

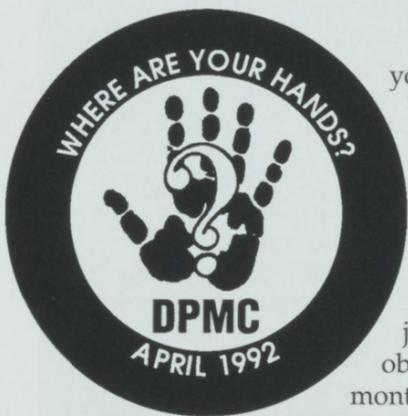
Shellegram

92:6

DEER PARK MANUFACTURING COMPLEX

S.A.F.E. Team increases awareness

Campaign posters ask, "Where are your hands?"



Where are your hands? That's what the Awareness S.A.F.E. Team wants to know. Reducing hand and finger injuries was the object of their month-long effort, in response to escalating

FRIIs and OSHA recordables over the last couple of years.

The team found some surprising trends when they began monitoring injuries within Deer Park between 1990 and 1992. In 1991 we saw a 40% increase in hand/finger FRIIs and a 45% increase in hand/finger OSHAs. In fact, hand and finger OSHA recordable injuries accounted for 31 percent of all OSHAs in the complex in 1991.

Cut the statistics any other way and the message is obvious—hand injuries are on the rise and by far represent DPMC's single largest opportunity for safety improvement.

The quest of the Awareness S.A.F.E. Team became clear to members: create a high-profile hand safety awareness program. And that is exactly what they did.

April was designated Hand Safety Awareness Month. The team set up teaser banners throughout the Complex to begin the promotion process. Banners depicted a hand with a question mark, replaced soon after with the same visual but with a question added—"Where are your hands?" Other avenues of communication included a repeating message on the PROFS bulletin and home mailings.

Meanwhile, Safe Work Groups began holding meetings dedicated to hand safety throughout the month. Attendants received books, viewed a video and slide presentation, and held hand injury discussions. The purpose was to drive home the point that hand safety

was an important issue.

"We wanted to make the safety meetings as interactive as possible," explains BILL COIT, Resins Engineering & Maintenance, and Awareness S.A.F.E. Team leader. "We had people looking at their hands, sharing with their groups their experiences and what they thought they could have done to prevent their injuries."

Groups also participated in some hand exercises. One involved stick-up pads, pencils and rubber bands. Participants were asked to bind some of their fingers and try to sign their names on the pad.

"The idea was to make you realize that without the use of all of your fingers, it's hard to do something as simple as signing your name," says Coit.

The Awareness S.A.F.E. Team will be reviewing safety statistics quarterly to see if the hand injury rate takes a downward turn. So be sure to ask yourself, "Do I know where my hands are?"

1991 HAND/FINGER OSHA STATISTICS

Cuts & Punctures:	7 of the 16 1991 OSHAs
Bruises & smashes:	6 of the 16 1991 OSHAs
Fractures & burns:	3 of the 16 1991 OSHAs

DPMC receives Distinguished Service Award

DPMC received the Texas Chemical Council's Occupational Safety Distinguished Service Award. The awards were received by 28 other chemical manufacturers at the TCC Spring Meeting in San Antonio April 23.

The Distinguished Service Award was based on: zero fatalities during the year, zero plant site incidences causing notification of the community, active involvement in the CAER program, a proactive drug abuse program, active in TCC Occupational Safety Committee, and continuous improvement in injury frequency as compared to the previous three-year average. ■



NEW OPERATORS—Operator Trainees from class #165 stand by their OTU sign, one of their first introductions to safety at DPMC. See story on Page 2.



WALK THE TALK TOGETHER TOWARD WORLD-CLASS PERFORMANCE

Work Practice Audits reinforce safety between peers

“Work Practice Audits” describes Central

Maintenance’s structured grass-roots approach to positive intervention, a program the department launched earlier this year.

Work Practice Audits involves peer-to-peer contact designed not to provoke an “I gotcha” atmosphere, but rather, to provide positive feedback to help reinforce safe work practices and correct unsafe practices through positive intervention.

“It’s craftsmen observing other craftsmen,” says JOE GANDOLFO, manager, Central Maintenance. “The program is designed by craftsmen for craftsmen.”

To perform a Work Practice Audit, an individual simply notifies their foreman, then asks a subject if it is alright to observe their work in progress and give feedback on their safety. The observer also makes the subject aware at the start that they will receive the audit sheet when complete, to do with what they will. The audit ends there.

“There’s no paper trail back to management and no fear of retribution,” stresses Gandolfo. “The eyes of management never see



PRACTICE AUDITS—Leon Gober conducts a Work Practice Audit with Mel Richardson on the floor of the Electric Shop.

that audit sheet. It’s strictly a peer-to-peer activity, with a foreman being aware only that a WPA is taking place.”

The audit consists of a checklist that acts as a guide to the craftsman who is performing

the audit. Items include: personal protection equipment being used, tool usage, safety devices in place, body placement, line of fire and housekeeping. For each, a decision must be made—are the activities being performed safely or is the individual “at risk?” An important element of the feedback is stressing the positive.

“Central Maintenance management came to the Safe Work Group Coordinators Team with three concepts: understanding causal acts, giving positive feedback and work practice audits,” says AL WATERHOUSE, Welding. “The Safe Work Group Coordinators Team came up with a plan of implementation and a form for work practice audits to heighten safety awareness in the workplace. The team felt it would be easier to implement this idea if it was peer oriented instead of just another program.”

“We’ve gotten a good response to it,” says BILL MULLEN, instruments. “I don’t think they see it as a threat to their job ability but more as an awareness of what they’re doing. And seeing two other people involved in an audit makes you think about what you’re doing. I like it. It does promote awareness within the shop.”

OTU sign a reminder of safety goals

A safety reminder to new operators as they enter OTU is a sign that keeps track of safe work days, environmental incidents and unscheduled shutdowns. But the sign does more than tally numbers.

“The sign makes me feel proud of what we have accomplished as a group,” says STEVEN WATTNER, new operator. “It serves as a constant reminder each day as I enter the training unit to work safely.”

New Operator JAMES LONGMIRE feels the same way. “The first thing you see when arriving on the unit is the sign and the total number of safe work days. Today, it’s 16 safe work days. I want to make it to 17.”

Training class employees post the sign statistics each training day. It involves them in the safety process because they see how their activities affect the numbers on the board.

“I saw results the first day of training, when I and the other instructors observed trainees reminding each other to wear ear plugs and safety glasses,” says BOB TIMMONS, Training Department.

Procedures S.A.F.E. Team reports

2nd Quarter Health & Safety Order Review

S-100	Safe Conduct Rules
S-106	Investigating and Reporting Accidents
S-107	Cleaning Sour Tanks
S-111	Breathing Air
S-113	Pyrophoric Hazards
S-122	Pressure Relief Devices
S-127	Firewatches
S-132	Fire & Safety Equipment Inspection
S-133	Suspect Hazardous Reporting Network
S-135	Safe Handling of Nitrogen
S-141	Local Emergency Response Plans

*The Procedures S.A.F.E. Team reviews all existing and new Health and Safety orders. Questions, suggestions or concerns may be addressed by contacting PST on PROFS. All inquiries will be addressed.



GOLDEN YEARS—In a photo taken two months before his retirement, J.W. Dickens (right), Central Maintenance, talks with Jason Smiley of Davis International. Dickens celebrated 50 years of employment with Shell in April, a milestone very few Shell employees have duplicated. His last assignment was with the Resins Control Room Consolidation Project.

Dickens reminisces over his half-century with Shell

Roosevelt was in the White House, "That Old Black Magic" was spinning on the jukebox, and J.W. Dickens was the new kid at Shell Oil's Houston Plant. The 18-year-old general helper did well all that time. He retired June 1, after the passage of 50 memorable years with the company that hired him as a Pasadena high school graduate.

Dickens, whose last position was senior specialist, Central Maintenance, shuns the idea that his assignments have made for significant changes at DPMC, but he does admit to being an "instigator." He was the creator of the Chemical Plant warehouse sub-store concept, edited a maintenance foreman handbook, and coordinated a new foreman training program for the Chemical Plant. His extensive maintenance and construction experience led him to be selected as the DPMC coordinator for the new maintenance contractor management philosophy.

"When we left that contract coordinator job we really thought we accomplished a milestone for Shell in different areas," reflects Dickens, who spoke with the Shellegram just prior to his retirement. When it concerns recognition, he prefers sharing his accomplishments with others.

Modesty or no, Dickens can claim what probably no other Shell employee can. The Shell veteran has worked in just about every area under DPMC Chemical Plant domain. And, as a staff employee and intermittent on-loan Head Office employee, Dickens has assisted in the construction of more operating units at DPMC than most Shell personnel can shake a pair of safety glasses at.

"We built brand new units, improved on a lot of units and expanded the resins business. Then, in 1990, I got into Olefins on a big scale. We were upgrading everything. It's a challenge to upgrade the units with the new technology that's coming up so fast."

Dickens' last assignment for Shell was field coordinator for the Instrument Upgrade Project. He worked out of field trailers in Olefins and Resins. There he oversaw the manpower and logistical field details involved in the consolidation of control rooms. He was challenged by the job, one he says "will make for a whole lot better end result on the product."

The new technology is an aspect of Shell's business that Dickens prefers not to try to understand too deeply. "A long time ago I chose not to be an expert or a specialist in any discipline. I didn't want to be an electrical inspector or an instrument person. I just wanted to run the en-

tire show," he says, laughing. "And that means running the business in a given area. I chose to be a people person, to be a manager of people, a coordinator."

Dickens believes he has been a good manager of people, well liked by many, but probably not all... "just like it was for some of the people I worked for." What he has been to those he has managed has exemplified what he feels the company has been to him—"a good and fair employer."

He is easily a master at handling change. Though there is some comfort in being employed with the same company for half a century, Dickens has had to accept the stresses of adapting to years of new programs, new policies, and new technology that have been so much a part of DPMC's history. He is good-natured and positive about that which must be taken away to make room for the new.

"We've torn down a lot of things we were just building when I came to work here. Things that we built in 1948 in the Chemical Plant are gone. The old units I used to maintain are plowed under, and I'm wondering if we're going to plant cotton or build something else," chuckles Dickens, waxing nostalgic.

"I was with Head Office when a VCM plant was built at the Complex. Now it's owned and operated by Oxy on Shell property. I didn't think I'd ever see something like that, but it's happening and it seems to be working OK. I didn't think anybody else could run that thing but us," Dickens adds, his loyalty to Shell obvious.

Dickens' father, an electrical engineer by trade, owned a contracting company in South Houston. Dickens and his brothers—all master electricians—still own it to this day. Besides the business, his father had a hobby of raising cattle. Dickens worked for his father through high school, herding cattle, building fences, fighting grass fires, when he wasn't in class. It was during this time that Dickens set his sights on Shell.

"There were kids whose fathers worked for Shell and there were the other kids," he says. "Shell children had better clothes, spending money, they could eat in the cafeteria instead of packing a biscuit and peanut butter. And I thought to myself, if I ever get a job, it's gonna be with Shell."

When Dickens hired in, Chemical was a sub-department of the Refinery and the original unit of the Chemical Plant was just being completed. By 1947, a year after he had returned to Shell after serving in World War II, the plant had quadrupled in size (Dickens has a photograph of the old plant on his bulletin board to prove it). Shell Chemical formed its own company around that time, and later became a subsidiary of Shell Oil.

"Culture change, culture change, culture change," chants Dickens. "It takes a lot of generations. Now I'm beginning to see, after two generations, Chemical and Refinery thinking as one. It really took a lot of people to change that way of thinking."

There was expansion. Back when Dickens was a freshman in his career, the North Administration Building consisted of what currently is its

(Continued on Page 4)



Dickens passes 50 years with Shell

(Continued from Page 3)

center section. The Main Office Annex, across from it, housed the employment, safety and first aid offices. "Everything else on the other side towards La Porte was cow pasture."

He recalls the 1934 Ford in which he drove to work, his long-sleeved buttoned khaki work clothes and not being permitted to smoke anywhere inside the gate.

"Safety was common sense safety back then too," says Dickens. "It meant knowing what's right and what's wrong and what protects a man most. Shell always had a lot of emphasis on safety and quality involvement. That always impressed me."

I've torn down a lot of things we were just building when I came to work here.

Being one of two employees at DPMC and one of six at Shell nationwide with the longest work history can set a person apart, not just on paper. Dickens' co-workers from earlier days are gone, having retired or died. He can remember many of them. There was Bill Darby, Charlie Finch, Homer Blaylock and Freddie Spraggins, all from the lab; Gil Shannon, Vic Ashe, Bill Gloger, and Hank Bettencourt from Chemical Maintenance; and John Robinson, Chuck Rivers, Gary Dillard, and Hubert Foster, in Chemical Operations. He catches up with some at the Ten & Over Party.

Dickens remembers those friendships fondly and the nicknames that marked their friendship with him. He was "Johnny" at the Refinery, "Dick" in the early Chemical days, and when he began working primarily with contractors, "J.W." Adds Dickens, "I think that one stuck."

Age is catching up with the 68-year old recent retiree, he admits that. The image on Dickens' badge, taken just two years ago, upon returning from an assignment with Shell Development, shows a younger man. His mother died in February, 1990. His wife followed, two months later, just after the photograph on his badge was taken.

Recently remarried, Dickens achieved his golden work anniversary, closed the working chapter of his life and started a new one: a life of leisure; but not without careful consideration. He set back his retirement date a few times, telling his manager "Now, if Shell twists my arm and I feel like they're serious, I'm obligated to give them a little bit more."

He's going to relax, work in the yard, take short trips, and "keep the highway hot" between his cabin in Crockett and his Pasadena home. "I made all the vacation trips I really need while working for Shell. I just want to see special things now—back trails, fishing,

flowers... things that don't require climbing steps and that don't take 20 days to complete."

Looking back again, Dickens remembers his father's words upon being called out of bed on early, rainy mornings as a young craftsman. And he remembered those words occasionally

at the close of his Shell career: "Boy," said his father, "you get out of high school and you're on your own. You get a job and your primary purpose in life is to take care of that job." Dickens took good care of that job ever since.

Want to serve your community? Join SERVE

DPMC SERVE

(Shell Employees and Retirees Volunteerism Effort)



SERVE provides an opportunity for employees, retirees and their families to become involved in volunteer activities in Deer Park and neighboring communities. Volunteer coordination is provided by the Community Relations office at the Deer Park Manufacturing Complex.

Classifieds

- Work With Young Adults** through the DPMC Explorer Post. Men and women advisors are needed to help administer their careers, through this community service and fun oriented organization. Meetings are held the first and third Thursdays of each month at 7:00 pm in one of the Shell cafeterias.
- Deer Park High School** is looking for qualified tutors in Math, Science, English and History to spend a couple of hours a week with students who need a little extra help with their studies.
- Interested in Helping Our Youth?** Here is your chance to become a Juvenile Court volunteer. Each year thousands of children find themselves not only in trouble with the law, but in trouble with life. Low self-esteem seems to be the common bond. Juvenile Court Volunteers screen and train adult volunteers to work with children ages 10 to 17. Training is held on a Saturday morning at a convenient location. Volunteers are caring men and women from all walks of life who offer stable relationships and healthy, positive role models. Juvenile crime is a community problem that requires a community solution. You can be a part of the solution.
- Help Disaster Victims Recover From the Fire!** It will be the best job you never got paid to do and you will never feel better about what you have done. The American Red Cross needs volunteers for the ongoing disaster relief with the One Family Disaster program. There are both direct service and support related work to be done through you. Disaster volunteers will see that the family has food, clothing, shoes, beds, linens, dinettes, cooking utensils, and more. We can't change history, but we can make it a little easier for the disaster victims to get from today to tomorrow and live as a family again.
- Help the Homeless!** Love/Joy Ministries is a rehabilitation center in downtown Houston for homeless men, women, and families. They are in need of people to help with painting, carpentry, electrical, plumbing and general construction work. The work will be done on their kitchen (they feed over 2000 people per month!) and on their upstairs dormitories. You can be a part of helping the multitudes of homeless on the streets of Houston.

To: SERVE -

N/Adm 238A, X-61204

Please send more detailed information on Classified Number: 1 2 3 4 5

(Please Print)

Name: _____

Work Phone: _____

Work Address: _____

Profs N/Name: _____

Questions or Comments: _____

Positive intervention enters the health arena

by Ferman Smith, Lube Logistics

Not long ago, my primary care physician informed me, after checking my blood pressure, that I could begin to cut back on my blood pressure medication due to lower blood pressure readings. Although initially I was optimistic to hear this, I was also a bit confused.

My doctor got a reading around 120/80. But still I was not convinced because I have a manual blood pressure kit and my diastolic readings were consistently above 90.

So I considered the possibilities. Could I have what is referred to as labile hypertension, where the blood pressure fluctuates up and down unpredictably? Or was I more relaxed when they checked me? Or still another possibility: was my blood pressure kit out of calibration?

The next time I visited my doctor I told him I had not cut back on my blood pressure medicine because I felt my pressure was still too high. This time when he checked my blood pressure he came up with a reading in the range of the diastolic readings of 90 I had been

getting earlier. He, of course, agreed that I should not cut back on the dosage.

This is not an indictment against my doctor or the nurse. My doctor is very thorough, but in this case I found it necessary to positively intervene on my own, regarding my health. I pass this on because I believe that there are more ways to positively intervene when it comes to health and safety than we might be aware of sometimes.

I'd also like to suggest some literature about hypertension. I read a good book called "The Relaxation Response" to learn how to help control my stress level. The author, Herbert Benson, discussed the "Fight or Flight Syndrome." The book showed me how it causes a myriad of health problems in our society.

I find meditation to be very helpful in achieving the relaxation response. It took me a while to passively meditate rather than concentrate. Eventually, I learned to quietly induce this peaceful state and my blood pressure and respiration rate dropped accordingly.

I use a blood pressure kit and check my pressure daily. I also put myself on a light to moderate exercise program and decreased my salt intake.

...I believe that there are more ways to positively intervene when it comes to health and safety than we might be aware of sometimes.

For more good information on blood pressure monitors, see the May 1992 issue of "Consumer Reports." For information on the controversy of the role of salt in causing high blood pressure, see the January 1990 issue.



Bikers cycle to Austin for MS

A group of DPMC employees, their friends and their families biked a rigorous but scenic 168 miles from Houston to Austin in MS 150 Bike Tour benefitting multiple sclerosis in April.

In doing so, the 12 members of the Shell Deer Park team, sponsored by SERVE (Shell Employees and Retirees Volunteerism Effort), raised \$2,500 in pledges. The two-day fundraiser, held annually, this year brought out a total of 4,649 riders who raised a total of \$1.3 million in pledges for the Multiple Sclerosis Society.

"Almost all the pledges we collected were from Shell employees who are always very supportive of events like these. We're very appreciative," says STEVE BANNON, Major Projects, and team captain of the tour.

The Shell Deer Park bike Team members were: Mike Briscoe, Control Systems; Charlie Herron, Major Projects; James Rhame, Control Systems; Bob Demasi, BPA-4; Doug Temple, Control Systems; Stan Shroyer, Facilities Support; Steve Bannon, Major Projects; Phillip Murphy, Central Maintenance; David Murphy, son of Phillip; Patty Bannon, wife of Steve Bannon; Curtis Roark, Lube Logistics; and Denver Lambuth, friend of Curtis.



BIKERS—SERVE volunteers bike for multiple sclerosis in the MS 150 Bike Tour from Houston to Austin. The DPMC team raised \$2,500 in pledges. Pictured are (left column): Mike Briscoe, Doug Temple, James Rhame, Stan Shroyer, (middle column) Steve & Patty Bannon, (right column) Phillip Murphy, David Murphy, and Bob Demasi.



MILESTONES

Service Anniversaries

40 YEARS

R.D. APPLEBY
Engrg. Services

35 YEARS

H.L. MANN, JR.
Econ. & Scheduling

25 YEARS

A.G. BUZBEE
Analytical Lab

W.J. HICKS
Quality Assur. Lab

G.E. JOHNSON, JR.
Project Engrg.

15 YEARS

R.W. BOURNS
Process Engrg.

C.R. BRANDT
Resins Maint.

J.L. BROUGHTON
Solv./Distrib.

A.R. BUFFINGTON
Cat. Cracking

W.M. CAMPBELL
Log. Maintenance

V.L. CHRISTIAN
Resins Maint.

A. GARCIA
Log./Util. Prod.

W.D. GILLUM
Solv./ Distrib.

J.A. HAJEK, JR.
Control Systems

A.E. HARGRAVE
Resins Maint.

B.E. KELLY
Control Systems

L.J. LYONS
Lubes/Alky/Therm.

D.C. KELLEY
Painter

S.P. MEZA
Warehouse

A.T. SMITH
BD/HT/IP

R.J. THIBODEAUX
Log./Util. Prod.

R.E. ZABRANSKY
Dispatch/Docks

10 YEARS

C.W. CARTER
Business Oprns.

K.E. CHAPA
Human Resources

F.R. CROGNALE
Business Oprns.

E.A. MARTINEZ
Personnel Srvcs.

S.J. RUBBICO
Product Analysis

L.R. ZOOK
Engrg. Support

DPMC WELCOMES

G.S. ACKLEN
Human Resources

B.A. BARAJAS
Human Resources

G.D. BLACK
Human Resources

S.J. BROOKS
Product Analysis

C.O. CASTRO
Process Chemistry

F.G. COOK
Human Resources

D.E. CRAWFORD
Human Resources

K.J. DAVIS
Qual. Assur. Lab

C.W. EDWARDS
Human Resources

B.L. FINLEY
Human Resources

D.K. FORD
Human Resources

C.M. HARMON
Human Resources

R.G. IMIG
Logistics

J.C. ISAM
Human Resources

G.L. KLEINHANS
Central Maintenance

J. LONGMIRE
Human Resources

G.L. MANCINI
Human Resources

E.B. MITCHELL
Qual. Assur. Lab

R.K. RIVARD
Ref./East Admin.

R.A. STEMMANN
Human Resources

P.W. TAYLOR
West Lubes

J.R. VOLTZ
Central Maintenance

L.G. WHARTON
Human Resources

S.W. WATTNER
Human Resources

RETIREMENTS

W.J. HOLMES
East Oprns.

S.T. SHROCK
Engrg. Support

MEMORIAM

L.D. (DOUG) SHIPP, Central Maintenance/Painter, died April 12 in La Porte, TX.

JOHN DENNIS BOYD, retiree, died April 20 in Crosby, TX.

R.T. GARBS, retiree, died April 23 in Highlands, TX.

Daughter of DPMC employee awarded Shell scholarship

KELLY WALSH, daughter of ROD WALSH, Olefins, received a Shell Companies Scholarship. The scholarship is sponsored by the Shell Oil Company Foundation through the National Merit Scholarship Corporation for the children of employees of Shell Companies in the Foundation's 1992 competition. ■

SCORANOTES

July Camping

Camp at Wolf Creek Park July 2-5. Deposit \$18 to BILLIE DANIEL, N. Admin. 125. Twenty sites available.

August Skating

Join SCORA Aug. 18 from 6-9 p.m. at Sports Page Roller Rink for a skating party exclusively for SCORA and its members only (not open to the general public.) Lots of room to skate. Members are free, non-members \$2.50. ■

Letters to the Editor

Thanks, friends

I would like to thank all my friends, acquaintances, and the retirees who came and gave me such a nice retirement party. A special thanks for the nice plaque and scroll. I am grateful for the good memories I have of my years at Shell and I hope we can all keep in touch through the years to come.

JAMES McNAMARA ■

WALK THE TALK TOGETHER TOWARD WORLD-CLASS PERFORMANCE

Shellegram

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Editor
Alayne Merenstein



BULK RATE
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