



more than a place to work >>>







# a place to grow

Caltex's products facilitate movement across our nation. To maintain our position as Australia's leading oil refining and marketing company with the largest convenience store network we need to keep moving and developing internally too – and that's only possible if we have talented and motivated people. We're committed to creating a work environment that allows people to achieve their aspirations. With a presence in every corner of the country, Caltex offers many and diverse opportunities for career development. We believe it's an exciting place to be. And a great place to grow.



## Our values

We treat all people with fairness, respect and dignity.

We meet the highest ethical standards and operate in a socially responsible manner.

We respect and comply with the law.

We conduct our business in a manner that respects the environment and benefits the communities where we work.

We are committed to incident-free operations and are passionate about achieving results that exceed expectations.

We are focused on providing products and services that meet or exceed the needs of our customers.



## Culture

The Caltex vision is to be the Australian oil refining and marketing company most admired for its people, partnership and performance. We know the only way to gain the respect we seek is to earn it. And that hinges on the way we do things. Being the type of people customers choose to deal with. Fostering connections with colleagues and clients across the corridor and across the country. Working hard to supply outstanding products. That's how we can set ourselves apart.



*"Caltex people tend to be down to earth types who have a shared commitment to performing and winning together. There's real character in this company. We like to describe our approach as 'Great performance from people you like'."*

SIMON WILLSHIRE  
GROUP MANAGER HR

### Essential

Caltex products and services literally help to keep the nation's wheels turning. Petrol, diesel and jet fuel together provide 35 per cent of Australia's fuel requirements, powering industries like transport, mining, agriculture and construction. We are the nation's biggest producer and seller of transport fuels. That's fuel for the flight carrying a donor heart to a needy recipient. For a student driving to night classes. For fresh milk deliveries. Caltex quietly makes a difference.

### Committed

Providing these vital resources is a big responsibility. We make it our business to do so efficiently and safely. Caltex is equally dedicated to playing a significant part in building a sustainable future for our nation. We're producing cleaner fuels, and, in the process, working hard to impact as lightly as possible on our environment. We're committed to providing customers with the best quality petroleum products at a price that's as competitive as possible.

**BELOW:** The Caltex workforce is 4,000 people strong. We perform a host of functions in a range of places: service stations, offices, refineries and terminals. Whether we're based in Brisbane or Broome, Caltex employees have to pull together to provide a safe, reliable and secure supply of fuel to the Australian community. This work must be finely coordinated. Ours is a business that never sleeps.



**TOP:** We value the diversity of our customers and we're proud to reflect that mix in our organisation. The capabilities and qualities our people bring to Caltex enrich the company.

**BOTTOM LEFT:** We are down-to-earth. Our market leadership is, in no small measure, the result of common sense, practical operations and friendly, personal interaction with our business partners, employees and customers.

**BOTTOM RIGHT:** The nature of the products we provide means our operations are closely scrutinised by our customers, regulators and the community. We understand this interest and strive to be consistently up-front and transparent in all our communications with stakeholders.

"THERE ARE REALLY GREAT OPPORTUNITIES TO BUILD A CAREER AT CALTEX, WHETHER YOU GO FOR A RANGE OF DIFFERENT ROLES OR CHOOSE TO SPECIALISE."

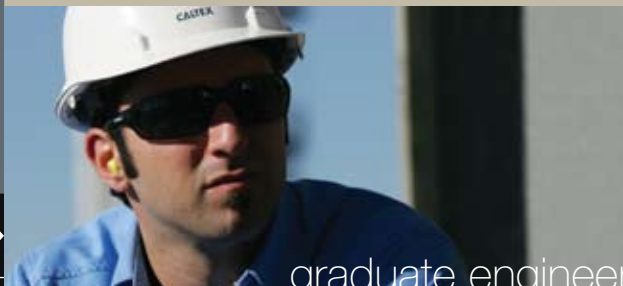
FRAN VAN REYK  
MANAGER REFINING PROJECTS

## Career

If your interests and talents lean towards refining, marketing, supply and distribution or the myriad of corporate responsibilities that support efficient operations – chances are there's a niche that could fulfil your needs at Caltex.



chemist



graduate engineer

**ALLYSON WOODFORD** ACTING CHIEF CHEMIST  
**JOINED CALTEX:** 2002

Allyson first worked for Caltex as a student while studying a Bachelor of Chemical Engineering at the University of Queensland. She joined Lytton refinery in 2002 as a Process Engineer and relished the chance to be the lead engineer during a major refinery shutdown, before moving into production engineering and the innovative field of clean fuels. Allyson became Technical Services Improvements and Fuels Specialist in 2007 and is, today, Lytton's Acting Chief Chemist.

**JOSEPH LATORRE** PROCESS ENGINEER  
**JOINED CALTEX:** 2007

When Joseph was offered the role as Process Engineer at Lytton refinery he rose to the challenge of leaving Melbourne to take up his first professional job. Joseph had graduated with a double degree in Chemical Engineering and Business Administration from RMIT and saw Caltex as a company that offers multiple avenues in technical pursuits, business and people management. He has enjoyed numerous training courses in the past year, locally and in China.



legal

**JORDAN FRENCH**  
CORPORATE COUNSEL  
**JOINED CALTEX:** 2004

Jordan came to Caltex on a short term secondment and so enjoyed the people he met that he "jumped at the chance to move to Caltex full time". He continues to enjoy great business-wide partnerships and is always seeking out new ways to become more commercial and deliver outcomes that add value to his client's business.

HR



**AMELIA ANTOGNELLI**  
HR ADVISOR KURNELL  
JOINED CALTEX: 2006

When Amelia finished school she elected to discover where her career interests lay before committing to a course of study. Her journey took her into human resources and she joined Caltex in 2006, attracted by its strong brand presence. Today Amelia is based at Kurnell refinery where she assists with HR activities including training and performance management. She studied part-time and has obtained a Bachelor of Commerce from the University of New England.



**FRAN VAN REYK** MANAGER REFINING PROJECTS  
JOINED CALTEX: 2006

Fran's engineering career began 23 years ago when she graduated from Melbourne University at the top of her final year Civil Engineering class. Her first job took her to the Bass Strait where she worked a gruelling seven days on, seven days off as a drilling engineer. Fran joined Caltex two years ago as Refining Engineering Manager at Kurnell. Today, she's the Manager of Major Projects at the Sydney-based refinery, heading up a team of around 25 people – half of whom are women.

refining

retail



**MATT GUMM** STORE MANAGER  
JOINED CALTEX: 2001

With experience in major supermarket retailing, Matt was interested in a change and decided to move into the petroleum industry seven years ago. Today he manages up to 17 people at his busy Rose Bay store that's open every day, all day. He enjoys the autonomy he's entrusted with and believes that, at Caltex, you can make the business you're managing "what you want it to be".

sales & marketing



**ANDREW SITARAMAYYA**  
NATIONAL CUSTOMER  
SERVICE MANAGER  
JOINED CALTEX: 2004

Andrew worked in a variety of customer service management roles before joining Caltex as a Business Centre Manager four years ago. As National Service Manager for the past two years, Andrew is responsible for "keeping the place spinning", with the help of five direct reports and a wider team of 75. He is currently studying a Bachelor of Business at the University of Western Sydney.



“I always walk away after a day volunteering for Starlight with a warm and fuzzy feeling inside – I know that I have made a positive difference to the kids.”

CALTEX EMPLOYEE  
AND STARLIGHT VOLUNTEER

# Community

**BELOW:** Our refineries are located close to two established urban communities at Kurnell in Sydney and Lytton in Brisbane. We maintain regular contact with our neighbours through newsletters and face-to-face meetings. We also enjoy less formal engagement. For example, to mark Australia Day we sponsor children’s entertainment near Lytton and ‘Opera on the Beach’ near Kurnell. Collectively, the refineries proudly support many organisations, events and programs in local communities from school libraries to sporting clubs, environmental projects to emergency service initiatives.

## Young Achievement Australia

For a second time Lytton refinery is sponsoring students from Wynnum State High who are taking part in the Young Achievement Australia (YAA) Skills Program. Over the course of a year, the young participants develop a business. In addition to financial support, Caltex mentors help the students get their company off the ground and into the black. In 2007 the Wynnum team scooped the YAA’s Queensland award for their profitable enterprise in decorative tableware.



**RIGHT:** For the past 22 years the Caltex Best All Rounder Award has been offered to all high schools across Australia to present to an all-rounder in their Year 12 class group. Winners are chosen for their enthusiastic commitment to a range of school and community activities.



**BELOW:** Caltex's largest corporate sponsorship is the Starlight Children's Foundation. Our support is both financial and physical. On Starlight Day, Caltex employees take to the streets selling Starlight merchandise for the charity that exists to bring joy to seriously ill children and their families. In the past year street sales together with merchandise sales through our retail and reseller network raised over \$250,000.



**ABOVE:** With both refineries located next to the ocean, it's fitting that we support surf life saving clubs. It's an enduring relationship – at Kurnell we've been assisting the Surf Life Saving Clubs of North Cronulla, Cronulla, Wanda and Elouera for 30 years. Lytton refinery has been the primary sponsor of Rainbow Bay Surf Life Saving Club for ten years. Recently Lytton refinery and Lytton terminal jointly bought the club a new boat to mark an all-girl victory at state championships on the Sunshine Coast.



"BRAND IS AN EXPERIENCE. IT'S WHAT OUR CUSTOMERS REMEMBER ABOUT US. IT'S WHAT LEADS TO LASTING IMPRESSIONS, PREFERENCES AND PERFORMANCE."

LIZ WHITEWAY  
NATIONAL MANAGER, BRAND & COMMUNICATIONS



**ABOVE:** Vortex Premium Unleaded, Vortex Diesel, Bio E10 Unleaded, Delo lubricants for diesel engines ... the list of Caltex products is extensive. They all share one intent: to keep motorists, industry and workshops moving efficiently, safely and cost-effectively.

**BELOW:** For long-distance travellers in need of hot coffee and local residents seeking fresh bread, Star Mart convenience stores are welcome destinations. Every day and night, hundreds of Star Marts around Australia refuel and revitalise people on their journeys.



# Brand

1900

RW Cameron Co begins operating as the Australian agent for The Texas Company, subsequently named Texaco Inc. The Texas Company proceeds to develop marketing outlets in Africa and Asia.



1936

California Texas Oil Co Ltd (later renamed Caltex Petroleum Corporation) is created when The Texas Company and Standard Oil of California (now Chevron Corporation) embark on a joint venture to market oil from newly gained concessions in Saudi Arabia.



1940



Australian Motorists Petrol Company sets about buying product produced from crude oil from the Bahrain fields of California Texas Oil Company. A year later the brand name "Caltex" is used for the first time in Australia.

1948



Australian Motorists Petrol Company lists on the Australian Stock Exchange, and in the following year changes its name to Ampol Petroleum Ltd.

1953



Marketing battles arise with the move from multiple to single-branded service stations. Caltex Petroleum Corporation finances loans to Caltex, Ampol and Golden Fleece to build new, single-brand stations as a way to maintain its market share of Australian companies buying its crude oil.



**BELOW:** Shoppers who spend a certain amount in a Woolworths store can pull into a co-branded Caltex Woolworths service station and receive a discount on their petrol. There are 516 co-branded stations making things a little easier for customers at the bowser.

**RIGHT:** To retain our premier position in the marketplace we need to be uppermost in the hearts and minds of our customers. Our brand is central to the way we think and behave. Great performance from people you like. That's what we stand for and what we strive to live up to every day.



# CALTEX

**ABOVE:** A Caltex StarCard offers motorists another way to pay for their fuel and oil. It can also pay for vehicle repairs or play an integral part in a company's fleet management plan. StarCash cards can be used in lieu of cash for any product at 1,800 service stations nationwide.



1955

Caltex's Kurnell refinery is completed. Within the next year, the refinery, on the shores of Botany Bay in Sydney, is processing crude oil for Caltex, Ampol and Golden Fleece. Ampol's Lytton refinery in Brisbane comes on stream ten years later.



1981

Caltex acquires Golden Fleece which had been established by Australian company HC Sleigh in 1913. In that same year Caltex Australia floats 25% of its shares to the Australian public.



1995

Caltex and Ampol merge their petroleum refining and marketing assets to become Australian Petroleum Pty Ltd, owned equally by Caltex Australia Ltd and Pioneer International Ltd.



1997

Caltex Australia Limited acquires full ownership of Australian Petroleum Pty Ltd and becomes the sole owner of Ampol. Chevron Corporation holds 50 per cent of Caltex Australia Limited's shares and 21,000 institutional and small shareholders hold the balance.



# CALTEX

2003

A network of Caltex and Woolworths co-branded service stations opens for business. Today Caltex Australia Limited offers its products to the public via sites that are either Caltex, or Caltex Woolworths branded.

The Caltex story continues.





# Environment

The nature of Caltex's products and the way we produce them mean we have significant environmental accountabilities. Vehicles are a major source of air pollutants in urban Australia but using cleaner fuels will reduce Australian greenhouse emissions over time. That's why we've invested \$500 million in upgrading our refineries to produce fuels that are lower in sulfur and benzene. Our fuels are some of the cleanest in the world. We've seen reduced pollution since the advent of these cleaner fuels in New South Wales and expect this trend to continue.

**BELOW:** Caltex has participated in the Australian Greenhouse Office Greenhouse Challenge Program since 1997. Since then we've measured and publicly reported on our energy use and the greenhouse gas emissions from our operations. In 2007 we released our Climate Change Policy, which commits us to an action plan focused on cutting our emissions. Our 200 km fuel pipeline running from Botany Bay to Newcastle helps us achieve this. The pipeline transports a large quantity of our products in New South Wales, which means 45,000 fewer road tanker trips are needed each year.

**BELOW:** For years, Lytton refinery has been monitoring the ambient air quality in the area adjacent to operations, most notably the suburban precinct of Wynnum North. A similar monitoring system is in place at Kurnell refinery. Details on our levels of emissions are provided to Environment Australia and are available for all to consider in the National Pollutant Inventory section of the Australian Government website.



*"Kurnell refinery is next to a national park and close to wetlands, so it's not uncommon for wildlife to find their way onto our site. Refinery personnel all help to ensure they're kept safe."*

BELINDA PATTERSON  
ENVIRONMENT PROTECTION SUPERINTENDENT, KURNELL

#### The realities of refineries

Caltex's refineries at Kurnell in NSW and Lytton in Queensland are large industrial sites that process as many as 244,000 barrels of crude oil a day. They are located on and near ecologically important terrain and we understand the huge responsibility we bear to be respectful custodians of our surroundings. Both facilities have dedicated environmental teams who monitor potential air, noise and water pollutants. Neighbours can lodge concerns or comments with us at any time via our 24-hour environmental hotlines.

#### Fuel for a future

Australia's oil industry has agreed to support Australian government policy to increase the use of biofuels – renewable fuels made of organic matter. Caltex currently produces and markets two types of biofuels: ethanol for petrol engines and biodiesel for diesel engines. Sales of both are growing rapidly. Biofuels have the potential to play a significant role in reducing greenhouse gases and help provide long-term solutions to climate change. At the same time we are monitoring the debates that centre on using land and crops for fuel rather than food.

**BELOW:** It takes a lot of water to refine oil. That's why, after a year's intensive preparation, Lytton refinery has switched to recycled sewage water for 85 per cent of its water consumption. With a daily intake of 5.2 million litres, that's a significant saving of potable water. Kurnell refinery is not far behind. Within two years recycled water will account for the lion's share of its daily usage.



**ABOVE (TOP):** Paper, plastic, glass, fluorescent tubes, leather gloves, overalls with logos removed – they're all recycled at Caltex refineries. The recycling process includes large underground tanks of worms that convert canteen scraps into a fertiliser ready to enrich garden beds around the properties. Kurnell's worm farm is possibly the largest in a commercial environment in Australia.

**ABOVE:** Employees at Kurnell refinery are accustomed to spotting wildlife in unexpected places. A pair of peregrine falcons chose the warmth and height of a refinery furnace to set up house. Black swans nest routinely in the wetlands area near the refinery. A miniature bat was recently spotted hanging from a door handle and a young fur seal made her temporary home at Kurnell Wharf. When we need to, we work with WIRES and Taronga Zoo to ensure our smallest neighbours are well and safe.



# Learning

The quality of Caltex's products and services depends entirely on the talent and application of the people who bring them into being. Our business is dynamic and often technical, and we rely on people who embrace challenges and seek to improve their knowledge. That's why we're committed to providing an environment that fosters, assists and rewards employees who wish to develop and grow.

I am new to Caltex. How does my role fit within the greater organisation?

I'm keen to study part-time. Will Caltex help?

**Getting familiar**  
At our two-day induction program you'll be introduced to all aspects of the company. You will meet our senior executive team and visit several major Caltex sites in different parts of our business.

**Growing can be ongoing**  
We encourage our people to learn and grow continually, and we're keen to play a part in helping them succeed. In our Caltex Australia Petroleum and Refining businesses Caltex will (subject to management approval) reimburse 75 per cent of your fees and textbook costs when your studies relate to your current or prospective work. We also offer exam leave and provide one paid study day for each subject you undertake per semester.

# CAN I GET ASSISTANCE WITH PLANNING MY CAREER PATH AT CALTEX?

## Going places

From marketing to engineering, refining to retail, Caltex offers a variety of career opportunities. And it's not just what we do that's diverse. Significant operations are located in Sydney, Melbourne, Perth and Brisbane but Caltex also has an extensive regional network across the country.

Our company wide Performance Management Process will help you grow in your job. Staff are able to nominate their career paths and have their manager support that journey through a career development agreement. The resultant plan is supported by clear job descriptions and success profiles. These describe the experience, knowledge, competencies and personal attributes required of an incumbent to be successful in a particular position. You can measure yourself against any profile to gauge your 'fit' with it.

# THE REFINERY IS A NEW WORKING ENVIRONMENT FOR ME, WHAT SAFETY TRAINING DO YOU HAVE IN PLACE?

## Safety first

Plenty! Ensuring our staff get home safely at the end of their day is of the utmost importance; in fact no employee can work in our refineries without comprehensive safety training. In addition to site induction, we offer training in

- Security awareness
- Driving in the refinery
- H2S (hydrogen sulphide)
- Our Loss Prevention System (LPS)
- Our Incident and Injury Free (IIF) program
- The management of change.

*I've been promoted to a leadership position in my team, I'd like help to ensure I succeed.*

## Take charge, with confidence

Caltex offers the support you need. We have developed and implemented a Leadership Competency Framework which clearly outlines expectations of all leaders at all levels. We are currently developing a consistent leadership development framework for senior management and front line managers. This incorporates leadership training, coaching, mentoring as well as opportunities for project work and secondments.

Our Talent Management Framework enables us to recognise valuable talent in the workforce. Staff identified as having high potential are supported through targeted coaching, learning interventions and included in Caltex's succession plan.



# Rewards

*"RECOGNITION UNDERPINS THE SUCCESS OF AN ORGANISATION BECAUSE WHEN GOOD PERFORMANCE GETS RECOGNISED IT GETS REPEATED."*

DON FREUND  
MANAGER, REWARDS

## The contents of a good package

Caltex offers attractive rewards for the people who keep us open for business. Employees in our refineries, terminals and offices are remunerated in three ways: base or fixed pay, variable pay in the form of an annual bonus, and superannuation contributions. The weighting of your salary's fixed and variable components varies according to how complex and senior your role is.

Your annual bonus is affected by how the company, your team and

you, as an individual, perform. Of these three groupings your personal performance has the greatest bearing on the reward you receive. Which means you influence your income. In determining your bonus and future fixed earnings each year, your manager assesses your performance against your job description and agreed objectives; the company, departmental and personal achievements; and how closely your behaviour aligns with our company values.



**BELOW:** While we produce fuel that keeps Australians moving, most of us are drivers too. Employees in our Caltex Australia Petroleum and Refining businesses enjoy significant discounts on fuel purchases, accessed at Caltex service stations via their Caltex StarCards.



**LEFT:** The birth of a child is a defining moment for parents and one that warrants time out. In our Caltex Australia Petroleum and Refining businesses we are pleased to offer 12 weeks' paid leave to a new baby's principal carer and one-week's paid leave to the non-principal carer – the gender of the carers is irrelevant. The primary carer can take up to two years unpaid leave after the birth of the baby and elect to return to work part-time.

**BELOW:** At Caltex, recognition and reward opportunities vary by department, business unit and site. Generally however, monetary and non-monetary recognition awards are available to individuals who contribute above and beyond what's typically expected in their role. They could be recognised for making a special impact on a project, demonstrating exceptional behaviour or going out of their way to help team mates. The common thread running through these accolades is that winners' exemplary practices align with Caltex's vision, values and strategic intents.

**LEFT:** A novated car lease or additional superannuation contributions – we can arrange for commitments like these to be paid from your pre-tax earnings as part of a salary-sacrificing package.

**LEFT:** Caltex understands the importance of saving for retirement. Employees in our Caltex Australia Petroleum and Refining businesses have default access to the Caltex Australia Superannuation Plan (CASP) which has a strong record of performance. Administration and insurance fees for CASP are paid by the company.

### **A stake in the company**

As employees of a listed ASX company, Caltex permanent staff can share in the success of the company through share ownership. There are two plans in which employees can salary sacrifice their pay to purchase shares. The first option enables employees to annually buy \$1,000 worth of shares tax free – an opportunity currently taken up by more than 70 per cent of our workforce. The second plan takes effect when employees want to buy more shares. Amounts greater than \$1,000 are taxed, but the tax is deferred until the shares become available to the members.

Employee shares were boosted in April 2006 when we celebrated 50 years of refining fuel in Australia. All Caltex employees who were permanent staff members at the end of 2005 were offered shares valued at \$1,000. Three years earlier, a parcel of 200 free shares was also offered to all employees.



*"We enjoy basketball and the chance to get together on a weekly basis. It's a great way to get out of the office for an hour and exercise close by."*

JOHN CLIFTON  
CAPTAIN OF THE CALTEX FUELLERS

We start every meeting that's attended by five or more people with an incident-free operations topic. Sharing anecdotes helps raise general awareness on how we can avoid losses. Topics can deal with any precautionary issue from chemical handling to proofing documents.



## Well-being

At Caltex, our number-one priority, day and night, is safety. Given the nature of the products we supply and the way we produce them nothing else comes close to the importance of keeping ourselves and those around us safe. Our commitment to incident-free operations is a company value and one that's embedded into our daily routines, whether operating a forklift at a refinery, behind the wheel of a truck leaving a terminal, on a service station forecourt or working in our head office.

For the past five years Caltex's Loss Prevention System has been a fundamental component of the company's operations. LPS aims to eliminate safety, environmental, financial or operational incidents across the company and uses a range of practical tools to do so. A simple philosophy is at the heart of this intervention – remove risks and you avoid losses and keep safe.

Our employees' well-being starts with safety but doesn't end there. We believe when people have balance in their lives their feelings of well-being are enhanced. At Caltex we encourage people to exercise, socialise and have fun.



There are plenty of people to meet at Caltex. Social clubs at our largest workplaces plan events where staff can relax and grow friendships. From movie nights to Christmas parties, pub nights to race days, a raft of opportunities exist for good times, together.



Since 2007 our culture of safety in the refineries has been boosted by an Incident and Injury Free program. Over 1,600 employees and contractors have gained skills in the intervention, which has, at its core, the quest for personal initiative in all matters relating to safety.



Stress, family issues, handling change – we all face emotional hurdles but some are harder to clear than others. The Caltex Employee Assistance Program, a confidential counselling service with qualified professionals, is on hand to help you cope.



Whether you're running with Lytton's triathlon team, playing touch footy or shooting hoops with the Caltex Fuellers, you're taking care of yourself with colleagues. If you're based in Sydney's head office you're welcome to unwind at weekly yoga sessions.



Twenty Caltex dragonboat team members regularly immerse themselves in Chinese New Year celebrations at Darling Harbour. It's one of several challenges this committed team of paddlers accepts. Others include participating at the Corporate Games, maritime festivals and training – all through winter.



There's a preliminary step Caltex employees take as we tackle any task. It's one simple tool of many in our company-wide Loss Prevention System, yet it frequently saves the day. Called a Safe Performance Self Assessment, the approach encourages proactive thinking ahead of a task.



# interested?

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Find out more about the realities and benefits of working at Caltex.  
Please visit our website at: [www.caltexcareers.com.au](http://www.caltexcareers.com.au)