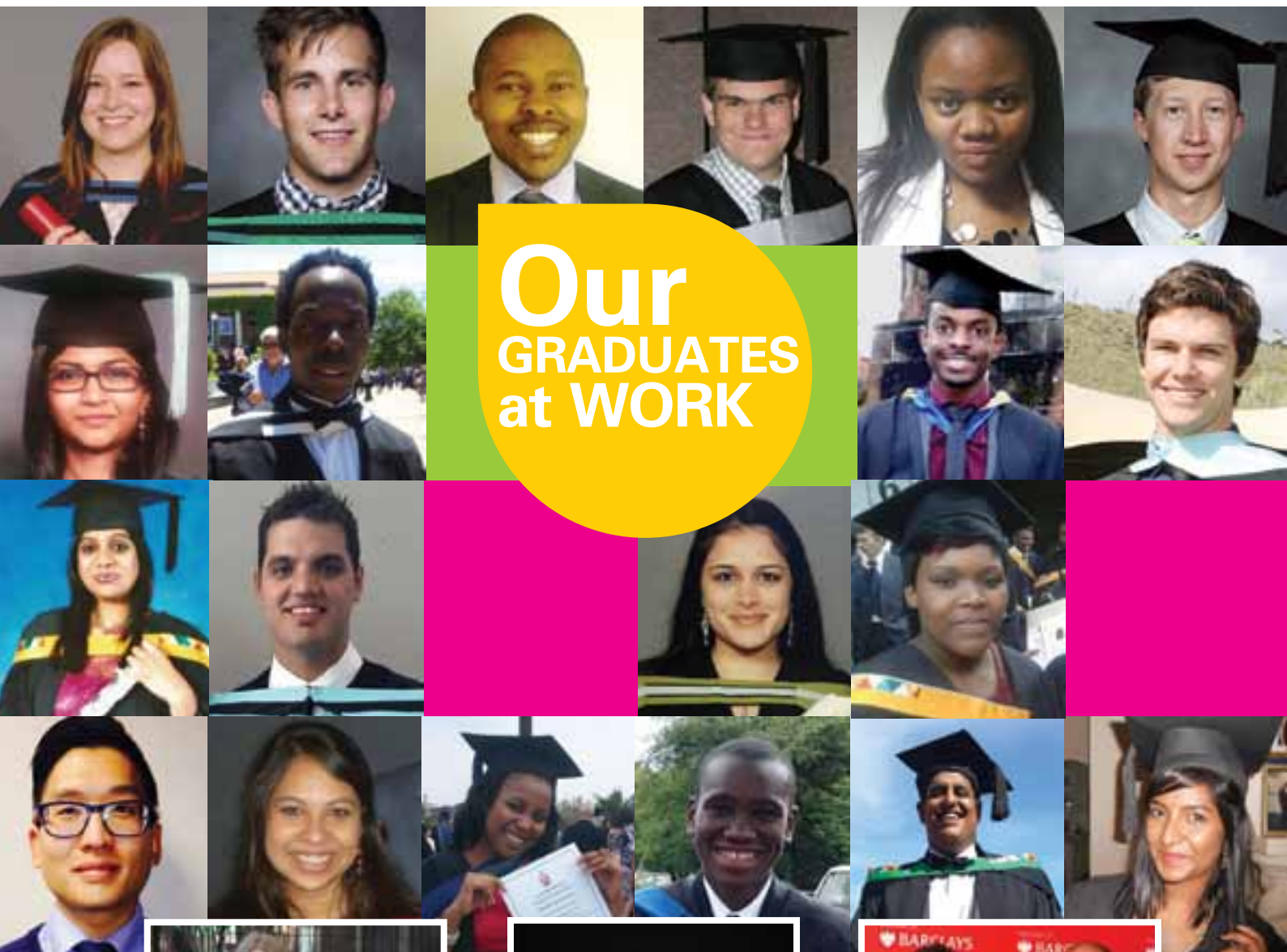


# Ultimate Informer



Issue 2 - July 2014



**BP's future leaders**  
emerge from  
**Graduate Programme**



**R167k raised**  
in auction for  
**ADS TO BAGS**



**Pick n Pay Express**  
scoops  
**FASA award**



## Editor's Note

This edition of Ultimate Informer gives me a "warm and fuzzy" glow. Over the past few months, BP has achieved the extraordinary, but it could only have done so because of YOU.

Our cover story shines the spotlight on our promising young graduates. Just looking at them makes me feel nostalgic and I can't help but reminisce about my own varsity days and first few jobs. Their enthusiasm and energy are contagious. I have no doubt that with the continued support of their mentors, we will be seeing many great things from them in the future.

Also discover how moving to a cloud-based service has improved work-flow and performance, and how we are improving road safety along with partner, Discovery Insure and via the introduction of world-class training vehicles aimed at our Bulk Vehicle Operators.

Our Lubes section promises to excite with its glitzy launch of Castrol EDGE while revealing how it saved Eskom millions. You can also read about Castrol-sponsored Project Bloodhound's Super Sonic Car that will attempt to break the world landspeed record.

Our Ads to Bags initiative not only won a Helios Award last year, but continues to put smiles on the faces of school learners – this time touching the lives of KZN youth from Umlazi Comtech. We also tell you how a limited-edition Ads to Bags schoolbag was auctioned amongst BP's senior leaders for a whopping R160k, thanks to Iain Conn's belief in the programme.

*The TOMP & ROMP supporting LOMS of OMS is the way we operate*

– Irene Juhnke

## ON A LIGHTER NOTE

At the recent SA FVC OMS Gap Assessments, the use of some interesting acronyms highlighted BP idiosyncrasies:

*Feed stock and product scheduling following GBPs like CBM and CDP so we can align to CVP to meet our KPI's*

- Midesh Sing

A round of applause can also be given to our dedicated Ethics & Compliance Team which helped BPSA to achieve a 75% compliance rating by Group, placing us amongst the top SPUs in the R&M segment.

At BP, we accomplish a many great things – no matter how big or small. Whether it is the Ads to Bag initiative, Adopt-a-Site, dealers rolling up their sleeves to fix potholes, rebuilding schools in Mozambique or a compassionate staffer feeding the needy – our combined efforts make the world a better place.

Please continue to share your tales of triumph with us at Ultimate Informer by dropping me a line at: [estie.dutoit@za.bp.com](mailto:estie.dutoit@za.bp.com)

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# GRADUATE PROGRAMME SOARS TO NEW HEIGHTS

BP's Graduate Programme, which is our career development initiative specifically aimed at engineering, science and business graduates, has soared to new heights with Tammy Dehn at its helm.

Dehn, an industrial psychology major from the University of the Witwatersrand, who started as an intern in our graduate programme herself four years ago, has found her niche as the company's Talent and Assessment Specialist based in the BP Parktown office.

When the opportunity of heading up the Graduate Programme was presented to her in 2012, she jumped at the chance. Since then she has made great strides – something which the more than 45 graduates she mentors countrywide - can attest to.

She says she has the highest regard for the programme which is being implemented in a similar way globally and feels privileged to be able to play an instrumental role in nurturing BPSA's future leaders.

"The programme allows us to create fully competent professionals within the respective disciplines to support the needs of our business across Southern Africa. It also gives the graduates practical experience and the ability for ongoing learning while building strong foundations for the future.

"In South Africa and Mozambique, the programme typically runs over 24 months and allows graduates to rotate throughout the business in order to get an understanding of each discipline and to find their ideal fit. During each rotation, clear roles and responsibilities are defined and sufficient support is given to ensure optimal growth and learning.

"In order to be selected for the programme, candidates need to have completed a four-year degree and have a high pass-rate. They also

need good verbal and numerical skills. Behavioral requirements are also assessed through telephonic and face-to-face interviews that are specific to the discipline they are being recruited for," says Dehn.

To date, all of the 15 graduates of the 2010 intake have successfully completed the programme and have been formally employed by BP. Some come from humble backgrounds, but because of their tenacity to succeed and their ability to prove their ability, they are now enjoying all the benefits that a global company such as BP can offer them.

Through her own experience on the programme, Dehn identified some of its gaps and reinvigorated the initiative by establishing a clearer focus, creating a transitional bridge for graduates and introducing a new and adapted curriculum. She also managed to obtain stronger overall buy-in and support from managers, which she says has made all the difference.

"I ensured that more focus was placed on the personal development of individuals which meant that senior level leaders and line managers were able to play a far greater hands-on role in reviewing the personal development of graduates and mentoring them."

Dehn's valuable contribution and passion has transformed the programme and its success is clearly evident in the way in which it has given graduates the opportunities to excel, to realise the business's expectations of them and to achieve their goals, in the transition between academia and the workplace.

## WHAT MAKES TAMMY DEHN TICK

### WHAT'S THE BEST THING ABOUT YOUR JOB?

I have the best job in the world! There's something special about helping people to become their best selves, personally and professionally. Developing talent is something that BP takes very seriously.

### WHAT MOTIVATES YOU?

Progress – whether it's something small like getting up for a run every morning to help improve my physical fitness or tackling a challenging project at work. Setting and achieving goals keep me motivated.

### WHAT DOES THE FUTURE HOLD?

Having finished my masters in industrial psychology has inspired me to study further. Education unlocks doors and expands your vision. An MBA in Human Resources is next on my list.

### WHAT'S ON YOUR BUCKET-LIST?

I want to go trekking with Gorillas through Rwanda, backpack through India, experience the Rio Carnival in person, do the Inca trail – the list is endless.

### THE ONE THING PEOPLE DON'T KNOW ABOUT YOU?

I'm head over heels about data – whether it's qualitative or quantitative. I find it fascinating – especially when it relates to people. I would love to get involved in HR Strategy and Performance – hint, hint.





# FACES TO WATCH *the future looks bright for these talented individuals*

The Graduate Programme is one way in which we can develop young talent to help us take the business forward and meet the future challenges in our industry.

We are proud to introduce you and to share the inspiring stories of success of our current graduates (in no particular order).

These young achievers are already finding their niches in various areas in our business countrywide. They share the valuable lessons they have learned in their own words:



## Bradley Venter

**QUALIFICATION:** BSc (Honours) degree in Property Studies (University of Cape Town)

**RANK:** Network Development Graduate based in Parktown

**LESSONS LEARNT:** The Graduate Programme has provided me with a

holistic overview of both the local and global petroleum industry, which has been fascinating. Having worked in the Networking department, I have been able to put my academic learning to practical use and I've gained invaluable experience thus far. I look forward to adding further value to BP."

## Sive Siganagana

**QUALIFICATION:** BSc majoring in economics and mathematics, followed by a Bachelor of Economic Science Honours Degree (Wits University)

**RANK:** Procurement Graduate: Finance

**LESSONS LEARNT:** I had no idea that an organization could have acronyms for absolutely everything. Here at BP, we seem to have a shortened version to describe all manner of things. I've learnt so much about procurement-specific issues as well as everything involved in sourcing and how to gain and apply market intelligence. Having been given the opportunity to work at BP, has really opened my eyes to all the different career possibilities, which I never knew existed before. I've also acquired valuable negotiation skills and learnt how to conduct myself in a professional way, new skills which I intend to hone further.



## Kai Radel

**QUALIFICATION:** BComm Honours in Logistics Management (Stellenbosch University)

**RANK:** Commercial Graduate: Scheduling

**LESSONS LEARNT:** I've had the privilege of working in various roles within the Commercial Optimization division in Cape Town and look forward to spending time at the Pretoria Depot in the months to come. My aim is to get as much exposure in as many roles as I can in order to gain a greater understanding of the entire business unit and all of its functions.



## Nikita Daya

**QUALIFICATION:** Honours in Business Sciences majoring in Marketing (University of the Witwatersrand)

**RANK:** Sales and Marketing Graduate

**LESSONS LEARNT:** So far, I have spent a lot of time interacting with TMs and dealers, which has exposed me to the various ways in which retail projects are implemented in line with BP's strategy. I am currently tasked to carry out activities within BP's operational excellence division, which I'm thoroughly enjoying. The programme will in the end allow me to progress into marketing with a holistic understanding of BP's entire retail business in Southern Africa.



## Thandekile Nkala

**QUALIFICATION:** Chemical Engineering degree (University of Cape Town)

**RANK:** Commercial Graduate: Strategic Projects

**LESSONS LEARNT:** I've worked in other organisations before where my career was scoped out for me, but at BP the possibilities are endless. Even though I majored in chemical engineering, BP allows me to pursue other avenues of the business which interest me. I've also learnt the value that each individual brings to business and how I in my own, unique way I can add value.



## Jacino Mutemba

**QUALIFICATION:** Master of Science in Oil and Gas Management (UK)

**RANK:** Supply Graduate

**LESSONS LEARNT:** My current role requires me to develop a cost reduction plan. I have done an end to end analysis of the current and historical cost data which applies to the industry. Even though the tasks seemed daunting at times, the Graduate Programme has taught me that no matter how challenging it can be, one can accomplish most things by breaking them down into simple more achievable steps. The programme has also boosted my creativity and has helped me to think more strategically about how to tackle projects.

## Dirk Malan

**QUALIFICATION:** B.Eng Mechanical Engineering (North West University)

**RANK:** Engineering Graduate at BP's Cape Town Depot

**LESSONS LEARNT:** After spending some time at BP's Pretoria Depot I was relocated to Cape Town. The programme has taught me a great deal about BP's guiding principles, procedures and work ethics as defined by the company's values and culture of safety. Most of the projects that I am involved in, such as the engineering building revamp project at the Cape Town Depot, involve a great deal of planning and safety considerations. Having received in-depth training in this area from BP, I am able to approach my job with a lot more confidence.



## Marnus Engelbrecht

**QUALIFICATION:** BComm Management Science and BComm Honours in Logistics Management (Stellenbosch University)

**RANK:** Supply & Logistics Graduate at Waltloo

Terminal, Pretoria

**LESSONS LEARNT:** My role has enabled me to learn as much about depot operations as possible and helped me to understand BP's entire supply chain from an operations perspective. The Graduate Programme has provided me with a great support structure. A valuable lesson which I've learnt is that there is no such thing as a stupid question. The more I've questioned, the more I have learnt.

## Neels Olivier

**QUALIFICATION:** Chemical Engineering degree (North West University)

**RANK:** Commercial graduate: Refining

**LESSONS LEARNT:** My primary focus revolves around assisting the Commercial Analyst with important tasks. I have enjoyed my experience thus far and everyone at BP has made me feel so welcome. I've learnt the value of safety and have developed a deeper understanding and appreciation of all that is involved in seeing a project come to fruition in a responsible and safe manner. The entire program has been a very rewarding experience.



## Suvanya Pillay

**Qualification:** Business Science and Finance degree (University of KwaZulu-Natal)

**Rank:** Air BP Commercial Graduate: Sales and Marketing

**Lessons learnt:** "Within Air BP, we have our own personality which is termed our 'heartbeat'. It's about being open-heart-

ed, creative and conscientious whilst remaining true to the BP values. I'm proud to be part of an organization that holds these principles dear. The Graduate Programme has given me direction and has taught me that I am personally responsible for the success of my career. It's taught me to be the best version of myself at all times and in all places, no matter what challenges I might face."

## Rachana Bedekar

**Qualification:** BSc Aeronautical Engineering and MSc Mechanical Engineering (Wits University)

**Rank:** Engineering Graduate: Safety and Operational Risk Division

**Lessons learnt:** The programme has provided me with invaluable industrial experience, which complements the theoretical knowledge I have gained at a university level. It is helping me to apply my engineering skills to business and help me gain a better understanding of the petroleum business.







The crisis communications team focused on providing up to the minute information on the situation and the actions being taken to help those involved.

## OUR CRISIS TEAM IS READY TO SPRING INTO ACTION

Quick, think of the word, crisis. What is the next word which pops into your mind?

Most people expect the worst when they hear the word and thoughts like panic and disaster are often the first to be associated with the idea of a crisis.

## NEW COMMUNICATIONS PROTOCOL THERE TO PROTECT COMPANY AND PEOPLE

The tragic Gulf of Mexico incident in 2010, forced BP to look at how the company communicates on a global and local level, more critically.

This has given birth to a brand new communications protocol, called the Communications Reset Project, which provides a clear set of rules for more proactive, systematic and unified communication and reputation building activities.

A critical change has been the development of the new Group Communications Policy, which lays out rules and expectations for everyone undertaking communications activities on behalf of BP. It governs the role of communications in managing key stakeholder relationships and is designed to make our communications more effective by clarifying accountabilities and bringing greater consistency and coordination into the mix.

BP's communication teams around the globe, have spent the past few months developing and testing these procedures, to ensure alignment and compliance with the new policy. The Angola and Southern Africa Communications Procedures have been published on <http://dialogue.bpweb.bp.com/CommunicationsPolicy/Local/Angola/default.aspx> and are not just for company spokespeople, but for all BP staff that are

tasked with communicating on reputational issues, both internally and externally.

The group communications policy and set of 24 procedures represent a standard way in which we deliver corporate communications across our business. These procedures are supported by a set of communication tools which enable efficient, consistent and coherent communication and will help us to develop a strong and solid reputation, gain trust and support from key stakeholders and contribute to the company's ongoing success.

If you are involved with media, press statements, speaking at events, conducting a survey, producing a brochure or need to send a group-wide email – be sure to contact BP SA's Communications and Marketing Manager, Glenda Zvenyika via email: [Glenda.Zvenyika@za.bp.com](mailto:Glenda.Zvenyika@za.bp.com), for guidance on using the new set of campaign tools. For any internal communications, please contact Estie du Toit, [Estie.DuToit@za.bp.com](mailto:Estie.DuToit@za.bp.com) or Amulekani Maphophe, [Amukelani.Maphophe@za.bp.com](mailto:Amukelani.Maphophe@za.bp.com).

**THE INTERNAL AND EXTERNAL COMMUNICATIONS WE ALL UNDERTAKE ON BEHALF OF BP ARE VITALLY IMPORTANT AS WE REBUILD AND ENHANCE TRUST AND REPUTATION ACROSS THE WORLD. THE COMMUNICATIONS ENVIRONMENT EVOLVES RAPIDLY AND WE MUST CONTINUE TO CHANGE AND ADAPT ACCORDINGLY. IN AN INCREASINGLY ATTENTIVE DEMANDING AND CONNECTED WORLD, OUR MESSAGES NEED TO BE CLEAR, COHERENT AND CONSISTENT. AND AS RECENT EXPERIENCE HAS TAUGHT US, WE MUST COORDINATE OUR APPROACH TO COMMUNICATIONS AS ONE TEAM.**

**BOB DUDLEY**  
CHIEF EXECUTIVE, BP GROUP

For BP's disaster management teams around the world, the word they want to come to mind first, after crisis, is "readiness".

Very few people in our business know that BPSA has identified people throughout the country who are ready to take the necessary action in the case of a crisis.

They are on standby to play their part in protecting our company's reputation and to help mitigate against the potential negative impact that any incident might have on our people, the environment, property and business.

We also have a fully equipped communications hub in the Parktown office, which has been created as a central point for the team to come together and to deal with any issues which are identified.

Nothing is left to chance and the team

is trained to identify the issues and to deal with these immediately to prevent them from creating panic and turning into disasters. Crises have the potential to seriously damage a brand or corporate reputation and negatively impact a business, which is why it is essential to know how to manage these quickly and effectively.

The circumstances of each incident can be quite different. Accidents can originate from a number of different causes such as natural disasters (like extreme weather which could cause flooding or worse), explosions, fires, oil or chemical spills and the like.

But, irrespective of the cause, the response and actions will generally be quite similar. Having a good crisis framework in place helps the whole team to focus on doing what is right in order to put steps in place to remedy any potentially harmful situations and to communicate these actions to all relevant stakeholders.

The SAVC crisis team's readiness was recently put to the test in a number of table top exercises designed to bring the crisis plan to life.

The team was presented with a mock incident involving a potentially serious tanker accident which was said to have occurred in a remote part of South Africa. The disaster tested their ability to deal with the issues, co-operate with the



The incident management team dealt with the emergency response elements and detailed their actions in the wake of the unfolding crisis.

emergency services, reach those injured and affected on the ground in difficult circumstances and to communicate effectively to all those concerned.

The team also set up direct links with the BP Crisis team in London to assist in communicating with the global media. The communications aspect is one of the most challenging in a crisis as digital and electronic media require real time updates on incidents. Systems have been created by the BP global team to best channel media enquiries and disseminate information to all in the most effective way.

The multi-functional crisis team included Nandi Canning, Castrol's PR and Sponsorship manager who helped to collate the various teams' actions.

## SIGN UP FOR BP'S ADOPT-A-SITE PROGRAMME

Adopt-a-site is one of BP's employee engagement programmes where staff can help to significantly enhance BP's value proposition at site level.

The aim of the programme is to drive excellence in safety operations and customer service at our forecourts while ensuring that sites are clean and well-maintained day in and day out. The programme is also there to instil a sense of responsibility and pride among all employees and to build the BP brand.

Employees that sign up for Adopt-a-site will be expected to go "undercover" as mystery motorists; choose a site they wish to visit a few times a month as well as over weekends at various times during the day and night. They will also need to put the site to the test during specific high volume periods, for example when there is a fuel price increase looming, to see how the site copes with the increased traffic and fuel demand.

Participants need to log into the Adopt-a-site mobisite on arrival at the test site and complete an online checklist.

The reports can be edited as often as required during the month as long as the final report is submitted by the last Friday of each month.

The initiative has been very successful in all markets in which it has been implemented and major improvements in operational site safety and customer service have been recorded. Dealer perceptions of BP's service delivery also rated more positively and on-site issues were brought to the attention of the dealer and/or franchisee. By making appropriate improvements suggested, the sites involved were able to track higher numbers of repeat customers as well as increased in shop and fuel volumes over time.

If you are interested in participating, register online either via [www.adoptasite.co.za](http://www.adoptasite.co.za) or click on the Adopt-a-site link provided on the BP intranet. Alternatively, contact Rhulani Chauke for more information on [Rhulani.Chauke@za.bp.com](mailto:Rhulani.Chauke@za.bp.com) or 011 4885232, or send an e-mail to [adoptasite@za.bp.com](mailto:adoptasite@za.bp.com).



# BPSA RATES AMONG THE TOP IN ETHICS & COMPLIANCE

BPSA has made great strides since it first embarked on its Ethics & Compliance journey and has this year achieved a 75% compliance rating which places it among the top performers in this area.

Last year was seen as a big turning point in BPSA's compliance. The shift towards embracing the Code of Conduct has become more noticeable throughout the entire company and there is far greater alignment and co-operation between the various divisions.

## THE RESULTS INCLUDE:

- A shift towards preventative controls and compliance systems
- A marked reduction in financial leakage levels
- The lowest level of inventory losses in five years
- Continued reduction in blue and white collar cases
- A more values-based work force

Nazeem Braaf, Head of Assurance Control & Compliance within BP's Finance division says BP has come a long way since 2011 when it achieved a mere 25% Compliance Rating.

"There is definitely a growing awareness of how to enforce the Ethics & Compliance (E&C) standards within the business, but having said that, we cannot afford to become complacent as there are lots of work still to be done.

"It is great to see how we managed to change the organisation from being reactive to proactive in the space of three years. We plan to continue to use every opportunity to make sure that the senior leadership emphasises the importance of Ethics & Compliance whenever they communicate with staff.

"As part of the initial rollout, staff workshops were held nationally, which clearly set out the code and its standards and procedures. Aside from staff being very supportive, this process also helped us to identify the gaps which existed in certain areas such as finance," says Braaf.

Open Talk – a helpline which allows employees to report issues related to non-ethical or non-compliant behaviour

anonymously – was also launched at the time.

In 2013 alone over 1 200 cases were raised via this forum and every single one of them were dealt with by the Open Talk Team. The increase in Open Talk cases over the past few years is due, in part, to the team's initiatives to promote honesty and transparency in the workplace. Recent figures from the employee Pulse survey also confirms just how much value employees place on 'speaking up', which is encouraging.

The most common themes raised by staff in the 'People' section of the code were:

- Treating people fairly, with dignity and giving everyone an equal opportunity
- Creating a respectful and harassment-free workplace
- Protecting privacy and confidentiality

Braaf says Open Talk has promoted a culture of 'speaking up' about unsavoury activities and in effect has created a workplace which is more respectful, fair, honest and ethical.

"It's not always easy doing the right thing, but we need to have the courage to speak up and always strive for what's right.

"Going forward, let's build on the success that we have achieved. It's important that each and every staff member make the code part of everything they do. This will ultimately lead to a better and more transparent working environment for all of us," he says.

## BP INTRODUCES NEW CODE OF CONDUCT

Following feedback from the previous Pulse survey, a new and more concise version of BP's Code of Conduct was launched in July.

It was reduced from 112 to 25 pages and has been simplified for clarity's sake – all elements which you raised as concerns.

BP's values and behaviors (Safety, Respect, Excellence, Courage and One Team) continue to underpin the Code of Conduct and it also includes a section on employee responsibilities and additional responsibilities for managers.

An online training version of the code, entitled "Our Code—Our Responsibility", will be available in the third quarter of the year on MyLearning and all employees will be required to complete the training. The current online training version of the code, named "Our Code" is however still available on MyLearning. Training of the code will also be integrated in to BP's Discover Programme for all new joiners.

*"Integrity has no need for rules"*  
- Albert Camus

*"The Ethics of care help us decide what is right by considering the consequences, both good and bad, of our actions on others"*  
- Prof Roger Steare



## HOW TO REPORT UNETHICAL OR NON-COMPLIANT BEHAVIOUR?

### STEP 1

Talk it through with your line manager – usually the best option.

### STEP 2

Talk to the Ethics and Compliance Leader, Nazeem Braaf

### STEP 3

Get in touch with Legal, HR or the Ethics & Compliance Team

### STEP 4

Contact Open Talk if you are not comfortable to speak to any of the above

#### ROLE OF THE ETHICS & COMPLIANCE TEAM UNPACKED

The Ethics & Compliance (E&C) division is an independent function that administers and oversees BP's ethics and compliance programme under the direction of the Head of Assurance, Control & Compliance, Nazeem Braaf.

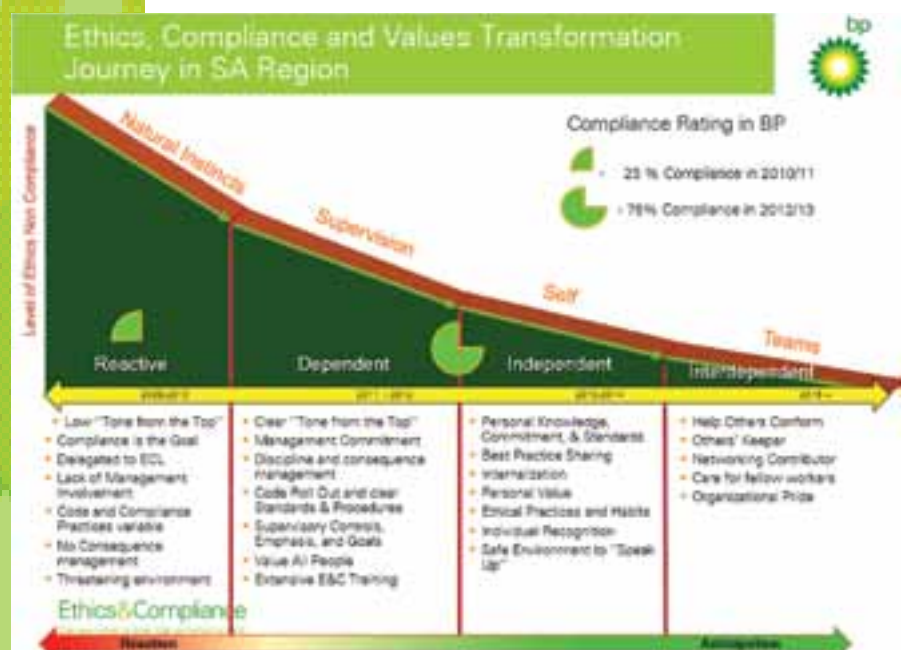
The E&C division supports BP's businesses and its related functions to best meet their ethical and legal obligations. In addition, the team manages and mitigates identified ethics and compliance risks and makes recommendations for improvement.

The team also provides support to employees in order to resolve ethical dilemmas and comply with the BP Code of Conduct, standards and applicable laws. It is also their responsibility to raise awareness of the Open Talk facility available to staff and contractors to enforce consistent disciplinary procedures for breaches of the Code.

what poster?



need high res, what are these for?





# BP HITS SWEET SPOT WITH NEW CLOUD

South African and Mozambican staff are among the first to have benefited from BP's new cloud-based e-mail service, which was implemented in May this year. The system will allow for increased hassle-free collaboration among colleagues and business partners around the globe. Teams can use the browser for greater efficiency as more BP offices come online.

The change-over was done in a bid to reduce the need for physical infrastructure such as file and e-mail servers, storage systems and shrink-wrapped software, and to provide staff with an 'anywhere, anytime' availability solution.

## OTHER BENEFITS INCLUDE:

- a more reliable and scalable service that will be able to support our business' requirements both now and in the future
- greater transparency in terms of cost
- a larger mailbox – which is four times bigger than before
- the ability to add or remove increased numbers of users more speedily
- increases in the maximum message size from 10mb to 25mb
- greater mobility capabilities – especially for staff who can now access their e-mail via mobile phones or tablets
- greater efficiency for next generation software (Microsoft Exchange 2010)
- the ability to separate internal and external messages and schedule 'out of office' replies during specified times
- continued ability to access PST folders and to archive new e-mail to PST
- an improved calendar service

To fully reap the benefits of the new service, you can join online discussions via [https://www.yammer.com/bp.com/#/threads/inGroup?type=in\\_group&feedId=3412822](https://www.yammer.com/bp.com/#/threads/inGroup?type=in_group&feedId=3412822) or visit <http://wss2.bp.com/IT/GES/UserInfo> for more information.

Should you experience any technical issues, please log your complaint with the helpdesk on +27 21 408 2992 (ext. 2992).

The graphic features the BP logo in the top right corner. The main text reads 'We have moved to the Cloud' in a light blue font. Below this is a large image of a white envelope floating in a blue sky with a green field in the foreground. At the bottom, a green banner contains the text 'Our Global Email Service is coming.' followed by 'Better e-mail access Bigger messages up to 25mb Bigger mailboxes, Better calendar management' and the URL <https://wss2.bp.com/IT/GES/UserInfo>.

## NEW DRIVING APP LAUNCHED TO IMPROVE ROAD SAFETY

Our partner, Discovery Insure, has developed an innovative smartphone app that gives every South African – whether they are a Discovery Insure client or not – the ability to measure and improve their driving habits.

Renny Letswalo, Head of BP Retail says the partnership between Discovery Insure and BP has already made a big difference to the way in which people drive following the introduction of the DQ-Track system. The app is already incentivising motorists to drive more carefully.

*"With safety being one of BP's core values, our partnership with Discovery Insure allows us work jointly in creating awareness and changing driver behavior. This is particularly important in a country such as ours where the road accident rate is so high."*

Discovery Insure members also enjoy the benefit of getting 50% of their fuel spend back in



**Discovery Insure**

**We're looking for South Africa's BEST DRIVERS**

There is R1 million in BP fuel vouchers and a trip for four to the 2015 Monaco Grand Prix up for grabs!

**DISCOVERY INSURE DRIVING CHALLENGE**

1 Download the Discovery Insure app → 2 Drive well → 3 WIN

The competition runs until 31 August 2014. You can find more info on the Discovery Insure pages on [www.discovery.co.za](http://www.discovery.co.za) or facebook.

Available on the App Store | Get it on Google play

### Did you know:

There has been a 69% increase in Discovery Insure members filling up at BP since May this year compared to the same period last year?

cash when filling up at BP. To date, millions of rands have already been paid out to fuel customers in reward for filling up at BP, sticking to the speed limit, avoiding high accident times when driving and having regular annual tyre checks.

Discovery Insure also recently launched a Driving Challenge to find South Africa's best and safest drivers, which ends at the end of next month. You can find out more and enter the competition on [www.carmag.co.za](http://www.carmag.co.za).





## PICK N PAY EXPRESS SCOOPS FASA AWARD

Our successful Pick n Pay Express franchise recently won the Newcomer Franchisor of the Year category in the sought-after Franchise Association for South Africa (FASA) Awards for Excellence.

The association annually honours the top achievers in the local franchising industry and has been doing so for the past 24 years.

Winning the Newcomer category, which salutes innovative entrepreneurship, requires entrants to prove that their franchise is a new concept and one that is likely to make its mark in the world of franchising.

Reneilwe Letswalo, BP Head of Sales, says the award bears testament to BP's partnership with Pick n Pay and the great work that the respective divisions and individual franchisees have done.

"The forecourt convenience store concept has revolutionised what was once the 'corner café' and our alliance with Pick n Pay, has not only

allowed us to respond to consumer needs in a unique way but has placed us ahead of our competitors."

Plans are afoot to open another 150 stores around the country over the next five years.

The Pick n Pay Express range offers customers fresh produce – from fruit, vegetables and meat to scrumptious bakery products - as well as premium coffee from the Wild Bean Cafe. A limited grocery and general merchandise range, also focused on convenience shopping, is a further part of the Pick n Pay Express offering, designed to best meet customers' needs.

### DID YOU KNOW?

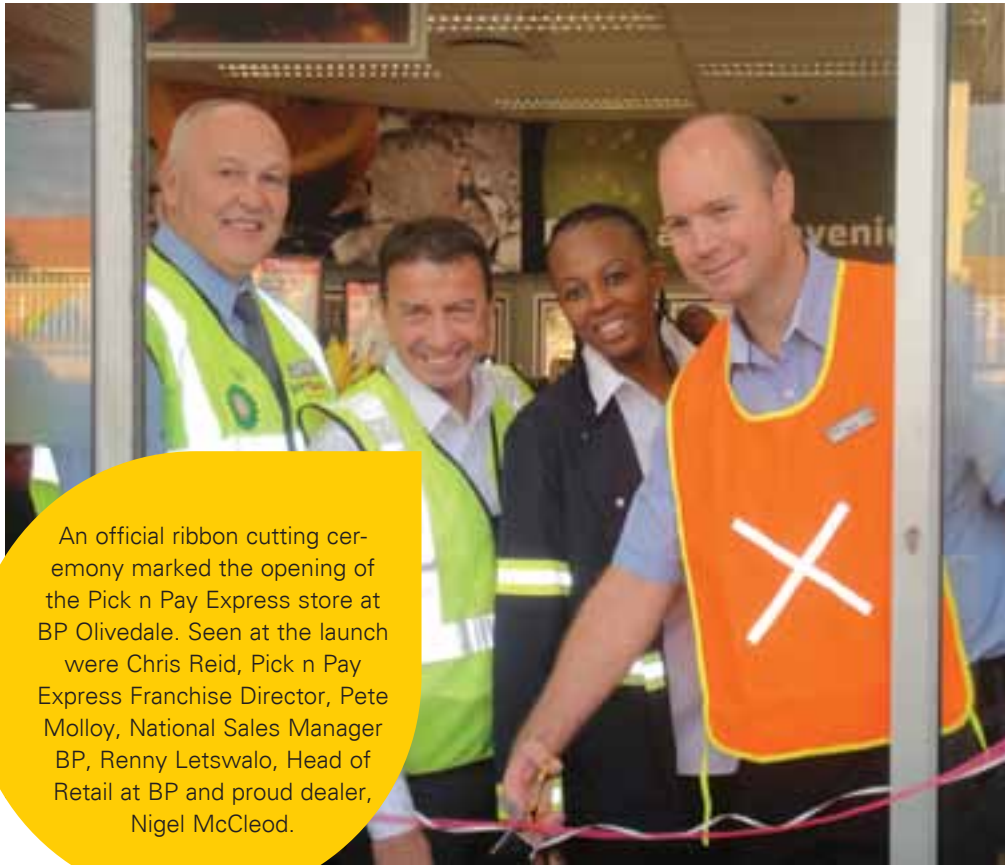
The franchising industry in South Africa contributes 10% to our country's GDP



A proud Sydney Butler, General Manager of Pick n Pay Express Stores (right), receives the award from Banie Claasen of Absa.

# BP INCREASES ITS CONVENIENCE FOOTPRINT

*Continuous improvements to our network and expansion and investment in our retail offering is starting to have a major impact on our business. Customers are already responding well to the new and refurbished outlets and the convenience team are to be congratulated for their unstinting work*



An official ribbon cutting ceremony marked the opening of the Pick n Pay Express store at BP Olivedale. Seen at the launch were Chris Reid, Pick n Pay Express Franchise Director, Pete Molloy, National Sales Manager BP, Renny Letswalo, Head of Retail at BP and proud dealer, Nigel McCleod.

Over the past few months, we unveiled six refurbished BP Express shops and ten brand new Pick n Pay Express stores across all of the major metropolitan areas.

Another four Pick n Pay Express shops are set to open for business in August and a further 12 stores will be completed by November this year – that's a whopping 22 new stores in just under 12 months!

Pick n Pay Express stores stock between 1 500 and 2 500 product lines and stay open 24/7 in order to capture the largest share of the convenience retail market.

Two service stations, known as 'basement sites', namely Hutton Hyde and Ridgewood Motors, also recently re-opened after the underground tanks were replaced. Several more basement sites are expected to be refurbished during the course of the year.

#### THE NEW BP EXPRESS SHOPS ARE:

1. **Beyers Naudé North (Johannesburg)**
2. **Beyers Naudé South (Johannesburg)**
3. **Aero Motors (Cape Town)**
4. **Durham Motors (Cape Town)**
5. **BP Bullion (Richards Bay)**
6. **BP Promenade (Cape Town)**

#### NEW PICK N PAY EXPRESS STORES INCLUDE:

1. **BP Mahube Valley (Mamelodi, Gauteng)**
2. **BP Radiokop (Johannesburg)**
3. **BP Eldoglen (Centurion)**
4. **BP Olivedale (Johannesburg)**
5. **BP Centurion (Centurion)**
6. **BP Glynnwood (Johannesburg)**
7. **President Motors (Cape Town)**
8. **BP Sunnyrock (Johannesburg)**
9. **Palm Court Fuels (Johannesburg)**
10. **Moore Road Service Station (Durban)**



The exciting array of products which await customers at our BP and Pick n Pay Express outlets.







## BP's SPLIT-ENGINE WOWS BASF STAFF

*As part of BP's ongoing education drive, the company's fuels team took BP's latest split engine vehicle to BASF – one of SA's leading additive suppliers - to demonstrate the effectiveness of BP Ultimate.*

"To visually show the difference between BP Ultimate and base fuel, it is necessary to use the same vehicle with the same engine at the same time. So, some years ago we re-engineered the fuel system of a standard Audi A6 Quattro with 4,2l V8 engine to enable one bank of cylinders to be fuelled exclusively with BP Ultimate Unleaded, whilst the other to be fed only with a base fuel. To explain it more simply, we created a split engine with two fuel tanks, each feeding one side of the engine. One can clearly see the performance of the fuel on either side of the engine on a computer screen which is connected to each side.



BP's range of split-engine vehicles always manages to astound audiences," says Peter Cock, BP's Fuels Technical Manager, "And at BASF the response was no different."



"We also created a similar demo Toyota Quantum to enable us to engage more effectively with the taxi industry. These vehicles are now used at taxi ranks, retail sites, motor expo's and car club exhibitions to educate people about BP ultimate and its benefits," he says.

BASF staff were able to get a first-hand look inside the engine, by using a boroscope, to see the dramatic difference in engine cleanliness when comparing BP Ultimate to base fuel. Thick black carbon deposits are usually visible on the inlet valves of the side of the engine fuelled with base fuel, while the inlet valves, the fuel injectors and inlet fuel system of the engine fuelled by BP Ultimate appears as clean as new.

He says the demonstration went a long way in helping make BASF staff think differently in future about the fuel they put in to their cars.







# BPSA SETS BAR FOR DRIVING STANDARD GLOBALLY

Contributor: Danie Hoffman

## DID YOU KNOW?

In South Africa alone, BP's fleet of BVOs travel 13.6 million km annually to deliver fuel to depots and service stations, enough to circumnavigate the globe 340 times.

BPSA's Bulk Vehicle Operators will be among the best-qualified in the group, following the introduction of two state-of-the-art training trailers, which are currently being used to train local operators at the company's two driver development academies in Pretoria and Durban.

These two units are a first for SA, as they have the capacity to deliver both types of delivery in one vehicle. This enables the training of both methods of delivery as three compartments serve the sealed parcel delivery (SPD) method while another three compartments are for metered delivery.

These training vehicles will be used for live deliveries which means candidates will be taught the correct procedures for safe delivery.



Under the watchful eyes of Japie Jacobs, BP's Technical Standards Manager and Gidius Nel, BP's Fleet Supervisor, the two specially designed training trailers were built. Two additional Actros truck tractors have also been purchased and modified to suit training requirements.

Road safety continues to be one of the biggest risks and causes of incidents and accidents involving our own workforce and third parties across BP's operations. To reduce our risk of road related incidents, the SA FVC has decided to improve the safety of our fleet, by introducing a 12 month learnership programme at both of our academies thus catering for inland and coastal requirements.

Currently ten candidates have been enrolled in Pretoria and a further eight are currently undergoing the course in Durban. The aim is to have 40 BVO's trained by early 2015.

The academies have been in operation for the last five months and the learners are now ready to move on to the practical aspect of the course. For many, this will be the most exciting stage of the course as candidates get to operate world-class vehicles and equipment, which require special skills.

Internationally, BP has recognized the SA FVC's driver development programme as best practice – putting us in the lead with regards to driver training within the group and industry as a whole.

The comprehensive curriculum not only covers driver safety while on the road, but also ensures the safety of drivers when delivering product and in doing so responsibly – the BP way.

SA FVC will have two intakes annually to ensure the continued supply of professional BVO's to operate our fleet. For more information, contact Danie Hoffmann, Transport & BVO Standards Manager (Logistics) on 011 488 5484.



Drivers attend training at the Pretoria Academy.

# CASTROL LAUNCHES NEW *EDGE* TITANIUM FST IN STYLE

Castrol EDGE logo was displayed on the historic building at Turbine Hall in the heart of Johannesburg.

***The South African Castrol team pulled out all stops in launching the new EDGE Titanium FST on a night filled with fabulous cars, dramatic lights, music and motoring celebrities.***

Also unveiled at the launch was the Titanium Strong Blackout Trial, which brings together a team of world-class drivers who takes on the first trial, in pitch black, on a course made entirely out of beams of light.

The highlight of the event was when Blackout star and South African driving hero, Adrian Zaugg, burst onto the stage in a Lamborghini Aventador as part of the reveal.

Zaugg, who is currently based in Switzerland, won the hearts of South African motor racing fans when he raced for Team SA in the A1GP racing series some years ago. He continues to fly the South African flag high as a test driver for the Lamborghini Squadra Corse team.

His inclusion in the Blackout Trial created a unique opportunity to further entrench the Castrol EDGE brand in the hearts of South Africans. The excitement was clearly evident from the resounding cheer that erupted when he appeared in full screen action as part of the Blackout video.

In a public interview with South Africa's top motoring TV channel presenter, Zaugg shared his views on what makes EDGE such a great product and how Blackout had pushed his boundaries beyond anything he had previously experienced.

Not to be outdone by the racing hero, the Castrol EDGE brand was the clear star of

the night. Projected on Johannesburg's Turbine Hall, an iconic venue once home to the city's electricity turbine, its brand journey was brought to life through various display stands designed to showcase its Pioneering Past, its Partnerships and its Professional Offer.



*Adrian Zaugg with the Lamborghini Aventador he drove onto the stage and the glamorous Castrol Edge promoters.*



*Rob Bowen, Graham Noonan, Adrian Zaugg, Shren Moodley, Catrien Bester and Marius Roberts at the event.*

Castrol SA's strong industry partnerships featured prominently with Jaguar showcasing its latest F-type and Audi's top of the range R8. But Lamborghini stole the night with their Aventador – a key element in the Blackout reveal

and the strong support of the SA Lamborghini club members' vehicles strategically parked at the entrance to the venue.

Production car partners, MINI, fresh from a win the previous weekend, as well as off-road and rally partners Toyota also showcased their vehicles as further proof of Castrol's strong OEM support.

Applause rang out for SA's Sales Director, Graham Noonan, whose presentation shared the brand's rich South African journey. Technology Manager, Rob Bowen shared insights into the technical aspects of EDGE Titanium FST while the marketing duo of Shren Moodley and Catrien Bester unpacked Castrol's brand journey and the innovative thinking behind the EDGE Titanium trials.

Adding a further proudly South African spotlight to the event was the Bloodhound Project. Its 2015 landspeed record attempt is being held in a remote part of SA selected for being the flat-test place on the planet with a 200km stretch with only a 6cm variance in height across the distance.

The night ended in party style with DJ's and an interactive car performance with the new F-Type Jaguar and a Range Rover Sport. Guests enjoyed speed demonstrations as well as a drifting performance, which some lucky guests experienced as passengers.

# PROJECT BLOODHOUND SSC ATTEMPS TO BREAK LANDSPEED RECORD

A new Supersonic Car - now being constructed in Bristol, UK - dubbed BLOODHOUND SSC - will attempt the 1000 mph land speed racing record using the latest development in engine oil, Castrol EDGE, motorsport formula brake fluid, Castrol React SRF and Castrol hydraulic fluids previously used by NASA.



The BLOODHOUND team scoured the globe to find the perfect desert to run the car on, it needed to be at least 12 miles long, two miles wide and perfectly flat. The Hakskeen Pan, Northern Cape, South Africa was selected.

Castrol has a long heritage in Land Speed Racing, which is regarded as the original, purest and fastest form of automotive competition. For the past 30 years attempts have been made to go faster than 1000 mph with Sir Malcolm Campbell first clocking 146mph (235kmh) in 1924. The current record is 763 mph (1,228kmh).

The South African based attempt will be the first target for BLOODHOUND SSC when it arrives in Hakskeen Pan, South Africa in 2015. The project will be

led by Richard Noble and the car driven by Andy Green.

Castrol SA Sales Director, Graham Noonan says the partnership extends much further than the Castrol branding on the car.

"Aside from supplying our range of leading products including lubricants, brake and hydraulic fluids for use in the car - we will also work with them to co-develop products to push the technological boundaries of the project.

"Castrol has always been synonymous with pioneering achievements, passion and performance and has been integral to some of the greatest performances on earth. Castrol has supported the

spectacular feats of early pioneers and record breakers on land, water and in the air and that continues with this exciting new partnership with BLOODHOUND.

The vehicle is currently being assembled at the BLOODHOUND Technical Centre in Bristol. It is on schedule for completion in mid-2015 where it will undergo UK runway testing up to 200 mph (321 kmh) at the Aerohub, Newquay.

The team is set to come to South Africa towards the end of next year to begin high speed testing with the target of reaching 800 mph (1,287 km/h). The team will return to the UK to review the data and return to South Africa in 2016 with the aim of reaching 1,000 mph (1,609 km/h).

## HUNDREDS OF THOUSANDS SAVED BY WELL-OILED GEARS AT ESKOM'S MATLA POWER PLANT

An intensive energy saving study conducted by Eskom and Castrol engineers at one of Eskom's power stations, concluded that an annual energy saving of R377 000 can be obtained by merely converting the oil used in the mill's gearbox to a fit-for-purpose synthetic lubricant.

The study was conducted as part of an energy efficiency campaign in which gearbox lubrication was identified as a key area for potential savings. It found that by changing to a synthetic lubricant designed for gearboxes, 115MWh could be saved.

The testing was done in the wake of worldwide efforts to improve efficiency and cut energy consumption due to increasing energy prices as well as supply and demand constraints.

Comparative testing was done on the main mill gearbox at the Matla Power Station in Mpumalanga near Secunda. Eskom currently operates 12 coal-fired power stations and rolling out the Matla example could potentially save the organisation millions of rands annually.

The study, which included a series of tests conducted over a period of two weeks on the same mill, measured energy consumption from the switchgear room and the heat generated in the gearbox.

Mervin Reddy, BP Africa Technical Services Manager, (Should this say Castrol's???) says the study, which was done using different validation techniques, found that an average return on investment of 439% was achieved by using its high performance synthetic gear oil, Optigear TM Synthetic X220.

"We were delighted with the results which are similar to those conducted on other test sites around the world. By switching oils we were able to record a 3.4% saving in the net power used, which is a great proof point of our synthetic oil's effectiveness."

He said the evaluation was initiated by a joint team of representatives from the plant and oversight was provided and data ratified by Leslie Barker, Eskom Chief's Engineering Technologist and Castrol.

"Large and small companies all around the world are looking to improve their efficiencies to save money and it's amazing to see how by making relatively small changes at operational level, significant savings can easily be achieved," says Reddy.

He said major strides had been made in the development of high performance synthetic oils and Castrol remains at the forefront of this research and development globally.

"The latest oils have the potential to increase gearbox efficiency by providing excellent lubrication due to their structured hydrocarbons, prolonged oxidation resistance, high temperature stability and low evaporation rate. They also have high load carrying capacity, superior micro pitting protection, excellent friction reduction and good filtration properties.

"The advantages of synthetic over mineral oils means that you will not only save on power consumption but will also extend your oil change intervals."