



# Columns



News for SAPREF people, neighbours and other stakeholders

AUGUST 2011

## SAPREF proud to be a Level 3 BEE contributor

It has taken a few years, but SAPREF has finally done it: it is now a Level 3 BEE contributor in terms of the Department of Trade and Industry's Codes of Good Practice. A proud moment indeed!

The Codes of Good Practice set out the transformation elements which are "audited" annually to determine a company's level of compliance with Broad Based Black Economic Empowerment. The seven elements are ownership, management control, preferential procurement, employment equity, skills development, enterprise development and socio-economic development.

The nine compliance levels range from non-complaint to Level 1, which would be for companies whose compliance level is exceptional. The level at which companies generally regard themselves as having made strides in compliance is level 4, and this is the level that SAPREF was hoping to achieve for its latest verification, but it did better than expected.

The biggest contributor to SAPREF's improved score was enterprise development. For this element SAPREF's score went from zero in 2009 to the entire 15 possible points in 2010. "We realised that supporting SMMEs and giving them opportunities to develop was a win-win situation for all, so we accelerated our ED programme," says Lindiwe Khuzwayo, SAPREF's sustainable development manager.

Assistance granted to SMMEs ranges from a 7-day payment cycle for qualifying SMMEs to procurement of equipment and training. Two of the SMMEs that have been given opportunities at SAPREF are Brightspark Engineering, which renders a shopfitting service on site and Emakozeni Harvey World Travel, which is SAPREF's in-house travel agency.

A focus on BEE compliance by SAPREF's suppliers was another contributing factor to SAPREF's improved score. "We could not claim to be committed to transformation yet continue using non-compliant suppliers without challenging them. Fortunately, many of SAPREF's suppliers are as committed to transformation as we are," says Colin Muthusami, SAPREF's finance manager. The result of this focus on supplier compliance was that SAPREF got an unprecedented 18 out of 20 for the preferential procurement element.

A proud Robin Mooldijk, SAPREF's MD, said the company's improvement from a level 5 in 2009 to level 3 in 2010 was remarkable. "This BEE performance is in line with our commitment to broader social responsibility, as evidenced by our constant focus on good environmental performance, safety, social investment and skills development."



Travel agents, Melanie Moodley and Rachael Chipeta, from Emakozeni Harvey World Travel are based at the refinery to attend to SAPREF's travel requirements. This travel agency is one of five enterprise development projects initiated by SAPREF in the last year.

SAPREF's focus going forward is to ensure that we at least keep the Level 3 rating. With the support and commitment of everyone at SAPREF as well as our suppliers, this is possible.

# New facilitator for *Community* LIAISON Forum

Educator, author, strategist, public participation specialist and, just recently, grandfather are just some of the words that describe Rod Bulman, the newly appointed facilitator of the SAPREF Community Liaison Forum.

Rod has BCom and M SocSci degrees, as well as a Graduate Certificate in Education which he obtained from the University of London. His company, Phelamanga Projects, specialises in public participation, policy facilitation and organisational development. Rod is, however, re-orienting his business to concentrate on community level processes. He says: "My previous public participation work was often with a "new" community every time. I feel the need to develop a longer term relationship with a specific group of people. A longer term relationship is more challenging and more rigorous. The CLF position gives me an opportunity to move more firmly in this direction."

The SAPREF Community Liaison Forum was constituted seven years ago. It provides a platform for constructive dialogue on environmental and social matters between SAPREF and its stakeholders. Regular meetings are attended by representatives from over 25 community organisations and local authorities.

Rod's experience of working in South Durban - with NGOs, other industry forums and on environmental impact assessments, mostly in the petrochemical sector - has given him a good awareness of the dynamics in the area. "It would be presumptuous of me to say that I understand the issues, but



*The newly appointed facilitator of the SAPREF CLF, Rod Bulman, has many years experience working in South Durban.*

it might be true to say that the issues facing people living among industries are similar." He says his experience has shown that often when people debate an issue with each other, they devise the best solution.

He feels he will bring to the CLF a willingness to really listen and to offer whatever skills he has to facilitate genuine conversations between people. "I will be content if the communities surrounding SAPREF feel confident that their concerns are being heard. I hope we can jointly achieve a forum that works," he concludes.

## *Tenth sustainability report issued*



*Preparing the data for SAPREF's sustainability report requires input from a range of disciplines. Some of the people who assisted with the 2010 report are Melanie Francis, Eddie Chettiari, Amanda Logan, Hunter Gungarajoo, Beth Brockbank, Thulani Majola, Khuthala Dladla, Warren Knowler, Siphephelo Mngoma, Sbu Zulu and Margaret Rowe.*

SAPREF's 2010 sustainability report has been distributed to stakeholders. This is the tenth annual report produced by SAPREF. It gives our stakeholders details of the company's operational, economic, environmental, safety and social performance, and much more information of interest to our stakeholders. Graphs show data on emissions of priority pollutants and the report contains a table listing all the beneficiaries of SAPREF's social investment programme. A summary by the managing director gives an overview of the highlights for the year. The information is verified by an independent firm of auditors.

The report can be accessed on SAPREF's website, [www.sapref.com](http://www.sapref.com), under publications. Alternatively a hard copy may be requested by emailing [public@sapref.com](mailto:public@sapref.com).

# NEW MD *impressed with* SAPREF's commitment

SAPREF recently welcomed a new Managing Director. The new MD is Robin Mooldijk, who hails from the Netherlands. He is a chemical engineer by profession and joined Shell in 1991. He has extensive experience in the refining and chemical industries and has worked at some of Shell's largest petrochemical sites in Europe and the UK. Immediately prior to coming to SAPREF, he was MD of Shell Chemicals in Europe and also general manager of supply for Europe. *Columns* asked Robin to share some of his thoughts about SAPREF:

## **What were your first impressions of SAPREF?**

I was greatly impressed by the people and their pragmatic approach to delivering results. An example is the way the asset integrity challenges have been conquered, bringing about a transformation in refinery performance. There is a high level of commitment and professionalism throughout the company.

## **How do you view SAPREF's current environmental and social performance?**

SAPREF has invested heavily over the years in environmental improvements and has made great strides in this area. We consistently operate well within the limits set by the municipal health department. Our flaring performance is amongst the best in the world. Our philosophy that good environmental performance starts with operational excellence guides our day-to-day plant operations as well as our integrity investment decisions.

A recent social performance review showed that SAPREF has established a strong foundation of trust, credibility and delivery amongst most external stakeholders. This has come about through delivering on our promises to improve performance, engage with stakeholders and invest in uplifting our neighbouring communities.

## **What areas will you immediately focus on at SAPREF?**

The most immediate focus area is the major maintenance Turnaround which started in mid-August. We are committed to delivering a successful Turnaround with a flawless start-up and all resources will be focused on this during the six-week period.

## **What do you see in the future for SAPREF?**

I believe we have to earn our future. This we will do by continued good day-to-day operations, executing a successful Turnaround and further improving on our HSE performance.



*Robin Mooldijk*

We need to continue developing our people so that the whole organisation can step up to the next level of leadership. This will help us to prepare for new environmental and clean fuels legislation when the time comes to implement this in our organisation. It is a journey which we travel all together to create our destiny as an organisation.

## **Tell us a bit about yourself, for instance what do you do for fun?**

I like to spend time with my family. I am married and have two daughters, and we look forward to exploring this beautiful country. In addition, I am fond of outdoor activities like walking, running and cycling. I like the beach and enjoy snorkelling and scuba diving.

# We're operating *within permit limits*

SAPREF operates under a Scheduled Trade Permit (STP) issued by the eThekweni Municipality Health Department for a period of five years. The STP sets limits for emissions of sulphur dioxide, nitrogen oxide and particulate matter and sets conditions for flaring. It is periodically reviewed and, where appropriate, adjustments are made to the limits. For example, in July 2010 SAPREF's annual permit limit for sulphur dioxide was reduced by 10%. The overall aim of the STP is to drive continual improvement. Each year SAPREF is required to report on its performance to the City and to other interested stakeholders.

The annual feedback session for 2010 performance was held this year on 28 July when SAPREF reported that we had consistently operated well within the requirements set by the city. "The city's multipoint plan has assisted SAPREF to focus its emissions management in areas which contribute positively to ambient air quality," said SAPREF's HSSE manager, John van Belkum.

A major achievement was the reduction of flaring volume by 47% over the previous year. Flaring was a key focus area during the year and refinery planning and operation was conducted with a keen eye

on minimising flaring. SAPREF's flaring volume, based on the percentage of crude oil used is about 50% lower than the general world average for similar complex refineries.

Over the last 10 years SAPREF has invested in excess of R1.1 billion in actively and consistently improving environmental performance. Sulphur dioxide emissions have reduced by over 70% largely through investment in best available technology and a switch to more expensive lower-sulphur crude oil. An 86% reduction in emissions of particulate matter was also achieved through the use of cleaner-burning fuels in furnaces, capital investment and operational improvements.

During the year SAPREF's ambient air quality performance was marred by 18 exceedances of the WHO (World Health Organisation) 10-minute ambient standard for sulphur dioxide. "Two of these exceedances occurred during normal operations and 16 occurred as a result of an external power outage in October which caused the refinery to automatically safely shut down," explained John.



*Photographed at the annual performance review of SAPREF's Scheduled Trade Permit were Peter Roberts and Bruce Dale (eThekweni Health Department), Robin Mooldijk, John van Belkum, Lindiwe Khuzwayo, Beth Brockbank and Cindy Govender (SAPREF).*

Included in the STP feedback is information on SAPREF's interaction with neighbouring communities. This is done in a variety of ways. The SAPREF Community Liaison Forum, comprising representatives of over 25 community-based organisations, meets monthly with senior SAPREF managers to discuss SAPREF's operational, environmental and social performance. SAPREF also has a dedicated standby team to respond to complaints which come through a 24-hour toll-free line.

John acknowledged the important role that the eThekweni municipality plays in setting parameters for environmental performance and he stated that SAPREF will continue to focus on operational excellence to consolidate the consistent performance shown during 2010.

## Fire-resistant overalls for all PROCESS AREAS

Having first rolled out fire-resistant overalls as part of personal protection equipment for staff, SAPREF has now made this mandatory for anyone entering a process area.

The overalls are produced from Nomex, an inherently fire resistant fabric tested and approved by BP for use at refineries. "This means that the fabric itself is naturally fire resistant.

It has not been treated and therefore does not lose its fire resistance when washing," explains Melanie Francis, occupational hygienist at SAPREF.

Kaefer Thermal was the first contractor at SAPREF to adopt the new one-piece overalls. "Our people work all over the plant and the Nomex overalls give us assurance that they are adequately protected," says Kaefer Thermal contracts manager, Trevor Sampson.



*Thabane Luthuli, Eric Sithole, Thokozane Mcineka, Abnal Cekwane, Joseph Mthembu, Trevor Sampson and Goodman Masumpa of Kaefer Thermal in the new fire resistant overalls which are now compulsory for contractors working in SAPREF process areas.*



*A new surge vessel was procured for the pumps on the crude distiller 2.*

## Major Turnaround gets under way

The Turnaround which started in mid-August is set to be the largest major maintenance event at SAPREF in a number of years. "It is classified as a high complexity event based on the 600 000 mechanical hours of direct field labour that will be employed during approximately six weeks," explains Turnaround event manager, Chris Kalaba.

The Turnaround includes statutory inspection, general maintenance and project work, with the main focus being in the south zone on the crude distiller 2. "The amount of

equipment to be inspected, the number of heat exchangers to be cleaned and the number of pipe spools to be replaced is substantially larger than in any previous Turnaround," says Chris.

Twenty-six projects are being implemented in this Turnaround, most of which will further improve the reliability of systems. "More than 1500 isometric drawings were generated and approximately 90 new control valves were procured for the project work," says Project Alliance site manager, Kevin Mitchell. A new surge vessel was also procured for the pumps on the crude distiller 2.

Other preparation activities involved some 1500 metres of excavation for underground cabling, erection of more than 3000 tons of scaffolding and over 31 000 diameter inches of welding done off site. A state-of-the-art cleaning bay was constructed for high pressure water jetting of 227 heat exchangers.

The safety of the large numbers of people working on site is of paramount importance and a training complex was established. Apart from safety awareness, the training focussed on the practical elements of rigging, working at heights, hotwork, confined space entry and working with small tools. Some 2000 contractors participated in the training.

"Shutting down of the plant will occur in phases to maximise production," says Chris. "Naphtha was imported to enable us to run the catcracker and platformer units during part of the Turnaround to reduce any impact on fuel supply while the Turnaround is under way."

## BEST available technology to protect lines

Mark Meyer, coatings and insulation engineer at SAPREF, is excited about a different coating to protect against corrosion.

"SAPREF has for many years controlled the rate of corrosion on their equipment and pipelines by using various coatings as part of maintenance, selecting the coating according to the operation of the equipment. SAPREF is always looking at better technologies and new products to protect our assets longer against corrosion," explains Mark.

Corrosion under insulation (CUI), which occurs as a result of fluctuation in temperature, is a particular problem at refineries. "Because all the equipment and pipelines that operate at elevated temperatures are thermally insulated to save energy, coating degradation is not always visible and regular routine inspections have to be done," says Mark. "As part of our CUI drive, we are tackling the issue with technology, this time in the form of thermal spray aluminium (TSA)." This system of molten metal coating has been used at refineries in Europe, and has a lifespan of up to four times that of more traditional coatings.



*KAEFER Thermal applicator Cyprian Luthuli applies TSA coating to pipes while quality inspector Musa Ngidi conducts coating thickness checks.*

For the first time during a Turnaround, SAPREF will this year apply TSA coatings on all new lines installed at the refinery. Says Mark: "Not only will this give us a better lifespan on the pipes, but it will extend the time between inspections. The coating contains no solvents and as only one coating is required, it is quick and cost efficient to apply."

SAPREF's new single buoy mooring at Isipingo is coated with TSA and in future SAPREF will specify that new equipment, especially columns and exchangers have TSA applied off site.

## THEN and NOW

In South Africa, August is known as Women's Month, with the focal point of the month being the Women's Day public holiday on August 9. Many events, activities and programmes are held to "mark" Women's Month.

Increasingly, many are seeing the month as an opportunity for women to pamper themselves, while others think it is sexist to have a Women's Day, especially in a country which prides itself on having one of the most progressive constitutions in the world. Indeed, it is not unusual to get a flurry of Happy Women's Day messages on August 9. With all the clutter around Women's Day and Women's Month it is easy to forget the significance of August 9, 1956, which is the day that gave birth to today's Women's Day.

On 9 August, 1956, twenty thousand women of all races and ages marched to the Union Buildings in Pretoria to protest against the carrying of passes by women. The Women's March, as it came to be known, still stands as one of the largest demonstrations staged in this country's history. The women, many of them with babies on their backs, stood silently outside the Union Buildings for 30 minutes and then left bundles of petitions containing more than 100 000 signatures. This is the origin of what we today celebrate as Women's Day. The day is also meant to recognise the contributions of South Africa's women to this country in the diverse roles they play.

So, while many of us use the day to relax and to pamper ourselves, it may also be appropriate to reflect on the significance of the day, and on the women of 1956. It may even be appropriate to challenge ourselves to honour the memory of those women by committing to using our skills, influence and positions to uplift others, whether those others are family, neighbours, colleagues, or total strangers.



**Hemantha Ramdhani**, paralegal

*An author who has been published in Canada and the United States, Hemantha has written a collection of short poems and two short stories for children. She is busy writing a motivational book and putting together a history of her family. "I have been writing since I was at school and find it helps to relieve stress," says Hemantha. She is also a Reiki practitioner. This is a form of alternative healing using positive energy in the hands. Hemantha uses any time she has left over to assist CANSA with their fundraising events. "This is my way of giving back to society," she explains.*

*Ex British prime minister, Margaret Thatcher, is reported as having said "If you want something done, ask a woman."*

*With August being Women's Month, Columns spoke to some SAPREF women who, in addition to their demanding jobs, are noted for getting things done in their private capacities.*



**Sarah Baillie**, advanced process control engineer

*Sarah plays the clarinet in the KZN Youth Wind Band, a group of about 50 youngsters who rehearse on Saturdays under the direction of well known conductor, Werner Dannewitz. The band visits township schools to introduce learners to wind and percussion instruments and to expose them to different types of music. Those learners who show interest and talent have the opportunity of receiving bursaries for the Durban Music School run by Werner Dannewitz. "Most of the KZN Youth Wind Band, particularly the brass section, is made up of people from previously disadvantaged backgrounds who were discovered through the community outreach programme," says Sarah.*

# Women's Month



**Thokozani Malwane**, occupational health practitioner  
*Sister Thokozani sits on several church committees as treasurer, chairperson of the finance committee and as a member of the parish council. She is also chairperson of the Inner West Civic Association of St. Wendolins. Her work ranges from raising funds for the church, identifying the needy and assisting with social issues. Thokozani was born and grew up in the St. Wendolins community. She says: "I am involved because I like to see it developing and improving every day in all aspects of life."*



**Yasmin Sherif**, civil engineering lead  
*As a community service, Yasmin gives weekly lessons at a Madressa (Muslim school) in Islamic history to children in grades 1 – 7. "Not only does this enable me to give to my community, but teaching also provides me with an opportunity to learn," she says.*



**Lucia Govender**, zone senior, Oil Movements  
*Lucia assists the St. Vincent de Paul Society with their work in tackling poverty. Activities such as street collections and debts balls are held to raise funds. The funds go towards grocery hampers which are distributed to the poor and destitute in Verulam. "We also arrange a fun day when we provide lunch and gifts as a Christmas treat," says Lucia.*



**Lindo Zondi**, refinery scheduler  
*A chemical engineer by profession, Lindo is so passionate about her field that she visits schools in rural areas encouraging learners to pursue science and mathematics careers. She is a member of BEST (the Black Engineers Scientists Trust) which promotes careers involving science and technology. Once a month she visits a school in an area such as Dambuzi in Pietermaritzburg and Shongweni to motivate learners. "I find that the learners are excited and ask lots of questions. I know of one young man who is now studying metallurgical engineering as a result of our motivational talks," says Lindo.*

# Growing the SAPREF tal

The 58 learners of the SAPREF talent pipeline programme recently had their first glimpse of the practical world of engineering when they spent a week at the refinery.

This week-long visit took place during their school vacation and formed part of their induction into SAPREF. The programme included a refinery tour, a three-day life-skills programme and one-on-one sessions with their assigned mentors.

The programme was structured to give the learners exposure to the operations of the refinery in a practical way. The inclusion of the three-day life academy programme was aimed at developing life skills in a fun manner.

The learners and their mentors found this to be a rewarding experience. Gonas Govender, one of the SAPREF mentors

said, "This is an excellent initiative and will help dispel some of the myths for the students. I feel that having access to mentors will really help shape their futures and provide more insight into petrochemical refining. I would like to instill in them that there is a place and time for everything and that the learners should be committed to their studies and they will reap the rewards the rest of their lives."

The talent pipeline programme, which comprises learners from 19 schools in the Durban South area, is aligned to SAPREF's social investment initiatives which focus largely on maths and science education. The programme provides learners with a R5000 bursary which covers school fees, stationery and school uniforms.

Here's what some of the learners had to say about their time at SAPREF:

**Snenhlanhla Ndlovu,**  
Grade 12, Reunion  
Secondary

*"This programme has made a huge difference in my studies because I paid limited attention to physics. I thought studying physics leads to a boring life being stuck in a lab or office all day. I now look at the importance of physics very differently and look forward to every physics lesson."*



**Gcwalisile Khuzwayo,** Grade 11, Umlazi Comtech

*"The best experience ever! It was like being in the future for three days and having to experience my career choice. I am now more comfortable with SAPREF and look forward to being a permanent part of the SAPREF family."*



**Lindelwe Zungu,**  
Grade 10, Menzi  
High School

*"Ever since I received the bursary, I have been studying more as I don't want to lose the bursary. Studying more has helped me to receive 1st position in the standard. I am happy to be part of this programme with SAPREF because it has pushed me to work harder."*



**Aaron Kisten,** grade 11, Isipingo Secondary School

*"Being on the SAPREF talent pipeline programme is a relief as it offers a sense of security that if I maintain my academic performance, I could qualify for a bursary after matric and possibly a career at SAPREF. The programme also takes away the financial burden from my parents and gives me a sense of independence."*



# ent pipeline



SAPREF's economics and scheduling manager, **Gonas Govender**, mentors **Andre Smith** and **Zamaswazi Ngobese** from Durban Academy High School.

**Whitney Lawrence**  
– grade 12,  
Umbilo Secondary  
School

*"My first impression of SAPREF was that it was just a refinery. But it is much more than this. It is about safety and the environment, it is about giving back to the community and about giving people chances to reach their full potential which I think is great."*



**Andre Smith**,  
Grade 11, Durban  
Academy

*"I came to the course not knowing what to expect and I got blown away. I now know how SAPREF operates and it is fascinating. I would give up my holiday any day to spend time at SAPREF. It is not just informative but enjoyable at the same time."*



## First female senior operator in SOUTH ZONE

**B**rimming with confidence and enthusiasm, Khanyisile Pewa is the perfect role model for youngsters aiming for career success. Her commitment to learning and working has led to her promotion as SAPREF's first female senior operator in South Zone with specific responsibility for optimising the operation of the visbreaker unit and ensuring all products are produced according to specification.



*Khanyisile Pewa*

Khanyisile joined SAPREF in 2003 as a trainee, having initially started a diploma course in electrical engineering. "Midway through the course I applied to join SAPREF's electrical department but I became so fascinated by the operations process that I switched disciplines," she says. After completing her NQF level 3 she was taken on permanently in 2006 as a half senior. Then followed further training and studying before she wrote her senior test earlier this year. "All the time I was inspired by a clear developmental path in Operations," she explains.

"I was also extremely lucky to have had the guidance of my colleagues. In Operations you can't do it by yourself. You can read all the books and learn the material, but you rely on others with experience to teach you. Teamwork is very important," says Khanyisile.

Her goal is to become a zone team leader and to get more involved in the planning and execution of shutdowns. To this end she has obtained a diploma in project management. She is presently in the second year of a degree in geography and environmental management. "I would also like to use my three years experience as a shift safety representative to improve operational safety."

Working and studying does not give her much opportunity to relax, so time spent with her husband and 16 month old daughter is very special. She admits to being a "sucker for reality TV, specifically Idols and dance competitions." And just to fill in any spare moments, she has recently taken up photography as a hobby.

## Long service

Congratulations to the following who achieved long service at SAPREF in May, June and July 2011:

### 5 YEARS

**Roshnee Sewraj**, finance operations manager  
**Dan Naiker**, planner utilities/oil movements  
**S'ne Buthelezi**, process technician  
**Luyolo Nyoka**, instrument supervisor  
**Sandile Mavundla**, system engineer  
**Bradley Samuel**, rotating equipment fitter  
**Nombuso Ntusi**, process technician  
**TJ Jadwat**, rotating equipment draughtsman  
**Roelof van Rensburg**, quality measuring instrument engineer

### 10 YEARS

**Melanie Francis**, occupational hygienist

### 15 YEARS

**Bradley Richards**, rotating equipment inspector and machinist

### 20 YEARS

**Selva Govender**, assistant electrical engineer  
**Andrew Ryan**, rigging supervisor  
**Colene Campbell-Gibson**, human resources admin assistant  
**Radesh Cheyanand**, HSE advisor  
**Ravi Naicker**, team leader, OMUTDE  
**Leonard Mbokazi**, community liaison officer  
**Desmond Gengan**, plan cost and strategy lead

### 25 YEARS

**Graham Garlick**, field operator

### 30 YEARS

**Mike Baijnath**, team leader, OMUTDE  
**Bongani Buthelezi**, process technician  
**Vee Moodley**, day supervisor  
**Roy Singh**, contracts and procurement portfolio services  
**Teddy Pillay**, fire station assistant.

## Bongani looks back on 30 years

**A**rea focal point for Central Zone, Bongani Buthelezi, shares some of the memories of 30 years at SAPREF:

**When I joined SAPREF in June 1981** I started at Grey Zone which comprised the alky, amine, SRU, HDS2, sour water stripper, straight run gas, butane butylenes treater units and the fuel gas system. Some of these units have since been incorporated into the integrated and catcracker units. We supplied process and fuel gas to AECI, Metal Box and Toyota. There were separate change rooms and mess rooms for the different race groups. Pneumatic instruments were in use at the time.

**The most significant changes at SAPREF over the years** have been one control centre for the refinery with modern technology, the significant reduction in the number of staff compared to the 1980s, and the introduction of females in fields which were predominantly male oriented.

**Over the years SAPREF has taught me that** you have to work hard for the goals you have set. Knowledge comes



*Bongani Buthelezi*

through learning and applying yourself to your work.

**The highlights of my career at SAPREF have been** changing from pneumatic to electronic control of process systems, and moving from RMIS to computers for calculating process components.

**To my younger colleagues at SAPREF, I say** you should value the jobs that you have. You must develop an enquiring mind. You must learn from your experienced colleagues and do your jobs diligently. During shutdowns check the equipment inside as this makes it easy to understand how the equipment works.

In this article the doctor talks about DRUG ABUSE and ADDICTION.

### What is substance (drug) abuse?

Drug abuse and dependence is a common problem. Drugs are chemicals that lead to physical and psychological dependence on a substance. They affect the way the brain functions and are unpredictable and dangerous. The line between abuse and addiction is crossed when the changes in the brain make the person dependant on a chemical for functioning.

### What are these drugs?

There are many drugs currently in use. Some are prescription medications with valid medicinal purposes when taken in limited doses for limited periods, while others are illegal banned substances. Drugs fall into the categories of stimulants that make you more alert, depressants that make you feel more relaxed, hallucinogens that primarily distort the senses, and opiates that are commonly used for pain relief.

### How would you know if someone was abusing drugs?

There are many physical or behavioural symptoms which might indicate someone is abusing drugs. These include

### Useful contacts:

**Narcotics Anonymous, KwaZulu-Natal, Tel 0881 278 832**

**SANCA, Tel 031 202 2241 or 031 202 2274, sancadb@nwweb.co.za**



**The Doc says ...**

dilated or constricted pupils, changes in sleep patterns, runny nose, unexplained weight loss, neglect of personal appearance, depression, mood swings, lethargy or loss of interest in previously enjoyable hobbies or activities, secretiveness and withdrawal from family.

### What to do if someone you know is abusing drugs?

If you know someone is abusing drugs let them know that you are available to help them. Urge them to see a counselor, doctor or phone a help-line. You cannot make someone address their drug problem. You can provide them with love and support, but ultimately the decision to do something must come from the person themselves. – **HealthInSite**

# Rands and sense

In this issue, ICAS and HealthInSite discuss two of the options open to you in **DEALING WITH DEBT**.

## Do you find that at present you owe more money than you can ever hope to repay?

If your answer to this question is “yes”, you might be wondering how you got into your current financial situation. Your debt problem may be related to job loss, other bad luck, simple bad habits of money management or problems like drug addiction or gambling.

These are all possible contributors to mounting debt. Your cause may be different but its effects will be the same. By labelling the cause of your problem, you will be able to overcome the hurdle of denial and set a course for sound financial rehabilitation.

It is advisable that you seek specialised professional help for what you have identified to be the specific cause of your personal problems with money. In the meantime, cut down on the amount of money you spend. Here are two ways of dealing with your debt:

### Make an offer/arrangement

Make the first move and approach your creditors. Explain your predicament to them before they take legal action. Taking the initiative is a sign of your commitment to resolving the problem. Keep a level head and be reasonable. Remember that you have a business relationship with them. Suggest a scheme of payment that is manageable. Your creditors are likely to be understanding and helpful in light

of your commitment to resolve your debt with them. However, do not regard your creditors' generosity as a show of leniency on their part. Uphold your end of the deal and work hard towards re-establishing a positive and trusting business relationship.

If action has already been instituted against you and you are obliged to make an offer to the attorney representing your creditor, bear in mind that you will have to pay the costs of collection. These include attorney and client costs, interest and collection commission. It is far better to settle directly with your creditor before the matter goes this far.

### Consolidate your position

Gather your separate debts together into one frame of focus because it's easier to pay one creditor than several. Think about where you can legally find money with which to repay your creditors immediately. For example, if you own a house, apply for a second bond and use the funds to settle with your creditors. Creditors will often accept a compromised lump-sum payment at once rather than having to wait indefinitely. Never ever employ the tactic of rolling debt. This in reality only compounds your problem.



# SANParks recognises SAPREF

Towards the end of last year the South African National Parks identified South Africa's most important contributions to conservation for the 2009/2010 period. Nominees could be professionals or volunteers in conservation. Many deserving and worthwhile contributors were considered. The winners would be in line for one of their prestigious Kudu Awards.

At the awards function held in Golden Gate Highlands National Park, the Honorary Rangers of Kwa-Zulu Natal were thrilled to receive a Kudu Award as the Honorary Ranger Region of the Year. The citation reads: “For success in finding sponsors and donors large and small, with special reference to .... SAPREF as Friends of SANParks, to help fund its Junior Ranger activities during 2009.”

SAPREF sponsored the training of educators as Junior Ranger Facilitators in various secondary schools in Umlazi. Earlier this year, the status of Friends of SANParks was conferred on SAPREF. Rodgers Ngcobo, the vice-chairman of the KZN Honorary Rangers, is the SAPREF representative for the



*Malusi Nduzi, Bob Abel and Rodgers Ngcobo with the Kudu Award presented by the South African National Parks.*

Junior Ranger movement. Malusi Nduzi, another SAPREF engineer and Honorary Ranger, ably supports him.

Bob Abel, a retiree from the SAPREF Training Centre initiated the Junior Ranger movement in Durban South in 2006. “Because of the contributions of SAPREF, a number of our young people have chosen to study conservation at a tertiary level while all of them are helping to uplift the quality of the environment in their schools and residential areas,” says Bob.

# Cleaners achieve ISO 9001:2008

After much hard work, persistence and dedication, SAPREF's provider of cleaning services, Ikhayelihle Cleaning Services, has received the International Standard for Quality Management Systems (QMS) certification - ISO 9001:2008.

Ikhayelihle has 21 staff members at SAPREF and provides a cleaning service throughout the refinery. Ikhayelihle's journey with SAPREF began when they were identified by SAPREF's BEE coordinator at the eThekweni SMME fair as a potential bidder for the SAPREF cleaning contract that was in the tender process at the time. Having won the tender, the management of Ikhayelihle has worked on aligning themselves with SAPREF's safety and quality standards.



*Some of the Ikhayelihle cleaning team.*

Ikhayelihle Cleaning Services HSSE manager Petros Thusi explains the company's view on quality, safety and customer service: "The ISO9001:2008 certification is not only a great achievement for the Ikhayelihle team, but it shows our clients like SAPREF that we are serious about their business requirements and that we value them as clients."

## Safety first



*The team from Kentz Engineers & Constructors show off the golf shirts they received in celebration of working safely at SAPREF. Kentz is providing shutdown planning, management and execution services for the Turnaround and since coming on site in November 2010 they have achieved over 25 000 safe man-hours. Well done!*

## School says thanks



*Settlers School teacher, Lucky Nkosi, presents a token of appreciation from the school to SAPREF's Leonard Mbokazi. SAPREF cleared an overgrown area of land at the school and planted grass to provide a play area for the learners.*

## SAPREF provides winter warmth

SAPREF people can always be counted on to lend a helping hand to those in need. Their response to this year's East Coast Radio (ECR) Winter Warmth Campaign was no different. The campaign relies on public generosity to donate blankets and money to help those less fortunate keep warm during the coldest winter months.

Motivated by Simone de Bruyn, from the contracts and procurement (C & P) section, SAPREF staff and contractors donated 792 blankets towards the campaign. SAPREF matched this amount, making a total of 1584 blankets to boost the ECR campaign.



*Simone de Bruyn and Puleng Pitikoe from the C&P department helped to load blankets into the ECR vehicle.*

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