

Shellegram

90:4

DEER PARK MANUFACTURING COMPLEX

Falling stars in 1989 performance

Complex receives 13 "stars" in manufacturing recognition awards program

DPMC's Refinery and Chemical Plant received a handful of "stars" but came up shorter than the preceding year in the 1989 Manufacturing Location Recognition Awards presented at the general sessions of the Refining & Marketing and Chemical meetings held in Del Lago last month.

Out of 10 categories, the DPMC Refinery/Base Chemicals picked up six stars and DPMC Chemical seven stars in separate awards presentations. The Refinery was not awarded for Health & Safety, Environmental, Reliability and Cost Management categories. Chemical did not receive star awards in Health and Safety, Environmental and Cost Management.

A similar award program, Leadership in Lubricants, also took place last month, with a traveling trophy awarded to New Orleans' Metairie location, the Best Overall location based on highest scores in the following categories: Health & Safety, Environmental, Quality Improvement, Operating Plan, Reliability, Cost Performance, and Productivity Improvement.

The Refinery lost ground in 1989 compared to the previous year when it received 8 out of 9 stars including the Health & Safety and Environmental categories.

"We have an important lesson to learn from our performance in the 1989 "Star Awards" program and that is that we cannot rest from our previous achievements. Like others, we must continue to look for ways to perform at a higher level in the critical areas of Health & Safety, Environmental and Operating Plan," says JIM NIERMAN, Complex superintendent.

"I am pleased with Chemicals' performance in the Star Awards competition," comments J.D. JOHNSON, Superintendent, Chemical. "As is evident from the number and types of awards received, we have made substantial and sustained improvements in Chemical over the past several years. This is a credit to each employee in Chemical. Only by pulling together with a focus on continuous

improvement can we be successful."

"Noteworthy was the absence of Star Awards for Chemical in Safety, Environmental and Cost Management. While we have made strong progress in these areas over the past several years, our performance, based on 1989 results, is inadequate by my standards—and hopefully yours," continues Johnson. "Ac-

(See Star Awards performance on Page 2)

DPMC 1989 STAR AWARD PERFORMANCE		
	Refinery	Chemical
Health & Safety		
Environmental		
Reliability		*
Operating Plan	*	*
Maintenance Effectiveness	*	*
Productivity Improvement	*	*
Cost Management		
Procedures and Practices	*	*
External Relations	*	*
Quality Improvement Process	*	*



EARTH IN OUR HANDS—Shell commissioned this illustration by artist Alan Chinchar as a salute to Earth Day. It's available free as a full color, 20 x 30 inch poster. To order, call Community Relations at X6-6247 (246-6247) or write: Shell Earth Day Poster, Shell Service Bureau, 3484 West 11th Street, Houston, Texas 77008.

It's all we have . . .

Earth Day - April 22, 1990



Star Awards performance...

(Continued from Page 1)

Accordingly, we must all rededicate ourselves in these areas recognizing the issue is not statistics but rather performance; performance of each of us to be the best we can be in protecting ourselves, our fellow workers, and the community from exposure to safety or environ-

mental incidents."

The "Star Awards" program recognizes the manufacturing achievements of all Shell locations.

New to the program this year are separate star designations for 1989 performance of the Refinery/Base Chemicals and

1989 STAR AWARDS CRITERIA HIGHLIGHTS

Health & Safety: Performance statistics and safety programs for both Shell and contractor workforces. Setting and attaining aggressive health and safety improvement goals, management commitment, innovative safety programs, wellness programs and continued progress.

Environmental: Compliance with existing regulations, performance improvement trends, source control programs, management commitment, planning effectiveness aimed at both compliance and prevention. Tracking of citations, marine spills, level of permit compliance, number of nuisance incidents. Influencing local regulatory development.

Reliability: Utilization of needed processing capacity. Implementation of related improvement activities (e.g. UCM), reliability tracking, root cause failure analysis, use of Reliability Improvement Program, and human reliability.

Operating Plan: Performance against the operating plan. Business decisions to optimize overall manufacturing system that impact a location's product demands and CIBT. Particular emphasis for Refining and Marketing placed on Light Products manufacture projections from STOP, management of fixed and variable costs and meeting STOP CIBT targets.

Maintenance Effectiveness: Turn-around and routine maintenance efforts, quality of turnaround management including the use of T/ASC or its equivalent, safety and environmental performance, work scope and workforce control, productivity and completion within schedule and budget.

Productivity Improvement: For Refining and Marketing, light product manufacture per employee and workforce levels. For both

R&M and Chemical, innovation in productivity programs leading to an improved competitive position, development and utilization of people, and a comprehensive training program designed to meet business objectives.

Cost Management: Fixed cost management performance against STOP or agreed-upon revised, year-end targets for total base, base maintenance, SD/MS, and project expense. Performance against estimates for the following month. Energy management, including improvement in Energy Intensity Index.

Procedures and Practices: Complete, up-to-date, understood and followed, covering the full spectrum of location activities, with particular attention to the quality of the documentation of the procedures and practices. Innovative efforts at improving human reliability. Communications and tracking to promote employee understanding and compliance.

External Relations: Productive relationships and accomplishments with local communities, other companies, local and state government and regulatory bodies, schools, local interest groups. Proactive initiatives as they relate to particular location and business needs.

Q.I.P.: Commitment to QIP use. Quality training. Participation in corrective action and problem identification teams with emphasis on human management system and reliability, reduction in Cost of Quality and quality accomplishments. Use of the Quality Process in meeting internal and external customer requirements. Measurement of customer complaints, product conformance to specifications, on-time shipments, conformance to labeling requirements. ■

Chemicals. Also new are five award categories which have replaced four previous categories. Added were Cost Management, External Relations, Operating Plan, Procedures and

Accordingly, we must all rededicate ourselves in these areas recognizing the issue is not statistics but rather performance...

Practices and Quality Improvement Process (QIP), replacing CIBT, Human Resources, Response to Change and UCM. ■

SAFETY IN ACTION

Safe Work Groups for "Top Ten" increase

During the past three-month reporting period, 49 Safe Work Groups met all of the Phase II requirements, qualifying them for "Top Ten" awards. This represents an increase of nearly two-thirds of the groups qualifying, as compared to almost 50 percent during the first three-month reporting period, according to the SAFE Awareness Team.

In the 30-or-less grouping there were five groups tied for first with 100 percent participation: Fuels Administration, L.D. SPILLER; Environmental-Shift 3, A.E. BROWN; Environmental-Shift 4, G.G. HART; Environmental Engineering Technical Team, K.R. SPRINGER; and Process Engineering/Utilities, K.R. REINHARDT.

Close on the leaders' heels were Environmental-Shift 1, M.L. CORRON; Environmental Compliance, S.A. WEAVER; Log. Maintenance Utilities, P.R. HARP; Log. Administration, R.L. RAUCH and Solvents/Treating, DAN TAYLOR.

Leading off the 31-or-more grouping was Control Systems, H.R. MUNK, with a perfect 100 percent participation rate over the three-month reporting period. Other groups making the "Top Ten" were: LPA Engineering Support, G.E. JOHNSON; BD Hydrotreaters, R.W. PENLAND; I&S Maintenance, C.E. HARGER; Pyrolysis III, K.D. YIELDING; Painters/pipefitters, RICK WITT; Central Corridor Maintenance, DON CHASE; BA/SR, L.A. ALLEN; and P&AS, ROSIE FUENTES.

This second quarter competition marks a change in groupings, a suggestion from a Safe Work Group coordinator: those Safe Work Groups with 30 or less members and those with 31 or more members.

The next three-month period will include those groups which qualify during the months of February, March and April.

Top Ten awards are the top ten percent of Safe Work Groups who have qualified for a three month period. Qualifications are based on participation in HSIP Phase II. ■

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"Safety in Action" is a new monthly Shellegram column that features news, tips and people profiles concerning safety issues on and off the job.

Lubricants cited for 1989 quality, production and cost achievements

In a presentation at the Lubricants General Sales meeting last month, BOB AWE, Shell technical operations manager for Head Office Lubricants, recognized DPMC for its outstanding achievements for the year 1989 in the areas of Quality, Production and Cost.

• Quality: DPMC successfully worked eight consecutive months without requiring a product waiver and successfully implemented new HVI base oil specifications.

• Production: Total Lubricant base oil and base oil production at DPMC was the second best year on record; total MVI base oil production set a new one month record of 191,000 barrels, and Lubes had the best wax production year since 1982.

• Cost: DPMC reduced solvent usage in the Lube extraction unit by \$750,000. ■



Contaminated sewers helped wash away 1989 Environmental Award

by Al Weaver, Environmental Compliance

After winning the Corporate Environmental Excellence award at DPMC for 1987 and 1988, we fell second to the Martinez Manufacturing Complex for 1989's performance. One of the main reasons was that our Refinery storm water exceeded permit limits for oil and grease or pH 28 times! This is compared to an average of less than 10 per year throughout the 1980s.

When the big rains come, our storm sewers can pollute the Ship Channel if we don't keep them free of oil and chemical materials. We have two types of sewer systems at DPMC, one for process or contaminated water, the other for rain or storm water. The process sewers are routed to the North and South effluent treaters where the liquids are treated to reduce any harm to humans and the environment before being discharged into the Ship Channel. However, anything being put into the storm water sewers can get flushed directly into the Ship Channel during a heavy rain.

Shell Deer Park Manufacturing Complex has nine storm water and two biotreated outfalls which flow to Patrick's Bayou or directly to the Houston Ship Channel. All of these outfalls are "permitted" by the Environmental Protection Agency and the Texas Water Commission. As such, we are required to test the quality of the discharge liquids and report the results to the agencies.

Of the storm water outfalls, two are located at the South Effluent Treater (SET). Most of the rain water that falls on the chemical plant side of DPMC is pumped to four large storm water impoundment ponds and then slowly fed to the SET. The SET storm water ponds are capable of holding the water from a once in ten-year storm.

The Refinery has seven storm water outfalls. Most of these outfalls have a catch basin and oil skimmers of some type to try to catch any oil that might get to a storm water sewer. Usually pumps are available to pump back any dry-weather flow to the effluent treater, but the pumps get bypassed during heavy rains. Hydroprocessing operates two outfalls, Lube Logistics two, Environmental two as well as a biotreater outfall. Utilities operates an outfall which is a combined storm water/utility water outfall.

The permit allowables for each of these stormwater outfalls when they are flowing are:

- pH between 6.0 and 9.0 units;
- Total organic carbon up to 70 milligrams per liter (parts per million);
- Oil and grease up to 15 milligrams per liter or less than one drop of oil in a quart of water;
- No discharge of floating solids, and no visible foam or oil.

Care must be exercised throughout the Complex to prevent materials, including caustics and acids, from entering the sewers which may affect meeting these permit limits. Oil and other hydrocarbons must also be prevented from going into the storm water sewers; these materials will show up in the oil and grease and/or total organic carbon tests.

All soaps and detergents, whether they're biodegradable or not, that get to the storm water system can impair our ability to meet these permits. They solubilize oils in the

water and prevent the oil skimmers from removing them. Soaps and detergents should not be used where the runoff goes to storm sewers.

Of course keeping materials out of the storm water system is better than anything we do after they get to the sewer. All routine oily streams or oil containing streams must be routed to oil or process sewers. Oil spills or other process material spills must be prevented from happening, or if they do happen, from getting to storm water sewers. New procedures are available on keeping tank farm dike

valves closed to prevent oil from getting to storm water outfalls.

Reporting of spills by the established procedures of EC-105 and EC-106 (the Complex spill prevention control plans) help to minimize the impact of any spill as well as help DPMC live up to its legally required reporting duties.

By working together, all people at DPMC can help keep the storm water sewers clean and avoid problems when the big rains come. Let's bring back the environmental trophy for 1990!



ASSEMBLING THE PAST—Members of the Historical Society unpack and arrange Shell memorabilia in the new museum, DPMC's historical tribute to yesteryear. They are Maurine Bishop, retiree; Marilyn Williams and Vi Cooper, both of P&AS; Kim Westbrook, Employee Relations; Sylvia St. Andrey of Computer Services; and Ovidia Lindsey and Jim Paar, both of Logistics. The museum, located in the South Main Office Annex, is scheduled to open officially May 19 for Open House.

Historical Society opens museum

The Historical Society is planning a party for you, the employees and retirees of DPMC and your families. Everyone is cordially invited to attend the Open House of the Shell Deer Park Historical Society Museum Saturday May 19 from 11 a.m. to 4 p.m.

To introduce the museum in grand style, the society is planning a ribbon cutting at 11 a.m. followed by refreshments, souvenirs, music, displays of trains and local crafts, Battleship Texas video presentations, and of course, museum tours. The new museum is located outside the Chemical Main Gate at the South Main Office Annex.

"The Shell Historical Society is very proud of its achievements and wishes to share some fun with the DPMC community," says KIM WESTBROOK, Historical Society member.

Since the formation of the society, members have put much effort into collecting, preserving and displaying memorabilia and historical objects. You can see their cache of historical treasures in display cases set up throughout the Complex. Society members have also participated in numerous activities—auctions, Complex open houses and community festivals. Their award-winning log cabin-style float, complete with antique gas pump, has taken memorabilia on the road for many a public event. Now, those precious mementos have a permanent home.

Founded in 1983 by HERB BUTLER, now retired, the Shell Historical Society had acquired a considerable collection of DPMC memorabilia. Butler wanted to share the collection with others so he brought together a group who felt strongly about preserving the objects in a museum-like setting.



Distilling's partnership pays off in Rock of Reliability Award

Distilling, a department that prides itself on the strong partnership it has formed among its people, has captured Fuel's quarterly citation, the Rock of Reliability Award.

"We're a partnership of operations, engineering and maintenance," says ROB JACOBY, manager. "You can't have a reliable operation unless all those people all work together to get at the root cause elimination, unless they work in concert with each other."

Besides root cause elimination, the department excels at operator surveillance, use of and adherence to operating procedures, improved communication between operations and maintenance, and the development of a "once-through" hydrogen procedure that allowed the HDU-2 unit to continue operation during a repair to its recycle compressor this past quarter. Those practices, Jacoby believes, are what earned Distilling the award which recognizes superior performance.

"We're always looking for root cause elimination to maintain a high level of reliability," says Jacoby. "Rather than put a mandate on something, we'd rather get at the root

cause as to why it continues to break and then fix it right the first time."

Distilling operators work in what Jacoby calls a "pro-active mode" when surveying their unit to identify problems. "An operator will identify a pump as a result of the surveillance program that might have a high vibration, for instance," he explains. "Rather than continue to run the pump till it fails, they'll shut it down, put a spare on, and have the proper engineering, inspection and maintenance people look at it rather than let it fail."

A high vibration did occur in the hydrogen recycle compressor at HDU-2 last quarter. Distilling shut down the compressor to fix the coupling. Instead of bypassing or shutting down the hydrotreater, the department came up with a way to circulate the hydrogen so that the unit could continue to operate while the repair was taking place. "We did all the right things," says Jacoby. "We developed the procedure, a checklist, held safety and operability reviews and implemented it. And it was a success."

With regard to operating procedures, Distilling goes by the book, relying on checklists. "I don't know about you, but if there are two airplanes on the ground and one had the pilot use a checklist and the other one didn't, I know which plane I'd want to be sitting on," says Jacoby.

Reliability is particularly important to Distilling since many other units downstream rely on them for their reliability.

"If we didn't have a reliable operation using the once-through hydrogen process, for example, then the downstream units — CR-3 and the Platformer would have been impacted if we had to go down. And that didn't happen," says Jacoby.

"The most significant thing about this award is the fact that we have done it safely," says WALTER HARBUCK, SOM. "Our safety performance in operations and maintenance has been outstanding and can be attributed to thorough understanding of policies and procedures and genuine concern for fellow employees. We are proud of the Rock of Reliability but we are even more proud of our safety performance and we are continually looking for ways to improve both."

"Although we may have won the Rock of Reliability for reliability performance, we have also seen an improvement in our safety and environmental performance. These all go hand in hand," Jacoby adds.

"Our operators and craftsmen are to the point where they will not accept poor capabilities. They will not accept poor safety performance, nor will they accept poor environmental or quality performance. And therefore they are not going to accept poor reliability," says MICHAEL GILTON, TSO.

Operators and craftsmen are the most important element in the department's performance. Jacoby sees them as the front lines, the first offense in identifying problems.

Operators and craftsmen— Where the rubber meets the road

"They're where the rubber meets the road," says Jacoby. "That's really where the work gets done."

"As for keeping the units up and running, it's a group effort on our part and the foremen really help as far as setting priorities and keeping us out of some problem areas that may cause a unit to come down," says BILL SCHROF, ETSO.

CLYDE STEWART, foreman, says it's good operating procedures and good operators that resulted in excellent reliability performance. "All of our operators are performing at a higher level and results are starting to show. The new operators we've been getting are excellent."

"We've looked forward to it [the award] for a while because we've run this plant real well, says RICK SKILLERN, foreman. "It solidified in my mind the fact that the process is right."

"I attribute our performance to the excellent management team, safety performance by the operators and craftsmen and the efforts we have to help keep our products on spec," says L.O. JACKSON, operator.

"It's good to be a part of a department that works together to achieve this sort of thing. There's a lot of adversities we face all the time—weather problems, mechanical problems. People do a good job with their assigned tasks and that's what makes these sorts of records possible," says DEAN HOPKINS operator.

"We the operators and craftsmen took a personal challenge to make Distilling a reliable unit. And it's paid off," says GENE SANCHEZ, operator.

and the Refinery Lab." He went on to say that the very active and aggressive positions taken by Head Office were also critical factors in achieving this award.

Prett adds, "It was a result of the teamwork at DPMC involving people from many departments all dedicated to cooperation and the Quality Process that allowed us to confidently commit to this



ROCK OF PARTNERSHIP—The Distilling team—proud recipients of the Fuels Rock of Reliability Award. They are (front row, from left) Clyde Stewart, Dean Hopkins, L.O. Jackson, (behind, left side, front to back) Alan Meyer, Bob Chow, Bill Schrof, Rick Skillern, (behind, right side) Michael Gilton, Mike Cave, Gil Jacobson, Rob Jacoby, and Alki Dermanci.

DPMC fuels Andrews AFB

DPMC has just been awarded a 25-thousand-barrel-per-day contract for JP-5 jet fuel by the Defense Fuels Supplies Center (DFSC), purchaser of all fuel

for the U.S. Armed Forces. The contract represents an increase from the previous contract of 17 thousand B/D, the largest single award ever made by the DFSC to a single location.

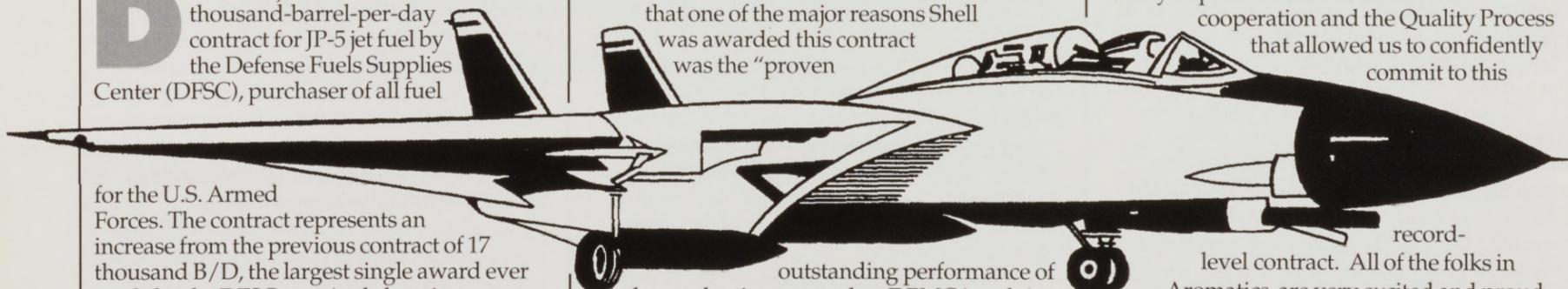
"Besides being the largest award ever, we have also been informed that this DPMC

jet fuel will be the sole supplier to Andrews Air Force Base in Washington D.C.," says DAVE PRETT, Aromatics Field Team Manager. "This means that Air Force One, the president's aircraft, will be fueled exclusively by Shell Deer Park."

HURSCHEL MANN, E&S/Fuels, feels that one of the major reasons Shell was awarded this contract was the "proven

outstanding performance of the production network at DPMC involving Distilling, Aromatics, Dispatching, Docks, and of course all the support folks in Engineering

record-level contract. All of the folks in Aromatics are very excited and proud to be the sole suppliers of jet fuel to Air Force One."



IRU starts up

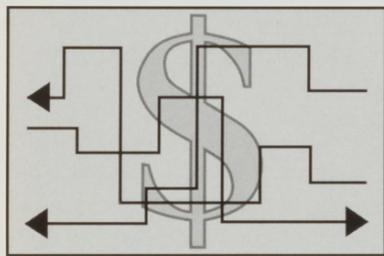
A major portion of the newly constructed Isoprene Recovery Unit (IRU) has been started up and, according to RICK ROBINSON, operations manager, is performing "very satisfactory."

The final portion—the isoprene finishing section—delayed due to a worldwide shortage of the extraction solvent, is expected to start up this month. Product is currently being loaded through the new facilities at Site 3, a reconstruction of an old Olefins-area plant.

IRU will be producing high purity isoprene, DCPD and piperylenes concentrate.



ISOPRENE STARTUP TEAM—The startup team of the Isoprene Recovery Unit (IRU) poses for a group photo session at the conclusion of Startup School in mid-January. Pictured are: (front, center) E.L. Beck; (bottom row, from left) T.W. Sallee, J.R. Simpson, G.Z. Azocar, J.R. Carmichael, R.E. Hedden, M.S. Pertl, J.D. Bright, G.M. Jones, and R.S. Prescott; (middle row, from left) W.R. Hartely, A.R. Homan, B. Zarate, P.R. Aboud, L.T. Mendoza, J.D. Barrett, J.D. Felix, N.J. Pinger, R.F. Knott, L.E. Trevino, V.M. Carbajal, and M.W. Kolb; (top row, from left) A.T. Smith, P.W. Rygaard, M. Rocha, R.M. Spitz, R.L. Sexton, R.K. Anzick, S.P. Giles, R.N. Robinson and A. Muzerie.



Economics & Scheduling

SUPER: New tools of the trade create better planning and scheduling decision-making

Plans and schedules aren't what they used to be for Economics and Scheduling. They're better. In 1989 the department made significant strides in implementing and utilizing two new computerized tools, powerful programs which are giving planners and schedulers sharper details upon which to make better decisions about how DPMC should operate.

"One of the characteristics of a good operation is that only minimal inventories of intermediate process stocks must be maintained in order to keep the plants running," says PERRY COLE, E&S manager. "The more you understand about your business the less inventory it takes to keep everything running. Last year we reduced our intermediate inventories nearly a million barrels."

SHARP is part of the reason.

A scheduling tool, SHARP allows E&S to intelligently set production rates for the process units in order to fine-tune inventory levels. Cole says an important step toward progress with SHARP was KAREN SHOOK's assignment to debug it and integrate it into Deer Park's normal scheduling business. SHARP enables E&S staff to view on-line displays of the schedule's inventory results at weekly staff meetings and make on-line corrections and adjustments quickly and easily.

"It's improved our inventory management because it gives us a predictor of all of the inventories. When you see all the inventories together and understand the interactions, you're better able to manage them," says Shook.

The other half of the picture is planning, that function which determines what kinds of raw materials to run, how much of them to run and what kinds of products to make in order to maximize profitability.

SHARP's companion, PROFIT, is a tool

the E&S staff anticipate will, down the road, offer tremendous planning capabilities. A non-linear program, it replaces its linear predecessor AMBUSH. With PROFIT, planners have been able to better evaluate raw materials based on model results, for example. With its non-linear capability (SHARP is also non-linear) planners can also describe yield and quality relationships more accurately.

"We are able to recognize a change in the gas oil quality on the yields of the Selective Hydrocracker and the Cat Cracker and the Olefins plant. We didn't have that capability with the old planning model," says CHARLIE KASTENSMIDT, who with DICK BARNES prepares DPMC's 90-day plans.

"The properties of the materials can be tracked in the model," adds Barnes. "As you combine streams or change the names of things, you carry the properties with you instead of losing them as was previously the

"The more you understand about your business the less inventory it takes to keep everything running."

case. That means now we can evaluate not only the volume of streams involved but track properties originating with crude. This model has a lot of potential; it really is a powerful tool that we have just begun to exploit."

Written as a prototype for Shell's Eastern Region, PROFIT was adopted and refitted by Barnes here at Deer Park. Kastensmidt and Barnes have added to the model, and both alternate in running and upgrading it.

One difficulty with PROFIT has been its complexity, making it difficult for all but the experts to understand its structure. A more simplified reporting system has been created by GLEN WELLS, a system designed for easier use of the results, according to Cole.

"At the beginning of 1989 we started generating plans with PROFIT instead of AMBUSH. We were able to generate plans equally as good and then gradually better with the new tool," says TED WANDSTRAT, formerly E&S coordinator of the new tools. "The accomplishment in 1989 was getting it up and running."

The department generates a 90-day plan each month. They receive premises early in the month on crude oil availabilities and prices, as well as product demands and prices, and have about 10 days to generate a 3-month plan, according to Cole. Because the department has so few days to complete the plan and several PROFIT runs need to be made before a plan is finalized, Kastensmidt has a computer terminal at home so that he can make changes at any hour of the day or night.

SHARP, PROFIT and the PROFIT Report are all part of a program called SUPER (Supply Utilization Program Eastern Region), an effort toward more computer-intensive decision-making at Deer Park, Wood River, Norco and Head Office. Reports generated by the tools are used to prepare DPMC's 90-day plans which are reviewed alongside other locations by Head Office to decide how Shell is going to run the Eastern Region.

"We want to look at things with more science and make better economic decisions—get a little cheaper raw material or more of a high-valued product, lower inventories. Those kinds of things will come out gradually as we use these tools," says Wandstrat.





Contractor crewmen from Naylor Industries cut a section of the vent stack using a garnet abrasive entrained with 35,000 pounds of water pressure. The water creates a smooth cut without the hazards of open-flame cutting. One complete cut of the 14-foot diameter stack took workmen 1 hour and 54 minutes to complete.



Overall view of site before lift-off. Workers making cuts are at about 190 feet in elevation.



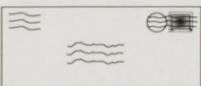
A 300-ton crane on left is being used in "making the lift," while right crane moves the personnel basket.



A 90-foot section of the stack is being set down at grade level, the successful completion of the first step of the stack's removal.

TAKE IT AWAY, CHEMICAL—One of the landmark structures in Chemical Plant is receiving a face-lift. Work is being conducted to replace a stack in the Sulfur Recovery 3 and 4 operating areas of E Dept. The most visible structure in Chemical plant, the 300-foot-high stack is being replaced as part of a major turn-around for the Sulfur Recovery units. Much advance planning was involved in the project due to the height at which personnel had to work, with much emphasis placed on their safety.

Shellegram survey slated



Each month the *Shellegram* talks to you about department

news, feature stories, helpful articles, upcoming social events, announcements and milestones to keep you informed about the Shell Deer Park workplace. Now we'd like you to talk to us.

An independent research firm has been hired to conduct a readership study of the *Shellegram* so that the publication can better serve you.

The basis for this study will be a brief, confidential questionnaire which you will

soon be receiving by mail. Your responses to this set of questions will help us determine what we need to do to make the *Shellegram* a better publication, one that best reflects your needs and interests.

Results of this survey will be reported in a future issue of the *Shellegram* after questionnaires have been tabulated and analyzed.

Help the *Shellegram* create a better and more meaningful employee-retiree publication. Complete and return the questionnaire. We look forward to your replies.

DPMC's 1990 Safety Performance Goals

- "0" LTA
- Less than 2.0 OSHA Recordable Injury Rate

CLASSIFIEDS

FOR SALE: Wooded corner lot, Westwood Shores—Lake Livingston. Contact J.E. Green at 479-7099.

FOR SALE: Akita puppies—companion and show-quality available. Excellent watch dogs, wonderful temperament. Contact Dee Ayres at X 6-6353 (246-6353) or 930-1279.



Graduates Issue set for July *Shellegram*

It's time again for the *Shellegram* to make plans to honor graduating sons and daughters of Deer Park Complex employees and retirees. The annual Graduates Issue will be published in July and will also include graduating employees and their spouses.

Please print graduate's name clearly on a separate piece of paper and apply to back of

photo. Do not write on back of photo. Send or deliver the graduate's photograph (head-and-shoulders portrait, if possible) along with the completed form by:

- Mailing to the *Shellegram* office, P.O. Box 100, Deer Park, Texas 77536;
- Sending through inter-office mail to the North Administration Building, Room 238B;

- Hand-delivering to North Administration Building, Room 238A. (Drop in wall tray by door).

The deadline for submitting photographs and forms is Friday June 1.

Photographs and complimentary copies of the Graduates Issue will be mailed to the employee/parent's address listed on the form provided below. ■

TYPE OR PRINT CLEARLY

Graduate's Name _____ Relationship _____

Employee/Parent's Name _____ Department _____ Work Extension _____

Graduating From (Check one) High School _____ College _____

Name of High School/College _____

Location of High School/College _____ Degree _____ Major _____

Employee/Parent's Address _____ Home Phone _____
(street) (city) (state) (zip code)

School Activities/Honors, Future Plans (College and/or major work plans)

(45 words maximum) _____

Attach photo of graduate with name on back. Deadline for submission is June 1

HEAT STRESS

Prevention keeps you cool under hot rays

Watch out for approaching summer. With the warm season comes heat-related problems that can affect you while you're working outdoors on or off the job. Heat stress, the common term for heat-related ailments, can put more strain on the circulatory and respiratory systems and lead to serious medical problems, warns the DPMC Medical Department.

Excessive heat can cause heat cramps, heat exhaustion and, the most serious of the heat-related maladies—heat stroke.

Heat cramps are severe, painful muscle cramps in the calf and abdominal muscles. The victim is thirsty, nauseated and dizzy but the body temperature is usually normal or slightly elevated.

Heat exhaustion also produces muscle cramps but the other symptoms are much more severe: weakness with pale clammy skin, rapid pulse, severe nausea and temperature as high as 104 degrees.

Heat stroke is a serious illness which can be fatal. The victim has a very high temperature

(above 105 degrees) hot and dry skin and rapid pulse. Confusion and unconsciousness happen rapidly and seizures may occur.

But there's help for victims. The Medical Department tells what you can do.

Treatment of heat cramps depends on the severity. If the victim is not nauseated, giving a solution such as Gatorade or Quick-Kick diluted to half-strength will be beneficial. The victim should use a generous amount of salt and drink several glasses of water at the next meal.

For heat exhaustion, first move the victim to a cooler place. Keep them lying down and loosen their clothing. If ice packs are available, put them on the forehead and under the armpits. Then call an emergency number (X6-4444 at the Complex) to summon a response team.

Heat stroke is a medical emergency and must be treated promptly and aggressively. Call for an emergency response team first. Then move the victim to a cool place. Wet them down with cool water and apply ice packs to forehead, body, armpits, and the chest and abdomen. Fan them with whatever means are available till the ambulance arrives. Give nothing by mouth.

The Medical Department teaches that prevention is the key to avoiding heat stress. Here are some of the ways they suggest you can avoid it:

- Schedule heavy work during the cooler parts of the day;
- Wear light-weight clothing that breathes (cotton is good) to allow perspiration to evaporate;
- Work in a cool, shaded area, if the job permits;
- Acclimation makes you more resistant to heat stress. You will adapt to a hot environment in about one week.
- Staying physically fit will give you better resistance in hot environments;
- Drink adequate amounts of water and use generous amounts of salt on days when you are working in hot environments. However, the Medical Department does NOT recommend taking salt tablets. You can receive all the salt you need in generously salted food;
- Avoid alcoholic beverages. They tend to dehydrate the body and can make you more susceptible to heat disorders. ■



Good Work...

George Williams

GEORGE WILLIAMS, P&AS, was named Buyer of the Year by the Houston Business Council at a luncheon last month. Williams received an award for his outstanding work in identifying business opportunities and aggressively pursuing business with minority and women-owned business enterprises (M/WBE) last year. DPMC's M/WBE expenditures in 1989 totalled over \$10 million, with Williams playing a significant role in identifying M/WBE suppliers for the Purchasing Department. During his tenure as coordinator of the Minority/Women-Owned Business Enterprise program at the Complex, M/WBE expenditures overall have increased over 65 percent.



BIG BUYER—George Williams, P&AS, talks to Rosemary Ford, president of Ford Advertising, a Minority/Women Owned business enterprise supplying professional services to DPMC. Williams, recipient of the Buyer of the Year Award presented recently by Houston Business Council, has been a driving force in promoting business opportunities for M/WBEs at Shell Deer Park.

Jamey Davis

February's recipient of the Individual Quality Recognition Award is JAMEY DAVIS, QAL. Chemical's PAFEC Quality Group recognizes Davis for his continual commitment to meeting the requirements. His generating of analytical data will assist in determining the shelf life of various products.

Wayne Scott



A QUALITY JOB—Bill Carter (left), technical manager, Project Engineering/Engineering Support, presents the Quality Recognition Award to Wayne Scott, operator, Phenol Acetone, for outstanding quality performance as coordinator of the Phenol Acetone's engineering documentation effort.



A TOAST—Here's to Linda Spiller, Fuels Operations, and Herb Munks, Control Systems, for their winning speeches at an area Toastmasters contest held last month. Shell Deer Park Toastmasters took away all three awards.

DPMC Toastmasters prevail in area contests

Shell Deer Park Toastmasters were three for three in area contests of the speakers organization held at the Maxwell Center in Deer Park last month.

Shell Club's JEFF RIGGS won the Evaluation Contest; LINDA SPILLER, Fuels Operations, won for Interpretive Reading, and HERB MUNKS, Control Systems, took away honors in International Speech.

The club won two additional recognition contests: Outstanding Toastmaster for 1989 went to Riggs and Outstanding Club President for Fall 1989, to Munks.

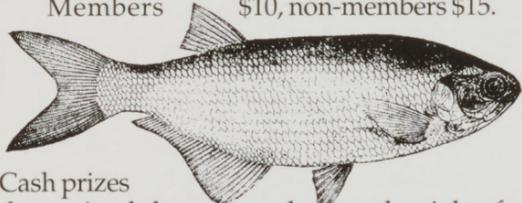
Area Toastmaster Clubs participating besides Shell were Exxon, Quantum and Deer Park (a city club).

SCORANOTES

Saltwater Fishing Tourney

Reel in the biggest catch and win big money in the Saltwater Fishing Tournament May 5. Attendance last year was good and SCORA expects to double that this year.

Members \$10, non-members \$15.



Cash prizes determined by the total weight of fish caught (flounder, redfish, speckled trout). SCORA will throw in the first \$400; the remainder of the cash will come from entry fees. First through eighth place winners with first place taking 40 percent of the pot. For information contact WILLIE HICKS at X6-6670 (246-6670) or REX LAWSON at X6-6661 (246-6661).

Bingo bus trip

Board the bus for bang-up bingo fun. It leaves May 19 for Charenton, La. Members \$40, non-members \$50. Call BILLIE DANIEL at X6-6684 (246-6684) for more details.

Shrimp boil

Get your fill of shrimp and crawfish at a Lennox Ranch boil June 2. Details upcoming.

Livingston camping

A camping trip at Livingston State Park is set for June 22. A deposit of \$9 required. Twenty sites available.

Wolf Creek camping

Nineteen sites and an \$18 deposit gets you a camping space at Wolf Creek in Cold

Springs, TX July 27.

Call the SCORA Hotline at X6-6975 (246-6975) for the latest SCORA activity news.

Retirees Club holds first reunion

DPMC Retirees Club held their first annual reunion meeting April 5 at Knights of Columbus Hall in Pasadena. The spaghetti luncheon was attended by 225 members of the new 700-member organization.

Among the door prizes awarded were those for the Longest Retired: C.F. (FRED) SPRAGGINS, retired November 1, 1963 from the Refinery Laboratory; and for Most Recent Retired: MAURINE BISHOP, retired April 1, 1990 from P&AS and MARVIN MEEK, also retired April 1 of this year from Automotive.

Officers elected for the June 1990 to June 1991 term were: President—JIM CABLER; Vice President—RAY WHITE; Secretary—C.B. FALK; Treasurer—DOTTIE PATTERSON. AUGIE AUGUSTINE will continue as Temporary President until the new officers' terms begin.

The next club meeting is scheduled for May 10 at Knights of Columbus Hall, located at Preston and Vista Streets. All retirees are welcome to join. Call the DPMC Retirees Hotline at 246-1274 for membership information.



FIRST REUNION, ITALIAN STYLE—Retired friends get together to eat spaghetti and talk over old times and new at the first annual reunion meeting of retirees April 5.



MILESTONES

Service Anniversaries

35 YEARS

D.E. WIGGINS
Phenol Acetone

30 YEARS

B.J. BOX
ECH/IPA/Der.

P.J. HOOKS
Env. Oprns.

20 YEARS

J.E. BREWER
Light Olefins

G. BUSTAMANTE
Instruments

P.B. COTEST
Chem. Oprns. Maint.

H.F. ELY
H&S

P.J. KELLY
Log./Env./Util.

R.J. NOVOSAD
Process Engrg.

C.A. PETERS
Engrg. Svcs.

V.S. ROOPNARINE
Process Engrg.

R.J. TIMMONS
E.R. Training

C.W. VASEK
Env. Oprns.

15 YEARS

L.A. ALLEN
Chemical E.

D.D. ARMSTRONG
P&AS

J.W. ASH
Chemical E.

J.L. BATIS
Alky./Therm. Crkg.

P.A. DENMAN
Qual. Assur.

H.R. DOWNS
Engrg. Svcs.

F.Y. GRAY
Major Resins

W.A. LEA
Engrg. Svcs.

B. MANZANELES
East Maint.

D.H. NELSON
Machinist

L.I. RILEY
Cat. Crack/Gas

M. RODRIGUEZ
Olefins

G.R. VILLARREAL
Docks

R.A. WALSH
Olefins Admin.

G.F. WILSON
Control Sys.

10 YEARS

E.R. ARREDONDO
Fuels Dispatch.

D.E. AUSTIN
Central Maint.

D.W. BLACK
Instruments

T.W. BRADLEY
Dist./Solv./Trea.

T.B. BROWN
Chem. Oprns. Maint.

J.R. CANNON
Alky./Therm. Crkg.

J.M. CASTANON
Chemical E.

M.D. CHAMBERLAIN
Olefins BD/HT/IP

M.J. COMEAUX
Aromatics

A.S. CRUZ
Chemical E.

R.M. DODSON
Lube Manufac.

J.M. HARRISON
Phenol Acetone

R.E. HEDDEN, JR.
Olefins BD/HT/IP

J.D. LOWERY
P&AS

G.J. LUBRICK
Dist./Solv./Trea.

J.H. MARTIN
Olefins BD/HT/IP

D.W. MCNABB
Docks

B.C. MATTHEWS
Fuels Dispatch.

G.C. MILLER
Process Engrg.

M.F. MOODY
Chemical E.

S.R. RAMSEY
Lube Log.

G.D. RAY
Cat. Crack./Gas

P.W. REED
Hydrocracking

K.M. ROUSE
Chemical E.

N.E. SALAMEH
Lube Manufac.

W.J. SARGENT
Lube Manufac.

J.M. SENNETT
Lube Manufac.

R.L. SEXTON
Olefins BD/HT/IP

A.E. SHIPLEY
Phenol Acetone

S.L. SHIPPY
Light Olefins

T.G. SMITH
BPA-4

D.L. TITTLE
Major Resins

P.T. TRAN
Control Sys.

J.M. VASQUEZ
Alky./Therm. Crkg.

J.C. WATSON
Log./Env./Util.

A. ZAMORA, JR.
Lube Log.

G.E. ZIER
Olefins Pyro.

DPMC WELCOMES

D.L. EDWARDS
Engrg./Log.

R.E. FAXEL, JR.
Engrg./Contr. Sys.

A.K. STAFFORD
Engrg. Svcs.

RETIREMENTS

W.W. ARDIS
Environmental

A.J. ARRINGTON
Environmental

D.L. CHAMPEON
Proj. Engrg.

N.G. CHOATE
H&S

W.C. DAVIDSON
Environmental

E.C. FOWLER
Central Maint.

J.W. HEIDRICK
Cat. Crack./Gas



R. LOPEZ
Central Maint.
(above)

J.W. PETERS
Central Maint.



W.H. RITTER
Lube Log.
(above)

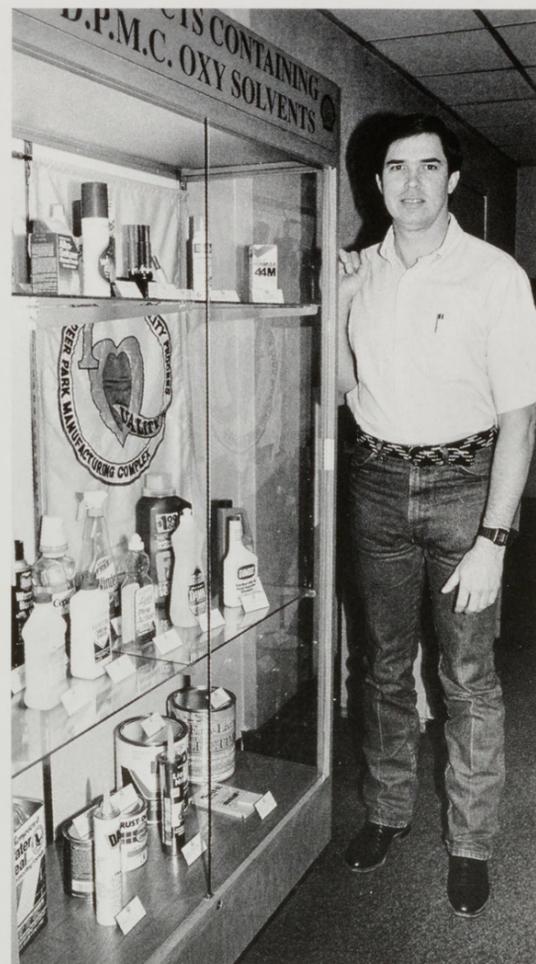
W.C. UBERNOSKY
BPA

B.W. WEEKS
G Dept.

MEMORIAM

M.B. MILBURN, retiree, died
March 18 in Crosby, TX.

F.R. (BABE) CURTIS, retiree,
died April 3, in Crosby, TX.



LOOK WHAT'S INSIDE—A chemical products display in South Administration is catching a lot of attention these days. Pete Zafereo, Chemical Operations, set up the back-lit cabinet which features packaged brand name products made from chemicals produced at DPMC. Zafereo individually tagged the items, listing Shell's customer (the manufacturer) and the DPMC solvent used in the product. Among the consumer goods containing DPMC chemicals are: Post-Its (adhesive memo pads), Vicks Formula 44M Cough Syrup, Windex Glass Cleaner, compact disks, rubbing alcohol and others. Most of the Chemical departments are represented.

Letters to the Editor

Sincere thanks

My sincere thanks and appreciation for the retirement party given to me. I received gifts from my fellow employees which I will always cherish. Over the past 35 years I have enjoyed working with each and every one of you. My house in Shepherd is always open to any of you if you're ever up our way. Thanks for everything.

KAY & BURT WEEKS

Dear friends

Just a note to thank you for the wonderful retirement party you gave for me. I do so appreciate each one of you who took a part in making it a time to remember for me. Also, I thank each one who stayed late for it and those who came out in the bad weather. We have a wonderful video of it all and enjoy watching and showing it. Also, the plaque and the scroll of names will be among my treasures. My best regards and sincerest good wishes to each one of you!

BILL CARRINGTON

Thanks to all

My wholehearted thanks to all Shell friends for the wonderful retirement party and dinner. I really appreciate the gift certificate, video, plaque and scroll. Thank you again to all and hope to see everyone soon.

GENE MICHALEK



Community Relations launches environmental ads

"Because we live here too!" That's the message in a series of environmental advertisements, the first of which broke recently in local community newspapers. The ads, produced by the Community Relations Department at Shell Deer Park, are reminders that DPMC employees work hard at keeping the environment clean.

"This advertising effort is one of the communication steps we're taking to make sure employees and our neighbors are aware of the environmental activities at the Deer Park

Complex and to illustrate that DPMC is committed to environmental excellence," says Shell Community Relations Manager PETER FISCHER. "It's also to remind the community that many employees working at the Complex live in this community and have a personal stake in its health."

The ad series, which features statements and illustrations of employees for whom this neighborhood is home, deals with environ-

mental issues at the Complex including air, water and waste disposal. They will be running in Deer Park, Pasadena and La Porte newspapers throughout the year. The original watercolor illustrations, by artist Sam Caldwell used in the preparation of the ads are being presented to the featured individuals.

"An important role of this series of advertisements is building further environmental awareness and sensitivity among all employees," adds Fischer.

The series also supports Shell's corporate environmental goals and policies outlined last month by Shell President and CEO FRANK RICHARDSON, who made protection of the environment one of the key Shell issues of the decade.

Corporate measures include issuing broad goals dealing with reduction, elimination or improvement of waste disposal, toxic/pollutant emissions, groundwater management and spills as guides for the establishment of more specific goals. Under the new environmental policy, emphasis is being placed on continuous improvement in Shell's environmental performance and routine monitoring. ■

Shell "Answer Books" make a comeback

Now returning: those award-winning little Shell booklets of the '70s that gave consumers so many helpful automotive tips.

Motorists can come to Shell again for answers now that the first of four "Answer Books" have hit dealers stations and magazines across the country. The books, as before, are distributed free to Shell customers and are expected to be given out widely — more than 38 million copies of the first 8-page booklet alone.

In "The Emergency Repair Book," authored by MANNY GIANAKAKOS, an Auto Care dealer from Lincolnwood, Ill., nine frequently asked, simple-to-fix repair problems are answered like, "My engine turns over but it won't start?" Book number two, "The Environment Book," addresses how motorists can be more environmentally responsible. It was published to coincide with the nation's observance of Earth Day.

Future topics consider: how to spot repair problems before they occur, how to retain an automobile's value through proper maintenance, and what to do in case of an accident.

Answer Books are also available through the Community Relations Department at DPMC. Call X6-6247 (246-6247) for your copy. ■

"My job isn't an industry or government requirement. It's something Shell thought was needed."

Herb Miller has been a Deer Park resident for 15 years. He's worked for Shell for 21 years, and has been an Environmental Supervisor at Shell Deer Park Manufacturing Complex since 1986.

"At Shell's Deer Park Complex we have a job called Environmental Supervisor. As a matter of fact, we have five at Shell Deer Park, who provide 24-hour-a-day environmental coverage of DPMC.

"Shell's Environmental Supervisors cover a lot of ground — literally. We make daily trips through the city of Deer Park, as well as through our own facility...checking the air, listening and looking for anything that shouldn't be there. And if we find anything —



in the industry. We're doing a lot as far as an actual commitment of people, equipment and planning are concerned. We definitely go beyond the industry and government requirements, just because we think we owe it to our neighbors and employees.

"I take my job seriously; all of us do. I feel that what I do impacts directly on the quality of the environment in my neighborhood. It might sound a little funny, but I'm grateful that Shell has people like me, and they give us the power to make a difference.

"Would I do my best if I didn't live in Deer Park? Yes, I would. But it is nice to know I'm doing it for my neighbors."

anything at all — Shell has given us the authority to deal with it. Many times we can take corrective steps on the spot.

"I believe Shell's environmental program is among the best

Because we live here, too!



SHELL OIL COMPANY • P.O. BOX 100 • DEER PARK, TEXAS 77536 •
COMMUNITY RELATIONS (DAYTIME) 246-6247 • COMMUNITY HOTLINE (24-HOUR CALLS) 246-7600



Shellegram

Deer Park Manufacturing Complex

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Alayne Merenstein

BULK RATE
U.S. POSTAGE
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PERMIT 1
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