

The background of the slide is a dark blue gradient. In the upper left, there is a green semi-transparent overlay containing an image of industrial pipes. In the upper right, there is an orange semi-transparent overlay containing an image of high-voltage power lines. Two thin white lines cross the lower right area of the slide.

2022 GABORONE REGION STAR RATING RESULTS

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Acting Chief Operations Officer
17.02.2023





Program Overview



STAR RATING PROGRAM

BACKGROUND

- Legal mandate at section 9 (2) d to monitor performance of regulated entities
- Conceptualised in 2019/20
- Development of tool (through consultative approach)

OBJECTIVES

- Monitor performance of retail facilities
- Promote voluntary compliance
- Improve service delivery
- Strengthen regulation through public participation
- Reduce monitoring and compliance costs
- Improve overall aesthetic value of retail sites



STAR RATING PROGRAM

IMPLEMENTATION METHOD

- Technical assessments: comprehensive inspections by BERA
 - 4 KPAs
 - Safe Operations
 - Environmental Protection
 - Service Quality
 - Capacity Building
- KPIs: quarterly reports submitted to BERA based on a set framework
 - 12 KPIs
 - Fatalities
 - Lost Time Injuries
 - Fire Incidents
 - Vehicle Accidents
 - Minor spills
 - Major Spills
 - Consumer Complaints
 - Stock outs
 - Non-compliances (sanctions)
 - Staff Training
- Consumer feedback: questionnaires completed by consumers
 - Mystery shopping: a controlled assessments mainly done to validate consumer perception

STAR RATING PROGRAM

RATING CRITERIA

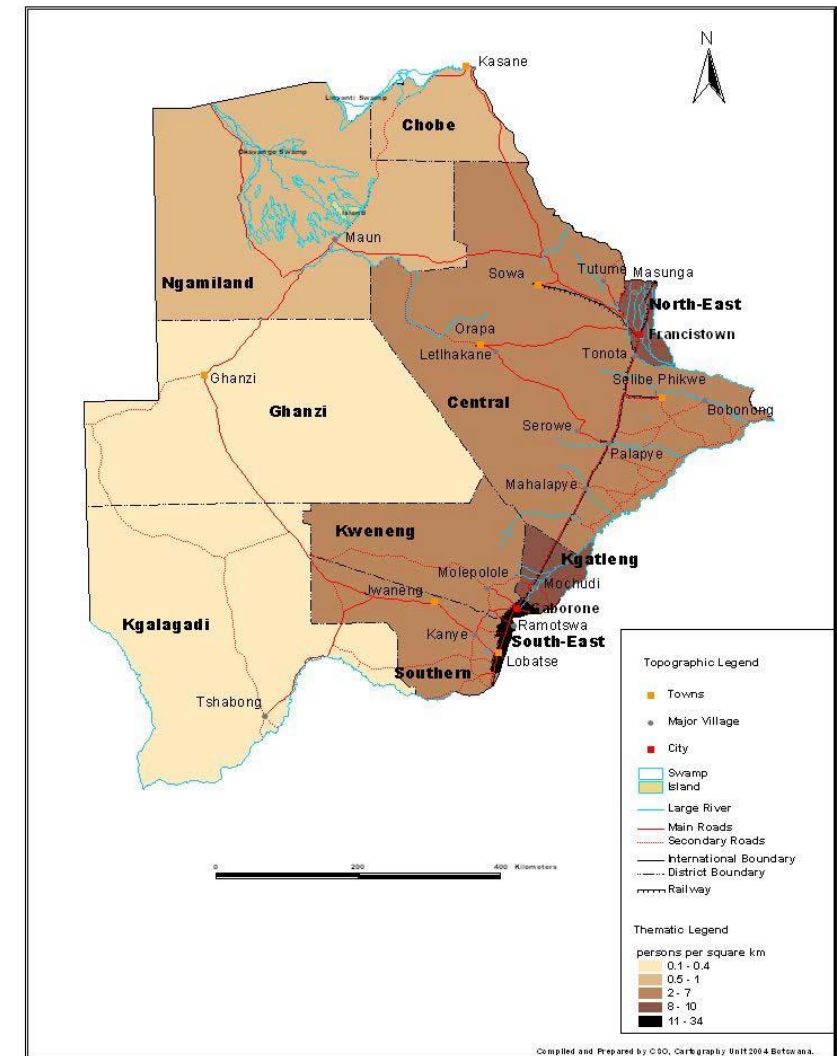
- Score = 40% Technical Assessments + 40% KPI score + 20% Consumer feedback
- Scale of 0 to 100%

Aggregate Score	Stars		Explanation
100%		5	Excellent performance
80 – 99%		4	Very Good Performance
50 – 79%		3	Good Performance
30 – 49%		2	Fair Performance
10 – 29%		1	Marginal performance
<10%	No stars	0	Licence must be suspended

STAR RATING PROGRAM

- Divided the country into 3
 - Gaborone and surroundings
 - Francistown and surroundings
 - Rest of the country
 - » Towns
 - » Major Villages
 - » Villages
 - » Settlements

2001 POPULATION DENSITY BY ADMINISTRATIVE DISTRICTS





GABORONE REGION REPORT



STAR RATING PROGRAM

Modifications

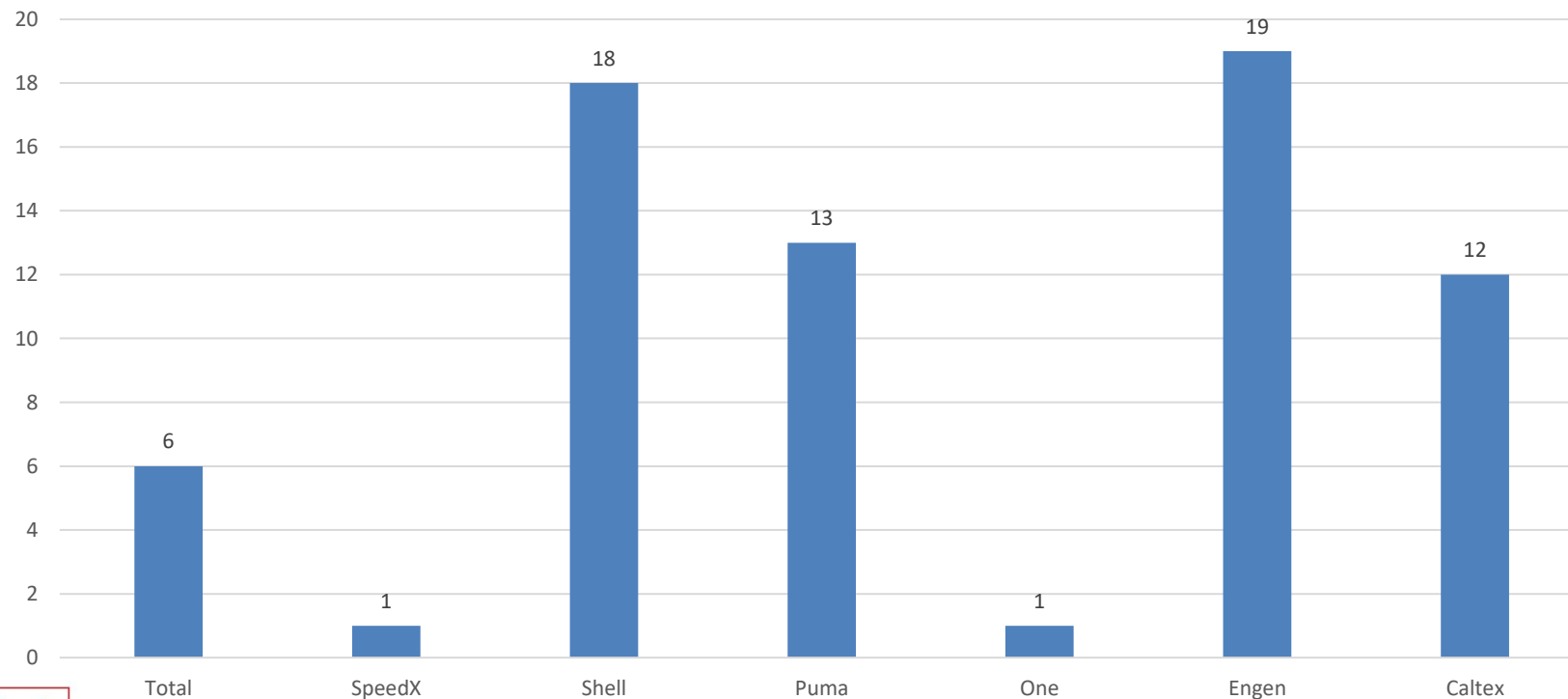
- Rating criteria modified
 - Exclusion of KPI's due to reports not forthcoming, untrue and unverifiable
 - Consumer Feedback (including mystery shopping) due to resources constraints such as time and others
 - 100% reliant on technical assessments
 - Modified grading

Number of Stars	Technical Score (%)
5	95 - 100
4	80 - 94
3	65 - 79
2	55 - 64
1	40 - 54
0	0 - 39

STAR RATING PROGRAM

- December 2021 – November 2022
- Tlokweng, Gaborone, Mogoditshane, Gabane, Metsimotlhabe, Kopong, Mamashia.
- 70 filling stations assessed

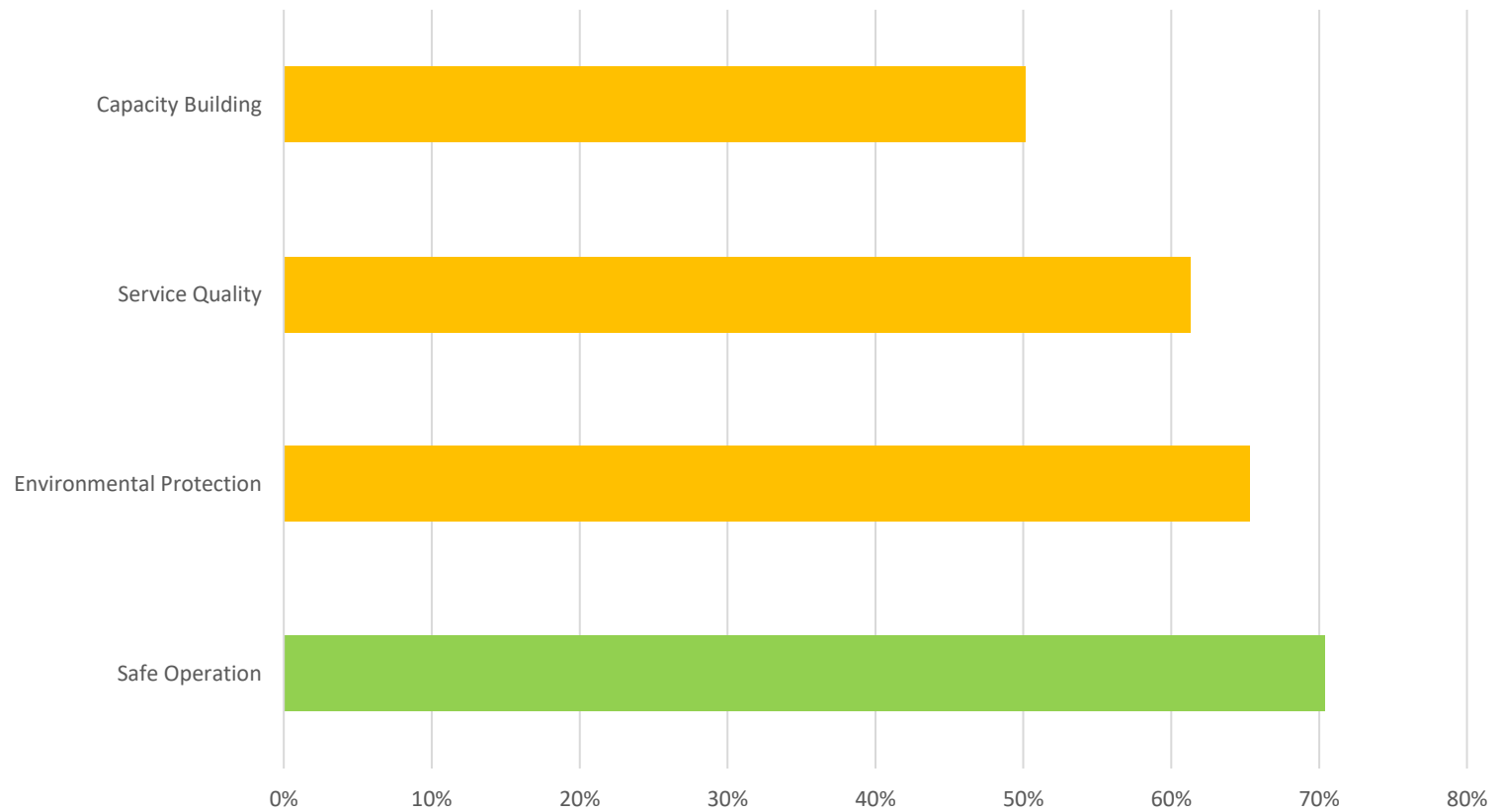
Number of Sites Per Oil Company



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PERFORMANCE ANALYSIS

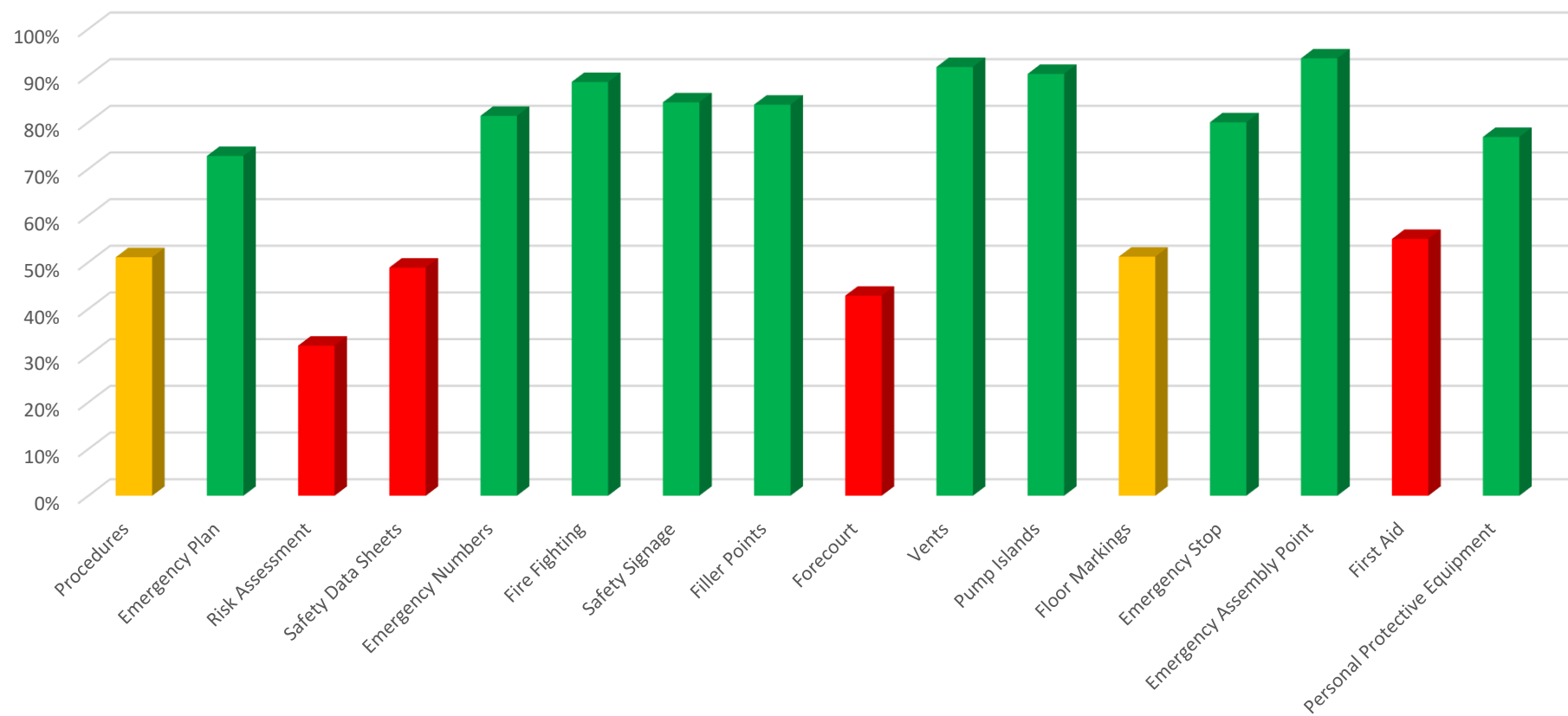
Overall Performance Analysis



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PERFORMANCE ANALYSIS

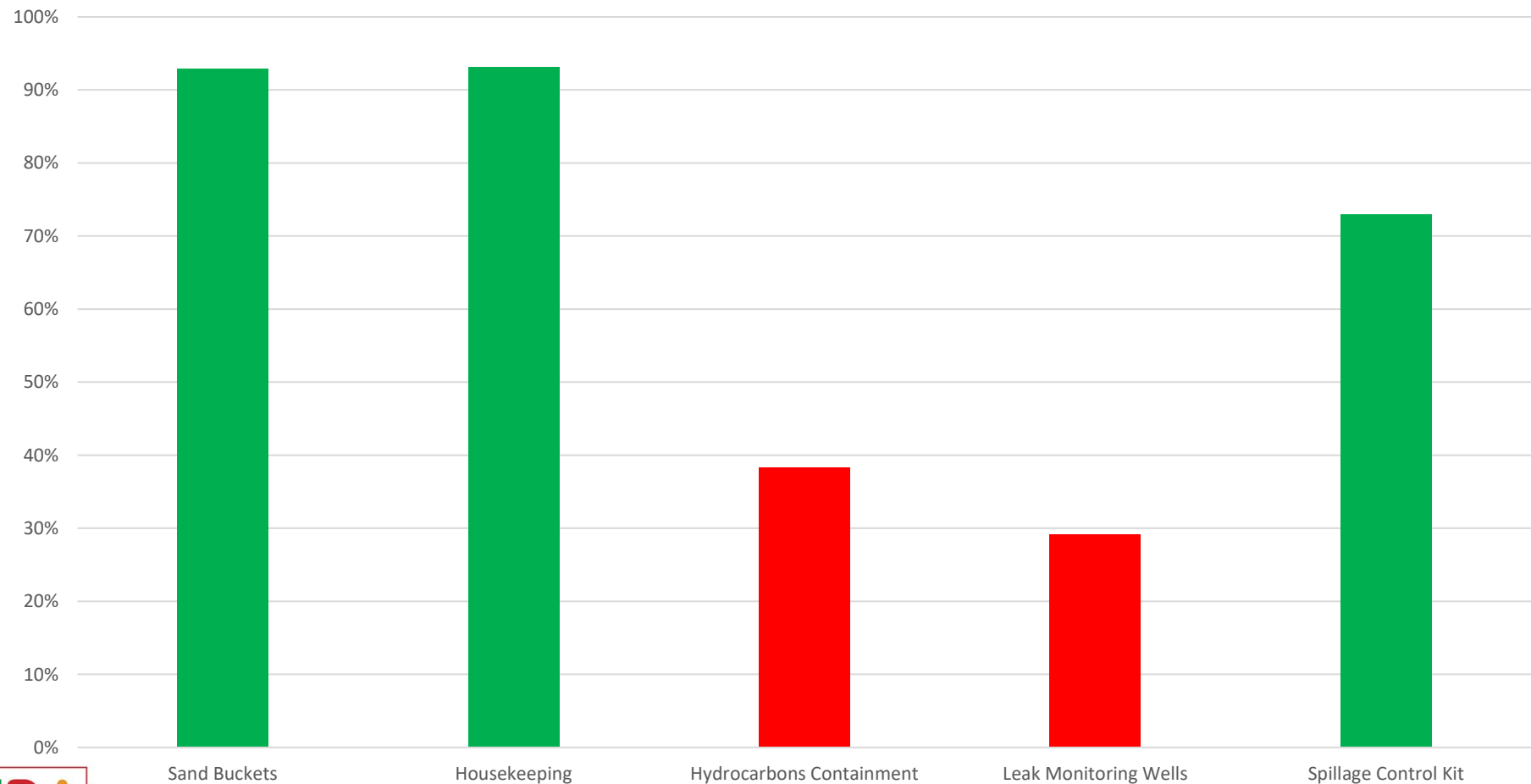
Analysis of Safe Operation Elements



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PERFORMANCE ANALYSIS

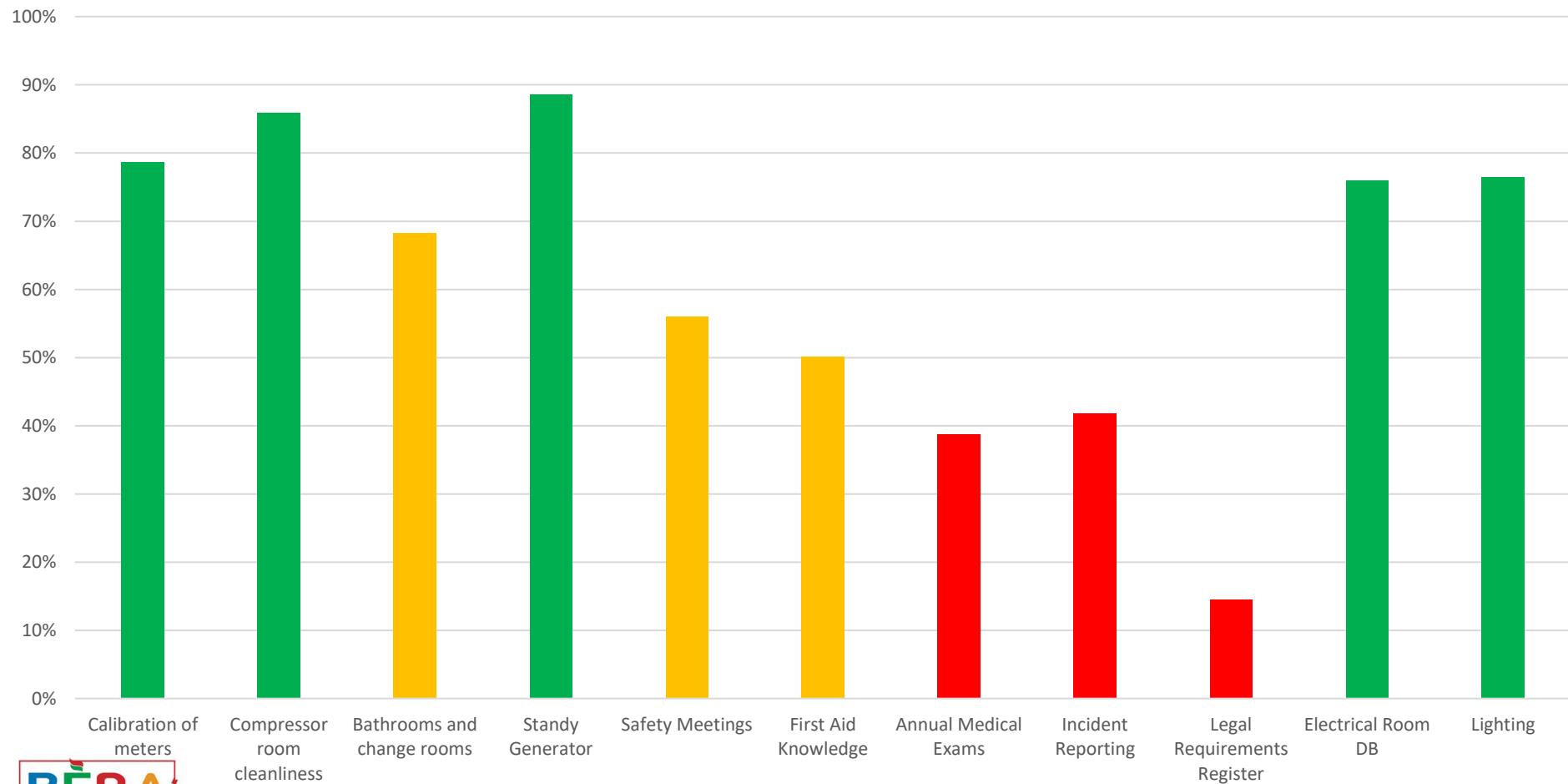
Environmental Protection



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PERFORMANCE ANALYSIS

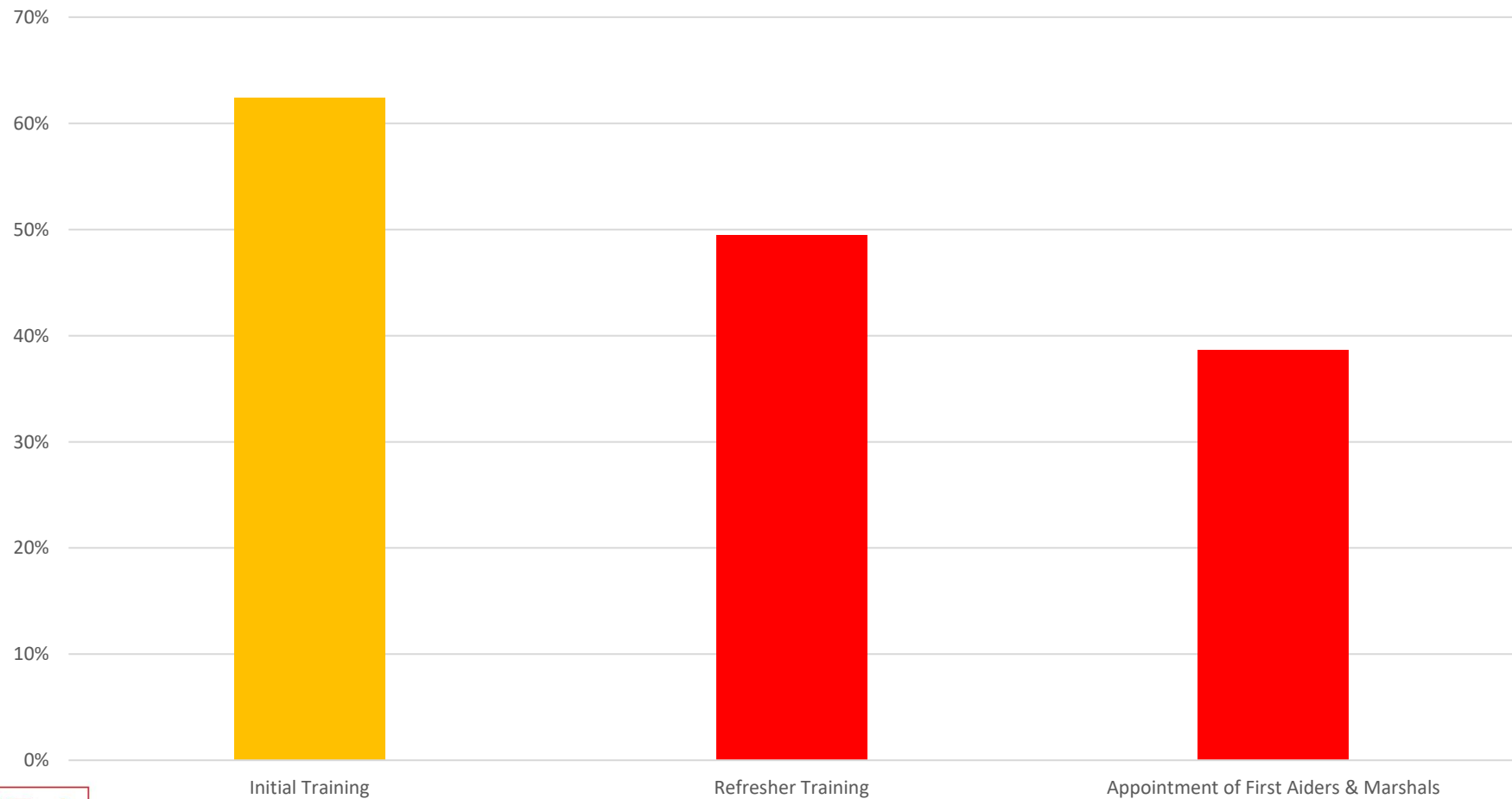
Service Quality



STAR RATING PROGRAM

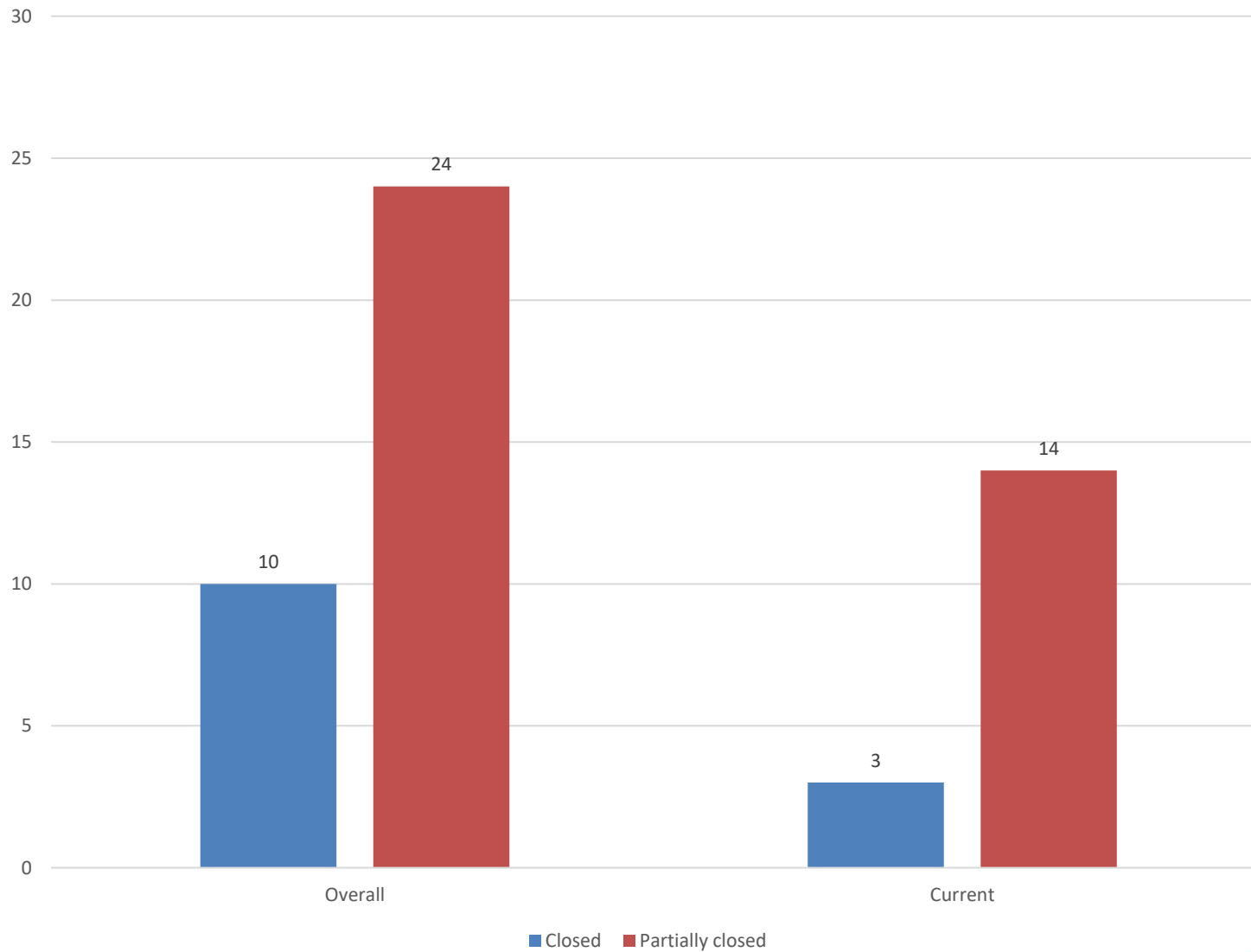
PERFORMANCE ANALYSIS

Capacity Building



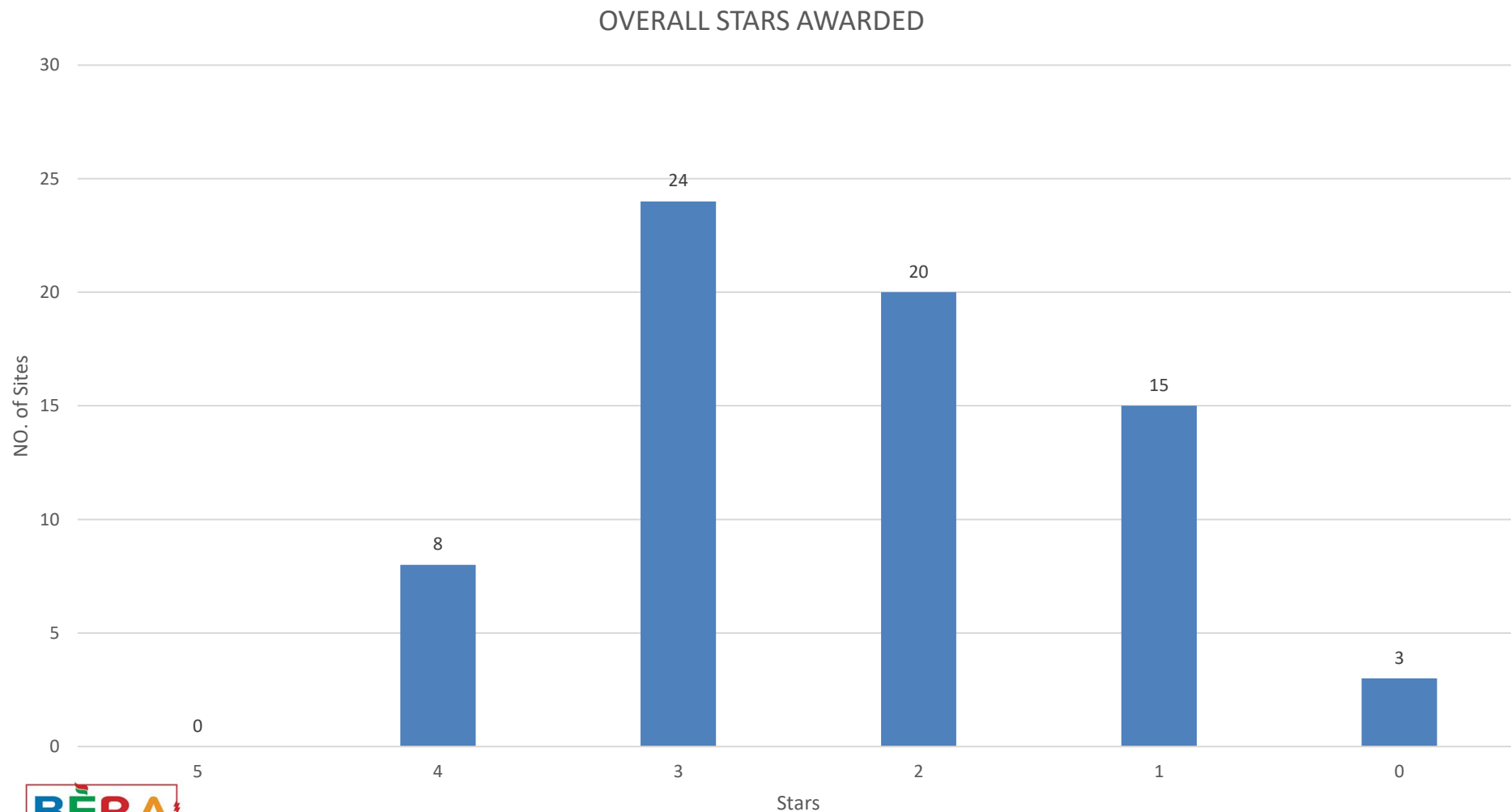
STAR RATING PROGRAM

CLOSURES



STAR RATING PROGRAM

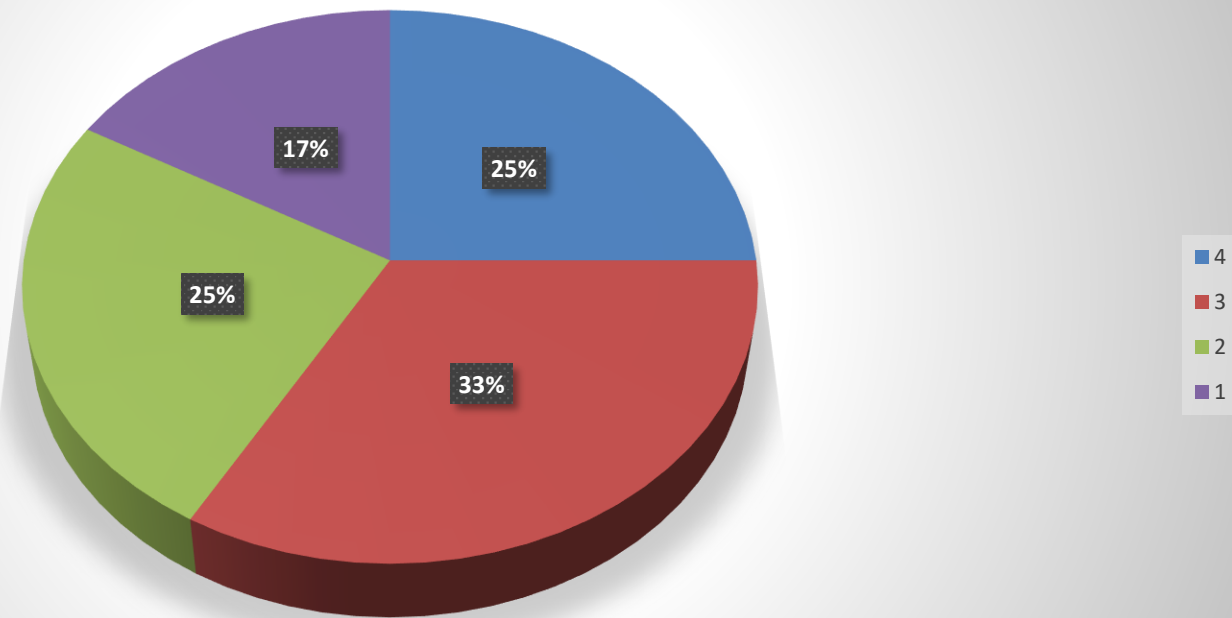
OVERALL STARS AWARDED



STAR RATING PROGRAM

ASTRON ENERGY

Stars Allocated to Caltex Branded Sites

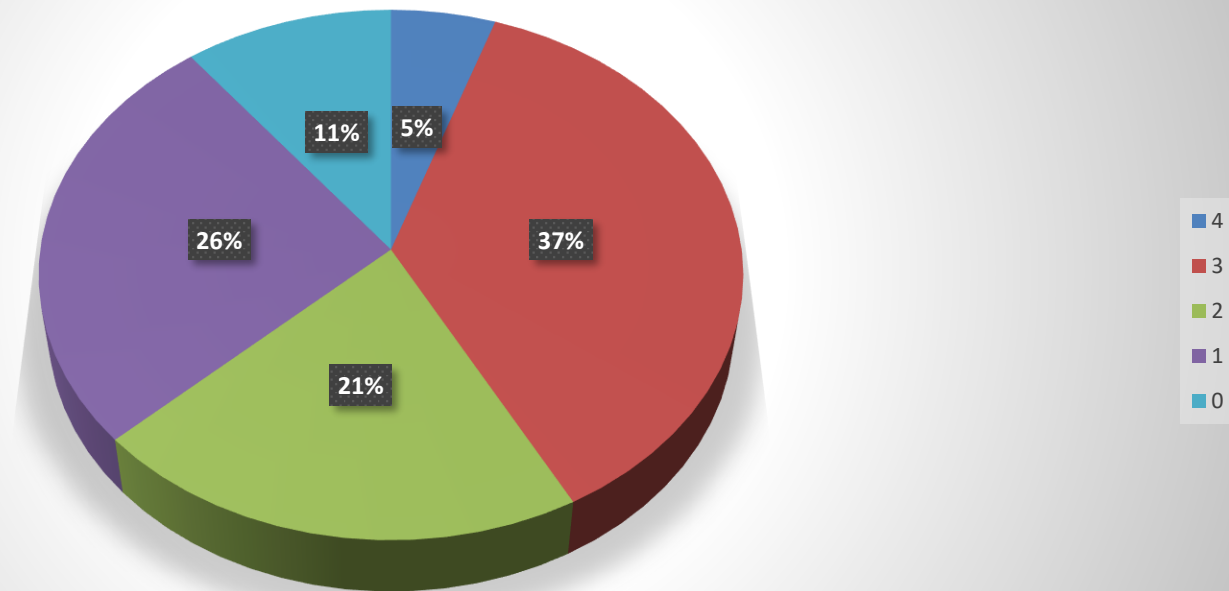


- 83% above 55% performance level
- Only 2 sites are below 2 stars

STAR RATING PROGRAM

ENGEN

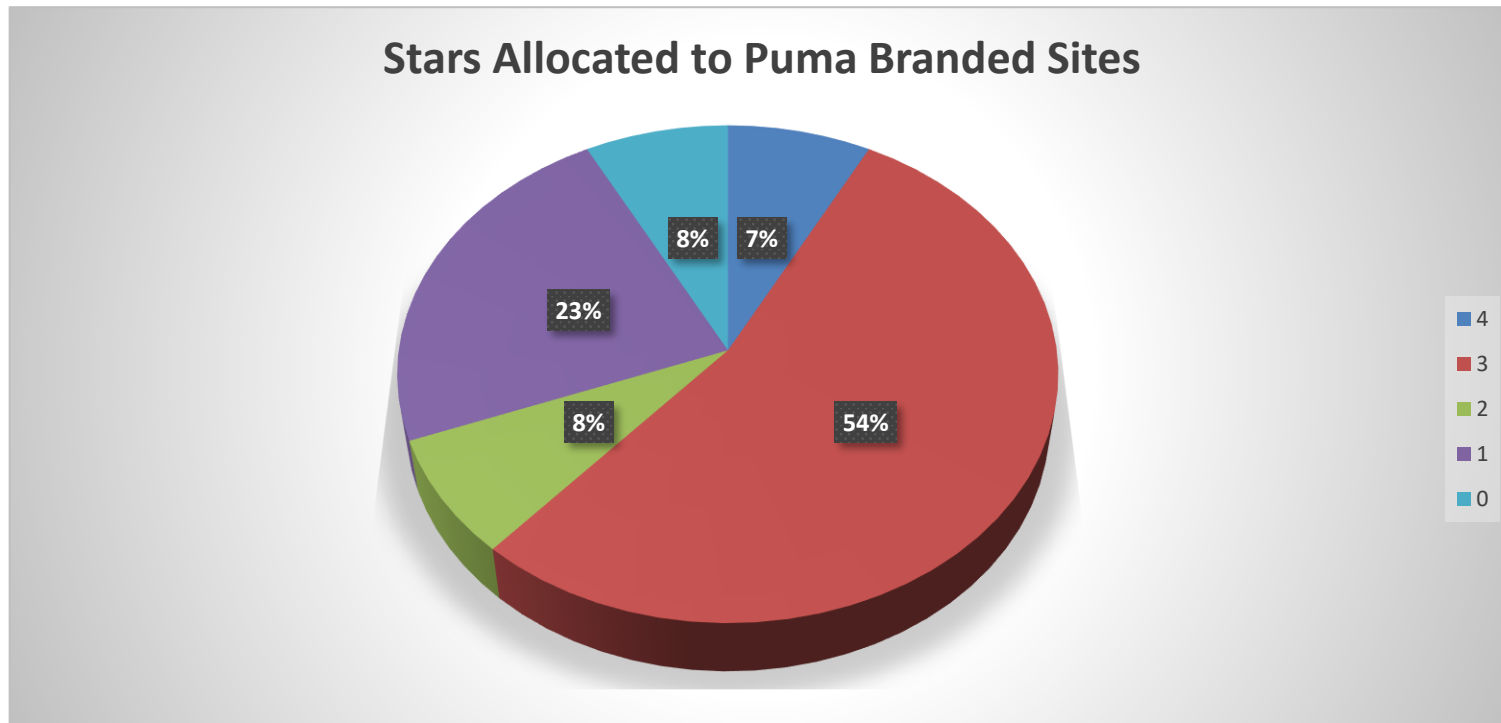
Stars Allocated to Engen Branded Sites



- Registered the most 3 star sites (7)
- Also registered the lowest performing site (Tlokweng: 30.7%)
- 2 sites with no star (Tlokweng and Pula)

STAR RATING PROGRAM

PUMA

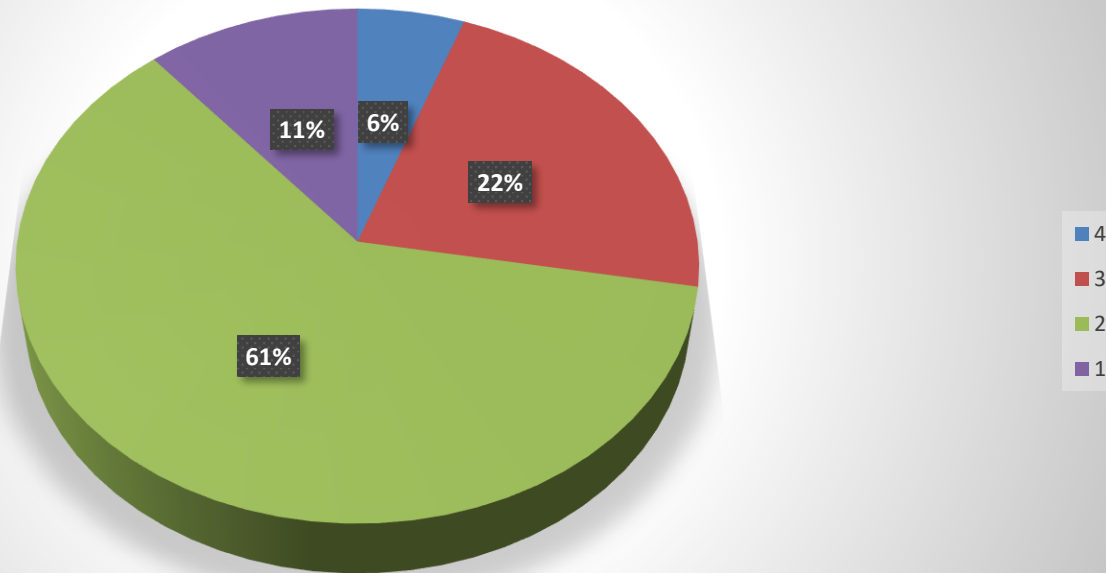


- Average performance level is between 65% - 79% looking at the mode
- 1 site with no star (Kgale)

STAR RATING PROGRAM

SHELL

Stars Allocated to Shell Branded Sites

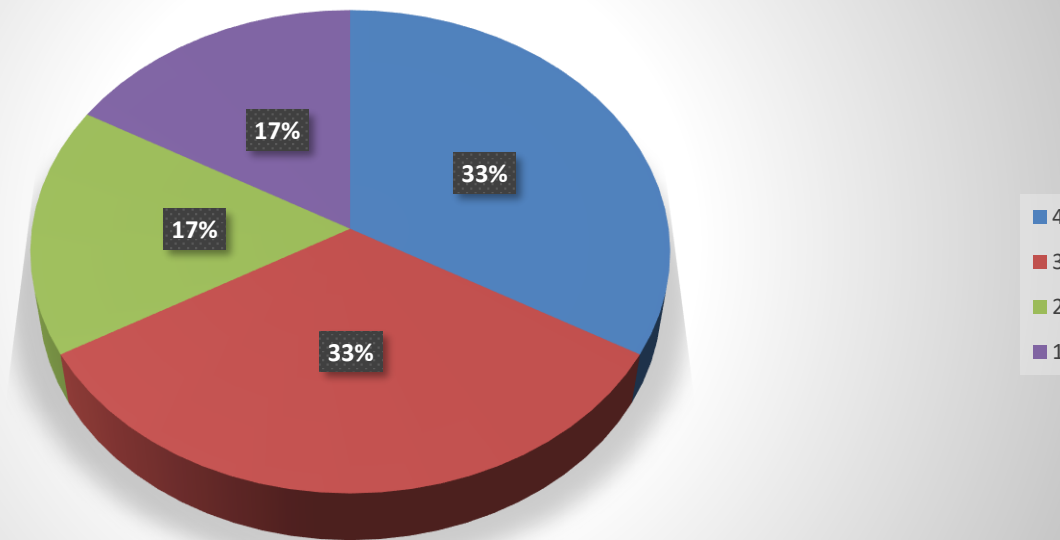


- 11 sites at 2 star and 1 site with 4 star
- 2 sites with 1 star (Mantate and Thusa)

STAR RATING PROGRAM

TOTAL

Stars Allocated to Total Branded Sites



- 2 sites awarded 4-star
- No site is below 50%



4 – Star Filling Stations

No.	Name	Results	Stars
1	Total Mmamashia	93.8%	4
2	Total Glick Motors	93.3%	4
3	Caltex Kaunda Road Filling Station	86.4%	4
4	Keyone Puma Fairground	83.2%	4
5	Engen Commerce Park	82.5%	4
6	A1 Service Station	82.0%	4
7	Caltex Mogoditshane	82.0%	4
8	Kays Filling Station	80.2%	4

3 – Star Filling Stations

No.	Name	Results	Stars
9	Puma Setlhoa	79.3%	3
10	Caltex South Ring Filling Station	79.0%	3
11	Mogoditshane Shell	78.6%	3
12	Engen Fourways	78.3%	3
13	Shell Tlokweng	77.7%	3
14	Puma Bordergate	77.0%	3
15	North End Filling Station	77.0%	3
16	Joes Filling Station	72.4%	3
17	Village Plaza Filling Station	72.4%	3
18	Puma Block 6	72.2%	3
19	Engen Truck Inn	72.2%	3
20	Puma Phakalane	70.1%	3
21	Movishane Filling Station (Puma)	69.9%	3
22	Caltex Hillside Filling Station	69.9%	3
23	Engen Tsolamosese	69.8%	3
24	Engen Kgale	69.7%	3
25	Engen Metsimotlhabe	69.7%	3
26	Caltex Reed Bird	67.4%	3
27	Total Kwena Mall	67.0%	3
28	Puma Railpark	66.2%	3
29	Engen Nkoyaphiri	65.9%	3
30	Engen CBD	65.5%	3
31	Puma Metsimotlhabe	65.1%	3
32	Total Game City	65.1%	3



2 – Star Filling Stations

No.	Name	Results	Stars
33	Rotlhe Services Shell	64.4%	2
34	Engen Tshekedi	63.9%	2
35	Shell BBS	63.9%	2
36	Seanokeng Service Arena	63.7%	2
37	Western Bypass Service Station	63.2%	2
38	Caltex Maru A Pula Filling Station	63.2%	2
39	Sefalana Shopper Quick Broadhurst	63.1%	2
40	Engen Tsholofelo	63.0%	2
41	G/West Shell Service Station	63.0%	2
42	Puma Gabane Filling Station	62.8%	2
43	Acacia Filling Station (Shell)	62.1%	2
44	Shell Ledumadumane	62.0%	2
45	Shell Bustop	61.0%	2
46	Caltex Block 6	60.9%	2
47	Total Village Filling Station	59.7%	2
48	Point Filling Station	58.3%	2
49	Shell Kudu Service Station	57.6%	2
50	Shell Gabane Filling Station	57.2%	2
51	Fairground Filling Station	57.2%	2
52	Engen Bokaa Filling Station	56.6%	2

1 – Star Filling Stations

No.	Name	Results	Stars
53	Total Western Filling Station	53.8%	1
54	Gaborone Garage Filling Station	53.6%	1
55	Bonnington Service Station	53.4%	1
56	Engen Mmopane	53.2%	1
57	Rainbow Service Station	52.6%	1
58	Puma Explosion	51.0%	1
59	Matante Mews Shell Service Station	51.0%	1
60	Bontleng Filling Station	50.9%	1
61	Engen SSKB	49.3%	1
62	Caltex Sebele Filling Station	47.8%	1
63	Thusa Shell Filling Station	44.6%	1
64	Engen Mamashia Filling Station	43.4%	1
65	Engen Mogoditshane	42.2%	1
66	Speed X Filling Station	41.1%	1
67	One Filling Station	40.7%	1



0 – Star Filling Stations

No.	Name	Results	Stars
68	Puma Kgale View Filling Station	39.3%	0
69	Engen Pula	38.6%	0
70	Engen Tlokweng Filling Station	30.7%	0



STAR RATING PROGRAM

Next steps:

- Publishing of performance
 - BERA communication platforms
 - Media
 - Affixing stars at all rated filling stations
- Francistown and the rest of the country
- Re-assessments after 12months



STAR RATING PROGRAM

Thank you!!