



**PAGE FOUR**  
A Message From  
Stacy Methvin



**PAGE FIVE**  
A Message From  
Dean Eshelman



**PAGE SIX**  
Global Projects

## Volunteers make spirits bright

### Kids get a big holiday boost

Mike Knott and many of his generous coworkers made sure that Santa visited Boys and Girls Harbor, Star of Hope, The Bridge and Depelchin Children's Center for the eighth year.

**T**he Phenol Plant planner and scheduler, who says he has a warm heart for kids on Christmas, collected new toys from employees and contractors and delivered them to community agencies serving abused and abandoned children.

The 69 orphaned children at Boys and Girls Harbor, ages six months to 18 years, received the

majority of the donations. Many toys are needed, because they are used for birthdays, promotions and other celebrations later in the year. "The children think the toys come from Santa, but they come from the heart and spirit of people who wouldn't think of letting a child go lacking," says Knott. "Even the teens get gifts."

### Employee's memory lives on through endowed scholarship

Barbara Glave has established an endowed scholarship at San Jacinto College in honor of her husband, Willy Glave, former Shell Deer Park Chemical Plant staff engineer. The scholarship pays fitting tribute to Willy's role as a mentor to many Shell operators during his 22 years of dedicated service.

"Willy would have been extremely proud of a scholarship that helps others advance their careers," relates Mrs. Glave. "He considered it a privilege and an honor to work with Shell Deer Park Chemical Plant operators. Since he was a strong proponent of higher education, this scholarship is an appropriate memorial focusing on two areas he dearly loved, higher education and Shell Deer Park."

Mrs. Glave's donation of \$12,500 will give financial aid to students pursuing an associate of applied science degree in process technology at San Jacinto College. The scholarships help high potential candidates meet industry educational guidelines and assist the development of a qualified work force for the area's chemical, refining and petrochemical facilities.

*Continued on P7*

Giving was the watchword over the holiday season as Shell Deer Park employees opened their hearts to the less fortunate.

**B**efore SERVE volunteers delivered holiday meals to home-bound seniors, many enjoyed "Breakfast with Santa." This year, the Shell Chemical Oil Recreation Association (SCORA) and SERVE teamed up for the popular event.

Some 40 children and relatives of SDP employees were on the receiving end of the holiday magic on Dec. 8. Kim Westbrook, staff associate, says that combining "Breakfast with Santa" with Holiday Meals on Wheels allowed the sponsoring groups to share their resources. "It was also a great way for families to participate in both projects," she notes.

Playing the bearded Mr. Claus, SCORA President Jerry Williamson listened to kiddies' wish lists and gave them gift stockings, compliments of SCORA. "I've been Santa for

*Continued on P3*



## Shoring up security measures

Since Sept. 11, 2001, industry has operated in a heightened state of alert, particularly those facilities situated along the Ship Channel. Shell Deer Park has always adopted tough security procedures, but additional measures have been taken to bolster security. Shell Deer Park continues to stay committed to protecting employees, contractors, facilities and community residents.

According to Deer Park city officials, the community's number one concern is the potential risk of a catastrophic event to a nearby industrial facility and the event's effect on residents and property. At Shell Deer Park, proactive steps have been taken to allay these concerns and safeguard all areas. These include:

- Checkpoints at entrances and authorizations mandated for plant entry
- Establishment of the Coast Guard's Marine Safety Order 19-01, which restricts parked delivery and personal vehicles within 300 feet of a moored vessel
- More guards and law enforcement personnel patrolling plant facilities

- Increased surveillance of plant perimeters, fence lines and docks
- Enhancement of leading-edge surveillance technology, including high-speed cameras and motion detectors

In addition to these measures, the SDP security staff continues to contemplate every conceivable scenario. "We're not just waiting on an alert," says Dave Smith, senior security inspector for SDP. "We're working on resolutions, updating our emergency preparedness plans and staying grounded in basic security procedures."

Furthermore, Smith and his staff are members of the Channel Industries Group and the East Harris County Manufacturers Association (EHCMA) security committee. In these meetings, members share information. "We're also collaborating and sharing intelligence with the FBI; U.S. Coast Guard; and local, state and federal law enforcement entities," Smith asserts. "Our security staff also collaborates with local emergency planning committees to understand their preparedness activities. The results are

more communication and sharing of best practices." The security staff was in a transmission mode a few weeks ago when U.S. Coast Guard Vice Admiral Thad Allen visited for a security overview and short tour.

Overall, networking and communicating benefits everyone. "First, law enforcement personnel have updated intelligence regarding potential risks," explains Smith. "Second, having an honest, straight-forward relationship with them helps us make wise conclusions regarding the viability of a threat. By staying abreast of FBI national awareness security issues and bulletins, we can uncover any possible plots."

All in all, heightened security has resulted in a safer, more prepared Shell Deer Park. "The community can be confident that we're serious and committed to doing everything we can to stay safe," declares Smith. "We're providing on-going training and dealing with incidents proactively and efficiently. And we're depending on all of our employees and contractors to be resources - the extra eyes and ears that help maintain a protective environment."

## Group makes welcomed changes for needy family

The 30 employees of the Make Change department (Project Engineering Group) pitched in during the holiday season to help a family that fell on hard times after the father died. Under the leadership of Manager Denise Elston, the department made some positive changes in the lives of a widow and her three young children.



Kelli Becka, Greg Jones, Carl Pittman, Dave Rennie and Glenda Taylor assessed the family's needs, bolstered coworkers' support and coordinated work activities. "This great team event brought to life the needs of others," says Greg Jones, process engineer.

Make Change employees made numerous repairs and refurbished the family's 700-square-foot house. They bought food, clothes, floor rugs, toys and a decorated Christmas tree. The group also solicited assistance from outside companies on behalf of the family.

In addition to collecting food, they donated household items to the family. "My office looked like a warehouse," says Glenda Taylor, senior administrative assistant, "but it was heartwarming to see such tremendous support for the family."

"Our entire department came together for a worthwhile project that lasted several months, and we made a huge difference in the family's quality of life," Elston concludes.

## Reunion of Friends

On September 8, 2001, employees and retirees gathered at the Pasadena Convention Center for the annual Ten & Over Service Club party. The tradition began in 1939, when the Shell Deer Park Refinery celebrated its tenth year of operation. During World War II Louie Grossheim, who was originally given the task of organizing the event, upheld the tradition and it provided a moral booster through the war.

Jimmy Hallmark now served as the organizer and has been associated with this event for 50 years. Bill Davis took the lead upon Hallmark's retirement. We have been benefiting from his involvement since 1982.

The next event is planned for September 7, 2002. Bill Davis and the planning committee: Vi Cooper, Mary Apodaca, Angel Martinez, Denise Bach, Madonna Porter, Patricia Denman, Ralph Sifuentes,

Emmitt Drumgoole, and Kim Westbrook, hope to see you at the next "Ten and Over."



Continued from cover

## Volunteers make spirits bright

five years and it's always enjoyable. This year I was surprised to receive cards and little trinkets from the children," he says.

After "Breakfast with Santa," about 100 SERVE volunteers freely gave their time to deliver holiday dinners to Deer



Park and Pasadena recipients of the Meals on Wheels Program. The volunteers included employees, retirees, families, children

and members of the Deer Park High School Future Farmers of America.

For the fifth straight year, Deborah Jackson, Solvents production engineering, coordinated SDP's Holiday Meals on Wheels event, which provided 126 turkey dinners to homebound residents and senior citizens. The meals were funded by Shell Deer Park and prepared by the cafeteria food staff.

Jackson notes, "This is an enjoyable volunteer project for participants of all ages. It gives us an opportunity to give something back to our community and a chance to see our friends who've retired from Shell."

Kudos to the troop of 30 SERVE volunteers who helped with the Maxwell Center holiday dinner for senior citizens on Dec. 6. Deer Park High's future farmers assisted with the team of Shell volunteers.

The Chemical Administrative Support Team (CAST) worked with The Bridge to

create a stellar memory for its clients. The deserving women and children were treated to dinner, entertainment and a visit from St. Nick in the South Conference Center.

Santa arrived on a Shell fire truck, joining a slate of performers that included the Bay Area Chorus, Dance Center of Deer Park and Terri Edwards.

Congratulations to the following CAST members for organizing the festivities: Theresa Filberth, Lois Guthrie, Debrah Hill, Glenda Taylor, Kristi Roberts, Kristi Wood and Kim Westbrook.

Other developments ...

The SERVE board of directors celebrated the year's accomplishments and recognized several new board members at their Dec. 18 meeting. Joining the board are Mary Apodaca, Roya Horne, Ed Olivier and Kelly Thompson. Planning for 2002 projects is underway.

### Survey says ...

When asked the rank of their favorite community assistance projects in a recent volunteer survey, nearly half of the Shell Deer Park employees favored children-oriented projects (24 percent) and the Holiday Meals on Wheels program (23 percent). About 38 percent of the employees prefer to volunteer on Saturday, while 23 percent of the volunteers working the 9/80 schedule listed Friday as their choice day for community service.



## Shell's Angels take top-flight honors

The Shell Bicycle Team, Shell's Angels, created a benchmark during the American Lung Association's Alamo Challenge help Oct. 13 and 14. The team walked away with several heavenly honors and a trophy for being the largest team, raising the highest donation per member, and having the best rest stops along the Houston-to-San Antonio route.

The team recently met to discuss its 2002 projects, so if interested in what's ahead or wish to become a member, call Lois Guthrie at 713-246-6247.



## Chemical unit enhancements boost reliability, production

The Cumene Revamp project, which was completed in May 2001, has boosted plant reliability and production capability for the Cumene Unit.

An important aspect of the revamp was the construction of a new reaction section that uses a non-acidic catalyst instead of aluminum chloride, which is acidic. The non-acidic catalyst eliminates corrosion, fostering gains in plant reliability.

Along with the new reaction section, the Cumene Unit was converted to a state-of-the-art electronic digital instrumentation control system. Changing out the maintenance-plagued control system to electronic controls will also increase reliability, improving the Cumene Unit's capability to provide feedstock for the Phenol Plants, according to Dennis Kimpton, Major Projects superintendent for the Shell Chemical Plant.

"Much of the hardware on the Cumene Unit was modified, including the fractionation columns, heat exchangers, pumps and piping," Kimpton says. "All of these enhancements have resulted in a 40 percent increase in plant production capacity to 1.6 billion pounds of cumene per year. The increased capacity will essentially reduce the need to purchase cumene from third parties to supply the Phenol Plants. Since we can now produce feedstock for the Phenol Plants cheaper than purchasing it, the profitability for the Phenol Plants will improve."

Even as the operators are adjusting to the sophisticated control board, they are discovering that now the Cumene Unit operates more precisely. "There are very few reliability issues, and process upsets are easier to control," says Roger Dauer, production manager for the Cumene and Phenol 2 Unit. "Unit control overall will become a lot less stressful, and production runs will be closer to targets."

Meanwhile, the Phenol 2 Reinstrumentation project is nearing completion. The plant also underwent a conversion to state-of-the-art electronic digital instrumentation controls. "This enhancement to the Phenol 2 Plant will improve reliability and help us regain capacity lost as a result of maintenance problems associated with the former control system," Kimpton adds.



A message from  
**Stacy Methvin, President**  
**Shell Deer Park Refining Company**

The books have closed for the year 2001. The activities we planned were very challenging, and the results were a mix of great success and great difficulty. We can be proud of our financial performance with record net income for the Partnership. Environmental performance continued to improve with our lowest number of exceedances. However, we slipped on safety and on fixed and variable costs. The Maya II units and some significant reliability events negatively impacted our reliability performance. Let's review the numbers:

**Health and Safety:** Our recordable injury rate for Shell/Equilon employees was 1.14 against a target of 0.55. In June we had our first lost-time injury in more than 3.5 years. Our contractors had a very good year with a recordable injury rate of 0.81 against the same target.

**Environmental Performance:** We had 40 exceedances against an aggressive plan of 36, our best ever performance. I'm pleased with our accomplishment, because we responded very well to Tropical Storm Allison and ran more equipment post-MAYA II start-up.

**Fixed and Variable Costs:** We were a disappointing \$33 million over budget on fixed costs, ending the year in the Solomon third quartile for the first time. The variable costs were \$16 million overspent, not related to fuel price.

**Reliability:** Our unplanned slowdowns and shutdowns were 6.9 percent versus a target of 3 percent. This equates to an economic impact of \$88MM, which is a lot of money left on the table. Two-thirds of the impact is due to Maya II where units are not running as we forecasted. Some of these issues will be corrected in 2002.

**Successful Maya II Start-up:** We brought up Maya II square, substantially under budget, with only an eight-day schedule delay and in time to catch the best margins of the year.

**Financial Performance:** We ended the year with income of \$119 million versus an Operating Plan of \$4 million.

Turning our sights to 2002, I am confident that we will make substantial progress towards our vision to become the premier heavy sour crude refining company. Our priorities must be to deliver the plan and lay the groundwork for the future.

**Strong Health and Safety Performance:** We must be passionately committed to our own health and safety. While we do a good job of analyzing incidents after they have happened, we must sharpen our ability to see and correct equipment and behaviors before incidents occur. Implementing our plan for the Process Safety Initiatives must be a key focus area in order to deliver sustained, high-level performance.

**Strong Environmental Performance:** We plan to increase hazard assessments, root cause analyses and remediation to enable us to meet our challenging environmental goals and deliver on the Consent Decree obligations.

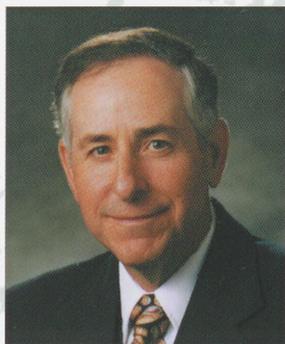
**Strong Reliability and Cost Performance:** We will continue to improve our reliability and lower costs through greater ownership of equipment, by dedicating crafts to focus on preventive maintenance, by operator surveillance that keeps equipment operating within design, and by using root cause analysis to eliminate defects. Execution of our turnarounds safely, with no environmental exceedances, on budget and within schedule will require us to work effectively together.

**Revenue improvements:** We recently completed a Hydrocarbon Management Review that identified \$60+ million of opportunities. Our plan is to implement these findings aggressively. In addition, the Solomon data indicates that first quartile refiners make \$300 million per year more than us. We are committed to understand this gap, identify future opportunities and improve profitability.

**Investing for the future:** Re-investment in this refinery will be approximately \$100 million per year, which will enable us to meet the low sulfur gasoline regulations, reduce NOx emissions from the plant, integrate Cogen 3 and modernize our process control systems.

**People Strategy:** We will continue to define our people strategy, focusing on the Employee Value Proposition, diversity, employee development and succession planning, and integrating our employees and work processes into the Shell Oil Products US company and Royal Dutch/Shell.

These aggressive goals will continue to grow our profitability and can only be accomplished if we continue to work together toward our shared vision. Each day let us "begin with the end in mind." By running a safe and reliable refinery, we best serve our families and communities. In partnership with you, I look forward to creating the premier heavy sour crude refinery.



A message from  
**Dean Eshelman, Site Manager**  
**Shell Deer Park Chemical Plant**

In 2001 we completed the largest turnaround in DPCP's history. It included substantial maintenance and major revisions for integrating and starting up the OP2 Debottlenecking and Cogen3 projects in 2003.

The turnaround activity required major efforts from Operations, Maintenance and projects groups, as well as substantial support from HS&E, technical and other support groups. This massive team effort involved the commitment and dedication of many people across Deer Park and other Chemicals sites.

During the second half of 2001, we substantially improved in the areas of injuries, reliability and costs – even though we did not meet our overall 2001 commitments. Preventing critical injuries, operating our facilities reliably, and containing costs are necessities in a difficult business climate.

A specific highlight in HS&E was a 35 to 55 percent reduction in process safety incidents versus the prior year. This is a long-term effort that will take multiple years of improvement to attain sustained excellent results. Another highlight was that many units achieved targeted or improved reliability. These improvements put us on a better foundation to deliver results in 2002.

The improvement in HSE, reliability and cost management during the second half required focus from all departments and supporting teams (such as our Safety Council (SC2) and SUMIT in the safety arena). I commend the departments and units that sustained or improved performance in injuries, environmental exceedences, reliability and cost management after an overall difficult start in the first half.

What can we expect for 2002? The chemical business environment is expected to remain very challenging well into 2002, with tough competitive conditions lasting beyond. But this business is always competitive, so our focus in Shell Chemicals and at DPCP is to create sustained excellent

performance that makes us highly competitive in all business climates. Therefore, we will focus on:

- **HS&E**
- **reliability and costs**
- **sustainable growth**

Our vision is to attain sustained, consistent performance at levels of industry excellence in all key areas by 2006, with substantial progress in 2002 by meeting or exceeding our target commitments. Our specific targets for 2002 and 2006 were outlined in an employee memo dated Dec. 19, 2001, and we can review our current performance monthly on the DPCP home page. Key measures center on safety (injuries & occupational illnesses), process safety, environmental incidents, reliability, costs (variable, fixed and total) and workforce efficiency (SMI). A new area – sustainable growth – ensures that we maintain the capabilities of our facilities and have skilled resources to deliver consistent results.

We believe we will reach our performance commitments by wisely "leveraging" key items that impact multiple areas. Examples of identified levers comprise: improving process safety, moving to 100 percent compliance with requirements, relentless pursuit of reliability improvement, developing a low-cost culture and enhancing skills development planning. By prioritizing and emphasizing these "leverage" items, we can enhance our capability to create performance excellence in all key measures.

A special leverage area in sustainability is building Winning Attributes and Behaviors (WABs). We believe that building our skills in personal leadership, business orientation and results, Enterprise-First mind-set, openness, learning orientation, and respect for people and their diversity will enable us to consistently deliver against challenging commitments.

To be a major contributor to Operations Excellence and Chemical results, we are setting out to deliver needed performance during 2002-2006 that will position DPCP as an excellent performer in all key performance areas. We are committed to move down this path in 2002.

Therefore, focusing on HS&E, reliability and costs, and sustainable growth is very important. We believe that selecting several leverage areas (process safety, compliance, reliability, low-cost culture, WABs and skills development planning) will have broad-ranging impacts on our ability to create and deliver sustained excellent performance in all areas.

It is important for us all to understand our objectives and determine how we as individuals and teams create and sustain DPCP performance excellence. As always, the people of DPCP are the ultimate key to our long- and short-term success.

## Global project brings powerful computing to users' fingertips

By the end of May 2002, nearly all of Shell Deer Park computer users will be logging on to new Compaq desktop or laptop PCs that access the Microsoft Windows 2000 operating system and the Microsoft Office suite. The new computers will sport more memory, faster processing speed and CD-ROM and floppy drives.

The refinery and chemical plant combined are replacing 90 percent of the computers in a global standardization initiative called the Global Infrastructure (GI) Project. Approximately 100,000 desktops will be replaced throughout Royal Dutch/Shell worldwide in an initiative involving significant activity across all aspects of the information-technology (IT) environment.

The GI Project is a global standardization of the business computing infrastructure mandated by the Royal Dutch/Shell Committee of Managing Directors (CMD). The primary drivers for the project – globalization and the Internet – have revolutionized existing business models such that the company's GI project will enable cost reductions, new and diverse ways of working, and the maximization of business opportunities.

"All of the computers will be the same, so groups can share files and work together more efficiently across all Shell companies," says Caron Roberts, refinery computer services manager.

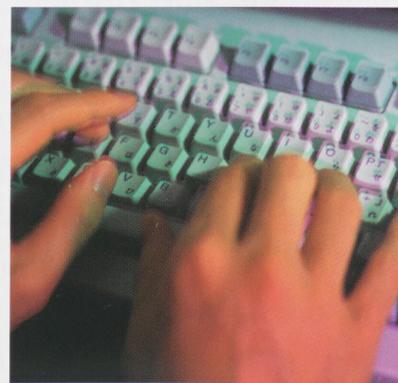
Since Windows 2000 is more stable than previous versions, system reliability will improve. That means fewer crashes. "For employees who like to work from home and have a broadband connection, the software allows them to connect to the network faster. It'll be like working at the office," Roberts relates.

While Internet connectivity and most department-specific applications will be available to the appropriate work groups, all applications must be loaded from the network – not from CDs or the Internet. This will guard against viruses, make it easier to track software applications and prevent the operational conflicts that occur among applications when loading outside software.

Best of all, the GI project leverages Shell's purchasing power and trims the number of vendors. That spells better deals and fewer supplier relationships to manage.

"While this complicated, large-scale project stretches the existing client-server technology, it will create some surprises for our global and local roll-out teams. However, the knowledge we gain from the early roll-out sites should position us to deal effectively with any speed bumps that may occur," adds Michael Smith, IT services supervisor for the chemical plant.

The refinery's migration should be completed by March; the chemical plant's will wrap up before June. The Shell International Technology International (SITI) migration team is assisting the effort.



## Networks engage in meaningful activities

### SDPCP colleagues recognize respectful peers

SDPCP employees who participated in the "Respect-Pass It On" Recognition Campaign identified two peers whose actions show respect for others at work. Joel Meier, senior lab technician in the Environmental Lab, chose two individuals to be honored, detailed the reasons for the recognition and presented an appreciation memento to them. "They were both surprised to be recognized for respecting others," he says. "These individuals are professional, work well with others and respect the work of their colleagues. The campaign was a neat way to give them recognition."



**Mark your calendar** – Reserve March 5 from 7:30-11:30 a.m. for WAVE's 2002 Annual Event and celebration of Women's HerStory Month. The program will be held at the Hilton Hotel on the University of Houston main campus. Stay tuned for more details.

**Becoming known** – WAVE members gathered to talk about increasing one's opportunities in an energetic workshop featuring guest speaker and book author Laura Canty-Swapp. She is president of

Catalyst, a leading non-profit research and advisory organization working to advance women. Canty-Swapp, who wrote "Become Your Own Mentor," stressed the importance of defining success, becoming known

and finding a mentor. WAVE sponsored the author's appearance at the joint program of Houston Business Forum and Professional Black Women's Enterprise on Nov. 6.

**Caring about kids** – The Shell Black Network Group (SBNG) chose Kid-Care and Deer Park's "Gift of Christmas" event to support during the holidays. After collecting 430 new toys that were high on the wish lists of the boys and girls served by Kid-Care, the SBNG celebrated with a wrapping party in the Shell Museum.

**Impactful presentations** – SBNG held its annual meeting Jan. 12 with about 180 people attending. The meeting featured roundtable discussions, networking, engaging speakers and a presentation of Sudanese artifacts.

Teaching adolescents about diversity – In December, DPCP Diversity Council members conducted an interactive session with Kruse Elementary first graders in Pasadena. The game activity explored individual differences and gifts that persons bring to a group. Diversity Council members who visited the children say the sessions were successful and they look forward to visiting additional schools.

### Planning session for SAPENG leaders

– In January, Shell Asian Pacific Employee Network Group staged a leaders' planning meeting centering on recognition, network data requests and skill development. SAPENG members took part in the Jan. 26 United Way telethon benefiting Houston-area flood victims and a Feb. 1 educational workshop, "Navigating Corporate Politics."

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## Employee's memory lives on through endowed scholarship

Willy, who lost his fight to cancer on Dec. 4, 1999, was tireless in helping operators understand the technical aspects of the Shell Deer Park facility, according to James Rhame, asset development manager. "He had such a great relationship with the operators that they would send questions or observations to him," recalls Rhame. "Willy investigated those observations and responded with his conclusions. He considered those interactions an important part of his role at Shell. I often saw him mentoring operators and young engineers on weekends or after hours. In fact, he was nicknamed 'The Professor.' One could walk around the Olefins operations building and see Willy's hand drawings on most of the white boards."

Throughout his life, Willy advocated equal educational opportunities and breaking down learning barriers. Therefore, the memorial scholarship is available on a non-discriminatory basis to all registered process technology majors attending San Jacinto College, including foreign students. "Willy cared so deeply for the rights of others that it's important this scholarship be accessible to anyone interested in process technology," explains Mrs. Glave.

She is encouraging Shell Deer Park personnel to help bring the fund honoring her husband to an endowed level of \$25,000 so that the first scholarships can be presented for the spring 2002 semester. This level ensures that annual grants are given from investment earnings while the principal remains in perpetuity. Personal gifts will extend further because the Shell Oil Company Foundation will match employee contributions two to one for the first \$500 donated per year. Contributions above \$500 will be matched dollar for dollar up to \$5,000 per calendar year.

**Mrs. Glave hopes to confer four \$500 scholarships next spring, but she needs your help. To donate, contact Brenda Hellyer, executive vice president for institutional advancement, San Jacinto College Foundation, 4624 Fairmont Parkway, Suite 208, Pasadena, Texas 77504-3323, 281-998-6104. The San Jacinto College Foundation's office will assist in obtaining matching funds from the Shell Oil Company Foundation. Indicate on your check payable to the San Jacinto College Foundation that you are a Shell Deer Park employee contributing to the Willy Glave Scholarship.**

In addition to providing matching gifts and in light of Mrs. Glave's contribution, the Shell Oil Company Foundation has donated \$15,000 to upgrade the San Jacinto College process technology laboratory on the central campus. The facility, which simulates a plant environment, was built in cooperation with area petrochemical companies. The grant will provide leading-edge lab equipment, such as a gas chromatograph system for demonstrating how process analyzers relate to the distillation process.

This contribution for lab equipment accompanies other assistance that the Shell Foundation and Shell Deer Park provide San Jacinto College. "Our partnership with Shell Deer Park has been absolutely wonderful over the years," comments Hellyer. "While Shell Deer Park has supported many of our fundraising endeavors, its employees are involved in other areas. Shell Deer Park employees are members of a focus group to determine how San Jacinto College and the refining/chemical industry can foster more meaningful collaborations. Shell Deer Park employees also serve on our advisory board, providing counsel for our process technology curriculum. Shell is an outstanding educational partner."



## First responders heighten preparedness in recent training

The Response Action Team and Hazardous Materials (Haz Mat) Team recently underwent 40 hours of special training in compliance with OSHA regulations. Every two years, the teams take a refresher course on responding to leaks and containing hazardous materials.

Mike Boaze, emergency response coordinator, headed the November training session in which several other organizations participated. In addition to 25 SDPRC employees, Shell's Norco and Geismar Chemical Plant Response Action Teams, the Lakeland Resolution Response Action Team, the City of La Porte Fire Department and the Head Office Response Action Group took part in the all-important training.

"By coordinating with other groups, the course was cost-effective and structured to our specific needs," says Boaze. "Everyone who took the training deserves praise. In spite of rain and cold weather, they all gave 100 percent participation throughout the week."

A total of 58 personnel learned about containing hazardous materials in rail cars and cargo tanks, patching leaks in vessels and pipelines, and using specific personal protection equipment to work with certain chemicals. Conducted by AID (Avoid Impending Disaster) Inc., the sessions focused on simulated leaks using water and air pressure. Participants also learned how to identify chemicals, decontaminate an area or vessel, protect against downwind exposures, evacuate personnel and prevent explosions.

There was also a segment on responding to anthrax. "We've trained a great deal on anthrax since the contaminated letters were found in the government, postal and media offices. Therefore, we're quite capable of responding adequately in the event of exposure," says Jerry Williamson, Haz Mat team leader.

## MILESTONES

*\*Retirees*

### Refinery Entrance

*For October*

**John Davis**  
Operator 1st Rate  
Hydro/Sulfur

**Michael Henry**  
Sr Staff Engineer Maintenance  
Mechanical/Electrical

**Diane Towns**  
HR Associate  
Human Resources-  
Maintenance Team

### Refinery Exits

*For October*

**John Milligan**  
Business Services- Finance  
\*Retired 10-01-01

**Gary Risenhoover**  
Cat Cracking & Gas  
\*Retired 10-01-01

**Harry Young**  
Logistics-QA Lab  
\*Retired 10-01-01

### Refinery Entrance

*For November*

**Gwen Chancellor**  
Admin Assistant  
Logistics- QA Lab

**Robert Frame**  
Sr Staff Engr  
BMGT- Feedstocks

**Harry Kulp**  
Planner I-Maintenance  
Central Maintenance

### Refinery Exits

*For November*

**H Perez**  
Lubes Logistics  
\*Retired 11-01-01

### Refinery Entrance

*For December*

**David Baker**  
Operator 1st Rate  
West Alky/Thermal Cracking

**Andrew Johnson**  
HS& E Rep  
Environmental & Compliance

**Brandy Maas**  
Clerk  
Health & Safety

**Jorge Santos**  
Clerk  
Health & Safety

### Chemical Entrance

*For October*

**Russell Rhodes**  
Olefins-Olefins III

### Chemical Entrance

*For November*

**Theresa Bunney**  
Olefins-Olefins III

**Jeffrey Fontenot**  
Product Analysis

### Chemical Entrance

*For December*

**Brent Olsen**  
Human Resources

### Chemical Entrance

*For January*

**Marlon Reyes**  
Technical Administration

### Chemical Exits

*For January*

**Jack Moncrief**  
Solvents-BA-Operator#1  
\*Retired 1-31-02

**GR Williams**  
Resins-Phenol Acetone  
Operator#1  
\*Retired 1-31-02

## SDP obtains an Internet presence

With a few mouse clicks, visitors can log on to the new Shell Deer Park web site at <http://www.shelldeerpark.com>. Upon launching the home page, you'll see an aerial photo and a brief description of the 1,500-acre Shell Deer Park complex.

Here's a digest of what's online: The "Who We Are" button takes you to a historical summary and overview of the refining, chemical and lubricants facilities. News releases and accompanying photos reside in the "Media Center" section. In the "Health and Safety" and "Environment" areas, one can learn about SDP's emergency responders, environmental efforts and safety performance.

Job seekers can find out about available positions at domestic and worldwide Shell locations in the "Employment" section. The "Diversity" area cites the company's commitment to workplace diversity. Some of the many initiatives in which SDP employees take part are highlighted under "Community."

"The new web site is getting a lot of attention from the community, media, employees and others both locally and across the United States," says Dave McKinney of Community Relations. "We have a good story to tell, and the web site is an effective way to reach and be reached by people interested in Shell Deer Park."

After you've checked out the web site, why not take a few minutes to tell us what you think. Just click on the "Contact Us" button or wherever you see "Please e-mail us." Be sure to visit [www.shelldeerpark.com](http://www.shelldeerpark.com) often, because photos and text will be updated regularly.



Mark Givens' (operator HCC control room) eleven year old son Zack ranks 5th in Texas Motocross and has

earned the ranks of 28, 17 and 15 in national standings. The sport has become a family event since his first race almost two years ago. **Way to go Zack.**



## Women's Accomplishment Quilt Preview

Wednesday, March 6, 2002  
Shell Historical Museum  
2:00 to 6:00 PM

Come celebrate as part of "herstory" month with refreshments and door prizes. Event sponsored by the Chemical Administrative Support Team.



**Count on Shell**

Shell Deer Park  
P.O. Box 100  
Deer Park, TX 77536

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