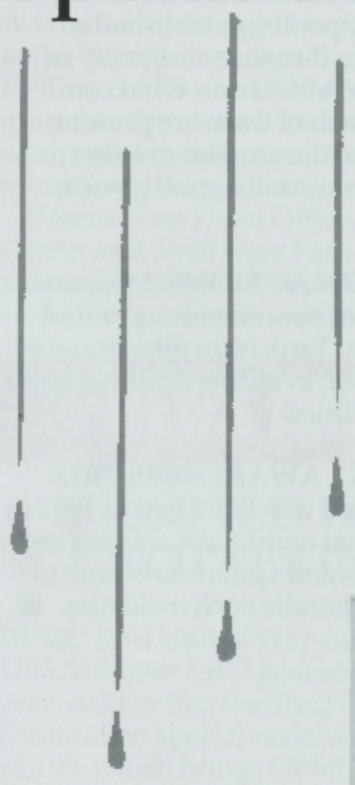
NOVEMBER/DECEMBER 1994

SHELLEGRAM

DEER PARK MANUFACTURING COMPLEX

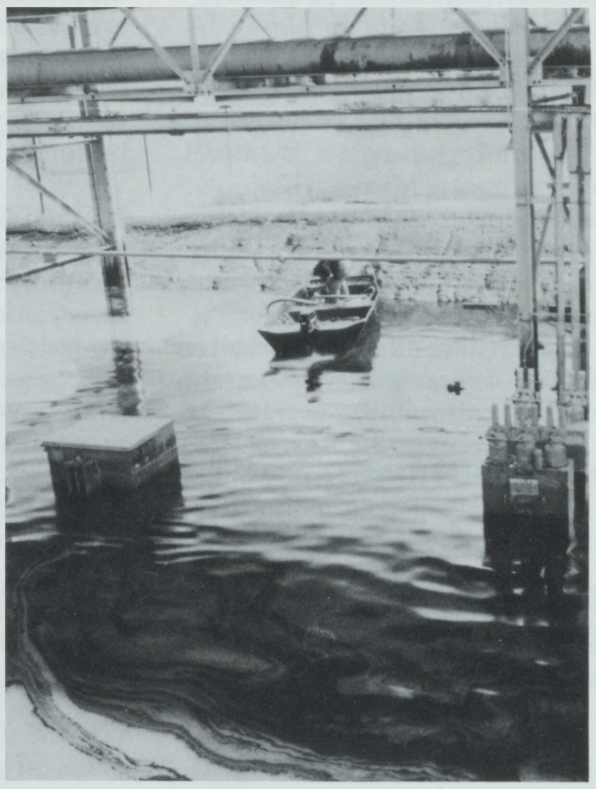
WHEN THE RAINS CAME

DPMC battles flooding to continue operation



Overview of the damage

The rains arriving in Texas Gulf Coast mid October reeked havoc with Shell Deer Park. Yet as the tumultuous days passed which brought about 20 inches of rainfall, DPMC personnel and contractors valiantly worked at bringing the Complex back into normal operation quickly and safely—power outages and flooding taking their toll on equipment, operating units and roadways.



"We did the best we could under the circumstances," says RICK IMIG, manager, Logistics. "We got very little oil out to the channel. It was quite an effort."

That effort began Monday Oct. 17 when water levels at the North Environmental Treaters were rapidly reaching the top, as were levels at the stormwater impoundment basin, which at one point overflowed down Eighth Street causing what Imig described as a raging river that would have made a great Astro World ride.

The flooding kicked off a series of events: sewer backups, flare pilot light extinguishing, flooded out electrical switchgear, oil overflows, severe flooding of Lower Dock Rd, sinking floating tank roofs, and power outages. Much of the newly constructed Benzene NESHAP Unit was under water. The startup team was disappointed as the scheduled commissioning was only one week away. Using portable generators, personnel began cleanup operations, pumping out water once the rain stopped and doing what was necessary to get operations back to normal.

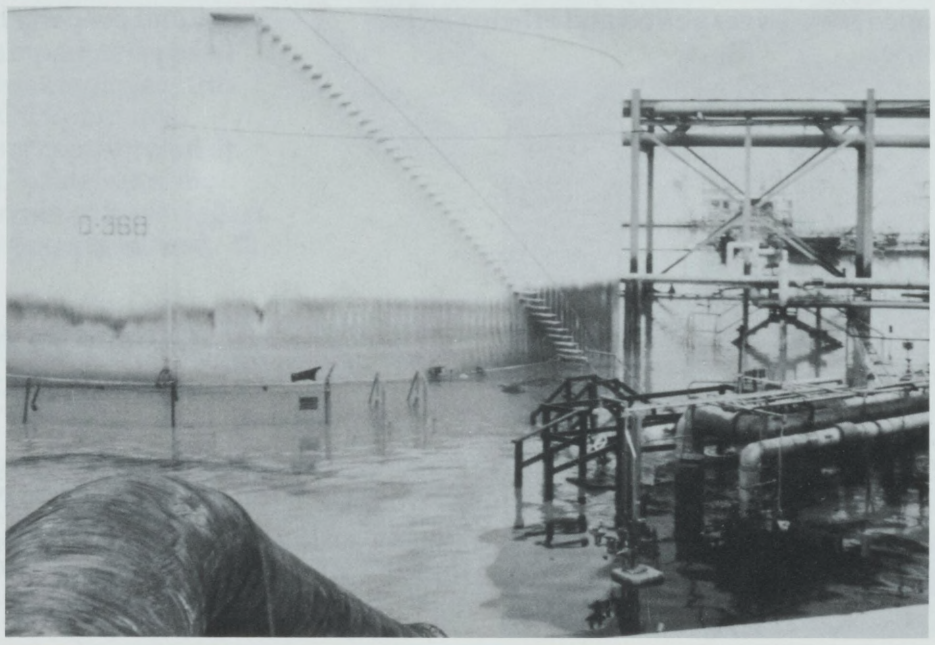
Dock personnel deployed booms immediately – despite the continuing rainfall – to contain the oil that was leaching out from the metal corrugated wall that separates the Complex from the channel.

"We still had full control over any oil getting out into the channel," says Imig.

Compounding the fix-up and clean-up efforts was the Colonial Pipeline explosion on Oct. 20, which essentially cut off Shell's outlet for the thousands of barrels of gasoline it ships out daily to East Coast markets.

"Then we were in a bind logistically," says Imig. "We couldn't get crude oil in or finished products out, and yet we were trying to continue to operate."

(continued on page 6)



Top photo:Boats are used to maneuver around during the clean-up of oil on Lower Dock Road. Here electrical equipment sits in the oil/water mixture. (Photo taken Oct. 19)

Bottom photo: The discoloration around the D-368 tank between North Pond and Lower Dock Road shows maximum high water levels. Most of the surrounding equipment was under water on the afternoon of Oct. 19.

DPMC **Safety** IN ACTION

POLLUTION PREVENTION CODE:

BEING RESPONSIBLE UNDER Responsible Care® A Public Commitment

Editor's Note: *In the August issue, Shellegram readers received an insert explaining the Responsible Care initiative and DPMC's commitment to it. In the coming months the Shellegram will discuss the Complex's compliance with six management codes outlined under Responsible Care – Community Awareness/Emergency Response, Process Safety, Distribution, Pollution Prevention, Employee Health and Safety, and Product Stewardship.*

Responsible Care is a public commitment by the Chemical Manufacturers Association and member companies to improve the industry's health, safety and environmental performance and public perception of their efforts. DPMC is committed to Responsible Care and the similar STEP program of continuous improvement in the responsible management of chemicals.

This month, the Shellegram explores the Pollution Prevention Code, which promotes industry efforts to protect the environment by reducing waste generation and releases to the environment.

Here is how Shell Deer Park is meeting its obligations under the Responsible Care (R) initiative:

TOXIC RELEASE INVENTORY (TRI). This annual report is a public database of some 300 specific toxic chemical release information from manufacturing facilities across the country. The report also discusses additional waste management and pollution prevention activities. The latest (1993) TRI for Shell DPMC has been shared with the Deer Park Community Advisory Council, a 25-member group of local citizens.

Results. Among the improvements in TRI releases (1992 versus 1993 SARA 313 Emission Data) reported to the EPA was a nearly total (99.6 percent) reduction in underground injection, as the material was shifted to wastewater treatment systems.

Air emissions decreased 14.5 percent due to a number of ongoing projects, including Phenol/Acetone leak detection and repair, replacement of Lube plant filters, marine loading program, double sealed MTBE tanks, and fugitive emissions reductions in various units.

Self Audits. DPMC and other members of the Chemical Manufacturing Association (CMA) are required to "self-audit" their programs annually on all six Responsible Care Codes. Shell's 1994 self audit was submitted to the CMA in August. The Pollution Prevention Code alone contains measurements of 14 separate management practices.

Results. DPMC reported the highest compliance level possible under all 14 practices. This level, RI, Reassessing Management Practice Implementation, indicates the Complex has practices in place that meet the requirements and are auditing those practices periodically to ensure that we continue to honor those commitments. The code is designed to achieve ongoing reductions of all contaminants and pollutants released to the air, water and land.

MISSION, VISION, CORE VALUES. The commitment to Pollution Prevention is a part of the philosophy that comprises DPMC's annual goals and the new corporate Mission, Vision and Core Values. For instance, Major Projects completed extensive work in permitting the new coker unit and related facilities, including the construction of a SCOT unit and other controls. That project will result in an overall decrease of 1600 tons of emissions while increasing our conversion capability.

COMMUNICATION ACTIONS. Information on the actual quantities of wastes generated and DPMC reduction efforts have been reported to employees and the community through the Community Shellegram, Greenspots and other presentations including Earth Day, the Community Advisory Council, news media, and educator tours.

SOURCE REDUCTION AND WASTE MINIMIZATION PLAN. This plan has been developed for a 5-year period and is being implemented. It's goals are a 40 percent reduction in SARA 313 emissions and a 22 percent reduction in hazardous waste production from 1987 to 1997, (see progress charts), the same goals as that for Clean Texas 2000.

Examples of source reduction projects are the enhanced fugitive emissions leak detection and repair programs, installation of a paint waste solvent to reclaim and reuse waste solvents from paints and thinners; and separating and recycling oil contained in tank bottoms sludges during tank clean-out.

MONITORING ACTIONS. DPMC, along with three other companies, established a monitoring station to measure air quality of Deer Park. The station measures what compounds and how much of them are present, and trends present in the air. The results are shared with local communities and government agencies.

SPILL PREVENTION ACTIONS. Measures have been in place for several years to avoid spills and limit them. Tank farm dike draining requirements focus on avoiding draining spills to the treatment facilities.

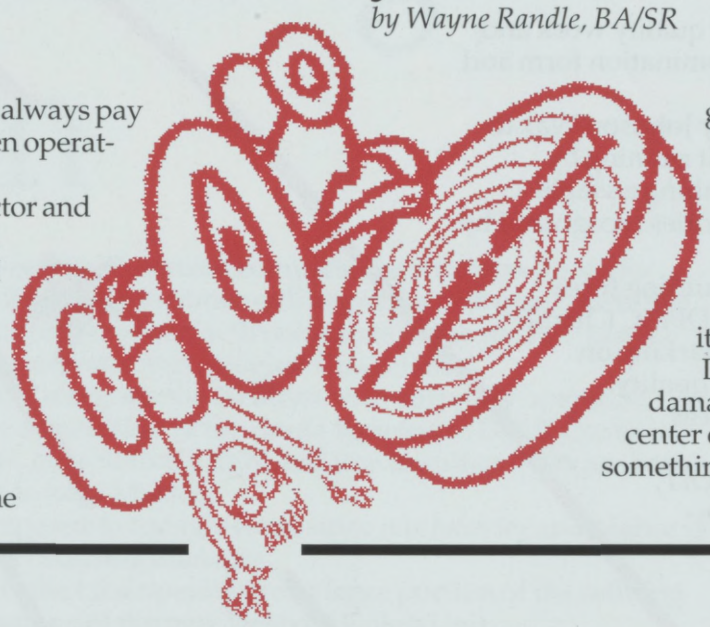
ENVIRONMENTAL AWARENESS PROGRAM. This program was launched in 1992 to focus on ensuring that employees coming into contact with releases and spills know how to safely and properly handle such incidents. ■

PARADE—Over 200 Shell employees joined a parade of emergency response vehicles during the Deer Park Fire Prevention parade held in October. DPMC Emergency Response Team, led by Mike Knott, assembled many pieces of equipment for the parade, ranging from ambulences, and aerial, haz mat, fire and rescue trucks. Shell Deer Park won trophies for high participation and most equipment, and for their new MC 30 ambulence. The Emergency Response Team is made up of over 200 employees who volunteer their time.

FAMILY
S.A.F.E. Team
Storybook

Familiarity can breed accidents

by Wayne Randle, BA/SR



This near-miss story is a reminder to always pay attention to the center of gravity when operating moving equipment.

One afternoon I was using my tractor and bush hog (mower) to cut some grass. When I had completed the mowing I raised the bush hog to the highest position, which changed the center of gravity by redistributing the weight to a higher position.

I had mowed this lot many times and as I prepared to exit the lot I increased my speed. When exiting the gate I had to make a sharp right turn and proceed down a narrow patch between the fence and a drainage ditch to the exit.

As I made the turn my front and rear left tires went just slightly into the drainage ditch. Due to the centrifugal force created by the turn and the raised center of gravity, the tractor flipped over on its side in the drainage ditch.

Luckily I was not injured and received only minor damage to the tractor. This illustrates the importance of center of gravity and also being careful while doing something that you have done many times before. ■

PERMAC all the way

North Warehouse converts Complex materials data

Over the last couple of years a lot of effort has gone into the implementation of PERMAC, both by the Implementation Team and by the employees using this new system. What's more, many at DPMC may not realize the sizeable effort that went into the final implementation piece called "MATERIAL."

During the weekend of Sept. 17, the largest material conversion within Shell nationwide was undertaken right here. Some 66,000 items at the Complex were pulled from IMPAC, EPIC and APS into PERMAC, Shell's integrated system for maintenance work activity, equipment management and materials/inventory management.

Teams from Head Office, the Information Center and Shell Deer Park worked hard preparing for the 48-hour marathon conversion. Any problems would have extended the amount of time that PERMAC and other essential systems would be out of service.

"Our plan was to shut down IMPAC, EPIC, APS and PERMAC starting at noon Friday, move all material data into PERMAC and have PERMAC up and running by Monday morning," says WAYNE WESTBROOK, DPMC's PERMAC supervisor. "Any little glitch could have kept us from bringing PERMAC back on line by Monday morning. This would have impacted our ability to perform maintenance and order material."

The Implementation Team consisted of Westbrook; BILLY CROUCH, Materials Management supervisor; SELIA GOMEZ, Materials administrator; BRENDA SCHROEDER and RON SHELLHORSE from Head Office; and a team from the Information Center headed by BARBARA JOSEPH. The team would like to thank the support personnel at the Information Center for the long hours spent before and during conversion weekend.

"A special thanks goes to DPMC's material handlers who had to learn a new system, and to all the employees at DPMC that have been understanding and positive during this process," adds Westbrook.

According to Shellhorse, "PERMAC impacts everyone, from the secretaries, crafts people and operators buying office supplies, to the buyers who process their requests, to the personnel in the warehouse receiving it, so we wanted to make the transition and operation as smooth and effective as possible."

While PERMAC is not without its problems, the Implementation Team would like the Complex to know that enhancements will be made to improve overall system use, and that classroom and one-on-one training are still available. ■

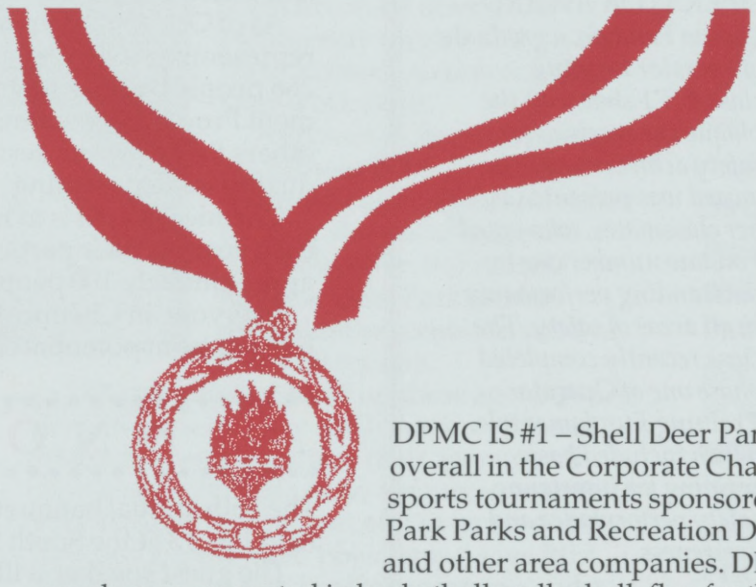
NEWS AROUND SHELL... UNITED WAY... FLOOD RELIEF... RUNNERS

✔ UNITED WAY TOTALS IN

DPMC 1994 United Way campaigners raised $193,312 from 1,627 generous employees this year. Add to that the Shell Oil Company Foundation special matching contribution of $6,199, which brings DPMC's total contribution to $199,511. Ninety percent of these dollars go toward helping Gulf Coast people in need. ■

✔ SHELL ASSISTS IN FLOOD RELIEF

Shell set up relief efforts for Houston area flood victims shortly after the October rains. Five area distribution centers staffed with Shell volunteers were set up to distribute supplies. ■



DPMC IS #1 – Shell Deer Park took first place overall in the Corporate Challenge, a series of sports tournaments sponsored by the Deer Park Parks and Recreation Department and other area companies. DPMC employees competed in basketball, volleyball, flag football, a 5-K run, tug-of-war, bowling, golf and softball earlier this year, beating out Deer Park ISD for the most points. ■

Is it a bird ... a plane...

No, it's the Quality Superstars!

For years, it's been easy to catch DPMC employees doing quality work. Now it's even easier to recognize employees as Quality Superstars.

An employee sees a co-worker performing quality work and can simply access RMDS on a computer, pull up a nomination form and send it off to start the recognition process.

Work on ISO registration, preparation for a visit by Johnson Wax to the IPA facilities, helping to keep Norco's critical unit running by sending out an emergency shipment of ECH, establishing a viable safety program in the lab are recent "superstar" activities recognized by employees.

The Quality Improvement Process has become a guiding force behind producing quality results at Shell Deer Park. DPMC Chemical went a step further over the past 1-1/2 years, embarking on program that gives further incentive to applying the quality principles within Chemical. It's known as the Chemical Quality Superstars Recognition Process.

Nothing changed within the QIP, explains BILL COIT, a member of the Superstars Quality Recognition Committee, just the system set up to recognize those efforts. Coit says the committee spent time investigating what other organizations inside and outside Shell have been doing to recognize quality contributions to our performance.

The superstar program is built around criteria other programs indicate are essential for quality recognition to work – recognition that is tied to desired behaviors, based on corporate values, is of value to the recipient, peer nominated, and simple, timely, and personal.

A quality recognition committee evaluates all the nominations, assigning cumulative points that will determine what level of recognition that individual will receive – a letter of commendation, a plaque, on up to quality superstar status where an individual is recognized at an annual dinner with other superstars. Individuals can earn points for participating in the nomination process itself and in other quality programs and classes.

Nominations for quality superstars are also compared with other existing recognition processes so that Chemical may look for multiple ways to recognize someone for an activity.

"Within Shell Chemical at Deer Park anyone can nominate someone they think has done a good job," says LEE CLARK, who keeps track of the Quality Superstar nominations and recognitions. "In the past we never had that. It was dependent on the manager or supervisor."

Managers and supervisors are still involved in the recognition process. The committee sends nominations to the managers of the nominees' department. Managers are asked to concur with the nomination (no disagreements have ever taken place).

Managers also provide a broader perspective to the process, says Coit. They may know of others in the department who in their opinion should share the honor. Managers also present the awards.

"How you recognize people is important," says Coit. "We want award winners to be comfortable. And we like to make our annual superstars recognition event a big deal."

Last year DPMC Chemical held a private outing for superstars at Dave and Busters in Houston.

As of Oct. 15 the superstar program has processed 64 nominations representing 164 people (many are team nominations). An additional 266 people have earned points by participating in the Quality Improvement Process – by submitting suggestions for improvement, nominating others for an award, serving on corrective action teams or by attending quality related training.

Chemical's goal is to recognize 10 percent of its employee population each year for their participation or nomination, which amounts to approximately 100 people, according to Clark.

Everyone in Chemical is eligible except Clark, who prefers to remove himself from potential conflicts of interest. ■

OPERATOR AWARD— Donna Fondaw, a graduate of operator training class #171 shows off the plaque she received for safety achievement. The award was presented by her classmates, who voted Fondaw number one in outstanding performance in all areas of safety. The class recently completed phase one of Operator Training Fundamentals, which included basic training for improving safety performance and awareness.

ANNOUNCEMENTS

The 36th annual banquet of the Deer Park Chamber of Commerce will be held Jan. 13 at the South Shore Harbour Resort and Conference Center.

The guest speaker will be Humorist JERRY CLOWER. Also, Shell DPMC's own J.D. JOHNSON, Chemical superintendent will be honored for his contributions as the 1994 chamber president. Tickets are $30 per person or $240 for a table of eight. For more information and tickets contact the chamber at 479-1559. ■

Maya project begins refining transition

Change is in the air. DPMC has passed the 70 percent complete construction phase for Maya project facilities. Startup of these new facilities will begin the first quarter of 1995 with the Distilling Unit 2 (DU-2) turnaround and will culminate in the second quarter with the startup of the Gas Oil Hydrotreater and Delayed Coker Units.

With startup comes a period of transition to integrate the facilities with currently operating ones. As this is happening, there will also be a transition of the crude type fed to DU-2. Current crudes, which are both foreign and domestic, are relatively light and low in sulfur. They are being phased out to run predominantly Maya crude from Mexico.

"Maya crude is considerably cheaper compared to today's feeds since it is heavier and higher in sulfur," says BOB WERNER, Economics & Scheduling manager.

Werner adds that this change in crude will affect the operation of a large portion of the refining units and allows Deer Park to take full advantage of the new Delayed Coker Unit.

Another significant change will be the relatively steady crude diet of the future, allowing optimization for fuller utilization of all of the facilities.

"The higher sulfur crude will in general cause several of the hydrotreaters in the refinery to work harder," says BILL WENDES, Hydroprocessing Operations manager. "The hydrotreaters have the capability to process the higher sulfur feeds but we had to add sulfur recovery facilities to recover the extra sulfur."

To aid the Maya project transition, teams of DPMC technical and operations representatives have been formed to work through the details and ensure a smooth transition.

"The main goal of the teams today is to generate a plan for the transition and to communicate the plan to everyone affected," says BRUCE BIRD, Major Projects foreman and member of the transition teams.

Discussions of the plan are being held with impacted departments to agree on training needs.

"The Maya project helps to make Deer Park Refinery competitive in the marketplace," says JIM NICHOLS, Refining superintendent. "But it is not without challenges. We will have a high level of activity jointly with MPO starting up and integrating the new units. Teamwork will be key to insure the project is implemented safely and without an environmental or operating mishap. We're confident we'll be successful if we work together." ■

Leadership conference explores "good neighbor" principle

Chemical managers spent a day problem solving and using their muscle power in a leadership conference designed to practice some of the principles of Shell's Mission, Vision and Values.

Initiated by Shell President Phil Carroll and the Leadership Council, managers at Shell Deer Park are completing a two-part project. The first part is problem solving in teams. The second part is exposing Shell managers to community leaders and agency needs by getting them involved directly in community service and giving them a chance to practice their teamwork skills.

Shell volunteers Ed Cadena, Mike Harrington, Denise Elston Walker, and Andy King (seated) pose for pictures with Community Leaders: (3rd left) Deer Park Mayor Jimmy Burke, Robars Catering Owner Roland Teaff, President of First Bank of Deer Park Joe Fields, and Retired State Representative Ed Watson during a DPMC leadership conference service project at the Wheelhouse, a Deer Park alcohol recovery center.

Thirty-one Chemical managers gathered Oct. 31, formed teams that afternoon, and rolled up their sleeves to make improvements on the Wheelhouse, a Deer Park alcohol rehabilitation center in need of physical repairs.

"The people that head up these agencies are natural leaders. They really have a vision of where they want to drive their agency and they work with little or no resources so they're very creative and resourceful in terms of how they accomplish their objectives," says BILL WENDES, manager Hydroprocessing and a conference participant. "They're good examples for us."

Managers spent the day building a fence, repairing an outdoor sitting area and roof, completing grouting and sealing of duct work and making some assorted inside repairs. Program residents also joined in.

Chemical managers James Rhame and Stan Park put a picnic table together.

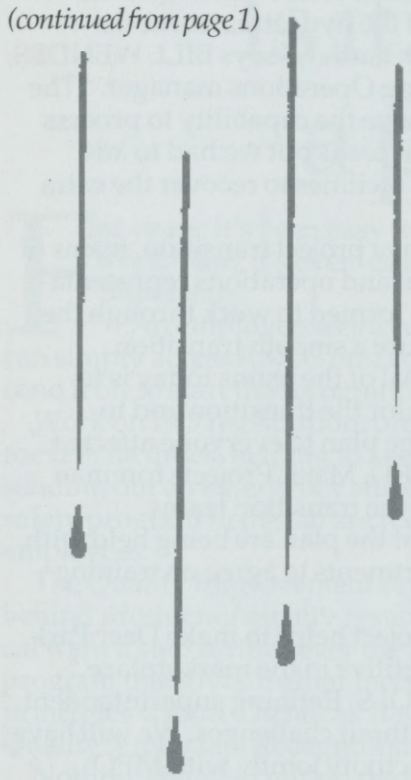
Editor's Note: Refinery managers continued and completed the Wheelhouse fix-up Dec. 1. Pictures were unavailable before press time.

PREMIER VISION

"...People will be proud to work for Shell because we consistently attain superior business results, offer fulfilling work and provide the opportunity for individuals to achieve their full potential. The communities in which we operate will welcome us because of our sensitivity and involvement..." ■

. . . YOU'RE THE . . . VERY BEST IN . . . ALL YOU DO . . .

FLOOD
(continued from page 1)



While operations were being restored and efforts underway to clean-up, Shell Deer Park and Head office began collecting data to analyze what went right and where improvements are in order.

Docks hit hard

One of the hardest-hit areas during the flood was the docks. Water spilling over the top of the North Environmental Treaters was pouring onto the dock area, creating water levels as high as eight feet on Lower Dock Road.

Docks personnel, with help from Maintenance and Engineering and subcontractor support personnel, allowed for a miraculous recovery. Some parts were back in operation Wednesday Oct. 19, just two days after the rains began.

"The dock areas don't have turnarounds," says MIKE HELM, supervisor, Engineering and Maintenance. "So the initial plan to identify damaged equipment and locate materials was done without a "go-by". It's important for everyone to understand the major effort involved here by our electrical and mechanical inspectors, foremen and craft workers We've continued to remain on schedule and more importantly, without compromising our initial number one priority—safety."

"Maintenance had us back in business at the Docks in 36 to 48 hours using portable generators," says DOUG FINN, supervisor, Marine Operations.

"We have many people to thank," says BOB LEEZER, Dock training coordinator, "including maintenance crews, crafts people, the Marine Oil Spill Team. Special thanks go to GEORGE GABRIEL, CHESTER HARMON, ANDREA HODGE, TONY MIRENDA, ROGER DE RICK, TOM SHAW, BOYD DAVIS and all Dock personnel who helped in the clean-up and in moving products across our docks to customers and DPMC units."

Other heros Finn would like to thank iclude: NET foremen TERRY HARDEN, LANCE FRIERSON and BRUCE HENDERSON; MAUREEN HALLER; the operators at the north treaters; the Maintenance organization; Electrical personnel BILL WHITE, WALT HENRY, RHOMAN HARDY, GLENN DALEY and many more; Mechanical personnel DON PEHL, LARRY BENNETT, JIM PAAR and many others who, says Finn, "deserve honorable mentions for their dedication and long hours."

Environmental impact low

"Although parts of the North Environmental Treater were under six feet of water, we did maintain some forward flow through the treater," says MAUREEN HALLER, process engineer, HS&E. "Luckily the biological system at the North Treater survived with very little damage.

The portion of the north treater that was hardest hit was the main lift pump and the oily water separators (CPIs), according to Haller. The flood waters rendered most of the pumps and instrumentation in that area inoperable. This allowed significant amounts of oil to be carried away with the rising flood waters. Some of this oily water ultimately ended up on Lower Dock Road.

"With the large quantities of oily water, we were fortunate to be able to contain as much as we did," says Haller. Leezer, whose operators deployed the initial boom to recover spilled oil, said it was done safely and successfully with no oil remaining in the channel.

"We got very little oil out to the channel. It was quite an effort."

Benzene NESHAP delayed

Benzene NESHAP Unit Process Engineer SUSAN NEWMAN, who was looking forward to an Oct. 25 start-up date is happy to report that the unit should be back to where they were before the rains by mid November.

The Refinery must be in compliance with the Benzene Waste NESHAP-EPA regulation by Jan. 7, 1995. The startup of this equipment was part of the compliance plan.

"Once the water receded, the Major Projects Organization team, in concert with our contractor Parsons, implemented a cleanup plan and assessed the equipment damage," says Newman. "We are well on our way to meeting our new startup date. Everyone is to be commended for their outstanding effort." ■

FLOOD TIMELINE

DATE/TIME	EVENT	CAUSE	IMPACT
10/17 Noon	Event: Attempt to open valve and pump to channel	SIP (Storm Impoundment Pond) filling and North Pond level rising	Overflow of North Pond into firewall of D-368 and X-330 sump
10/17 2:45 p.m.	Event: Loss of Sub 1202	Loss of power due to fault on primary switch, water intrusion at BPA4	Unplanned shutdown of BPA4. BA, ERU5, SET 30 minute power outages.
10/17 3 p.m.	Steam curtailment	Steam demand rising due to rain and H-8610 still down	Shutdown of BA Finishing Train, IPA pump, IPA column, DAA/HG Finishing
10/17 3:45 p.m.	All personnel released as desired	Worsening of local area road conditions due to rain	Maintenance overtime availability
10/17 4-6 p.m.	North Pond overflows	Could not pump to the channel and SIP already overfilled	A tank and sump, CPIs, and several pumps flood. Flood of Benzene NESHAPS Unit
10/17 5 p.m.- 6 p.m.	SIP overflows	Pumping from N. pond exceeding SIP capacity	Overflows to Blow-off Pit., Big Ditch and Lower Dock Road. More oil to North Pond.
10/17 5 p.m.- 9 p.m.	Lower Dock Road floods	Could not open valve to pump from North Pond to the channel. Also pump could not keep up with the rain load.	Loss of power to docks, extensive electrical issues, cleanup and repairs required. Loss of ability to transfer products.
10/17 8:30 p.m.	Lost power to substation 547D. Power restored to MTBE, TF, Util, pole lines by 2:30 a.m. 10/18	Fault caused pole line/relay coordination problem. Fault due to water causing motor to go to ground at Lower Dock Road	Power lost to Dubbs, Alky-1, docks and West Property Flare
10/17 9:10 p.m.	A-327 roof sunk	Roof drain failure	Roof failure, tank repair
10/17 9:10 p.m.	G-353 roof tilted	Uneven roof, holds water.	Product on roof and drained into firewall.
10/18 5:12 a.m.	Power Plant II boiler trips	Fan tripped. TTV unlatched while at max rates. Cooling caused unlatching or swing in turbine supply pressure.	Shutdown Cumene, PAU, IRU and CIPX.
10/18 5:59 a.m.	OP3 shuts down	PGC tripped due to low oil pressure	OP3 unit down
10/18 1 p.m.	D-355 floating	Tank empty and firewall full of water	Some pipe damage, hydrocarbon in firewall, overflow to North Pond
10/18 3 p.m.	F-347 floating	Tank empty and firewall full of water	Pipes lifted 2-3 ft. off supports.
10/19 7 a.m.	G-354 leak of gasoline	Product on roof leaked to firewall via roof drain	Product floating on top of water in the firewall. ER covered with foam to protect against fire/flash
10/18	A-318 and A-320 product on roof	Inoperable roof drain system	Emergency overflow prevented roof failures but let in lots of water to tank.

Where do all our products go?

When DPMC products leave the plant by truck, rail and pipeline, where do they end up? Besides Shell gasoline service stations, they travel to other manufacturing facilities that use our products in the production of hundreds, probably thousands of goods, many of them consumer goods. Let's take a look at some familiar products and the DPMC chemicals and oil products that go into them.

CHEMICAL	
EPON resin	soft drink can liners resins used for arrow shafts
BPA157	compact disk substrata
Tol A, Sol B	marking pens
Solvents	hairspray, fingernail polish remover, laun dry detergent, lighter fluid, Post-it Notes, insecti cide, tires, mascara, mouthwash, cough syrup, paint thinner, house paints, mousse, dishwashing liquid, glass cleaner, rubbing alcohol, caulk, towelettes, inks, colognes, water sealant.
REFINING	
Hydrocarbon solvents	hand cleaner, mascara, prespotter, incecticide, charcoal fluid, lighter fluid, water seal, paint thinners,
Waxes	flame-proofing for clothing and drapes, bathroom tissue, facial tissue, food overwrap, candles, rat bait, shoe polish, costmetics, wax paper, cereal box liners, rubber tires, rubber hoses, rubber belts, waxed cold drink cups, hot melt adhesives, crayons, cheese wrappers, chewinggum, batteries, printing inks, silver wrap on food packaging
Process Oils	battery cases, newspaper print and lithgraphic ink, insecticides,
Lubricating oils	Aviation oils – aviatio oils for aircraft piston engines Industrial oils – oil for bearings and gears, electrical transformers, switchgear, x-ray equipment, turbine lubricant, hydraulic oils, steam cylinders, Greases Heavy Duty motor oils – Rotella oils Marine & railroad oils Gas engine oils Passenger Car motor oils – Shell Fire & Ice Other oils – automotive gear oil, automotive transmission and hydraulic systems oils, oils for automotive differentials and manual transmissions
Residuals	road asphalt, paving and roofing materials, shingles, pipe/culvert coating
Sulfur	fertilizers, sulfuric acid, corrosion resistant road materials, carpet nylon, car windshield acrylics
Jet fuel	aviation fuel to the U.S. government

Better lab environment, satisfied customers

Resins prepares for 21st century

It's important to make a striking first impression on our customers, says Quality Assurance Lab Process Chemistry Specialist DALE TAGGART. Improving the work environment, enhancing safe working conditions and making a good impression on our customers were the three justifications for the recent remodeling which transformed the lab's circa 1970s decor and layout into a more turn-of-the-century facility.

"It's hard to place an exact figure on what a project like this makes for Shell," adds Taggart, "but we have to remember that when a customer or an auditor comes to visit us, they go away with their checklist and with an impression of us. It's much more likely now that customers and auditors leave us with the feeling that they can trust what we're doing."

The lab's remodeling consists of new floors and ceiling tiles, refinished walls and work surfaces, and modern modular furniture inside the lab and the adjoining offices. The Resins Lab needed a more flexibly designed centralized area to manage analytical data, improve access to the laboratory, have better control for instruments, provide additional fume hood space for sample preparation and reflect aesthetic appeal. And they got it.

LAB PARTY – Kirby Brink (left) and Coy Petteway get some work done before joining the party to celebrate the Resins lab facelift.

The remodeling project conforms to a goal Shell Deer Park set for itself when it adopted corporate "quad" goals. Premier performance with respect to satisfying customers and being their supplier of choice, and combining safety leadership with job satisfaction to be the employer of choice were the key parts of the project. It also provides better ergonomics for sample handling and anticipates future changes to lab data systems to maintain technological leadership—an important part of being the supplier of choice.

"The evolution of analytical chemistry has required doing different things to make sure products meet the customer's requirements," says Taggart.

"If I were to point to something in my world and say, what would customer satisfaction look like, it would be this kind of commitment to the laboratory," adds Taggart. ■

. . . YOU'RE THE . . . VERY BEST IN . . . ALL YOU DO . . .

MILESTONES

SERVICE ANNIVERSARIES

35 YEARS

I.W. GIGOUT
Quality Assurance

30 YEARS

M.J. BOYLE
Major Projects

25 YEARS

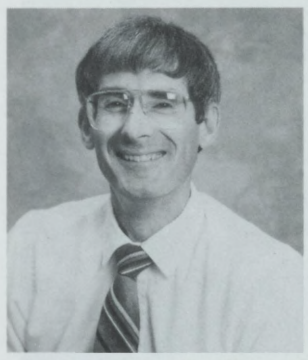
L.R. ALBANESE
Central Maintenance

F.W. BALDWIN JR.
Lube Logistics
(above, August)

J.P. BEDFORD
Aromatics

H.P. CORLEY
Engineering Maint .
(above, August)

L.A. FAGG, JR.
Central Maintenance



R.J. COSTELLOE
PE/CS/QA Solvents
(above, August)

B.L. LAIN
Lube Logistics

H.L. LEE
Project Engineering

J.L. McDANIEL
Olefins Maintenance

B.L. SHIPP
West Maintenance

G.G. WELLS
Business Services
above, July)

20 YEARS

J.N. ANDERSON
Solvents/Distribution

R.H. BENSON
Solvents Distribution

R.E. CERVI
Utilities

L.V. CULBERTSON JR.
Aromatics

C.P. EBANKS
Control Systems

R. ESPINOSA
Utilities Systems
T.C. HARDEN
North Env. Tr.

G.G. HART
Environmental Engrg.

J.J. HOLLIS JR.
Resins S.E.T.

L. JACKSON
Resins SET

L.J. KELLEY
Dispatching

W.K. LOFTON
Resins

T.R. MICKLE
Central Maintenance

R.G. MOSS
Central Maintenance

R.W. PENLAND
Health & Safety

W.T. SHOENBEIN
West Maintenance

P. SHYNETT
Log./Util/Env.

D.A. SKEAHAN
Solvents/Distribution

T.D. STINSON
North Env. Tr.

O.T. VEGA
Environmental

C.A. WESLEY
Resins SET

M.G. WILLIAMS
Control Systems

15 YEARS

D.E. BROWN
Hydroprocessing

M.K. DAVIS
Econo. & Scheduling

S.J. EVANS
Alky/Thermal
Cracking

K.W. FOWLER
Control Systems

B.W. GOLDMAN
Health & Safety

L.V. HALL III
Central Maintenance

W.C. HICKS
Olefins Maintenance

J.W. JOHNSON
Quality Assurance

P.D. JORDAN
Solvents & Treating

R.J. MATUSZCZAK
Dispatching

J.A. MOHAN
Solvents & Treating

J.M. SEHORNE
Hydroprocessing

R.D. UTSEY
Alky/Thermal
Cracking

J.D. WILLIAMSON
Lube Manufacturing

10 YEARS

R.E. DANLEY
Solvents/Distribution

J.L. FORBUS
West Maintenance

W.M. GHORMLEY III
Olefins

K.G. HOOD
Major Projects

R.R. LATHROP
Turnaround Planning

T.E. MECHE
Major Projects

A.J. METTS
Olefins

B.W. PAGE
Heavy Olefins

R.P. SOUTHARD
Heavy Olefins

M.L. TOWNLEY
Hydroprocessing

H.D. WINFREY JR.
Olefins

M. YGLESIAS
Olefins

RETIREMENTS

L.L. ANDERSON
Control Systems (Oct.)

W.C. BRIGGS
Central Maintenance (Oct.)

T.R. YANCEY
Engineering/Maint. (Sept.)

MEMORIAM

ARTHUR GROSS, retiree,
died Oct. 2
in Houston

CHESTER "CHET"
GIBOWSKI,
retiree, died Oct. 7
in Crosby

O.V."BUDD" HIGGINS,
retiree, died Oct. 10
in Houston

MERLE C. PITCHFORD,
retiree, died Oct. 11
in Mountain Home, Ark.

CLASSIFIEDS

BOAT FOR SALE: 1986 Sportscraft, 20 ft C.C., 115 OMC, gal. tandem trailer, many built-ins. Very good condition. $6,500. Call X6-7003 (246-6003) or 683-9871.

EXCELLENT ROAD BIKE FOR SALE: Specialized SIRRUS Bicycle, Chrome-Moly frame, Shimano components, clipless pedals, in excellent condition. This is a great bike for half the price of a comparable new one! Contact MELISSA SMITH at X6-6597 (246-6597) or PROFS MNM9.

FOR SALE: Cemetary lot at Grand View Memorial Park. Section A Lot 77, spaces 1, 2, 3, 4. Call 409/836-1986.

To place a classified ad, prepare a brief message indicating that you have something for sale, rent, want to buy, etc.. Include details, price (if desired), your full name and telephone number(s) at which you can be reached. PROFS to AM123 or send to Shellegram, North Admin. Room 238A. From outside the Complex, write to: Shellegram, P.O. Box 100, Deer Park, TX 77536.

RETIREE'S CORNER

The Shell Retirees Club and the Central Texas Shell Retiree Club have joined together to sponsor a seven night river boat cruise on the Mississippi Queen from St. Louis to Chattanooga Aug. 9 through Aug. 16. For best rate, must deposit by Feb. 9. For further information contact W.L. FORTUNE, 854 Korthauer Rd., Bellville, TX 77418 or call 409/865-5826.

Responsible Care® A Public Commitment

STEP Strategies for Today's Environmental Partnership

Editors Note: DPMC supports these initiatives: Responsible Care, through the Chemical Manufacturers Association, is a continuing effort to improve the industry's responsible management of chemicals. STEP, through the American Petroleum Institute, addresses public concerns by improving our industry's environmental health and safety performance.

SHELL DEER PARK MANUFACTURING COMPLEX . . . DEER PARK INDUSTRY OF THE YEAR

SHELLEGRAM

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Editor
Alayne Merenstein

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