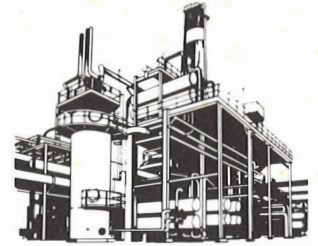




WOOD RIVER REVIEW

WOOD RIVER MANUFACTURING COMPLEX



VOL. 48, NO. 11, DECEMBER, 1985

Safety Calendar Spotlights Complex Employees



Bill Durland, Complex manager, presents pipefitter, Randy Heil, with a commemorative framed photo from the 1986 WRMC Safety Calendar. The 1986 calendar features Complex employees illustrating safe work practices.

The faces on the 1986 WRMC Safety Calendar may look familiar this year. The Safety Motivation Committee side-tracked cartoons and childrens' drawings when it came time to gather ideas for the safety calendar. Instead, the committee decided to use Complex employees to illustrate a variety of safety topics.

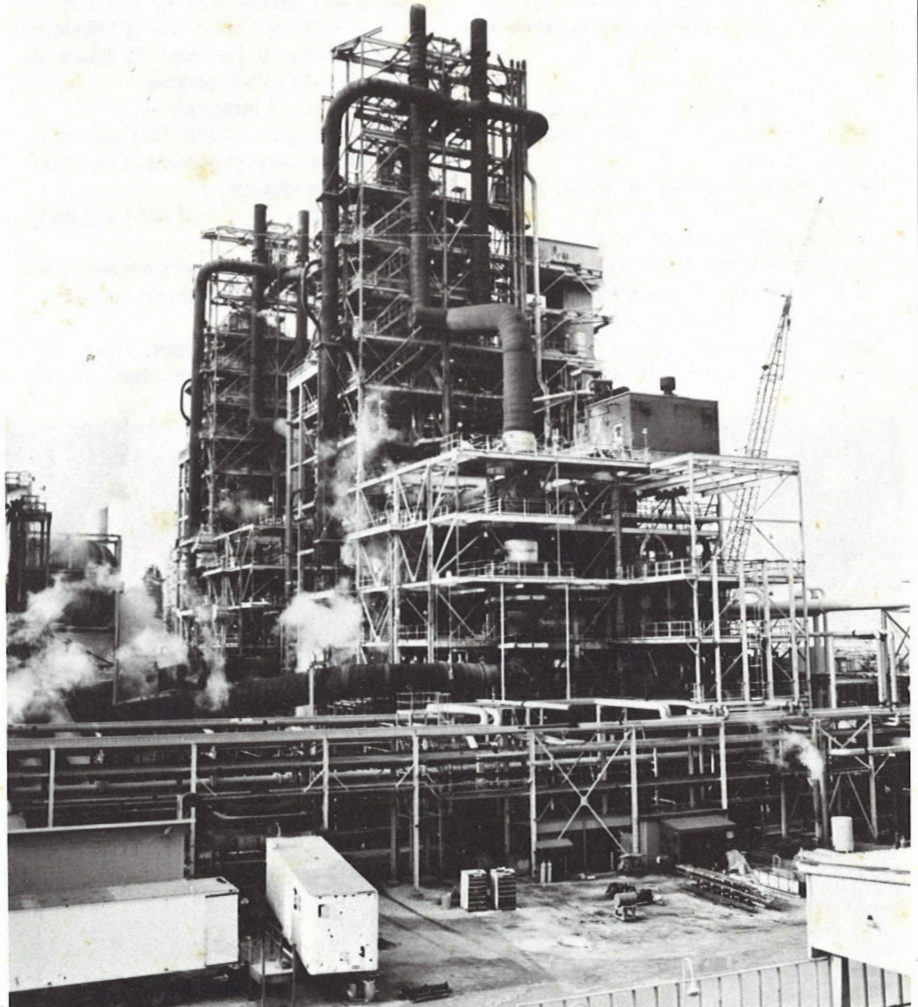
Once the safety topics were chosen, employees with skills or crafts that compliment the topics were selected to be the calendars' 'photo stars'. Around June, the sites for the photos were pinpointed and each shot was carefully staged. Ravi Ayra, photographer for the project, meticulously used his expertise to make each photo an exceptional shot.

On December 9 the employees who starred in the calendar were invited to a luncheon hosted by the HS&E department. There **Bill Durland**, Complex manager, presented each participant with a commemorative framed photo of their calendar photograph. The following employees will be featured in the 1986 calendar; **Vincent Armstead** - operator, **Joe Strayhorn** - boilermaker,

Ruth Dotson - operator, **Kevin Law** - pipefitter, **Bob Travis** - electrician, **Ernie Felkel** - crane man, **Larry King** - insulator, **Randy Heil** - pipefitter, **Linda Yarborough** - laborer, **John Ingold** - machinist, **Ralph Wellen** - dockman and **David Halliday** - truck driver.

The safety calendar is just one part of a comprehensive safety package that the Safety Motivation Committee has

constructed for 1986. Aside from the calendar the pictures will be used for posters which will be placed on Complex bulletin boards for each respective month. Tool box safety meetings will feature and discuss the same monthly safety topics. Additionally, the Safety Quiz Contest planned for 1986 will quiz employees knowledge on the same topics.



Cat Cracker II Back in Action

After extensive maintenance and MPO revisions the Cat Cracker II is on line again. The successful shutdown ran as scheduled after approximately 67 days of being down. Complex employees joined efforts to make the shutdown a good example of what team work can accomplish.

Learning How to Fight Crime

"The crime rate goes up 33 percent between October 31 and January 1," said **Larry Tabor**, regional director of *Citizens Against Crime*.

Tabor, speaker in the EP&S department's November safety meeting, gave a rousing presentation on how ordinary individuals can fight back against crime. **Ray Carril, Bruce Dorris and Sally Vollintine**, employees in the EP&S department, were responsible for coordinating the monthly safety meeting. Employees in EP&S share the responsibility of planning the agenda for each monthly safety meeting.

In Tabor's presentation to the EP&S department he added that lack of awareness is the reason most people become the victim of a crime during the holiday season. He also said that only 1 out of 990 burglars are ever caught. So what can we do to protect ourselves against being a victim? Here are some ideas to consider:

In your home —

- Use solid core or metal doors on all entrances.
- Replace or rekey all locks when moving.
- Secure window air conditioners to prevent removal from outside.
- Install additional locks or metal pins on sliding glass doors and windows to prevent vertical as well as horizontal movement (broom han-

dles and bars in sliding glass doors do not always work).

- Always, always lock your doors.
- ## In your car —
- Have your keys in hand when going to your car.
 - Check back seat and floor boards before unlocking door.
 - Lock all doors immediately upon entering car and keep locked while driving.
 - If car breaks down, raise hood, turn on flashers, wait inside locked car. When someone stops to help, pass envelope through window and ask them to make a call.

On the street —

- Walk alert — pay attention to those walking around you.
 - Stay out of "arm's reach" of bushes, parked cars, alleys, doorways and people asking directions.
 - If you think you're being followed don't go home, but walk to a well-lit area and to other people.
- ## Alternatives if attacked —
- Don't Panic — the first few moments are very important. You must react immediately.
 - Scream — long and loud. Scream "fire", not "help".
 - Run — put distance between you and the attacker as quickly as possible.
 - Talking — if you cannot get away immediately, talk to him/her. Try to

get the attacker to think about what he's doing, to calm down and see you as a real person.

- Gain the advantage — use the best weapon you have — your brain. Doing the unexpected may give you extra time or put off your attacker completely.

Tabor offered excellent advice on how to test maze devices which should be tested periodically to ensure they are working properly. If the spray does not dissolve the bottom of a styrofoam cup, chances are the spray is either old or not strong enough to be of any protection. He also had fluorescent signs for highway trouble. The signs read "CALL POLICE" and are placed in rear windows to deter any would be attackers on the highway and render help.

These are just a few of the hints Tabor offered for ensuring an individual's personal safety. Those interested in having a representative from *Citizens Against Crime* speak to their organization or in obtaining additional literature may contact Tabor at (314) 895-6200 or write to the:

St. Louis Regional Office
300 Brookes Dr., Ste. 103
Hazelwood, MO 63042

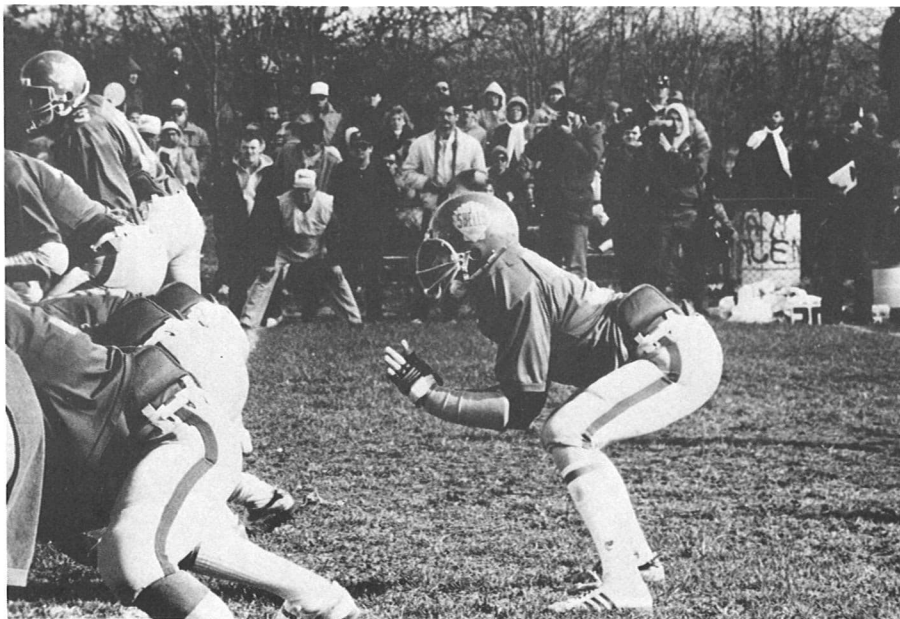
Quarterly Earnings

Oil Products earnings of \$35 million for the third quarter and \$102 million for the nine months declined \$8 million and \$56 million from the respective 1984 periods.

Operationally, margins improved from the third quarter of 1984 due to lower raw material and refinery fuel costs. Overall average selling prices were slightly less than last year, with price gains in gasoline more than offset by lower realizations in jet fuel, heating oil and residual fuels. Third-quarter refined product sales volumes increased 6 percent, primarily due to gasoline gains of 9 percent.

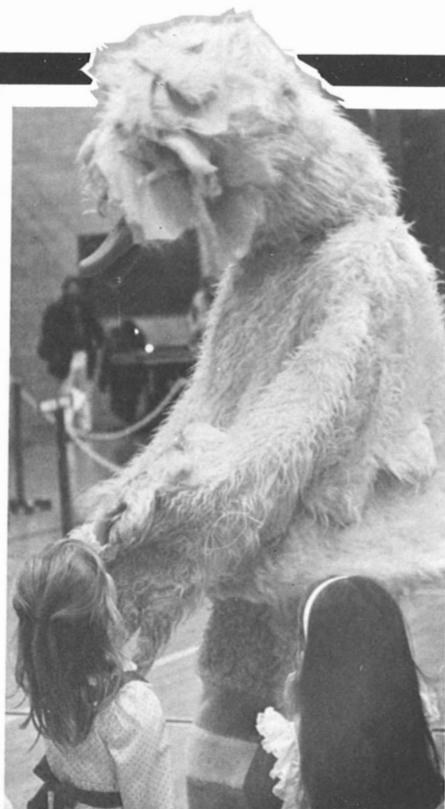
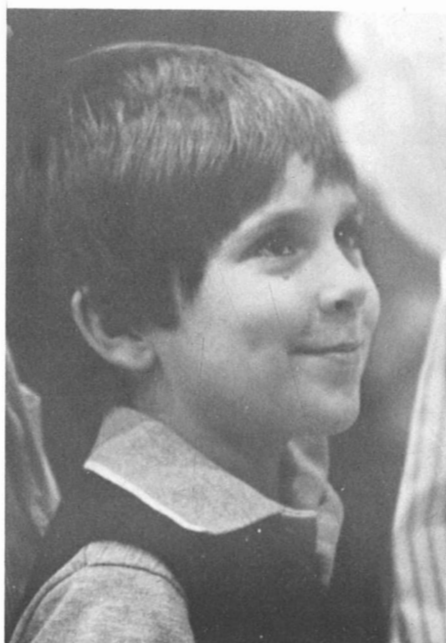
For nine months, margins were down due to lower selling prices and an unusually high level of refinery maintenance, which together more than offset lower costs for raw material and refinery fuel. Total refined products sales volumes were up 4 percent, led by gasoline gains of 7 percent.

The outlook finds firmer oil markets that could benefit Oil Products earnings. Year end earnings are expected to be somewhat lower than the record level earnings set in 1984.



Roxana Shells Fall Short of State Title

The Roxana High School football team was stopped short of a state title this year when they were beaten in the state play-off game. Pipefitter, Mike Shaw's son Jason played for the Shell's.



Christinas Party...

*A HitHit
With Kids!*



Financial Department

Computer Services

Keeping on top of changing technology and maintaining an effective computing environment is not easy these days. WRMC's Computer Services department has the responsibility of doing just that and that's no small task!

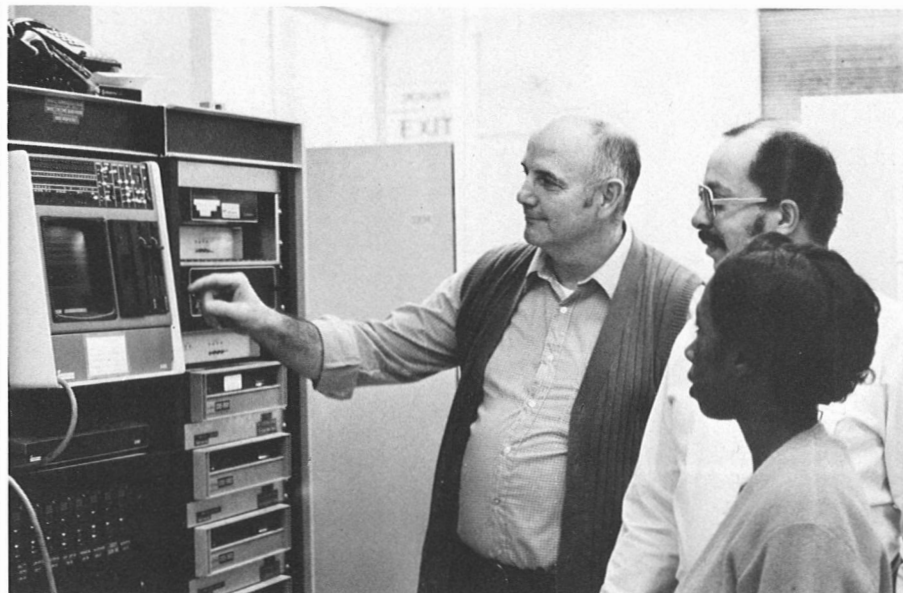
"The world of computers is very dynamic, as are the needs of the user. What Computer Services is striving to do is provide a network that will give users access to information and implement systems that make people more productive," says **Jim Jones**, manager - Computer Services.

The Computer Services department is divided into two groups, Systems Support & Development and Operations.

The SS&D group, headed by **Al Slivka**, comprises the programming staff and is responsible for supporting the computing systems and developing applications for the users. This section also acts as WRMC's liaison to the Information & Computer Services organization in Houston.

"We've seen a 100 percent expansion in computer related activities. It's literally been an explosion of trying to keep up with the technology," says Slivka.

This group has grown during the year and is now expanding its services to provide assistance to all Complex organizations. The staff spends a great deal of



Don Smith, Bill Generally and Faye Rogers all in Computer Services take a look into the 4300 mainframe.

time helping users understand what capabilities their current systems have, how they can improve them and what is available for the future.

"We're trying to become more user oriented by helping our users take advantage of what their systems have to offer," adds Slivka.

The Complex currently uses four

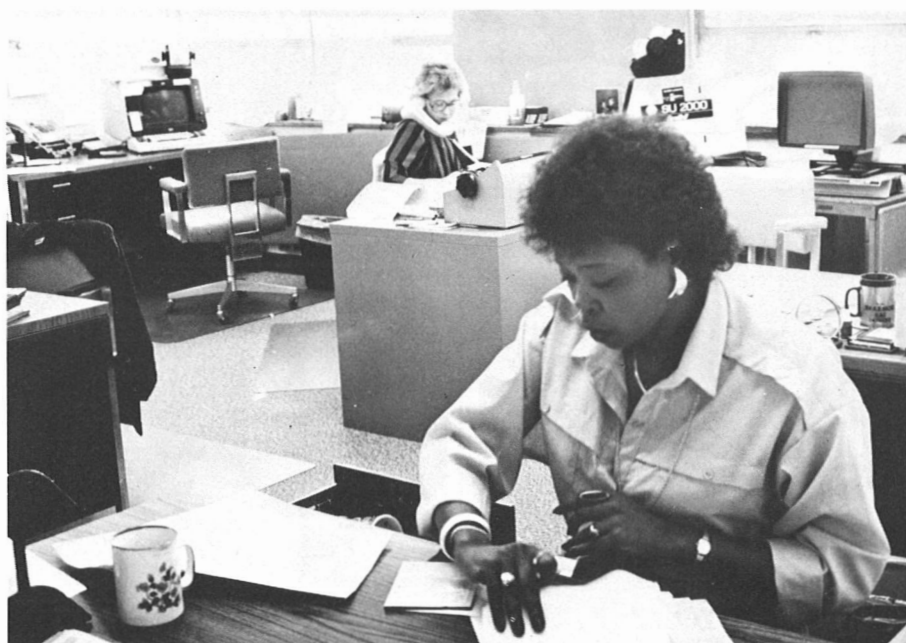
major system which are controlled by the 4300. These systems include Manpower Utilization & Tracking - MUTS, Operating Data System - ODS, Financial Accounting Data Entry System - FADES and Automatic Procurement System - APS. Aside from these local systems some Complex employees also access I&CS and Tulsa computer systems through WRMC's 4300.

Don Smith, supervisor of the Operations group, has responsibility for the operation of the 4300 computer and coordinating additional equipment requirements.

"Our 'help desk' takes calls from Complex users and either answers their questions or refers them to the appropriate person who can. This is just one of the ways we are trying to assist users," says Smith.

In addition to troubleshooting, this group is also responsible for keeping hardware operational which includes the 4300 computer and associated disks drives and communication equipment, 190 CRT's and 75 printers. Operations also extracts some Complex data and submits jobs to I&CS computers for further processing with corporate computer systems.

"Our computing environment will continue to change as new technologies and systems are implemented to meet the users need for more timely information," adds Jones.



Maxine Hughes (front) and Joyce Bruggeman (rear), both order processors in Customer Services, work closely with WRMC's Lubricants organization.

Office Services

"It's a group that is always changing, people are constantly being trained and learning new things," says **Jerry Schmitt**, supervisor - Office Services.

Half of the group of 15 Office Service employees are very new with less than one year of service. Office Services provides a variety of support to operating and office personnel. The stenographic pool provides backup support to the secretarial staff in the case of disability leave and vacations. Aside from normal secretarial duties the group also includes the mailroom personnel, switch-board operators, blueprint duplicating services and 5520 support.

The Office Services section is also responsible for maintenance and requisition of office equipment.

Accounting

"The current Accounting organization is new and growing. Cost awareness is increasing and we need to be an integral part of that awareness," says **Bill McCauley**, manager - Accounting.

Just what does it cost to run a Cat Cracker or how much did the Complex spend on its utility bill last month? Helping answer these kinds of questions is a very important part of Accounting's function. In order for Accounting to develop reliable data, all employees throughout the complex have an extremely important role in providing accurate data.

Recently the Financial organization went through a reorganization to help 'Operations and other Complex employees better track costs.

Accounting is essentially divided into three sub-groups - Capital Disbursements, Stock/Financial and Financial Support to Operations (FSO's). The 10 employees in Capital Disbursements or Invoice Processing are responsible for paying bills for the Complex. This amounts to approximately 800 to 900 invoices a week. The Stock/Financial section handles budget coordination, cost reporting to operations, variance analysis and heads up all of the financial reporting requirements to Head Office and the government. And finally the FSO's or 4 field representatives provide direct support to operating units. The FSO's job is, among other things, to have a basic understanding of how the process units they support operate so that they can provide useful cost information and help pinpoint areas where costs may be cut.

Customer Services

Something like a marketing office,



Lynette Zirges, an employee in Office Service stenopool, uses her secretarial skills as a vacation breaker

Customer Services, provides sales support mainly to Lubricants. Through activities such as customer invoicing and order processing Customer Service employees act as liaisons between the customer and Shell's marketing organization.

Their key activity rests in lubricant order processing not only for WRMC but for all locations. Order processors schedule shipments to jobbers and large retail outlets such as K-Mart and Venture stores. To do this they use an on line computer system called SOLO and LOIS (Lube Oil Information System), both inventory management systems. They are also capable of doing their own stock accounting and generating invoice for lubricants customers. Aside from dispatching lubricants products from WRMC Customer Services employees dispatch from other Shell locations such as the Argo, Detroit and Gordon plants. They are also responsible for scheduling trucking transportation for gasoline, asphalt and propane shipments.

Most recently Customer Services employees completed one of the first Qual-

ity Education sessions offered in the Complex.

'Auditing'

Auditing, in a nutshell, is a function that oversees the internal control systems in place for protecting the company's assets. The Auditing section of the Financial department is currently divided into two subsections, run and maintain and MPO auditing.

The run and maintain auditors are responsible for performing the regular audits for the Complex functions whether they be financial or operational. Some of the categories within run and maintain auditing include product control, financial, purchasing and contract services, security, routine construction, personnel and payroll and a miscellaneous section.

When an audit takes place within a department, auditors carefully examine phases of that operation or departments' business. After they have made a thorough investigation, the auditors formulate recommendations on how to improve controls within the department. Depending on the type of audit, an auditor may recommend better internal control mechanisms, stricter enforcement of operational rules or he may find the department is conforming to all expectations.

MPO auditors responsibilities are similar to the run and maintain auditors. MPO auditors track various phases of the MPO business. They ensure that contractors are fulfilling their contract expectations in areas such as contractor billings, labor and materials control, safety performance, purchasing practices and security.

Auditing is a continuous process that helps departments or operations pinpoint areas that need strengthening and improve them.



Invoice processing employees keep Complex bills paid to the tune of 800 to 900 per week.

SRA Happenings

Camera Club

The SRA Camera Club will meet January 7 at 7:30 p.m. in the south end of the cafeteria. **Larry Fencel** will present 'Egyptian Enlightenment'. The Print & Slide contest for the month will be 'Rural Scenery'.

Shell Toastmasters Club

Starting in January, 1986, the Toastmasters will meet every second and fourth Wednesday, in the Cafeteria Red Room, at 5:00 p.m. Everybody is invited to attend these meetings to learn more about preparing and presenting speeches in front of friendly and helpful groups.

As you may know, you are never quite sure when you will be asked to get up in front of a group and give a speech. This club will help to provide the skills necessary to do this without fear or self-consciousness. In just a very short time, you will be able to present your ideas and yourself with poise and confidence.

January and February schedule:
January 8th, and 22nd.
February 5th, and 19th.

If you have any questions, please call either one of the following starting members:

Leonard Franklin, ext. 2768
Becky Bertani, ext. 2765

In Remembrance

Delmar Unverzagt, 79, died October 7, Mr. Unverzagt was an engineering foreman, Engineering Field, before retiring in 1969 after 37 years of service.

Neal Groves, 86, died October 28, Mr. Groves was a carpenter 1st, Engineering Field, before retiring in 1959 after 27 years of service.

Frank Hamilton, 80, died November 3, Mr. Hamilton was an operator 1st, Alkylation, before retiring in 1970 after 33 years of service.

Dale McCracken, 77, died December 4, Mr. McCracken was a boilermaker helper, Engineering Field, before retiring in 1963 after 20 years of service.

Enos Bracht, 83, died November 23, Mr. Bracht was a pipefitter, Engineering Field, before retiring in 1962 after 33 years of service.

Harold Theuer, 84, died November 28, Mr. Theuer was a carpenter, Engineering Field, before retiring in 1963 after 25 years of service.

Marvin Jordan, 71, died November 13, Mr. Jordan was a special tester, Refinery laboratory, before retiring in 1963 after 25 years of service.

Leonard Hinman, 80, died November 13, Mr. Hinman was a pumper, Utilities, before retiring in 1964 after 33 years of service.

George Zika, 76, died November 16, Mr. Zika was afield machinist, Engineering Field, before retiring in 1971 after 28 years of service.



D. Unverzagt



N. Groves



F. Hamilton



D. McCracken



E. Bracht



H. Theuer



M. Jordan



L. Hinman



G. Zika

New to WRMC

Transfers



Doug Johnson
Financial

Temporary Assignment



Marilyn Bull
Employee Rel



Lisa Poeling
Financial



Barbara Oleson
Financ/Comp Ser

Retirements



Earl Nailor
Utilities
32 years



Henry Ugo
Utilities
32 years



Earl Flatt
EP&S
28 years



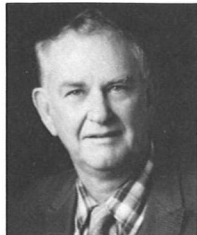
Tom Colgate
EP&S
35 years



Jim Kingston
Maintenance
38 years



Jerry Ross
Quality Assur
34 years



Jack Maher
Maintenance
36 years



Alex Guillian
Maintenance
33 years



Charlie Martin
EP&S
38 years



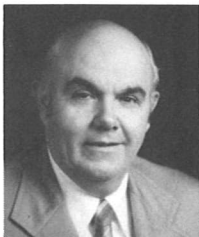
Barney Myler
HOP
30 years



Lee Berlemann
HOP
35 years



Carl Herzog
Lubricants
36 years



Elston Williams
Env Conserv/Util
30 years



Peggy Murphy
Financial
39 years



Jake Blumer
Maintenance
30 years

MY STORY/PHOTO IDEA IS:

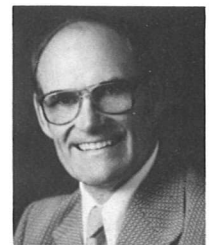
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[CUP & SEND [P_EDIT_OR,_MAIN OFFICE]

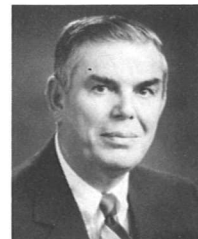
Service Anniversaries



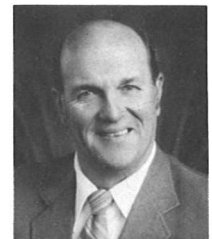
Harry Reynolds
Utilities
30 years



Harry Olive
Maintenance
30 years



Tom Krpan
Compounding
30 years



Bob Brannan
Safety
30 years



Jack Fischer
LOP
25 years



Russ Herring
Major Projects
25 years



Bob Ruzevich, Sr.
Maintenance
25 years

Classified Ads

For Sale: Kerosene heater used four times \$150, Sears furnace humidifier \$20, call Bill Bright, 656-7180.



United Way Finale

Complex United Way representatives helped other area supporters celebrate the United Way campaign success (back row left to right Ron Cambio, United Way campaign chairman, Tom Hooper, Curlye Ellis, campaign co-chairman, Joe Baima and John Hagemeister (front row left to right) Jim Bowler, Art Horbelt, Dale Andrews and John Hollowich. Complex employees dug deep into their pockets again this year and contributed \$89,000 to the United Way campaign.



Gary Whyte and Ray Burton pause during the recent Illinois State Slow Pitch Tournament held in Quincy, Illinois. Burton, a pipefitter foreman, managed his Grafton Bulldogs to a 6th place finish out of 58 teams. Whyte, pipefitter, umpired 13 games in the state tournament.

Cafeteria Gets Appetizing Facelift

The Cafeteria has recently completed updating its facilities and adding a few extras to enhance its current operations. The new 'free flow' serving line will help expedite going through the line during peak periods. Additionally, the new facilities will offer a large salad bar with 13 toppings and a deli that will include a variety of hot and cold sandwiches. ►



November Safety Calendar Winner

Lou Spano, electrician, was the November winner of the Safety Calendar Contest. Spano correctly identified the November safety message and was the recipient of a 13" color television set. December will be the last month for the Safety Calendar drawing. The 1986 safety program will feature different contests and prizes. Congratulations to all of this years' winners!



Shell Oil Company
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Becky Doreck, editor
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