

## BASF

Open communication between client and service provider  
as key to success

The cooperation between BASF Antwerp in Belgium and Intero - The Sniffers is based on open communication and a hands-on mentality. What are the effects of this approach on their cathodic protection system and the integrity of their pipeline network?

BASF in the Port of Antwerp is with 6 km<sup>2</sup> the largest chemical production site in Belgium. According to Cris Van Dessel, Multidisciplinary Construction & Maintenance at BASF, the key to a properly functioning cathodic protection system is open communication between him and the inspectors and team leads of Intero - The Sniffers.

*"The cooperation with Intero - The Sniffers for cathodic protection is constructive. For me personally, they are my consultation team in the field. I can always rely on the expertise and know-how of the inspectors and the supporting team lead."*

### From fugitive emissions to pipeline inspections

*"We started working with Intero - The Sniffers back in 2015. Our colleagues from the tank farm already used their services for fugitive emission monitoring. The tank farm manages our underground pipeline network both onsite and offsite, so they recommended Intero - The Sniffers"* adds Cris.

*Intero -  
The Sniffers  
is my  
consultation team  
in the field.*





Cathodic protection survey



Third party interference management

## Open and straightforward communication is key

Sven Jacobs, Project Leader of the Pipeline Division of Intero - The Sniffers, values the open and straightforward communication he has with BASF. *"I really appreciate that BASF has a proactive mindset. They do not wait until something happens to their cathodic protection system but they act immediately."*

*"Apart from that proactive mindset, an additional benefit is that BASF provides me with historical data if necessary in order for me to have more insight in situations or to make a detailed analysis."*

*"In my opinion, the proactive way of working, the open communication and their transparency and trust to provide me with access to their data are 3 pointers that other pipeline owners can learn from."*

## Never stop learning

Cris Van Dessel is an expert in cathodic protection and he is committed to improving at all times. *"Even though Mr. Van Dessel is an expert in cathodic protection, he is always willing to listen to my comments and ideas about how we can continue improving and what the benefits of these actions are on the cathodic protection system"* says Sven from Intero - The Sniffers.

*"It is also important to me that our clients are involved in the inspections. When knowledge is shared and you can learn from each other, it is beneficial for both parties."*

## Detailed feedback through reporting

*"The feedback we receive through the reports of Intero - The Sniffers is really valuable and creates trust" says Cris Van Dessel. "I will definitely keep recommending them to fellow pipeline network owners."*

*The feedback we receive through the reports of Intero - The Sniffers is really valuable and creates trust.*



## Pipeline inspections and third party interferences and services

*"Apart from cathodic protection surveys, we also execute pipeline inspections and third party interference services for BASF Antwerp" says Sven.*

*"The cooperation for pipeline inspections and third party interferences runs in a similar way to how we work for cathodic protection surveys. Open and straightforward communication, knowledge transfer, transparent reporting and their willingness to always improve really are the keys to success in the case of BASF. I am looking forward to continue working with them."*

## More about BASF Group

As the world's leading chemical company, they combine economic success with environmental protection and social responsibility. Through science and innovation they enable their customers in nearly every industry to meet the current and future needs of society.

BASF Antwerp's site is located in the northernmost part of the port of Antwerp. It was founded in 1964 and it is the largest chemical production site in Belgium with its 6 km<sup>2</sup>. It is the second largest BASF group site in the world with more than 50 installations. 3.300 employees work for BASF Antwerp.

Sources: All text and images of BASF used in this case study are from the website <https://www.basf.com/global/en.html>