

▶ Video-conferencing will ▶ bring benefits to north zone

North zone is now using pacesetter video conferencing technology as a means to improve the effectiveness of shift handovers between the field team at north zone and the CD3/lubes panelmen located in the control room hundreds of metres away.

Due to the distance between north zone and the control room, there were previously a number of disadvantages that shifts experienced at handover.

Key among these was that the two CD3/lubes panelmen at the control room were not able to participate in the twice-daily shift handover meetings at north zone.

This led to the recommendation that video conferencing be used as a communication enhancing tool during shift handover meetings.

Said project manager Mark Skea, "It is important to ensure the entire shift team is effectively aligned when they take over control of a unit – especially during unit start-up and shut-downs. All four shifts affected in the north zone have received training in oper-



Senior process technicians Ivan Govender, left, and Dumisani Gumbi, seen video-conferencing with their team at CD3/lubes during shift handover.

ating the video-conferencing facility, and feedback to date from participants has been very positive."

The new facility is expected to have a positive impact on current risk mitigation strategy.

▶ **Safety mark achieved**

On 18 August, SAPREF achieved three million hours worked without a lost time injury. All staff and contractors were presented with two-plate gas stove-tops to commemorate the occasion. Congratulations to each person who contributed towards this safety milestone.

▶ Sustainability report launched

SAPREF released its 2007 sustainability report at a function for stakeholders on 31 July.

This is the seventh year that SAPREF has provided verified information on its operational, economic, environmental and social performance.

MD Bart Voet explained “Our business strategies are focused on the three components necessary for a sustainable business (economic, environmental and social) and our business processes require that we set objectives, and report and review performance regularly. Our report is an extension of this philosophy and our commitment to openness. This report highlights progress in 2007 as well as areas where we need to do more; it also recognizes the challenges facing our business.

“2007 was a year where we faced some challenges particularly around improving the reliability of the refinery but our Business Improvement Programme, aimed at entrenching sustainable business improvement, is well under way. I am pleased with the contributions we continue to make with developing Maths and Science education and the ongoing developments in the Community Liaison Forum whose members identified many rewarding social



SAPREF's managing director engages with members of the surrounding communities.



investment initiatives. I would like to thank community members and other stakeholders who are making a valuable contribution in our

improvement journey. We recognise that there is it still much to do,” said Bart, “and we welcome comments on the report.”

Margaret Rowe, right, presents a certificate to Yvonne Bassier, chairperson of the Merewent Community Policing Forum.



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

▶ Women honoured

During Women's Month, SAPREF presented certificates to a number of women from our neighbouring communities who are members of the SAPREF Community Liaison Forum. The gesture was intended to honour the women for their contribution to the CLF.



Gerrit Cloete of Productivity Pit Stop, right, explains one of the finer points of working more efficiently with email to guests on the course, Jaxon Reddy, left, and Sagie Moodley.

▶ Bringing order to emailing

Fifty-eight SAPREF people, mainly from the technical department, attended a one-day course entitled 'Getting things done with Microsoft Outlook and other productivity tools', in early September.

The course taught participants how

to process emails in an organised fashion, saving time, frustration and inefficiency. It also helped bring common sense and order to participants' working and thinking.

An added benefit of the course was that it took participants beyond emailing into the areas of document

filing and processing.

The course was initially piloted by the management team of technology department and found to be useful. After the course, participants were visited in their offices by one of the trainers to assist in the implementation of the course material.

▶ Sponsoring Schools



SAPREF continues to sponsor and run two Saturday Schools (one in Isipingo and one in Umlazi) for the children of SAPREF people and the community. Here we see the matriculants in their different uniforms at the Umlazi school with Karl Steiner, standing left, the principal of the Isipingo school, and Thembi Khuzwayo, manager of the Umlazi school. Karl gave the learners advice on tackling the matric exams.



Business improvement manager Dixon Lowe, right, gets rid of waste documents, assisted by Gerrit Cloete.

▶ New: Colin in C&P

Contracts & Procurement has a new head, Colin Muthusami, and his main objective is to lift C&P's performance to the extent that it does not compromise plant reliability.

Colin grew up in Chatsworth and achieved a B Accounting from the then University of Durban-Westville. After doing an honours degree, and his articles with Ernst & Young, he qualified as a chartered accountant.

He then joined Transnet, lectured for two years, and spent 11 years at the Engen refinery where his experience included C&P, project and turnaround controls, operations, etc.

Colin is married to Charmaine and they have four children. Colin is a family man and loves to play soccer and cricket with his children. He is also an Everton soccer fan. He says he is approachable and enjoys people.



▶ New: Samantha in reliability

We welcomed Samantha Stephenson, reliability engineer, on board at the beginning of May.

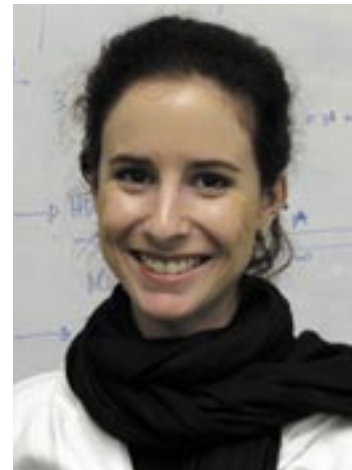
As the reliability engineer, she is involved in a number of diverse activities across the refinery. Her main focus at present is assisting with the development of a new operator rounds checksheet which will optimize the time required to complete a unit check.

Samantha grew up in Durban and achieved a degree in industrial

engineering at Stellenbosch University. She was particularly interested at university in the links between business and management, and hopes in the future to study for a masters degree and an MBA.

Having had a bursary from Eskom, Samantha then worked at Eskom's gas-turbine power station at Atlantis for just over a year, in the peaking generation field.

Samantha describes herself as shy at first, but caring and fun; she loves new



challenges and experiences. Outside of work, she enjoys tennis and family time.

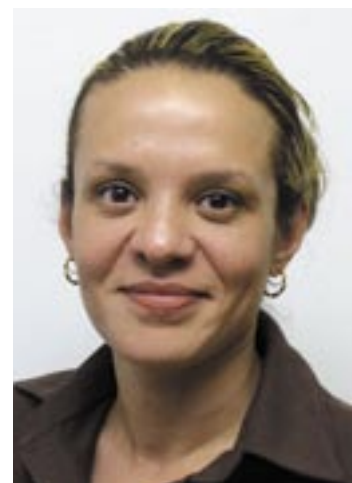
▶ New: Bridget in legal

Bridget Bishenden joined SAPREF as the legal services manager on 1 August. She brings control and stability to the legal services function, and is responsible for all legal aspects of the business, including for example, contracts, human resources and HSEQ.

Bridget was born in Durban and grew up in Newlands East. She qualified at the University of KwaZulu-Natal with degrees in social science and law. She joined the legal firm of Kruger Ngcobo Inc, leaving six years later as a partner. In 2002 she joined

BHP Billiton in Richards Bay as an employment relations specialist assigned to the HR department and later moved to the commercial department where she was involved in contracts and procurement, and materials management.

When she is not spending time with her one-year-old daughter Bailee, Bridget enjoys completing blockword puzzles and reading, especially dramas, biographies that she can learn from, and historical books. In Richards Bay she played social action-cricket in the local league.



She describes herself as friendly and approachable, but also goal-directed and results driven.



Alson Dlangalala, a UHP blaster at Kaefer Thermal, UHP water-jets the surface of a vessel prior to the application of a coating.

▶ Water-jetting has many advantages

Ultra-high-pressure (UHP) water-jetting has been introduced at SAPREF as a better way to prepare surfaces before coatings are applied.

Says Mark Meyer, a coating engineer at projects, “In the south Durban basin, the salt and other impurities in the air are corrosion’s best friends. Obviously it is essential to get rid of surface contaminations (soluble salts chlorides, nitrates, sulphates) before coatings are applied, giving coatings better life integrity, resulting in longer maintenance cycles, and ultimately in reduced costs.

“The usual method of grit-blasting came with a number of negatives, prompting us to look at water-jetting, which we have now found to be a successful alternative. With water-jetting, water is blasted onto a surface at extremely high pressure, thus removing any rust, old coatings and those soluble contaminants. Another plus is that the water jet does not

trap contaminants at all – unlike grit-blasting. It is the best choice of surface preparation for SAPREF’s assets.”

Water-jetting comes with other advantages too:

- it is safer than grit-blasting because the water jet is only effective within 200 mm of the nozzle of the ‘gun’
- the water drains itself away for recycling – unlike grit which tends to accumulate and is costly to dispose of
- there is a 98.5 % reduction in clean-up
- no air-borne pollutants
- dust-free
- lower noise levels
- no wind-spread of used particle factor.

Water-jetting is being used on tankage, as part of the corrosion-under-insulation and core maintenance programmes.

▶ Nine in HIV/Aids programme

Nine companies have now joined the SAPREF HIV/Aids supply chain programme for contractors in which SAPREF has taken on a co-ordination and liaison role. Two of the companies, Lazair and Shenton, completed Voluntary Confidential Counselling and Testing in August, and two other companies were planning their VCCT in September.

Now in the programme are:

- Cementation Construction
- TMS Group Industrial Services
- Lazair cc
- Electrical and Industrial Controls
- Kaefer Thermal Contracting Services
- Ingwe Armature Winders/Fahrenheit Trading
- Tekon Engineering cc
- Shenton Valve Services
- Phumelela Business Consultants cc

▶ Contractors hit safety milestones

Two core contractors have recently achieved outstanding safety performance milestones.

Congratulations to Kaefer Thermal on reaching a phenomenal 7 million manhours at SAPREF sites without a lost time injury. This record spans nine years and is a best-ever for any contractor at SAPREF. It is also an international best in the Kaefer Group.

Lazair, our air-conditioning maintenance contractors, achieved five years without a lost time injury on 1 August; they have also not had a total recordable case injury in that time. Site manager George Reddy puts it down to regular toolbox talks, safety meetings and in-house training.



Lazair's site manager, George Reddy, right, congratulates safety rep Brent Andrews.



We said 'hamba kahle' to Lisbon Khanyase, locomotive driver, third left, recently. He retired on 31 July after 35 years service.



Eric Lortan, inspector, third left, retired on 31 July after 18 years of service at SAPREF.

▶ Morgan is loyal



Morgan Reddy, work study officer, celebrated 20 years service at SAPREF recently. He is seen here, circled, with colleagues at a gathering in his honour.

▶ Long servers

Congratulations to the following loyal long servers who celebrated anniversaries during August and September this year:

5 years

Lucky Ngwenya, electrician
Nanette Clarke, administrator

10 years

Sifiso Buthelezi, process operator
Buyisile Mabaso, laboratory technician
Brett Campbell, inspection supervisor

25 years

Fred Slabbert, fire officer

▶ Thulani now sees SA as 'heaven'

Thulani Majola has returned to SAPREF as a wiser and proudly South African man, having spent some three years at the Kenya Petroleum Refinery (KPRL) in Mombasa as an inspection and reliability manager with four B Sc graduates working as inspectors reporting to him.

He is now project leader of the Inspection Data Management System (IDMS) at SAPREF, a single inspection records system that manages inspection data, calculates corrosion rates, estimates remnant life and performs inspection scheduling.

Thulani found many things different about Kenya. There is no middle class – it's either you have or you don't have. Sun rises at 06h30 and sets at 18h30 everyday throughout the year. Infrastructure cannot compare to South Africa. They rely on SA for most of their goods. Average



Thulani and his wife Pinky 'get down' at Forty Thieves Restaurant, Kenya.

temperatures are 30° C and humidity is 100%. Most of the citizens speak the Queen's English.

KPRL is a hydro-skimming (CDU, HDT, Platformer, Bitumen & Grease Plant) refinery with 250 own staff. The leadership team is 80% Blacks. Its shareholding is 50% government and 50% Shell, BP and Chevron. It is also Shell-advised and has an annual intake of approximately 1.7 million

tonnes.

While in Mombasa, Thulani joined a Rotary Club and spent some of his weekends assisting in the digging of wells for the poor. He came to understand that "if you think positively of others, you will always be happy".

When Thulani and his family got home, they realised South Africa is "heaven".



Daughter Nala went to school at Mombasa Academy.



Thulani, Pinky and daughter S'thokoza at a market in the town of Voi, near Mount Kilimanjaro.

▶ Inge uses art to give back ...

Dig around a little, and you will be fascinated to see how people spend some of their free time. Take Inge Mensing, for example, the wife of engineering manager Carel. Inge worked as a lawyer for Shell in Holland for 17 years, leaving very little time for her to enjoy her painting hobby.

Now she is really enjoying living in our country. She attends art classes and has produced scores of oil paintings, many of which hang on the walls of their home. But for the last 3,5 years she has also been running weekly art classes as a volunteer for about sixty 5-to-6-year-olds at a Mount Moriah Ministries day-care centre in a township near Shakaskraal. It takes a lot of preparation and sourcing of materials, but Inge finds the work rewarding and is happy to make a difference in the children's lives by giving something back.



Inge Mensing with the portrait she painted of her husband Carel.

▶ How to manage stress

Any workplace can be stressful. Here are some tips on how to manage stress:

DIET

- Avoid simple, processed carbohydrates.
- Eat a varied diet of complex, high-fibre carbohydrates and oat bran.
- Avoid saturated animal fats - use extra virgin olive oil, linseed (flaxseed) oil; have a tablespoon of crushed linseeds over cereal or salads every day, eat cold water fish (salmon, trout, mackerel) at least twice a week to provide you with heart-healthy fats.
- Eat lots of berries and their extracts.
- Eat a handful of nuts every day; also legumes like chick peas, lentils, samp and soy beans at least twice a week.
- Obesity is a high risk factor for heart disease. Do your waist-hip ratio (WHR) and body mass index (BMI) to ascertain whether you fall into the obese weight range.
- Eat celery, cucumber and aspara-

gus for fluid retention / oedema.

- Use ginger, turmeric and other warming spices regularly.

EXERCISE

Exercise improves your mood, increases oxygen and nutrient supply to your heart and other cells and helps you maintain a healthy weight. If you've been sedentary for long, or have an existing heart problem, start gently with five minutes a day, gradually increasing to 30 minutes four times a week. Avoid straining and too many weight-bearing exercises if you have existing heart disease and / or high blood pressure. Swimming and water aerobics work well to increase the supply of oxygen and nutrients to cells. Yoga, a slow gentle walk, Tai chi and dancing are all very effective ways to exercise. In the workplace you can stand up, touch your toes.

BREATHING EXERCISES

The best results are achieved when done once a day for 5-10 minutes. Here's something to calm the mind and promote a positive outlook:

The Doc says ...



Diaphragmatic breathing

- Sit or lie down in a quiet place.
- Relax the mind and body as much as possible; focus on your breathing.
- Breathe in through your nose and out through your mouth, slowly deepening and slowing your in-breath.
- Use the out-breaths to imagine all the stress leaving your body.
- Focus your attention on your body. Particularly notice that the belly is moving more or the same as the chest. You can check this by placing one hand on the chest and one on the abdomen while breathing.
- If only your chest moves, you are still stress-breathing.