

Shellgram

90:7

DEER PARK MANUFACTURING COMPLEX

Community tours multi-million dollar facility

A new start-up: BPA-4



BPA-4 PIPING—Chemical Superintendent J.D. Johnson (left) shows off a piece of piping lined with a product made from BPA during BPA-4's June Open House event.

Recycling comes to Shell Deer Park

Recycling is a corporate responsibility as well as an individual one. That's the view at Shell Deer Park.

With that in mind, DPMC will be instituting a recycling program. Goals are to recycle as much stationery, computer paper, photocopy paper and aluminum cans as practical with the participation of all personnel. These items were selected for initial recovery.

A volunteer program initially, the DPMC Resource Recovery Program is scheduled to evolve into a standard operating process for office refuse. Administrative Services will coordinate the early program which will be integrated eventually into the Complex janitorial service.

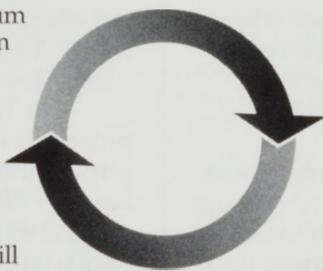
The program, targeted to have commenced July 16, will be implemented in three

phases: Phase I will consist of a pilot group to test the program; Phase II will call for an expansion of the program throughout the Complex; and Phase III integrates the program into a janitorial services responsibility.

Facilities in the pilot group are: North Laboratory, North Administration Building, South Administration Building, LPA Office Building, Resins Distribution Office, West Operations Building, and both cafeterias. The pilot group will be overseen by a Program Coordinator selected for each facility.

A vendor recycling service will set up a program tailored to the Complex's needs.

(See "Recycling" on Page 2)



As part of DPMC's ongoing local communications effort, Deer Park community leaders were invited to an Open House last month of Chemical's new BPA-4 facility. Start-up operations for the multi-million dollar unit will occur during the second half of 1990.

Attendees at the Open House were representatives from Deer Park Chamber of Commerce, Deer Park Community Advisory Council, other industries and news media.

Complex General Manager RON KINGSBURY delivered the welcoming address, which was followed by speeches by Facilities Support Superintendent MIKE DOSSEY, BPA-4 Manager PAUL SPICER, and BPA-4 Operators JERRY MURPHY and GEORGE ROBERTS.

The BPA business, run by Shell's Resins Business Center, was discussed by Spicer, after which Dossey spoke about how Shell approaches projects from a health and safety standpoint, emphasizing Shell's high priority in safeguarding employees and the community.

Operators Murphy and Roberts, Deer Park residents, talked about BPA-4 unit specifics — the very detailed start-up planning, heavy focus on health, safety and the environment during training, emphasis on individual planning, and how the unit is equipped to handle health, safety and environmental concerns.

A display of some of the wide-ranging products containing BPA were a feature of a unit tour. Consumer products included compact disks, baby bottles, water bottles, automobile fenders and tail lights.

Guests also observed a process simulation demonstration, the dephenolation process, the safety shower system and decontamination facilities.

The new unit, which took two years to complete, is expected to significantly strengthen Shell's position in the important BPA market.

At the peak of the start-up, BPA-4 will use approximately 140 operations and maintenance personnel.

1990
GRADUATE
ISSUE

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Recycling

(Continued from Page 1)

DPMC RECYCLING PLAN

July 16	Phase I	Pilot program begins; Coordinator Training held. Employee awareness program kicks off.
Sept. 1	Phase II	Expansion of program Complex-wide
Date undetermined	Phase III	Program integrated into Complex janitorial service

SAFETY IN ACTION

Hurricane Polly simulates real thing

Emergency personnel picked up reports of Hurricane Polly on May 21. She was a tropical storm in the Caribbean and was expected to make a direct hit on the upper Texas coast.

The storm didn't actually occur. It was merely a simulation.

Tracking Hurricane Polly was the subject of a 10-day drill conducted at Shell Deer Park to test communications and planning procedures so that the Complex could be better prepared in the event of a real natural disaster.

The players in the Hurricane Polly drill were the same as those who would be involved in an actual case—the Environmental Supervisor, Security, Utilities, Health & Safety, superintendents and selected managers on the duty roster.

The Environmental Supervisor and the Security Department monitored weather forecasts and alerted appropriate management personnel. Regularly scheduled meetings of superintendents were held with the Emergency Operations Center

staff and the Hurricane Coordinator to discuss the likelihood of landfall and what plans to make in that event, according to BILL CHARLES, Engineering and Chairman of the Emergency Response Safe Team.

"What happens is that the Emergency Operations Center is activated at an appropriate time and begins to manage the preparation activities," says Charles. "Each group utilized the simulated weather data provided and made their plans on the basis of that data."

The Emergency Response Safe Team, served as observers. Each member was assigned to a different group to study what preparations that group made. Their observations were summarized later at an evaluation meeting.

"It was a real benefit having gone through this exercise," comments Charles, who is in favor of instituting the drill on a regular basis.

The drill was patterned after an exercise conducted annually by the State of Texas.

Little girl's bubble bursts at Fuels

LINDA PHARR, Distilling, spotted the busted piece of orange rubber on the ground out on the Distilling unit. Who would have imagined it would be a message hitched to the remains of a balloon sent all the way from Sugar Land by elementary school student ELIZABETH COSTILLO.

"We found it lying near a vent. The steam must have made it pop," said Pharr, who was out checking the unit.

Apparently a class project, the typed message introduced Costillo and said that the fifth grader had read 15 books this year at Dulles Elementary and that she would like whoever received the balloon to write her back.

That's just what Pharr and others on the unit did. They enclosed a Shell Deer Park history book, safety stickers and a Shell key chain and told Costillo to "keep up the good work."



INFLATED MESSAGE—Linda Pharr and Charlie Burney of Distilling, with a balloon message sent by a Sugar Land fifth grader.

Take steps to prevent drowning

Since the growing popularity of backyard and apartment swimming pools, drowning has become a leading cause of death among preschool children. To help curb this problem, the Texas Medical Association urges parents and pool owners to take appropriate precautions.

"A child under the age of 5 who lives near a pool is 14 to 17 times more likely to die from drowning than from an automobile accident," says TMA member DAN L. LEVIN, M.D., medical director of pediatric intensive care at Children's Medical Center and Parkland Hospital in Dallas. "Child drownings have become an epidemic."

Toddlers are the most vulnerable to drowning, according to the U.S. Consumer Products Safety Commission. In a study of home drownings of preschool children, the commission found that 75 percent of victims are between 12 and 35 months of age.

Many of the children were seen five minutes or less before being missed. This means that drownings happen quickly and without warning.

The primary rule for parents and others who care for children is "never let a child out of your sight around water," says Dr. Levin,

president of the citizens group SPLASH (Seeking Proper Legislation Against Swimming Hazards). Practically speaking, however that is impossible.

On a more realistic level, the best protection is a 5-foot fence separating the pool from the house and the play area. "This is different from a fence around the property," he says.

The fence should be built flush to the ground and have no more than 4 inches between slats. It should have a self-closing, self-locking gate, with the latch placed on the pool side above a child's reach. The fence also should be in good repair and have nothing propped against it, such as a lawn chair or firewood.

Some pool owners have installed other safety devices, but these have pros and cons, says Dr. Levi. Often, most safety devices are turned off during peak times and must be activated to work.

These supplementary safety precautions can be taken:

- Teach children to swim, but don't assume that lessons can save a child under 6 from drowning. A toddler who falls into a pool will not be able to swim with clothes on or have the

thinking skills to swim to the side and pull himself out.

- All parents and pool owners need to learn cardiopulmonary resuscitation, which is useful for many different kinds of emergencies.

In the usual scenario, a child is found at the bottom of a pool, says A. COMPTON BRODERS III, M.D., Dallas, chair of TMA's Committee on Emergency Medical Services and Trauma. The paramedics arrive and administer CPR and "the child is either saved or not saved at the pool."

If parents know CPR, they can begin administering it immediately. They also should call for help. For such emergencies, a pool-side telephone can be installed. To find out where to receive CPR training, call the DPMC Medical Department, your physician or a local hospital.

The Texas Medical Association is a professional organization of more than 29,000 physician and medical student members. It is based in Austin and has 119 component county medical societies around the state. The Association represents more than 80 percent of the state's physicians, and its goal is to improve the health of Texans through the professional and personal development of its members.



LO III first in Olefins safety

The Eagle has landed

A three-time world record setter in production and a plant noted for its reliability, DPMC Olefins has attracted attention throughout Shell. It's been no coincidence that historically, Olefins has also had its best safety and environmental performance in these record setting years.

ROD WALSH, Olefins superintendent, thinks it's only fitting that Olefins receive special recognition for safety. So he created the Olefins Eagle Award, a bronze image of our national bird awarded quarterly to one of the five Olefins departments that best typifies safety and health excellence.

"What I wanted to do was recognize and reward the prevention aspects of our safety program in Olefins. If you are going to be the best in the world, excellence in safety is a prerequisite. It must be considered first in all of our activities," explains Walsh.

During its recent maiden voyage the Eagle Award found its first home at Light Olefins III.

"Not only did Light Olefins have excellent statistical records as far as OSHA Recordables and Lost Time Accidents," says Walsh, "but they also have a program that encompasses all the aspects of safety, not just injury prevention. They have an excellent health program, a computer data base for record keeping, a shift-by-shift prevention program, good participation on all HSIP activities and a field team report methodology that is overall geared toward prevention."

Besides Walsh, Eagle Award judges are RON KINGSBURY, Complex general manager; and JIM NIERMAN, Complex superintendent. Both, notes Walsh, have come to Shell Deer Park from other locations with impressive safety records.

Department managers were asked to make 15-minute presentations to the judges. "The managers were given no instruction. They were asked to come in and convince the three of us their quarter's performance—based

We're working on what isn't broke and when you do that you can set production records.

on real statistics and geared toward prevention—was the best in Olefins," says Walsh.

"We've tried to do things in a variety of areas, all prevention-oriented," says JOHN LYNN, LOIII manager. "We try to use all the possible tools, all the possible ways to go about doing our jobs more safely. We try to get people involved, best utilize our people and have them participate in safety meetings."

"We've got a very good safety program," comments C.J. LLOYD, operator. "We're doing a lot of things to increase the awareness of the chemicals we deal with. Everybody takes it upon themselves to insure their safety as well

as the person next to him. That is one of the best things about this department. Everybody looks out for one another."

"Safety is for real," says WALLY ODOM, operator. "We have something to be proud of and something to strive for."

"I've never worked at a plant before," says Operator CATHY ROACH. "This is all

new to me. Of the plants I was looking at, this was one I thought was the most safety conscious. That's why I came here."

"I like to think there's something we're doing better than the other departments," says DANNY FINE, SOM. "I don't think that's so but I like to say that we are. In Olefins we've had a lot of good people who have been here a long time, know their job and work good together. I think that has a lot to do with it."

Walsh's selection of the eagle as the symbol of the Olefins safety award was well thought out. "An eagle is a very noble animal, the symbol of our country," says Walsh. "He's close to extinction because he's very fragily dependent on his environment. You've got to take care of that around you in order to take care of yourself."

"It was interesting," Walsh reflects. "We learned a lot. The award will become progressively harder to win."

The Eagle Award is a two year program. The department that earns it the most quarters will retain it permanently.



SAFE EAGLE—Capturing the new Eagle Award for first quarter Olefins safety is the LO III Department. Pictured are: (front, sitting) Jeff Kyme, (2nd row, l to r) Bill Bartz, C.J. Lloyd, Cathy Roach, (back) Jessie Gonzales, Danny Fine, and Wally Odom.

Good communication, management responsible for BEU production hike

The folks in the Benzene Extraction Unit had a month for which to be proud. In May the Aromatics Department unit set a new production record of 6,323 barrels per calendar day, sustaining over 6,000 B/D for each of those days except one. On one of those days, the unit even exceeded 6600 barrels for the 24 hours.

SARAH RUSSELL, Aromatics TSO, believes that no small potatoes. She attributes those good figures to operators who are running the unit right and to good management.

"They're running it [the unit] the way it should be operated and they have eliminated the gray areas. Operators know what needs to be done to get to a certain rate and no question about it, they've learned some new tricks on how to keep more feed in there."

"They're very attuned to environmental and safety concerns," adds BILL WHITE, SOM. "Production yes, but it comes after those other two items. Aromatics has also had an outstanding year so far from the environmental and safety perspectives."

Communication across shifts has been one of the key pieces to BEU's success.

"We've got operators really in tune with the continuation of shifts. It's not that they want to just make their eight hours, it's their concern with how to pick up where the previous operator left off," says White. "They're now operating as a real team."

"We're up against unit constraints," says Russell. "The operators are in the position now where they're responding to small changes that if they don't catch and make adjustments,

will cause a problem for the next day or the next shift."

"They're in a very pro-active mode," she continues. "It's not just one operator on his shift. In order for them to keep the unit loaded up consistently day in and day out they have to understand what the other guy did, the change he's going to make and what's going to happen with the next shift as a result of his change," says Russell.

"The challenge has been breaking records and sharpening skills," adds White. "Communication has a lot to do with it. Operators give us ideas on how they think the unit should run from a maintenance standpoint and people like Sarah with the technical skills put all that together."

Pride on the unit has naturally increased. BEU has been getting a lot of attention from the Aromatics manager, the Fuels superintendent and Head Office, according to White. "We're in the spotlight. Benzene is a highly marketable product. When we set these kind of records other people notice."

Says KARL QUADE, operator: "BUD KYZER, DON BARNEY, GWEN LYONS, JOHN GOFF and BILL KROLL (operators) should take most of the credit." Quade adds, "We've been doing a pretty good job of communicating between shifts and keeping everything as high as we can. It's been a 24-hour watch."

"It's a complete venture among the Hydrotreater (HT-II), the BEU operator and the SSU operator," says Kroll. "Everything's been on spec and smooth. We've been getting a good flow of benzene and making a high yield out of the product."

"We're proud of the record. We worked together to achieve this," says Bellows.



SALUTING DPMC'S 1990

GRADUATES



JEFFREY SCOTT ADAMS
Son of LLOYD D. ADAMS, Maintenance Planning. Graduate of Northshore High. Activities/honors: Marching Band, Karate Demo Team. Will pursue career in Law Enforcement in the U.S. Army as a Military Policeman.



DANA ANNE BOEHM
Daughter of E.C. "BUBBA" BOEHM, JR, Distilling. Graduate of C.E. King High. Activities/honors: student council pres., Senior Class V.P., Panther Guard, Drama Club V.P., Thespian Pres., Planning to pursue Theater Arts and English at Sam Houston State Univ.



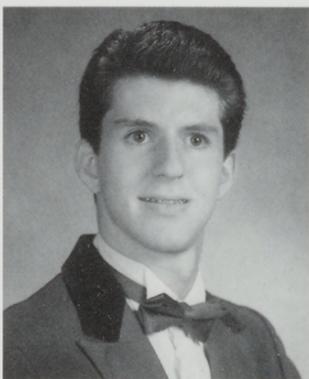
KRISTI BOYER
Daughter of GARY BOYER, Dispatching. Graduate of Barbers Hill High. Activities/honors: member DECA, organizer of Christian Student Union, Sr. Class rep., Project Graduation Committee. Will attend Lee College to major in Child Development.



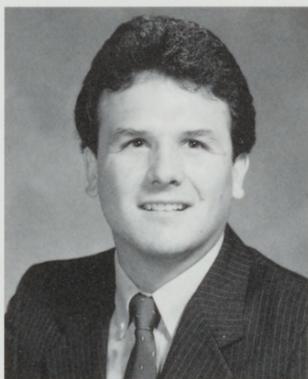
TAMBREA E. BUFFINGTON
Daughter of RAY BUFFINGTON, Cat. Crack./Gas. Graduate of La Porte High. Activities/honors: Top 10%, National Honor Society. Will pursue B.S. Degree in Nursing-Anesthesiology at San Jac. Coll. on a scholarship, then transfer to Univ. of Texas-Houston to pursue a BSN.



PATRICIA MARIE CANALES
Step-daughter of FRANK OSUNA, Utilities. Graduate of Faith Christian Academy. Activities/honors: All-Dist. volleyball, All-Dist./All-State & MVP basketball. Plans to attend San Jacinto College.



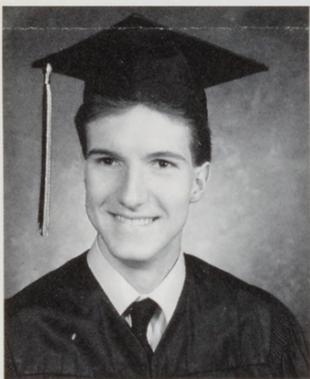
ALLEN D. CARLSON
Son of JOHN CARLSON, Control Systems. Graduate of Deer Park High. Activities/honors: Vocational Club. Planning to enter the military.



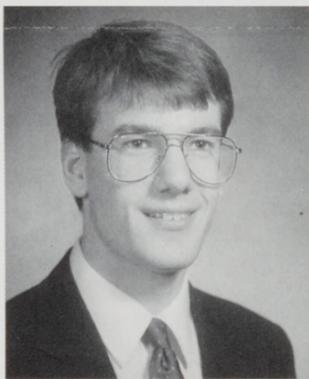
FREDRICK ALFONSO CHARLES
Son of WILLIAM P. CHARLES, Engineering. Graduate of Baylor University School of Law. Activities/honors: General Fund Scholarship, Pres. Phi Delta legal fraternity, Moot Court Society, Intramural Athletics. Working as Asst. District Attorney of El Paso County.



DEANNA CHRISTIAN
Daughter of HARRY CHRISTIAN, Dispatching. Graduate of La Porte High. Activities/honors: Drum Major, Cum Laude honor graduate, 4-yr band member, Thespian, FHA Treasurer, Outstanding H.S. Students of America, 2-yr track member, Home Ec. Coop. Advisor.



GERALD W. CLANTON
Son of C.G. "IKE" CLANTON, Fuels Maint. Graduate of Friendswood High. Activities/honors: honors, top 10%, Natl. Merit Scholar, Ac. Achiev. Award—U. of H., lead in play, Hon. Men.—in one act, choir. Enrolling in U. of H. Honors School Pre-Law program.



CHARLES RANDALL COLLARD
Son of CHARLIE L. COLLARD, retiree. Graduate of Baylor University. Will attend University of Houston College of Optometry.



COLLEEN RENEE CORLEY
Daughter of HENRY P. CORLEY, Chemical Opprs. Maintenance. Graduate of Deer Park High. Activities/honors: National Honor Society, Mu Alpha Theta, Spanish Honor Society, Art Club, Physics Club, Spanish Club. Will attend University of Houston to major in Elementary Education.



KIMBERLY ELAINE CRADDOCK
Daughter of H.E. CRADDOCK, Health & Safety. Graduate of La Porte High. Activities/honors: Member Junior Achievement, Photo Journalism, FFA, choir, Spanish I, II, Theater Arts. Plans to attend San Jacinto College and Texas A & M.



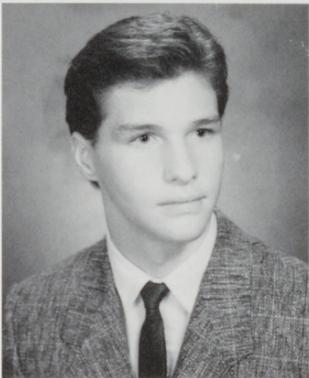
SHERYL COLLINS
Daughter of JEFF COLLINS, Alkylolation. Graduate of Jesse H. Jones Sr. High. Activities/honors: Ladies of Sophistication, Announcer's Club, Intl. Baccalaureate Honors Program. Will attend Texas Southern University to major in Business.



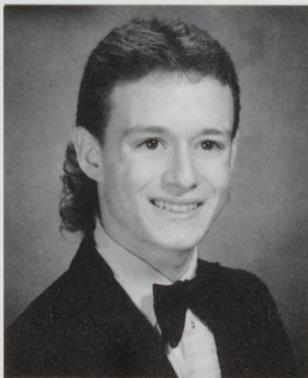
LISA CONARD
Daughter of GLENN CONARD, Railroad Operations. Graduate of Crosby High. Activities/honors: newspaper staff, Spanish Club. Plans to attend Lee College.



BRANDI LYNN DAVENPORT
Daughter of RONALD DALE DAVENPORT, Engineering Services. Graduate of Channelview High. Activities/honors: volleyball (2-yrs), baseball statistician (2-yrs, varsity), V.P. FHA, Foreign Language Club (1-yr).



BRENT EIDSON
Son of TOM EIDSON, Employee Relations. Graduate of Langham Creek High. Activities/honors: Class President, National Honor Society, varsity baseball, Outstanding Sr. Boy Graduate. Will attend Southern Methodist University on an academic scholarship.



PATRICK GABRIEL
Son of GEORGE GABRIEL, Logistics-Docks. Graduate of Pearland High. Plans to attend Alvin Junior College.



ANNA LISA GALLEGOS
Daughter of IGNACIO R. GALLEGOS, Cat. Crack./Gas. Graduate of South Houston High. Activities/honors: H.O.E., H.E.A.R.T., T.A.S.K. Plans to attend San Jacinto College and U.T.-Galveston to pursue a career as a Physicians Assistant and then M.D.





TRACIE VERLYNN GILBERT

Daughter of FRANKIEL GILBERT, welder. Graduate of Barbers Hill High. Activities/honors: Journalism, athletics. Plans to attend Lee College and University of Houston-Clear Lake to pursue a career in Education.



ROBIN LACHELLE GORKA
Daughter of ELI GORKA, JR., welder. Graduate of North Shore Sr. High. Activities/honors: Student Congress, Social Chairman, Drama, dance, Health Care Science Vocational Class. Will attend San Jacinto College for a career in Nursing.



JANICE JACKSON
Daughter of DEAN JACKSON, Utilities. Graduate of Ross S. Sterling High. Plans to attend Lee College.



BARBARA RENEE GRAPPE
Daughter of BOBBY GRAPPE, Environ. Graduate of Pasadena High. Activities/honors: Head Cheerleader, Vars. Track, Jr. Vars. Bsktbl., Academ. Excel., top 5%, Gymnastics Natls. To attend U. of H. & Univ. of Tex.-Galv. to major in Physical Therapy.



MONICA S. GRAYS
Daughter of CURTIS L. GRAYS, PAU. Graduate of J. Frank Dobie Sr. High. Activities/honors: Speech Club, Black Am. Teen Society, Spirit Club, French Club, contestant in Miss Black Houston Metroplex Pageant. Will major in Business Admin. at San Jacinto College.



TAMMY ANN GRENWELGE
Daughter of BEN GRENWELGE, Olefins. Graduate of Pearland High. Activities/honors: National Honor Society, Spanish Honor Society, Presidential Academic Fitness Award, Who's Who Among American H.S. Students. Plans to attend San Jacinto College.



BRENT HAHN
Son of PAM MANLEY, Chemical Operations, and BEN NEAL, Engineering Services. Graduate of Deer Park High. Activities/honors: Hosa Club, EMT, EMT Special Skills, Red Cross Vol. Will attend San Jac. College & Lamar U. to pursue Paramedic/Fire-fighter career.



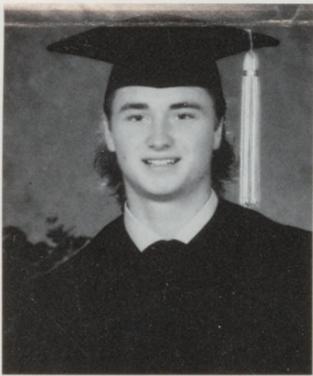
DONNIE LEE HEWETT, JR.
Son of DONNIE LEE HEWETT, P&AS. Graduate of Dobie High. Plans to attend San Jacinto College and serve in the Air Force.



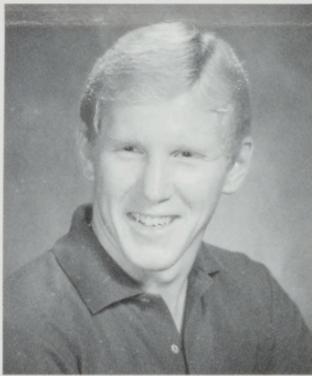
MARTHA LYNN HOOD
Daughter of DAVID G. HOOD, Employee Relations. Graduate of Stephen F. Austin State University with a BBA in Finance. Currently pursuing a Master's Degree at the University of Houston-University Park.



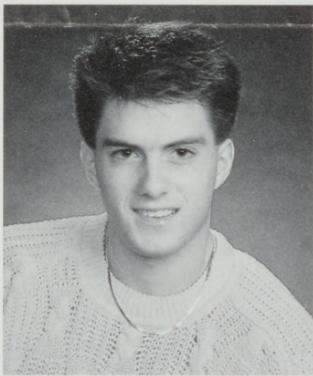
MISTY LUDLAM
Step-daughter of J.M. HALL, retiree. Graduate of North Shore Sr. High. Activities/honors: choir, Swim Team, Water Polo Team, VICA, Cosmetology, 1st Place in Hair Styling. Plans to take State Boards and work as a Cosmetologist.



ANDY LEE LYONS
Son of LARELLE LYONS, Alky./Thermal Cracking; and KENNETH YIELDING, OP-III. Graduate of La Porte High. Activities/honors: football. Plans to attend San Jacinto College to study aviation. Future plans are to work as a pilot for a major airline.



BENARD JOSEPH MATUSEK
Son of BENNIE J. MATUSEK, Health & Safety. Graduate of University of Houston with a B.S. Degree in Math. Activities/honors: National Merit Scholarship. Plans are to work towards a Master's Degree in Computer Science.



DONALD C. MCMILLAN III
Son of DONALD C. MCMILLAN, Boiler Shop. Graduate of Deer Park High. Activities/honors: V.P. Inter Act, Stu. Congress, V.P., Soc. for Adv. Physics Students, lead in Sr. play, Voice of Democracy Scholarship. Will attend Texas A&M as Engineering major.



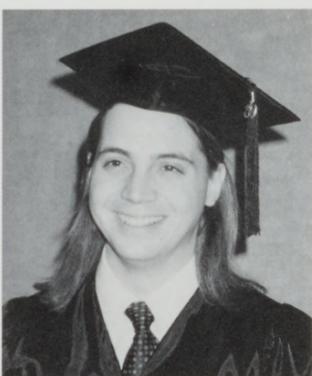
JENNIFER LEIGH MYERS
Daughter of LINDA MYERS, Dispatching. Graduate of Deer Park High. Activities/honors: Manager for J.V. volleyball and basketball. Plans are to attend Colorado Christian University and major in Public Relations or Psychology.



JENNIFER LEA NOLEN
Daughter of KENNETH R. NOLEN, Chem. Oprns. Maint. Graduate of Deer Park High. Activities/honors: Vars. sftbl/volbl., Mu Alpha Theta, Natl. Hon. Soc., Flshp. Christ. Athletes, Magna cum laude. Plans are to attend Sam Houston State Col. to major in Business Admin.



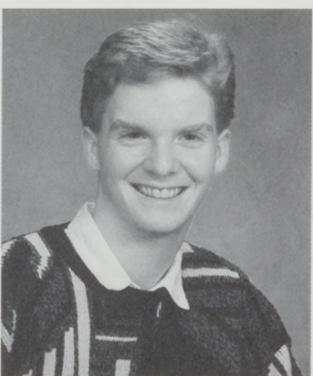
HERICE O'GILVIE
Daughter of CLIFTON O'GILVIE, Log./Env./Util. Graduate of Nimitz High. Activities/honors: top 25%, V.P. Stu. Coun., Scholarships: St. Gregory The Great, A.K.A. Natl. Achieve., Borders v. Academ. Achieve. To major in Crim. Just. & Accounting at Sam Houston State College.



GERALD DOUGLAS OLIVIER
Son of ED OLIVIER, Central Shop. Graduate of S.W. Tex. Univ. with a degree in Fine Art; specialty in Studio Painting and Photog. Plans to attend the University of Colorado to pursue a Master's Degree. Long-term plans: teach in a university, paint & work in photography.



HEATHER LYNN PORTER
Step-daughter of S.M. BLACK, Contr. Sys. Graduate of Alvin High. Activities/honors: Student State Convention Rep., Project Graduation fundraiser, top 20% of class. Will attend the University of North Texas to major in Art.

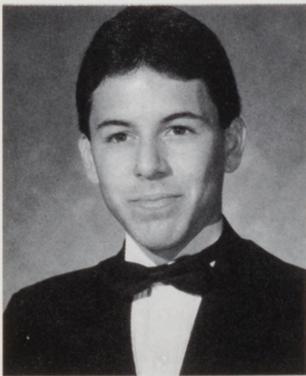


BRADLEY POWELL
Son of JOE POWELL, Financial. Graduate of Deer Park High. Activities/honors: Academic Decathlon Team State Champion, National Runners-Up, State Runners-Up, Science Olympiad Team (4th Place-State). Will attend Georgetown University to major in Foreign Service.



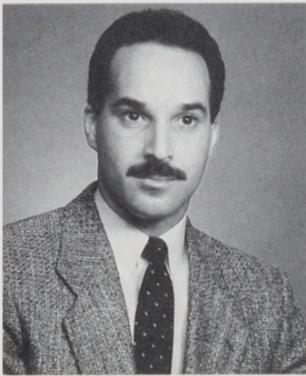
JENNIFER PUSTEJOVSKY
Daughter of GARY PUSTEJOVSKY, Fuels Maint. Graduate of La Porte High. Activities/honors: Youth Against AI. & Drugs Pres., Christ. in Action, newsp. staff, yrbk. staff, Pres. Council. Honors, La Porte Fclty. Who's Who. To attend Stephen F. Austin State Univ.





CHRIS A. RAMON

Son of RUDY C. RAMON, Control Systems. Graduate of Sam Rayburn High. Activities/honors: track and cross country letter. Plans to attend the University of Texas.



PETER A. RAMOS

Son of PETER A. RAMOS, Hydro-processing. Graduate of Houston Baptist University with a B.S. in Finance/Economics. Activities/honors: Economics Club Treasurer, Academic Award in Economics. Future plans are to attend HBU Graduate School to acquire an MBA.



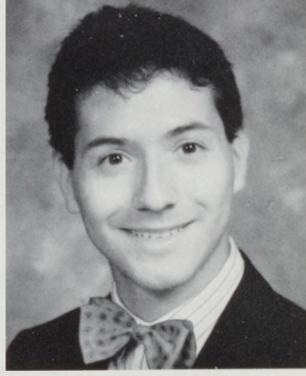
CARRIE DENISE REEVES

Daughter of OUIDA REEVES, Training. Graduate of Deer Park High. Activities/honors: Jr. Varsity Cheerleading, Varsity Cheerleader (2 yrs). Plans are to major in Accounting at San Jacinto College.



STEPHANIE ANNE ROBERSON

Daughter of RUSTY ROBERSON, East Maintenance. Graduate of Deer Park High. Will attend San Jacinto College.



ROBERT GLENN RODRIQUEZ

Son of ROY G. RODRIQUEZ, Log./Env./Util.-Maint. Graduate of Princeton U. with BA in Music Comp. Activities/honors: Chicano Caucas, Glee Club, Princeton Footnotes, performed at Pres. Bush Inauguration. Will continue studies, work toward Master's Degree.



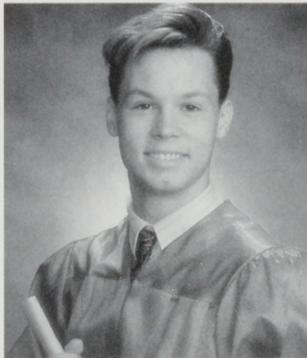
LETICIA ROMERO

Daughter of JOSE A. ROMERO, BPA-4. Graduate of Deer Park High. Activities/honors: DECA, Spanish Club, business club. Currently employed. Will attend San Jacinto College to major in Business Administration.



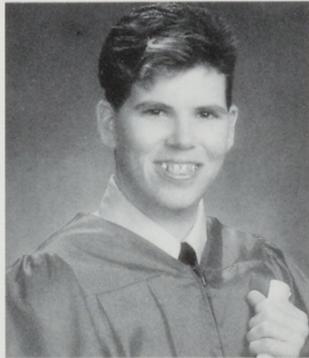
MELINDA ROSALES

Daughter of ROEL ROSALES, Major Resins Graduate of Deer Park High. Activities/honors: Mu Alpha Theta, Span. Hon. Soc., Natl. Honor Soc., Outst. H.S. Stud. of Am., Who's Who—Am. H.S. Students. Plans to attend San Jac. Col. & U. of Tex. to major in Business Administration.



MARK SAPP

Son of RANDY SAPP, I&S Maintenance. Graduate of Deer Park High. Activities/honors: V.P. Band, Latin Club, Saps, Jets, State Science Olympiad (2nd Place), scholarship to attend the University of Houston. Plans are to major in Electrical Engineering.



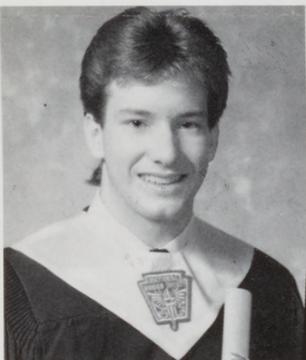
TROY D. SEDTAL

Son of J. SEDTAL, Instrument Shop. Graduate of Deer Park High. Plans are to attend San Jacinto College.



JULIE Y. SELLERS

Daughter of RICHARD SELLERS, Railroad. Graduate of Pasadena High. Activities/honors: Who's Who—Am. H.S. Students, Hon. Soc., Chamber Orchestra, Golden Poet Award, Academic Excellence. Plans are to study Accounting at the University of Houston.



ROBERT A. SORENSEN III

Son of BOB SORENSEN, Docks. Graduate of Ross S. Sterling High. Activities/honors: DECA, National Honor Society. Will major in Business at the University of Texas.



LIZABETH ANNE SWARTZ

Daughter of BETTY M. SWARTZ, Lube Mfg. Graduate of Dickinson High. Activities/honors: Fr. Club, Stu. Council, Band, Future Problem Solv., Jr. Rotary Club, DECA, Girl Scouts, summer bible school teacher. Will attend the U. of H. to major in Business.



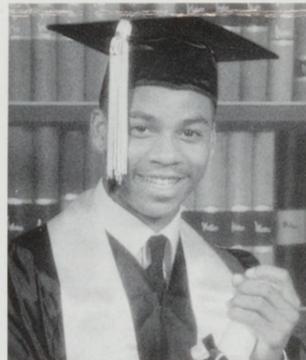
JENNIFER A. THOMPSON

Daughter of RICHARD G. HEIBERG, Cont. Sys. Grad. of Clear Lake High. Activities/honors: Natl. Hon. Soc., Stu. Council, Peer Counseling, Just Say No, Comm. for Excel., top 15, Homecoming Queen, Class Fav., Val. Queen, cheerleader. Plans to study Law at the University of Texas.



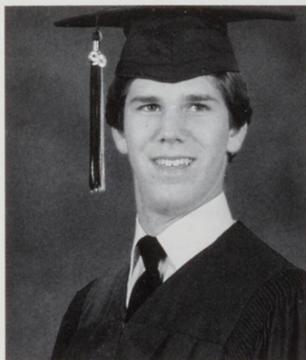
JASON WAYNE WARD

Son of KENNETH LEE WARD, Central Maintenance. Graduate of Milby High. Interested in mechanics. May attend San Jacinto College.



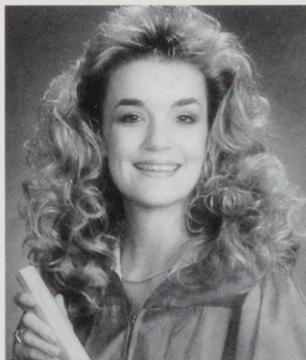
MICHAEL DWAYNE WARE

Son of VODICE WARE, Cent. Maint. Grad. of B.T. Wash. High for Engr. Professions. Activities/honors: Who's Who—Am. H.S. Stu., Inroads Engr. Summer Intern, DPMC empl. Plans to study Mech. Engr.-Prairie View A&M. on Pres. Schlrsip. and Res. Award.



SAMUEL ALVIN WEAVER, III

Son of S.A. WEAVER, Environmental Compliance. Graduate of Klein High. Activities/honors: Drama, Thespian Troop, Soccer, German Club, football, duet acting (1st & 2nd place). Plans to attend University of Texas.



KERRI CLYDETTE WEBB

Daughter of Z.C. WEBB, retiree. Graduate of Deer Park High. Activities/honors: Pres. Vocational Industrial Clubs of America. Plans to attend San Jacinto College.



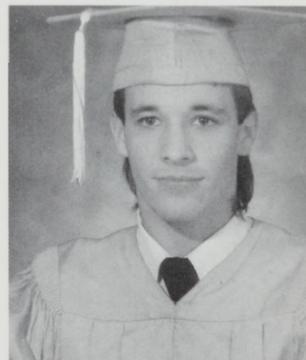
REBEKAH CHRISTIN WHITE

Daughter of CHRISTOPHER R. WHITE, Cent. Maint. Grad. of High School for Health Profes. Activities/honors: Ecol. Club, Cult. Club, school gymnastic gold medalist, Nurses Aid cert., HSHP fashion show, Who's Who—Am. H.S. Stu. Will major in Pharmacy at the U. of H.



PAM WIEDERHOLD

Daughter of KEN WIEDERHOLD, Lubes. Grad. of Sam Rayb. High. Activities/honors: Tex-Anns Dance Team, Sam Rayburn Symphony Orchestra, Natl. Hon. Soc., Mu Alpha Theta, Ac. Excel. (6 yrs), Jr. Elk. Will attend Baylor U. to study Business.



TERRY F. WILSON

Son of GERALD F. WILSON, Control Systems. Graduate of J. Frank Dobie High. Activities/honors: Pres. Student Body Freshman, JV baseball, JV football, JV basketball. Plans to attend San Jacinto College.



A look at courtesy in the workplace

How's your office etiquette?

You've just placed a call to Mike, one of your co-workers, to ask an important question.

"Hello," he says. "Hold on a second."

Before you can object, you are placed in a state of limbo, a telephone dead zone, where you are forced to do what you have no time to do—wait. And you wait and wait and wait.

Besides being put into a situation in which you didn't want to be, Mike subjected you to two other courtesy infractions: one, he made you hold on much longer than one second, and two, he didn't offer you the option to terminate your on-hold status after a minute or two passed.

We often commit minor offenses in office etiquette without thinking twice. What makes these slights so unnerving is that we often commit them over and over with people we have to deal with on a regular basis. What begins as a minor inconvenience can become a major disturbance if it happens repeatedly. Being automatically put on hold can become annoying, unproductive and potentially damaging to your work relationships.

NANCY FRIEDMAN, a St. Louis-based consultant who trains workers at Shell and other corporations in customer excellence and telephone skills, teaches her classes "Five Forbidden Phrases." Her list is a compilation of "pet peeves" people have voiced about their treatment in person and on the phone.

Friedman, the "Telephone Doctor," explains that her list is for everyone, from top management to the newest employee. While the list was intended for conversations between company representatives and their customers, they can just as easily apply to co-workers. Friedman's forbidden phrases:

1. "I don't know," and does not offer to help. Friedman's prescription: "I'll find out," or "I'll connect you to so-and-so, perhaps she can help you."
2. "I can't do that." Prescription: "Here's what I can do."
3. "You'll have to..." (You think, "I don't have to do anything.") Prescription: "Here's what you need to do."
4. "Just a second" (when it will take longer). Prescription: "Are you able to hold? This may take a few minutes."
5. "No" (at the start of a sentence). Prescription: Suggest what you *do* have or what you *can* do. In other words, offer a positive alternative.

Other breaches of office etiquette cited by Friedman include: silence when spoken to, making people wait, rushing people over the telephone, unfriendliness, and forgetting to say "thank you."

Here's a list of pet peeves offered by workers here at DPMC. Do any sound familiar?:

- Hearing your name yelled from down the hall or hearing a command hollered from a distance;

- Unnecessarily lengthy conversations and overstaying a visit;
- Unreturned borrowed items;
- Having the person with whom you're meeting answer his incoming phone calls;
- Having material on your desk read by someone with whom you're speaking.
- Being put "on hold" for a lengthy time without being asked if you would like to continue holding;
- Interruptions over trivial matters when you are already involved in another conversation;
- Unreturned phone calls;
- Being talked to while you are trying to carry on a separate phone conversation;
- Unidentified callers;
- Being asked by a caller how long someone will be on a telephone call;
- A wrong number hangs up in your ear;



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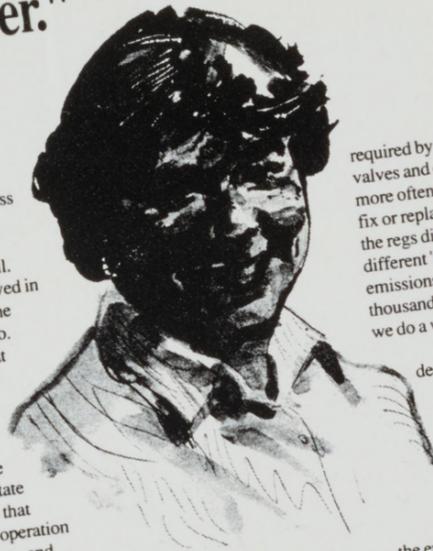
Let's face it, we can sometimes be extremely annoying to the people with whom we work; in the office or out in the field. Fortunately, it takes so little effort to change. A little office etiquette can go a long way. ■

"There are thousands of regulations governing air emissions. And I'm proud to say that Shell goes even further."

Ann Harris is a Process Engineer with the Environmental Compliance Group at Shell. She and her family have lived in the Deer Park area since she joined Shell nine years ago.

"One of my jobs at Shell Deer Park is to help our people understand and implement all of the laws that limit air emissions. There are thousands of pages of state and federal regulations that govern the day-to-day operation of every unit in the plant...and there are more than 70 units here.

"Most units have to have permits for both construction and operation, as well...I help with that, too. And every unit is reviewed once a



required by law. We monitor valves and equipment for leaks more often than we have to. We fix or replace parts long before the regs dictate. We may send a different 'feed' to a unit to keep emissions down, even if it costs thousands of dollars a day. And we do a whole lot more.

"Every day we make decisions based on concern for the environment... not just on cost or profit. I think that's really important and it makes me proud to work for Shell.

"I'm very involved with the environment personally as well as professionally. I don't think I could come to work and do this job every day if Shell weren't as committed as I am."

year by the Texas Air Control Board.

"We work hard to comply with all the regulations. But Shell goes beyond what's

Because we live here, too!

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MILESTONES

Service Anniversaries

40 YEARS

W.F. CHERRY
Chem. Oprns. E.

35 YEARS

R.C. STEWART
Engrg. Svcs.
J.P. KROLCZYK
Tinner

A.J. NORRIS
East Maint.

30 YEARS

C.R. THOMPSON
Process Engrg.

25 YEARS

H.R. NIEUWOLD
Engrg./Sys. Supp.
L.F. KUNKEL
Lube Log.

20 YEARS

L.O. AYRES
Instruments

J.M. BUSH
Fuels Dispatch.

F.M. CLARK
ER/Olefins

W.A. EVANS
ER/Fin./P&AS

J.H. CARLSON
Engrg./Sys. Supp.

M.W. CLAWSON
Log./Env./Util.

S.J. DUPRE, JR.
ECH/IPA/Deriv.

T.D. EATON
Log./Env./Util.

G.R. HAIGLER, JR.
Log./Env./Util.

S.Y. JUAREZ, SR.
East Maint.

S.T. RIDGE
Instruments

J.R. SIMPSON
BD/HT/IP

H.L. WHITE
Electrician

D.B. GOOD
ECH/IPA/Deriv.

L.L. McMILLEN
BPA-4

15 YEARS

S.W. BAILEY
Central Maint.

G.M. CORONADO, JR.
P&AS

H.J. DISHONGH
ER/Training

E.A. DOE
Engrg. Svcs.

M. GARCIA, JR.
Log./Env./Util.

J.M. LOPEZ
Log./Env./Util.

B.W. McCOWEN
Instruments

R.A. NORRE
Olefins Instru.

R.O. REYES
Machinist

E. SANCHEZ
Matri. Contr.

D.R. SIMMONS
P&AS

L.E. TINKLER
Proj. Engrg.

V.J. WARE
Central Maint.

E.L. WILLIAMS
Log./Env./Util.

R.A. WOOD
Log./Env./Util.

10 YEARS

R.J. ABRAMCIK
Cat. Crack./Gas

J.T. BALES
Hydrocracking

M.E. BROWN
Dist./Solv./Trea.

R.W. BROWN
Chem. Oprns. E

A. CASTANEDA III
Phenol Acetone

R.L. CRANK
ECH/IPA/Deriv.

R.D. CROOKS, JR.
Fin. Admin.

C.L. DEES
BPA-4

R.L. DREWETT
BPA

D.L. FONDAW
BD/HT/IP

T.D. FOWLER
Control Sys.

M.E. HORTON
HS&E/Env. Com.

T.K. JASEK
Log./Env./Util.

A.K. JOHNSON
Lube Manufac.

F. PALOMAREZ
Lube Manufac.

K.D. PETERMAN
Ech./Ipa./Deriv

S.R. PRICHARD
Chem. Oprns./I&S

V.M. ROMERO
Engrg. Svcs.

N.M. SAUNDERS
Control Sys.

A.F. SCHMIT
Env./Util.

C.E. WYATT
East Maint.

D.M. ZELMANSKI
Engrg./Cont. Sys

DPMC WELCOMES

P.A. CIANCHETTI
General Help

T.D. DANG
General Help

B.W. ELLIOTT
General Help

M. FIELD
P&AS

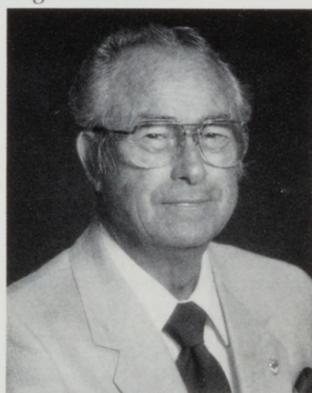
L.D. FISHER
General Help

B.L. FREDRICHSEN
Disbursements

C.L. HARRIS
QAL/Resins

RETIREMENTS

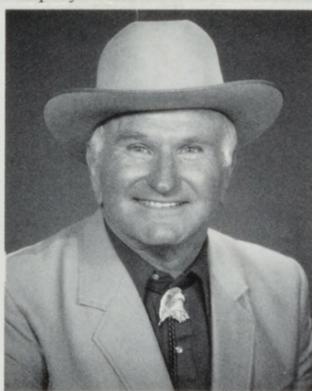
W.F. BERGERON
Log. Maintenance



E.C. FOWLER
Maintenance Control
(above, March)



J.W. HEIDRICK
Cat. Crack/Gas
(above, March)
W.F. MABRY
Employee Relations



B.W. WEEKS
G. Dept.
(above, March)

MEMORIAM

W.M. BILL GEORGE, retiree, died May 8.

RUFUSE JOHN THURMOND, retiree, died June 12 in Hemphill, TX.



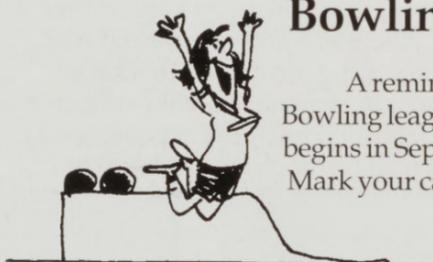
SCORANOTES

Family picnic

The SCORA annual family picnic is at Lenox Ranch Sept 29. It's free to all members. Watch for details. Features all you can eat B-B-Q, rides, games, and other diversions guaranteed to occupy you all day.

Bowling

A reminder:
Bowling league begins in Sept.
Mark your calendar.



Skating

Aug. 20 from 6-9 p.m., Skating party at Sports Page Roller Rink in Deer Park. Free to members. Guests \$2.00. It's not just for children but for the whole family.

July camping

The Wolf Creek Camping Trip was set for July 27. You should have already reserved your space with Billie Daniel.

September camping

Annual Labor Day Camping trip: Chain-O-Lakes. Sept. 1-3. Deposit: \$14. Call for reservations.

CLASSIFIEDS

FOR SALE: 1985 Bayliner 2450 Ciera Suncruiser. Sleeps 6. galley/head. 225 hp I/O Volvo. Depthfinder/CB. No trailer. \$12,500. Call C. Whatley at 326-4781 or 246-7210 (plant #).

FOR SALE: 24-foot StarDust camper, AC/heating, internal & external gas hook-up stove, running shower, microwave hook-up, king-size & queen-size beds. \$2,000. Call T.L. Stark at 246-6543 (plant #).

FOR SALE: Wooded lot, 3/4 acre, Spanish Coves subdivision, Lake Houston Area, Haffman Schools, \$6,600. No Owner Finance. Call Robert Seeley at 246-6661 (plant #) or 922-1145.

Shellegram

Deer Park Manufacturing
Complex

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Editor
Alayne Merenstein

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