

PERSPECTIVES

Foreword by the Minister of Minerals and Energy

Message from the Chairperson of the Parliamentary Portfolio Committee on Minerals and Energy

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NATIONAL CRIME: NEW THREATS AND SAPIA'S COUNTER-MEASURES

Protection and crime prevention in the industry are the joint responsibility of:

- The State and its security services.
- Owners of petrol service stations.
- The petroleum companies supplying fuels in bulk to retailers.

This report outlines what the petroleum industry is doing independently to fight crime and protect staff.

Sapia, in the interests of the public, of staff and of key assets, took its fight against violence, theft, fraud and crime syndicates a step forward in October 2001 when it established a Security Issues Committee (SISC) to pool information and combine the skills and resources of the major multinational and South African oil companies.

The senseless and brutal killing of five service station attendants at Jaffer Motors in Grassy Park, Cape Town, (which occurred nine months after the establishment of SISC) did not fit the normal patterns of crime, but it did publicise what the oil industry was

doing to combat the increasing number of attacks and robbery attempts on filling stations.

Sapia members were already setting up the following anti-crime measures on an industry-wide basis:

- CHANGES IN SERVICE STATION DESIGN
 - Bullet-proof kiosk glass.
 - Clear views, well-lit forecourts and limited access to the back offices.
 - Panic buttons, safety locks, video surveillance.
 - Armed response and direct links with local police.
- SAFER HANDLING OF CASH
 - Employment of cash-in transit professionals.
 - Keyless safes, with drop-till procedures leaving little accessible money.
 - Signage highlighting some of the above.
- TIGHTER SECURITY PROCEDURES
 - Frequent risk assessments as part of normal business practice.
 - Mandatory safety and security training of all staff.

While robberies at filling stations are in the public eye, there are other aspects of crime which are also being assessed by Sapia's Security Issues Committee. SISC

has identified the following threats to the industry:

- Uncertainty; caused by the increasing level of regional instability and unpredictability world-wide.
- Rapid growth of crime syndicates.
- Cross border crime; extortion by organised criminal groups.
- Rural banditry in remote areas.
- Bulk product losses; high levels of theft, hijacking and fraud during the handling and transport of petroleum products throughout South Africa and across its borders.
- Vulnerability of IT networks.
- Regional unrest; civil wars, armed conflict, political uncertainty.

While the nature of crime and conflict has altered and will continue to change, security remains a principal concern of most governments and organisations throughout Southern Africa. There are no indications that this situation will change in the short term. Therefore, the need for thorough, all embracing, threat and risk assessments leading to effective security and contingency planning, remains of great importance.

SISC sees this as an essential *business* issue in southern Africa. Legislative obligations, stated business principles, ethics, good governance, stakeholders' expectations, the increasing possibility of liability litigation and public scrutiny all combine to expect companies to operate within a comprehensive and consistent security strategy.

OBJECTIVES OF SISC

The Sapia Security Issues Committee defines 'security'

as the pro-active identification, evaluation and management of security risks to people, property, information and – indirectly – to the business image arising from unethical practice, as well as malicious acts, illegal labour unrest, militant activism, extremism, terrorism and armed conflict.

The objectives of SISC are therefore to work together to ensure that the individual risks faced by each member company are considered by all and professionally addressed. Among other tasks, the SISC seeks to identify critical crime targets; assess the impact of losses; develop counter-measures and liaise with the national authorities and all Sapia's members.

SISC MEMBERSHIP

Membership of SISC is drawn from Sapia companies and from relevant national authorities. In the first year of the Security Issues Committee, meetings were attended by personnel from PetroSA, Sasol, Shell, BP, Caltex, Engen, the National Key Points, the SA Police regional and national authorities, the Department of Transport and the National Intelligence Services.

NOTABLE ACHIEVEMENTS.

SISC started from a zero base and is now beginning to provide industry with a useful and constructive service. The development of a shared industry security data base through the MTN crime prevention centre at Rhodes University started earlier this year and now produces collective industry statistics on retail security issues. It is presently being extended to include other security losses and cost of losses to the oil industry itself – estimated to run into tens of millions of rand. Some of the anti-crime systems set up so far include:

- Liaison within the industry so that petroleum companies can share best practice in respect of safety and health processes.

- Closer liaison with the Serious and Violent Crime Police Unit.
- Development of a training and information video entitled "Safe Cash Handling" and distribution to retailers.
- Full investigation of every crime attempt, and the findings incorporated into ongoing policy. This information is shared between oil companies.
- Guidelines have been produced for the industry on issues ranging from audit protocols for depots and terminals, to a code of conduct for contracted security companies.

GUIDELINES FOR CRIME-FIGHTING AND SAFETY CARETAKING

These basic guidelines spelt out in the 1999 Sapia report are repeated, as they may assist in the fight against crime and corruption:

- Ensure that your own organisation is as "clean" and properly organised and well audited as possible. Probity must be part of the culture.
- Make prevention of crime and corruption a core part of the business, just as in the petroleum industry preventing pollution and accidents is a core part of the business.
- Co-operate with the police and other authorities, but do not simply ask them for help - offer them help in fighting crime.
- Combine with as large a circle of interests as possible in fighting crime and corruption in your industry.