

# SHELL e g r a m

D E E R P A R K



## Employees Participate In Annual MS 150 Bike Tour

On April 17 and 18, eleven people from Shell Deer Park Chemical Plant (SDPCP) and fourteen people from Shell Deer Park Refining Company (SDPRC) rode in the two-day, non-competitive bike ride between Houston and Austin. Called the MS 150, the scenic ride is now in its 15th year and is one of the premier cycling events in the United States. Although the amount raised this year has not been announced, the MS 150 collected more than \$2 million dollars in 1998 to fight Multiple Sclerosis. This year's event is expected to surpass last year's total.

"Riding in our colorful 'You can count on Shell' bike jerseys, provided by Shell SERVE, we made quite a

showing," commented Mike Cunningham, the SDPCP team captain. Dennis Barrilleaux, captain of the SDPRC team, added that as a sponsor of this year's teams, SDPCP and SDPRC made a contribution of \$100 per company cyclist to the MS Society, in addition to the pledge donations of at least \$150 that each cyclist was responsible for raising.

Hubert Harrell from SDPCP received a special jersey from the MS Society because of the pledges he received, which exceeded \$1,600. Harrell acknowledged his supporters by saying, "I have many friends, co-workers and family who came through with pledges, so I thank them

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Shell rides for MS

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**Count on Shell**





There have been lots of activities in and around the Chemical Plant and the Refining Company during the past few months, so we decided to play catch up in this issue of Shellegram. Several people were involved in the Champions of Excellence program, and you can read about their efforts to save money and/or improve operations in their areas. You can also read about the training that took place during March and April with Reliance Petroleum from India.

A little closer to home, retirees from both the Refining Company and the Chemical Plant recently elected new officers and are planning upcoming events. Woman's History Month was celebrated at a luncheon sponsored by WAVE, an acronym for Women Adding Value Everyplace. Don't miss the cover story about Shell riding between Houston and Austin to raise funds for Multiple Sclerosis.

We have also reported on upcoming events. May is Mother's Day and you can read about mothers and daughters who both worked at Shell.

The Chemical Manufacturers Association (CMA) is celebrating its tenth anniversary of Responsible Care® by designating May as Responsible Care® month. Shell, as a founding member of Responsible Care®, is also celebrating the organizations accomplishments.

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## MS 150

and wish them good health. They gave their hard-earned money for a special cause."

Riders from Shell Deer Park combined with other Shell locations to form the third largest team in the bike ride. The combined Shell team consisted of approximately 180 riders. Employees returning to Shell Deer Park with sore muscles after the ride were:



### from SDPCP

- John Anderson
- Jackie Blutworth
- Vicente Bonilla
- Rod Cooke
- Vern Cornett
- Bill Csanyi
- Mike Cunningham, team captain
- Hubert Harrell
- David Kirchman
- Bill Rowe
- Tony Smith

### from SDPRC

- Dennis Barrilleaux, team captain
- Bob Blough
- Don Brasher
- Mike Brisco
- Jim Erdman
- Juan Gonzalez
- Mike Grasha
- Neil Lander
- Doug McCoy
- Carlos Maurer
- Tom Meyer
- Phil Murphy
- Steve Neigut
- Peter Zafero

Congratulations to those who participated in this year's MS 150 and thanks to those who pledged donations.



## May Is CMA Responsible Care® Month

As a founding member and partner of the Chemical Manufacturers Association (CMA) Responsible Care® organization, Shell Chemical Company has actively participated in the development of the group's initiatives. Since May is the 10th anniversary of the Responsible Care program, this seems an appropriate time to review some of the group's many accomplishments in the management of chemicals worldwide and to introduce enhancements to its guiding principles.

### Responsible Care Performance Results

Collectively, CMA members and partners are making a difference. Member companies continue to provide products that are beneficial to

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# Refinery Trains Personnel From India

As part of a Commercial Agreement with Shell Global Solutions, a wholly owned subsidiary of Royal Dutch Shell in Amsterdam, 40 operation and maintenance employees from Reliance Petroleum, in India, recently received training on specific areas of operations at Shell Deer Park Refining Company.

By way of background information, Carlos Maurer, who works in New Business Development and helped organize the training, stated that Reliance Industries opened a textile mill in 1973, and since that time has become one of the largest private sector companies in India. To meet its own production demands from its large petrochemical assets, Reliance Industries is building the world's largest grass roots refinery in Jamnagar, a small town south of Bombay. In



Instructor: Walter Harbuck of The Project Engineering Group

fact, when completed, the Reliance Petroleum refinery will be almost equal in size to the Deer Park Refining Limited Partnership refinery. "Upon hearing about our credentials from Foster Wheeler Corp.," Maurer continued, "Reliance requested Shell Global Solutions to have the training of its

Delayed Coker operators conducted at Deer Park." The balance of the training was competitively bid amongst the various Royal Dutch/Shell refineries around the world, and SDPRC was awarded the contract. "The trainees were impressed by the level of knowledge of the operators at SDPRC. They were also impressed by the technical support staff and the willingness of everyone to share information. The group from India also commented frequently about the pride operators have in their units, how well kept the units are and how well the housekeeping rules are followed.

When asked about their visit to the United States, the Indian visitors were most astonished with how strictly Americans follow traffic rules and with the lack of pedestrian traffic. "The streets are filled with walkers in India," joked A. Jana, "but here, no one walks."

"We view this as an incredible business opportunity and are confident that our training of the Reliance personnel will lead to a continued relationship with Reliance Industries," concludes Maurer.



Back row, left to right, S.I. Mobamed Salib, and K. Sarmab, middle row, Asbis Saba, L. Sbanmugam, Walter Harbuck, Abbijit Jana, M.M. Baurai, and Sudbakar Bontbala, Kneeling, A.N.Verma, Partha Mukberjee

Delayed Coker operators conducted at Deer Park." The balance of the training was competitively bid amongst the various Royal Dutch/Shell refineries around the world, and SDPRC was awarded the contract.

Jimmy Shelton in the O & ED Department, was instrumental in coordinating the training. "Over a six week period, we had 40 people training in four different areas:

## Excellence Teams Produce Improvements

Teams from Shell Deer Park Chemical participated in the "Champions of Excellence" program. Started in the 1980s as "Champions of Quality" (the name changed in 1998), the "Champions of

Excellence" program is designed to recognize and publicize the accomplishments of individuals and teams who achieve significant results and/or learning through behaviors that reflect leadership, teamwork,

operating and quality principles.

This was a Shell Chemical sponsored, corporate-wide event. Any individual or team that meet the above-stated requirements and directly benefited the plant between Oct. 1, 1997 and Sept. 30, 1998 was eligible to apply. Team nominations from across Shell Deer Park Chemical were submitted in October 1998.

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Members of the TOLW Production Team left to right, Bob Stanfield, Jerry Golden, Greg Lubrick, Steve Norlin, Al Manuel, Rene Soliz, Mike Friedel, Allen Hentges, and George Allen



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## Excellence Teams

Sixteen teams competed: eight were recognized with the Champions of Excellence Award for 1998, including the TOLW Production team from Shell Deer Park Chemical. In reward for their outstanding efforts, the winning teams will be treated to a weekend in San Antonio at the Adam's Mark Hotel on the River Walk, which will include an awards banquet.

The following is a list of the four Shell Deer Park Chemical teams and what each accomplished.

### TOLW Production Team

Team members: A.L. Hentges, S.R. Norlin, A.B. Manuel, G.G. Allen, M.L. Friedel, J.V. Horace, P.D. Jordan, T.C. Lloyd, G.J. Lubrick, C.A. Meyer, J.A. Mohan, B.L. Olson, L.C. Pharr, A.L. Rieck, E.M. Simmons, R.J. Soliz, T.N. Sullivan.

This team used quality principles in reviewing past production runs and failures to successfully make the highly valuable TOLW product in DPCP's SHT Unit. Based on their analysis, they identified numerous operational changes to make the product and made a proposal to have a test run. This test run was successfully completed mid year. As a result, Shell was able to market two supply sources: Deer Park and Sarnia. The seven million pounds of product Deer Park produced in 1998, contributed \$1 million of business that would not have occurred without this effort. With the combination of Deer Park and Sarnia, production and sales are now consistent with the high levels established in 1995. This production level is expected to continue through 1999 and the total contribution improvement anticipated to be \$2.5 million by year end 1999.

### Chemsol Technical Task Force

Team members: Steve Bolger, Robert Carrell, Darvin Dolgner, Deborah Jackson, Dan Kozlowski, Durai Muthusamy (WTC), Steve Norlin, Dai Nguyen, Rick Swain (WTC).

DPCP Solvents C6 derivatives net income production plan was well below expectations by April 1998. Extrapolation of April data to year end 1998 suggested that a \$5.5 million gap would occur, hence seriously

jeopardizing the unit's net income commitment to Global Solvents financial performance.

A technical task force was formed to correct this gap. This team decided to use a problem-solving approach inspired by Root Cause Analysis techniques learned from local facilitation experts. The emphasis was on data intensive analysis with a keen focus on fast identification and implementation of corrective actions. The most probable cause of the production loss was shown to be low activity of the crude diacetone alcohol (DAA) reactor catalyst. The team decided to replace the four-year-old catalyst with new catalyst, redesign catalyst regeneration procedures and increase the frequency of regenerations. Implementation of these changes resulted in production rate improvements anticipated to be worth close to \$1 million in net income.

Additional opportunities for process improvements were identified by the team as they implemented the catalyst changes. Changes to the distillation of recovered acetone improved the purity of the feed to the reactors. Technical assurance systems were put in place to maintain acetone quality and to prevent a similar future degradation of performance. Implementation of these changes resulted in additional financial improvements of about \$1.5 million.

The team successfully identified and corrected the major processing problems within a short few weeks of work. Their success will ensure that by year end, the majority of the unit's expected net income will be generated for the Global business.

### Solvents Reliability Team

Team members: R.F. Hernandez, A.L. Hentges, D.V. Nguyen, L.D. Jackson, W.A. Lea

The Solvents Production Manager chartered the Solvents Reliability Team in the first quarter of 1997 to prioritize and eliminate reliability issues within the Solvents Production Area. The team took this challenge and prioritized the causes of lost opportunity to Solvents by examining the impact of each major piece of operating equipment and its role in lost contribution through low reliability and maintenance costs. The team then

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## Excellence Teams

began addressing the problem through performing Root Cause Analysis techniques starting with the highest impact items. The team examined seven major pieces of equipment and implemented reliability improvements. The anticipated savings was \$1.54 million. The team continues to work on the list in priority order and items are reviewed monthly in the Solvents Production Area Team meeting. This team's results exemplified our commitment to make reliability a plant priority

### DPCP BPA Maximize Flake Strategy

Team members: Mike Baker, Larry Chaney, Gary Greivenkamp, Johnny McDaniel, Lincoln McMillen, Joe Molnar, Wynn Nguyen, Keith Shields, Terry Thomas

DPCP BPA Units were in a sold-out mode with minimal inventory. Most of the time, the limiting factor for BPA production is flaking capacity. To meet customer demands and allow the units to build a stock of inventory, BPA had to take advantage of every opportunity to capture every pound of flaked BPA.

A primary customer, Bayer, presented an opportunity to Deer Park. Bayer needed additional pounds of BPA over the next year to provide feed to a new polycarbonate line. An additional flaker could not be used as a solution because of capital and time constraints. Because a primary customer needed additional product quickly, the BPA Production Team began to develop a strategy to increase flaked material with the existing flakers. The solution was to convince the customer that product from our BPA-3 Unit could meet their quality requirements and to fully utilize the capacity of the flakers. Previously, Bayer had only purchased product from the BPA-4 Unit.

The team worked with the customer and performed the necessary testing to assure the customer that BPA-3 product was acceptable. The production team also developed the strategy to maximize the use of the flakers.

After implementing the strategy, the BPA Department had the best month ever by producing 4.2 million pounds more than any previous month. This exceeded the previous best month by 10 percent.

# Retirees

## elected new officers

Both retiree clubs from Shell Deer Park elected new officers earlier this year and are planning upcoming events.

*The OCAW retirees, who meet the third Wednesday of each month, re-elected Herschel Graham as President. Other officers include:*

- Joe Baumbach, First Vice President
- Marvin Batton, Second Vice President
- Heloise Caulfield, Recording Secretary
- Fern Barnes, Treasurer

Graham retired from the chemical plant as a #1 boilermaker after 28 years. "We are planning our 19th anniversary celebration at Clear Lake Park on May 19 and hope OCAW retirees will join us for free barbecue," Graham said. For more information, interested parties can contact any officer.

*The retirees from Shell Deer Park elected John Garrison as their new president. Other officers elected for one-year terms include:*

- Jo Ann Rasco, First Vice President
- L.W. (Pete) Garner, Second Vice President
- Jess Hopkins, Secretary
- Marge Colello, Treasurer

Garrison retired from the refinery after 41 years of service. He started in bull gang and left in 1984 as process manager in CR3. Garrison reports that attendance at the monthly meetings, held the first Thursday of each month, is around 170. In November, the group will hold its annual meeting.

Congratulations to the newly elected officers for both retirees' groups.

# WAVE

## Comes To Shell Deer Park

A new workplace network in all of the Houston Shell companies had its big roll out in October. Named "Women Adding Value Everywhere" or WAVE, the Shell Deer Park members of WAVE gathered in recognition of Women's History Month. The luncheon, held on March 24, included employees from both the Shell Deer Park Chemical Plant and Refining Company.

"We invited all Shell Deer Park employees and had a good mix of about 50 people from the Chemical Plant and Refining Company," reported Sherri Ruelas, one of the organizers of the luncheon. Other organizers included Linda Garren, Pat Smith and Gina Gray.

The luncheon started with a slide show presentation that featured women in their work settings at Shell Deer Park, followed by an update on the WAVE network, games concerning women in history and a video clip with discussion on how the genders differ. Scattered about the room were timelines depicting women in history, including significant women at Shell through the years.

The quarterly gatherings of WAVE move from location to location for their meetings. Interested parties, both men and women, can contact Shari Ruelas for more information.



*Continued from, page 2*

## Responsible Care

society while achieving its goal of sustaining health, safety and environmental performance improvements. The results show the following:

- CMA members have formed 316 Community Advisory Panels and opinion surveys of employees and community residents show a steady increase in favorable perceptions towards CMA members;
- CMA members improved their chemical transportation safety record by 14% between 1994 and 1997;
- Occupational injury and illness rates among CMA members have improved steadily to a level of 2.01 per 200,000 hours of exposure in 1997. This rate is two times better than all chemical manufacturing and five times better than all manufacturing;
- CMA members have reduced their releases of TRI reportable chemicals by 56% from 1988 to 1996, while production increased by 18%; and;
- CMA members experienced nearly a 10% improvement in just the first year of reporting process safety incidents, from 1995 to 1996.

### Revisions to Responsible Care Guiding Principles

The CMA Board of Directors recently raised the level of expectations of companies involved in the group's initiative. The new performance-based membership requirements cover such areas as continuous performance improvement,

goal setting and public reporting, which further underscore CMA's commitment to the future. The enhancements to the guiding principles include:

- establishment of the vision of no accidents, injuries or harm to the environment, which captures the continuous performance improvement aspects of the chemical industry's efforts;
- the recognition that the products and services of the chemical industry contribute to the prosperity of society;
- a requirement for members and partners to establish company-specific performance goals, make steady improvement and progress towards those goals and report annually to the public and CMA; and
- a commitment to lead companies in ethical ways that increasingly benefit society, the economy and the environment.

Editors note: This is a general story about Responsible Care®. In next month's issue, we will take a look at how Shell Deer Park actively participates.

Shell Chemical Company is proud of the significant progress that has been made to improve our overall health, safety and environmental performance, and of our association with CMA.

# WINNERS CIRCLE

## Safe City Bingo Winners

April 7 was the first day for the Grand Prize drawing for the Safe City Bingo program. Congratulations to the following winners.

### Support

Rita Harvey - O&ED

### Operations

Scott Willis - West Operations

Brent Matthews - Tank Farm

Raymond Wilkerson - Lubricants

### Maintenance

Joe Forbus - West Operations

Steve Scribner - West Operations

Ray Rodriguez - Utilities

### Contractors

Bob Michie - ITT

Again, congratulations to each of the winners. **Remember, you can't win if you don't play** - so be sure to get cards in to your Departmental Safe Team for the weekly drawings.

## Mothers And Daughters At Shell Deer Park

Few holidays have so much nationwide support as Mother's Day. Approved in 1914 by the legislation, President Woodrow Wilson designated the second Sunday in May as a day to honor mothers. In honor of the upcoming celebration, we thought it would be interesting to find out if there were mothers and daughters or mothers and sons who work at Shell Deer Park. While we found two such dynamic duos, both involving mothers and daughters, there may be more.

Sherry Hartley, at the Shell Deer Park Chemical Plant, now holds the same job in the Security Department as her mother, Valerie Thompson, once held. Mrs. Thompson started working for Shell downtown in 1970, in the correspondence center. She transferred to the Security Department at DPMC in 1976. About that same time, Hartley was graduating from Pasadena High School and looking for a job. Mrs. Thompson told Hartley about an opening downtown in the mailroom, for which she was hired. Hartley later asked for a transfer to DPMC and worked in the Olefins area for six years, until she

transferred to the Security Department last September.

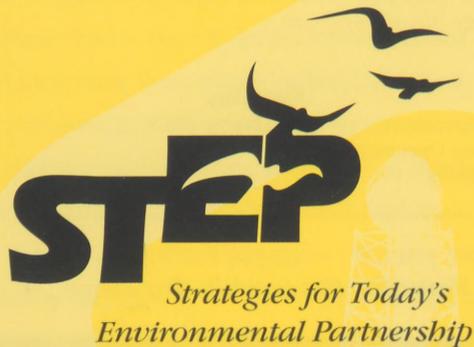
"We were pretty close," said Hartley, who also commented that she and her mother had lunch at least once a week. "When I was pregnant with my 14 year-old triplets, it was really nice having my mom here," Hartley stated.

Retiree Maureen Bishop and her mother, Vivian Tucker, also worked at Shell Deer Park. Mrs. Tucker started working at Shell in April 1936, and retired in June 1957, as secretary to the plant manager. Mrs. Bishop began working at the chemical plant in November 1959, before transferring to the refinery in 1975. Mrs. Bishop held various positions in record keeping, until she retired in 1990. Or did she really retire?

In 1990, Mrs. Bishop began volunteering at the Shell Museum, where you will find her every Wednesday. "I enjoy the memorabilia," she commented. In addition to receiving the inventory, Mrs. Bishop also conducts tours and handles correspondence. Mrs. Bishop has two grown daughters, neither of which followed in their mother's or grandmother's career paths at Shell.

We wish all Shell Deer Park moms  
a happy and safe Mother's Day!

M I L E S T O N E S



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



**Responsible Care**  
A Public Commitment

**\*Retirees**

**Refinery Entrances**

*(for March)*

**R.A. Juarez**

Operator 1st Rate  
MPO Operations

**Gerald Theiler**

Operator 1st Rate  
Refining-Logistics-Dispatching

**Refinery Exits**

**J.C. Cashion**

Senior Inspector  
PE/CS/OA-Control Systems  
Retired\* 3/31/99

**R.L. Mullins**

Senior Inspector  
PE/CS/OA-Control Systems  
Retired\* 3/31/99

**D.O. Norris Jr.**

Control Systems  
ENG/MNT-Coker Maint-ELE  
Retired\* 3/31/99

**Sue Schlemmer**

Administration Associate  
Lubricant-Lube Log  
Retired \* 3/31/99

**Chemical Entrances**

*(for March)*

**Jimmy Frazier**

Machinist 1st Rate  
Facilities-CMAT/TAS  
Machinist 1st Rate

**Jeffery Champlin**

Operator 1st Rate  
Phenol 3 Operations

**Charles Coleman**

Operator 1st Rate  
Phenol 3 Operations

**E.J. De Salle**

Operator 1st Rate  
Phenol 3 Operations

**James Sevier**

Operator 1st Rate  
Phenol 3 Operations

**Terry Smith**

Operator 1st Rate  
Phenol 3 Operations

**Sidney Grant**

Operator 1st Rate  
Olefins-Operator 1

**Brian Hooks**

Operator 1st Rate  
Olefins OP II-Operator #1



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