helps with aches and pains.

Flu symptoms include high fever, cough, sore throat, chills, and body and muscle aches. If you have these symptoms and think you have the flu, see your doctor, nurse, or healthcare provider. ■

Changed your address?

Pensioners, has your address changed?

Email us at public@sapref.com so that we can amend our mailing list.

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