

SHELL *e* g r a m

D E E R P A R K

Look...

Up in the sky...

It's not a bird or a plane, but a super new radio tower. Have you noticed the taller tower and wondered why it was built?

See Look... Up in the sky... Page 2



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Count on Shell





You'll notice that there are several articles in this *Shellegram* that deal with the environment. We picked this month to talk about this topic because April 22, 2000 marked the 30th anniversary of the birth of the modern environmental movement, which we know as Earth Day.

Back in 1970, environment was a word that appeared much more often in spelling bees than on the evening news. Today, however, Americans are working hard to build a clean, healthy, diverse world for generations to come. In this newsletter, you can read about Shell Deer Park's involvement, progress and future plans in our role as corporate citizens. And we thought it might also be interesting to include some ideas for us all to consider as private citizens.

- Water the lawn in early morning or evening hours to reduce water wasted from evaporation.
- Buy unbleached instead of bleached paper products to reduce dioxin emissions, which contaminate our water and the environment.
- Run the dishwasher and washing machine only when they are full. This saves detergent, energy, time and water.
- Clean lint or dust from cold air grills. Dust reduces airflow, making air conditioners work harder and longer.
- Compost yard trimmings and use the compost to fertilize the garden naturally.
- Buy in bulk whenever possible because bulk products use less packaging. When the only option is highly packaged goods, look for products wrapped in recycled materials.

If you have other environmental tips you'd like to share, or if you have story ideas for *Shellegram*, please contact us. We're always glad to hear from you!

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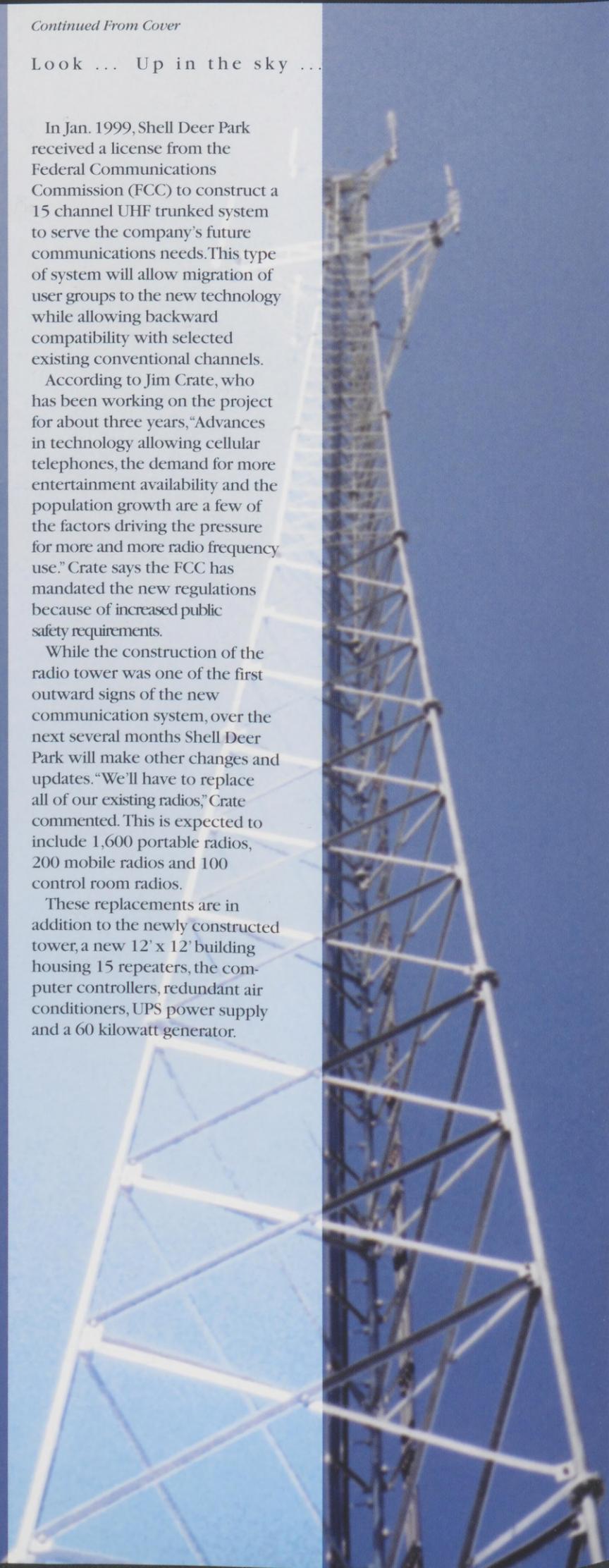
Look ... Up in the sky ...

In Jan. 1999, Shell Deer Park received a license from the Federal Communications Commission (FCC) to construct a 15 channel UHF trunked system to serve the company's future communications needs. This type of system will allow migration of user groups to the new technology while allowing backward compatibility with selected existing conventional channels.

According to Jim Crate, who has been working on the project for about three years, "Advances in technology allowing cellular telephones, the demand for more entertainment availability and the population growth are a few of the factors driving the pressure for more and more radio frequency use." Crate says the FCC has mandated the new regulations because of increased public safety requirements.

While the construction of the radio tower was one of the first outward signs of the new communication system, over the next several months Shell Deer Park will make other changes and updates. "We'll have to replace all of our existing radios," Crate commented. This is expected to include 1,600 portable radios, 200 mobile radios and 100 control room radios.

These replacements are in addition to the newly constructed tower, a new 12' x 12' building housing 15 repeaters, the computer controllers, redundant air conditioners, UPS power supply and a 60 kilowatt generator.



Caring for the Environment

Both the Shell Deer Park Chemical Plant and The Shell Deer Park Refining Company have made improvements in the areas of health, safety and environmental performance during the past several years. Since this issue of *Shellegram* is devoted heavily to environmental issues and concerns, here's a look at past performances and current initiatives in both the chemical plant and the refining company. (For information on health and safety performance at the chemical plant and refining company, see the March 2000 issue of *Shellegram*.)

Shell Deer Park Refining Company

Although an environmental performance record was achieved during 1999 and all employees received an award for their efforts, the Refinery began the millennium with plans for continued improvements.

One way the Refinery is working to improve its environmental performance is through an enhanced employee awareness program. In fact, Susan Smith, environmental and compliance assurance manager, states that "blitz training" sessions will be conducted between August and December of this year for all 1,000 Refinery employees. "The upcoming training," Smith states, "will serve as a refresher to employees on everything environmental, including air, water and waste." In addition to promoting employees' awareness of their role in environmental performance, the training program will also strive to increase employee understanding of environmental requirements and regulations.

Other Refinery initiatives to improve environmental performance include ongoing reviews of the current process of implementing changes in field requirements, development of strategies for processing low-sulfur gasoline and permitting of "grandfathered" tanks and boilers.

Shell Deer Park Chemical Company

The chemical plant was a finalist at the Texas Environmental Excellence Award for the Epichlorohydrin Heavy Ends Project in 1999. This effort involved sending material to another Shell location for use instead of burning it, which helps to reduce air pollution.

According to Rich Bourns, environmental compliance manager, the chemical plant has significantly reduced release of material to the environment. "Between 1987 and 1998, hazardous waste has been reduced by 70% and EPA industrial toxics, such as benzene, have been reduced by 75%."

Bourns also stated that the chemical company has a continued emphasis on work practices as they relate to the environment. Examples of areas where improvements have been made include reduction in flaring, noise and odors. The chemical company has also volunteered to permit all of its grandfathered facilities.

One of the biggest challenges facing all chemical plants, according to Bourns, is keeping up with new compliance regulations. "In 1999, there were approximately 16,400 environmental regulations, which I believe is a 10% increase over 1998," Bourns explained. By comparison, there were only a couple hundred environmental regulations in 1972.

The Chemical plant received "Caring For Texas" recognition from the Texas Chemical Council For outstanding environmental, safety and community outreach in 1998 and 1999.

Shell Deer Park believes it is important to have open communications with the community. For this reason, Environmental Supervisors, who are responsible for monitoring systems to ensure compliance, are available to answer questions from citizens. These supervisors are available around the clock and people are welcomed to call with questions at 713-246-7212.

VOLUNTEER FIRE CREW RECEIVES HOT LESSONS

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The semi-annual "Fire School" was held at Texas A&M University from March 20 - 23, 2000. Ten students from various Houston Shell locations gathered for refresher lessons and to learn new information about fighting fires smarter from the Shell Deer Park instruction team of Mario Hernandez, Joe Vasquez, Jerry Williamson and Pete Zafereo.

The in-depth training demonstrated new techniques to the volunteer fire crew, including how to better utilize monitors and use master streams for control and knock down of fires. Russell Adams, who has worked at Shell Deer Park for 19 years and attended the school for the past nine years, stated that he learned how to use the monitors to better determine what to do in particular situations.

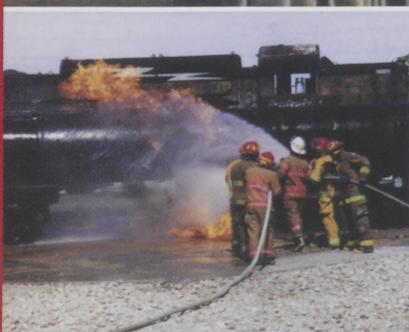
Attendee Doug McCoy, who has worked for Shell Deer Park since 1978 and attended the

fire school for three years, said he was impressed with the professionalism of the volunteer crew. "With fewer onsite resources to call upon, our training has successfully aligned itself with tactics used by the Deer Park fire crew," McCoy noted. He also commented on how the training helped to prepare the two or three person teams for isolation of fires.

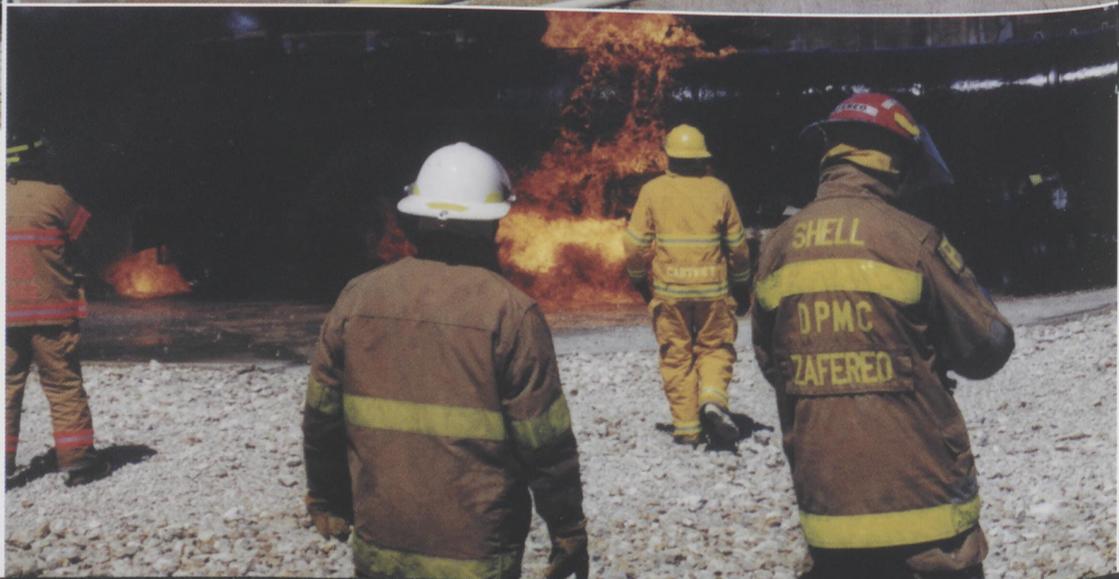
Other attendees from Shell Deer Park were Ray Armstrong, Angelo Pulido, Rico De Salle, Reggie Sexton, Richard Young, Bill Dorsey, Mary Pritchard and David Gamble. Mike Boaze, who helps coordinate the training each year, stated that one of the most important points of the school is working with other crews from other facilities. "The sharing of information and ideas is very valuable," Boaze concluded.

"With fewer onsite resources to call upon, our training has successfully aligned itself with tactics used by the Deer Park fire crew."

—Doug McCoy
Attendee



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SERVE volunteers receive 'Thank You'

During March, Shell Employee and Retiree Volunteer Events (SERVE) members from Shell Deer Park Refining Company and Shell Deer Park Chemical Plant were recognized for their activities in neighboring communities. Volunteers were recognized for 1998 and 1999 projects that included building a porch for a Deer Park senior citizen's trailer, helping with the San Jacinto State Park Trash Bash, supporting Meals on Wheels and constructing a track at a Pasadena elementary school.

On March 9, Stacy Methvin, president and chief executive officer of Shell Deer Park Refining Company, hosted the ice cream social for refinery volunteers between 3:30 p.m. and 5:30 p.m. A similar reception for the chemical plant volunteers was held on March, 23 and was hosted by Dale Wunder, manager of human resources for Shell Deer Park Chemical Plant. The SERVE Board of Directors were also recognized for their efforts in organizing events. Employee members of the board are Russell Adams, James Callan, Rhonda Chapmon, Lois Guthrie, Gary Harrison-Ducros, Richard Haydock, Darryl Hurt, Deborah Jackson, Andy Jones, Maxine Jones, Alan King, Ed Koch, Dan Kozlowsky, Darryl Mayfield, Betty Owens, Jonathan Rhodes, Lesa Rice-Jackson, Patti Roberts, Joe Silva, Dennis Winkler and Pete Zafereo. Retiree members of the board are C.B. Falk and Verna Hogan.

Attendees who wore their yellow SERVE t-shirts to the recognition event received a tote bag. Additionally, the following SERVE volunteers won door prizes.



| Gift | Refinery | Chemical |
|---|-----------------------|------------------|
| \$75 gift card to Best Buy | Oscar Pena | Naomi Davis |
| \$75 gift certificate to Academy | Lola Purchase | Kim Westbrook |
| Aiwa Portable CD/tape deck/stereo | Nickie Saunders | Mike Kolb |
| JVC camcorder | Andrea Smith | Sylvia St. Andry |



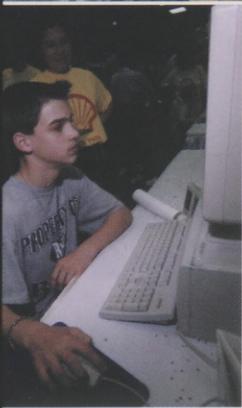
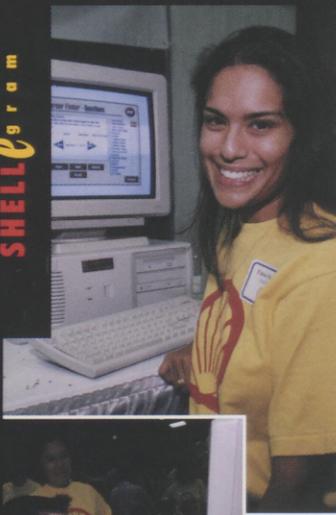
For those interested in working on upcoming events, here is a listing of activities. Please contact any of the SERVE board members for more information.

| | |
|-----------|---|
| May 5 & 6 | Maintenance projects at Armand Bayou Center |
| June | Beep Ball Tournament |
| July | Meals on Wheels |
| September | Day of Pampering for clients of The Bridge |
| October | The Wheelhouse Barbecue Event (serving food) |
| November | Armand Bayou Fall Festival (food concession) Deer Park Senior Adults Thanksgiving Dinner at Maxwell Center |
| December | Meals on Wheels Dinner for South Houston Neighborhood Center members |

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Serve Board Members





Shell Deer Park presents career choices to students and parents

Shell Deer Park was one of nearly 100 businesses that participated in the Family Career Expo on March 2, 2000. Sponsored by Deer Park and Pasadena school districts, all junior high school students from both school districts and their parents were invited to attend the expo and learn about career opportunities.

The Shell Deer Park booth, titled "Count on Shell to Point You in the Right Direction," was equipped with Career Finder+ software. During the event, students could input their personalized information into a computer and receive a comprehensive list of careers to consider. Visitors also had the chance to learn about Shell Deer Park operations and career opportunities in the chemical plant and refinery.

Employees who volunteered during Family Career Expo were: Lois Guthrie, Community Relations; Caren McKim, Human Resources; Stephan Mason, Human Resources; Yulanda Mitchell, Alliance Marketing; Dawn Miyamoto, Engineering; John Schubert, Learning and Development; Celia Vazquez, Community Relations; and Elaine Ybarra, Process Engineering. "The booth was popular and during the evening, there was never a computer that didn't have a student in front of it," commented Guthrie. Evidence of the booth's popularity could be measured by the fact that volunteers distributed over 700 compass key chains with the booth's logo to visitors.

Award Received for Safe Handling

Shell Chemical Company was among the companies honored on March 30, 2000 by the Burlington Northern and Santa Fe Railway Company (BNSF) for safe transportation of hazardous materials by rail. The Third Annual Stewardship Award recognized shippers that successfully implemented the ethics of Product Stewardship under the Chemical Manufacturers Association's Responsible Care® Initiative.

The Stewardship Award is presented to shippers who successfully transported a minimum of 500 loaded tank cars of hazardous materials during the 1999 calendar year and who worked with their customers to ensure zero non-accident releases (NARs) occurred during the entire transportation cycle. Glenn Fillion, manager of distribution at Shell Deer Park

Chemical Company, attended the awards program along with George Jelly, senior transportation representative from Shell Chemical Company, Land Transportation Department. According to Fillion, "The loading operators, rail operations and support staff are the people that should be recognized for the successful shipment of approximately 2,800 cars from the Deer Park location during 1999 without any leaks." Jelly stated that although the award was given to Shell Chemical, the Deer Park location originates the largest number of Shell Chemical shipments.

According to BNSF, NARs account for more than 90 percent of all hazardous materials released in the rail industry annually and typically result from improper tank car securement, loading or train handling.

"The loading operators, rail operations and support staff are the people that should be recognized for the successful shipment of approximately 2,800 cars from the Deer Park location during 1999 without any leaks."

—George Jelly,
senior transportation
representative

2000 Learning Conference Sets Sail

"Charting Our Course" was the title of the Shell Deer Park Refining Company 2000 Learning Conference held on April 5 and 6. The fourth annual event was attended by a cross-section of approximately 150 employees who participated in the strategy renewal effort intended to

help the refinery become the premier refiner of heavy sour crude.

Planned by a team comprised of Rita Harvey, Ed Hawthorne, Odeh Khoury, Caron Roberts, Teran Smith, Brandi Wells and Mindy Yount, the conference presented background on strategy, including definitions, general models and examples of

strategy work. Attendees then had the opportunity to practice strategic thinking through group exercises and examples, as well as learn about tools and ideas for implementation of strategy and how it relates to the organization and the individual.

The conference also provided time for dialogue about the strategy renewal work that the Refinery Leadership Team has been working on for several months. This preview refines and clarifies the directions and decisions needed to achieve the refinery's vision for the future. According to Yount, "Our intent was to provide a clearer understanding of what needs to be done to become the premier refiner of heavy sour crude as well as learn some new concepts that will be of benefit to us today and in the future."

Outside speakers included Sharon Matusik, Ph.D., an assistant professor of strategic management at Rice University. Dr. Matusik spoke on the first day on topics such as strategy, the competitive environment, value creation and integrating strategy. On the second day of the conference, Chris Turner, a consultant who works with a variety of organizations to create productive environments, spoke on creating the future and making it happen.



Volunteers lend a helping hand to 'Mother Nature'

Each year, Shell Deer Park SERVE volunteers show their concern for the environment by participating in various projects. Three such projects involve the Armand Bayou Nature Center, Galveston Bay Foundation Marsh Bash and the Adopt-a-Beach program.

SERVE volunteers will again strap on their tool belts or grab a paintbrush for a maintenance project at Armand Bayou Nature Center. This year's volunteer days are Friday and Saturday, May 5 and 6, between 8 a.m. and 3 p.m. The project's scope includes renewing the entrance boardwalk ramp to the main Education and Interpretative Building, replacing segments of siding on the Center's barn and other work inside the barn's hayloft. Also scheduled during the two-day event is extending the porch and steps of the farmhouse, which includes the challenge of maintaining the 1898 architecture of the structure. The farmhouse will then receive a coat of paint on its first floor and porch deck. Experience is not

necessary and you only need to arrive at the Armand Bayou Nature Center, located at 8500 Bay Area Boulevard, to be put to work.

Another event in which Shell Deer Park volunteers participated includes last year's Marsh Bash, where Explorer Scouts joined SERVE. Promoted by the Galveston Bay Foundation, SERVE volunteers and the scouts planted grass in ponds at the San Jacinto Battlefield State Park. The grass works as a filter for land run-off and sediment collection, both of which are important environmental concerns at the state park. The

Explorer Scouts also participated in the Adopt-A-Beach program during 1999. Along a one-mile stretch, the scouts and SERVE volunteers removed non-biodegradable trash in a positive step to protect the beach area. Darryl Hurt, who worked with the scouts on the clean-up project explains, "The Adopt-a-Beach program brings a level of consciousness to the students as they see how simple it is to have a positive impact on our environment." If you are interested in volunteering for either of these events, look for upcoming projects on the SERVE calendar.

"The Adopt-a-Beach program brings a level of consciousness to the students as they see how simple it is to have a positive impact on our environment."

—Darryl Hurt
Worked with Scouts on Clean-up project

Chemical Entrances

For March

Demetria Cornelius
Engineer Associate
PAP/Solvents/
Dist Field Tech Dept

Keith Reinhardt
Sr Engineer
Heavy Olefins/Aromatics

Robert Ledesma
Supervisor
Facility Management
Administration

Chemical Exits

For March

Jimmy Simpson
Operator-1st Rate
Resins-Liquid Resins-
Distribution-Operator #1
*Retired 3-31-2000

Refinery Exits

For March

JA Lummus
Control Systems Technician
Eng/Mnt-West-Log/Util/
Env-Ctrls Sys
*Retired 3-31-2000

MILESTONES

Refinery Entrances

For March

Roger Balke
Operator-1st Rate
West-Distilling

David Beckner
Operator-1st Rate
Logistics-Dispatching

Carl Coverson
Operator-1st Rate
West-Distilling

Marion Haines
Operator-1st Rate
Logistics-Dispatching

Michael Hillegeist
Operator-1st Rate
Coker/GOHT
Operations

Kirk Houser
Operator-1st Rate
Cat Cracking/Gas

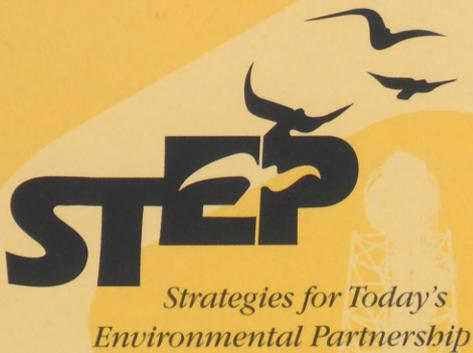
Michael Riley
Operator-1st Rate
Coker/GOHT
Operations

Bennett Irish
Operator-1st Rate
Hydro/Sulfur-Sulfur

Keith Rockwell
Operator-1st Rate
Cat Cracking/Gas

Robert Villarreal
Operator-1st Rate
Log-Dispatching Docks

*Retirees



STEP

*Strategies for Today's
Environmental Partnership*

Editor's Note: Shell Deer Park supports these initiatives: Responsible Care, through the Chemical Manufacturer's 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.



Responsible Care
A Public Commitment



Count on Shell

Shell Deer Park
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Deer Park, TX 77536



Recycling at Shell Deer Park

For a number of years, Shell Deer Park has been recycling white paper and cans to help ease the burden on area landfills. BFI, the company that removes waste from the facility, reports that on the average Shell Deer Park recycles approximately 400 pounds of cans and 200 pounds of white paper each month.

Rick Alford, manager of contractors, has recently taken over the responsibility for recycling and stated an upgrade in recycling of all paper is now in the works. In the meantime, we can all do our part to be careful about what goes into the paper recycle containers. Alford stated that when normally recyclable paper is "contaminated" with other objects, such as gum, the janitors treat it as normal trash. All of us can avoid "gumming up" paper recycling.



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