WOOD RIVER REVIEW

NOVEMBER/DECEMBER 1994

Christmas Comes Early To Shell

Santa listens to a whispered Christmas wish.

If you thought you heard a few "Ho-Ho-Hos" on Saturday, Dec. 10, your ears weren't deceiving you. Jolly old Santa himself left his North Pole workshop to pay an early visit to the area for the annual Children's Christmas Party, a longstanding Shell tradition. Even Mrs. Claus and Santa's entourage of elves made the trip.

Children and grandchildren of Shell employees and retirees, along with parents and grandparents, flocked to the Hatheway Cultural Center auditorium on the Lewis and Clark Community College campus to usher in the Christmas season with gifts and entertainment, and—of course—a visit with Santa.

To accommodate the large group, two performances were scheduled, one in the morning and one in the afternoon.

On Stage

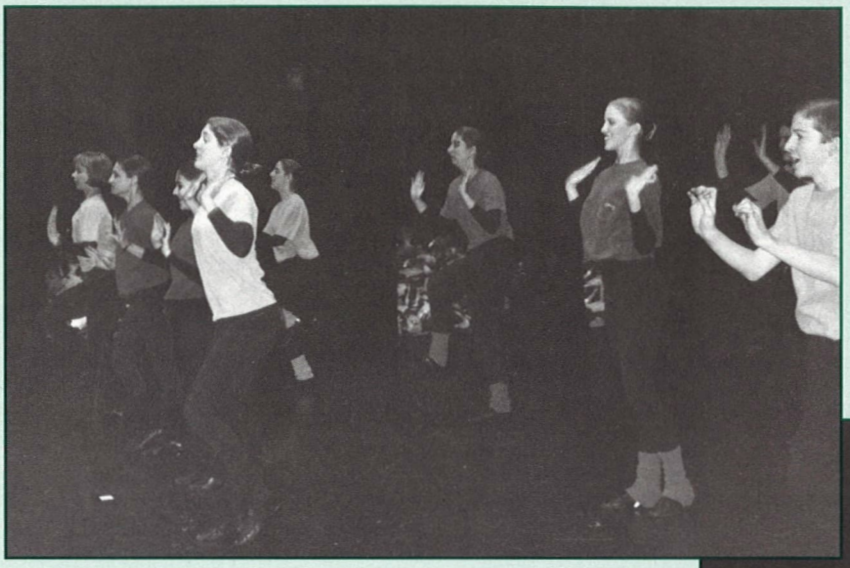
Setting the Christmas mood for the day with a program of familiar Christmas songs was

Continued page 2

Continued from cover...

the Roxana High School Honors Choir. The Honors Choir, which is an extracurricular activity at Roxana for the 18 students who performed in the program, was accompanied by their Director, Marilyn Cisler.

Emcee Clif Carpenter welcomed the audience, followed by COCADance, a company of dancers from the Center of Contemporary Arts in St. Louis



Members of COCA*Dance, a St. Louis dance company, performing "Sing, Sing, Sing."*

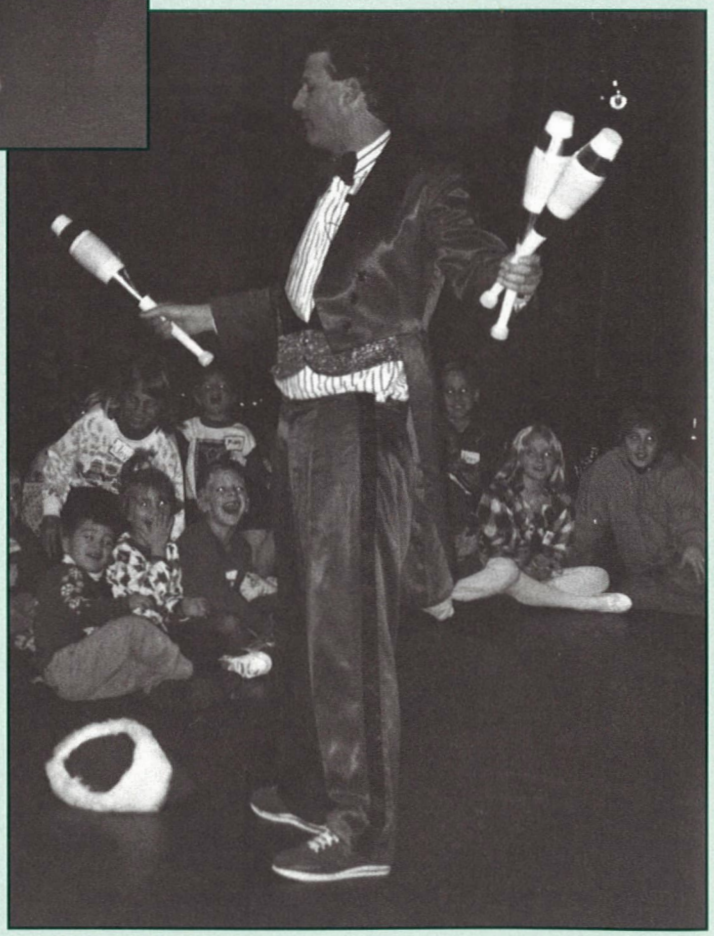
which "kicked" off Christmas with a spirited jazz and tap program. Formed three years ago, the company performs at schools, fundraisers, festivals and other events and earlier this year was invited to participate in the prestigious St. Louis Dance Festival. "Doing this Christmas performance was a treat for us," said the company's Artistic Director, Lee Nolting. "It was a great audience, and for us, that makes performing fun."

The group performed "Sing, Sing, Sing" "Bus Stop Blues," "All That Jazz," "Steam Heat," and James Brown's "Soul Children." The dancers, ranging in age from 12 to 17, included Melissa Anderson, Joanne Capes, Naomi Carson, Amy Cornbleet, Maria Dausch, Liz Giardina, Lauren Goodman, Rodney Hamilton, Joey Hamrick, Amy Rosenblum, Anna Schmidt, Amanda Sherwood and Jenny Shore.

Next, Jeff Welker and Murray Harbke, both teachers at Roxana High, each took the storyteller's chair by the Christmas tree for one performance, reading the Christmas favorite, "'Twas the Night Before Christmas."

Santa's Magical Helper, the Amazing Larry Levin, was then joined on stage by a group of children from the audience, who assisted in his act of logic-defying magic tricks perfected over twenty years. "I got started in high school," Levin said, "and I've been performing ever since—full time for the past fourteen years." Levin, who is from St. Louis, has entertained twice at the White House and at several international festivals in Japan.

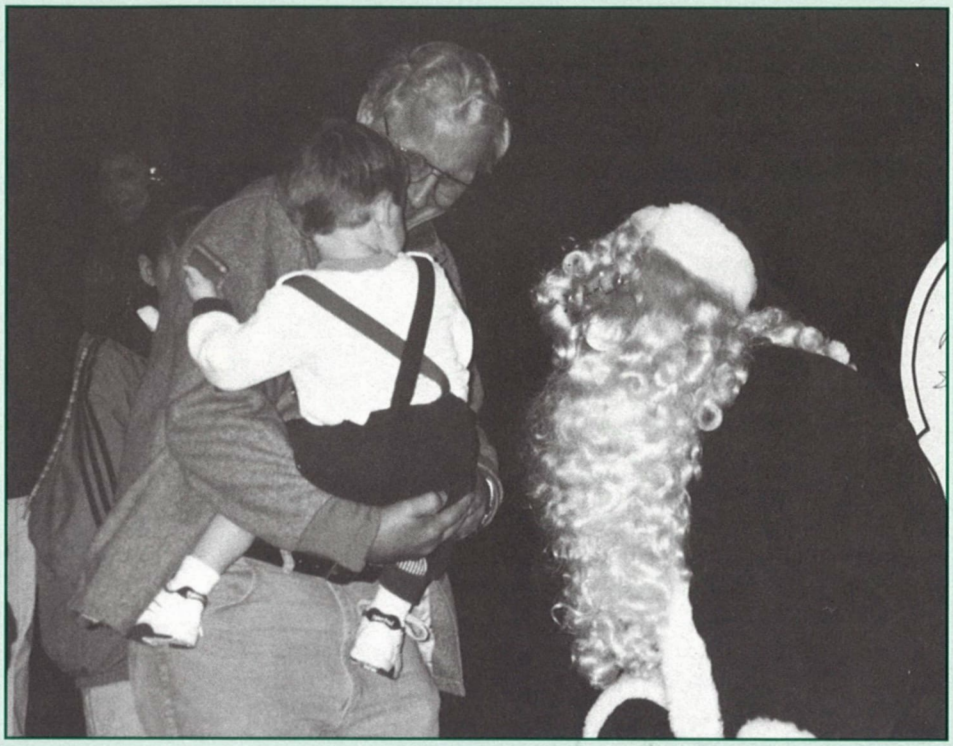
The program culminated with the long-awaited arrival of Santa and Mrs. Claus, who took their seats on stage to greet each and every child and hand out bags of presents. The line was long, but eyes were bright with anticipation as boys and girls waited their turn to nestle on Santa's lap and whisper Christmas wishes in his ear.



The Amazing Larry keeps his audience smiling with jokes arid juggling.

Behind The Scene

The day was one of fun, but a lot of hard work went into advance planning and decorating, and on the day of the party, members of the Christmas Party Planning Committee were all busy, both in the spotlight and behind it. Bill and Donna Jacobs were Mr. and Mrs. Santa Claus, assisted by elves Gerard Jacquin and Mark Paproth. Committee members Rhonda Beasley, Joan Brooks, Clif Carpenter, Lorie Nelson, Dottye Taylor, Nancy Yarnell, and Lynette Zirges kept everything running smoothly, along with COEs Imee Chapman, Brandy Cheatham, Miranda Colley, Scott Gilliam, Stephanie Redmon, and Robyn Williams.



A *visit with Santa tops a fun-filled day.*

The Roxana High School Honors Choir stirs the Christmas spirit with music.

Nancy Yarnell had high praise for the work of her fellow committee members: "Everyone put in a lot of time and the group worked really well together. They're all very creative and energetic people. We made some changes this year, which everyone supported, and the result, I think, was a terrific success."*

SHELL EMPLOYEES COME THROUGH FOR UNITED WAY

Finally, after months of hard work, Tim Croxton, Jeff Deerhake, Floyd Fessler, Glenn Gindler, Erv Keister, Barb Paul, Rich Robinson, Larry Sicking, Bill Thompson, and John Warren can sit back, relax a bit, and bask in the knowledge that all their efforts paid off.

In mid-November, these members of the 1994 Wood River United Way Employees Campaign Committee tallied up the final figures and were able to report that the campaign goal of $200,000 had been not only reached, but surpassed. The grand pledge total? $203,215.

The breakdown was as follows:

Active Employee Campaign: $196,111

Retiree Campaign: $4,601

Shell Pipeline Employees: $2,146

WRMC Part-time Employees: $357

TOTAL: $203,215

Presentation of a B-l-G Shell check to United Way Campaign Chairman Terry Kohler (far left) and President Nancy Martin (third from left). On hand from WRMC were (left to right) Jim Newlin, Glenn Gindler, Barb Paul, Tim Croxton, John Warren, Larry Sicking, Rich Robinson and Jeff Deerhake.

Pledges Up Over '93

The average per capita pledge for Wood River employees increased by $8.91, or 4.5%, in 1994. "The per capita increase helped us meet our campaign goal," said Co-Chair Glenn Gindler. "It also enabled us to meet the challenge of Shell's Matching Gift Program." The increase in pledge amounts from Wood River employees resulted in an $8,384 matching gift being added to the regular corporate contribution. "Increased participation of retirees this year made a big difference, too, and they need to be given a lot of credit," added Gindler. "Erv Keister did a great job in his role as Retiree Co-Chair, and the number of retiree pledges was the highest ever."

Was there ever any doubt about making the goal? "I had some very nervous moments when I thought to myself, 'We're not going to make it'," admits Co-Chair Rich Robinson. "But I should have known that employees and retirees would come through. Shell people are caring, concerned people; they're committed to their communities."

Corporate Check Presented

On Nov. 15, Training Room #1 was the scene for presentation of a check to the United Way Partnership representing Shell's corporate contribution—a large mock-up of a check in the amount of $136,400. On hand to accept the gift was Nancy Martin, the new President of the United Way Partnership, and Terry Kohler, Illinois Power Area Manager, who is serving as the 1994 Campaign Chairman.

Formal presentation of donations from all corporate campaigns was held on Friday, Nov. 18, at Fireman's Hall in East Alton's Eastgate Plaza. "That's when we got the final numbers," said Martin, "and we were exhilarated that we not only reached our $2 million dollar goal, but exceeded it. Shell's corporate gift, combined with that of the Employees Campaign, went a long way toward getting us there."

This year's Committee Co-Chairs were also happy to learn that 18% of the community's total giving came from WRMC.

The Campaign Finale

The Employees Campaign wrapped up with a drawing for 75 gifts donated by area businesses. The Grand Prize—two round-trip air tickets to anywhere in the U.S. donated by Gwin's Travel—was won by Randy Williams, Pipefitter. Anyone interested in knowing the winners may obtain a list from any Committee member. The list will also be posted on NEWS under United Way.

Looking Bock...And Looking Ahead

Looking back at the 1994 campaign, Rich Robinson declared it "a great success," adding, "Taking into consideration the reduction of staff from last year, the results were outstanding."

Gindler noted, "We tried several new ideas, and they worked. This year we tried in-plant solicitation with small groups rather than large groups. Volunteer solicitors from all over the Complex went through three two-hour training sessions, then carried the campaign back to their own areas. Another innovation was a new tracking system developed by Tim Croxton which allows us to track pledges day-to-day."

Even as the 1994 campaign ended, thoughts of the Committee were turned ahead to 1995. United Way agency tours were planned for December and others will be scheduled after the first of the year. The Committee was unanimous in its hope that more people will take advantage of the opportunity to see United Way pledges at work. "I had never visited any of the agencies before working on this Committee," said Croxton. "After contributing to United Way for so many years, it's nice to see where the money really goes. It's been an education."

For most people, an agency tour leads to the realization that few expenditures they make over the course of a year can match the cost/benefit ratio of their United Way pledge. Why not make a New Year's resolution to join Committee members on an agency tour in 1995? *

Anticipatio, n is high as Barbara Hitch from Un dedw c draws a winning name.

And the Grand Prize winner is...Rand} Williams, shown here receiving his prize from Barb Paul.

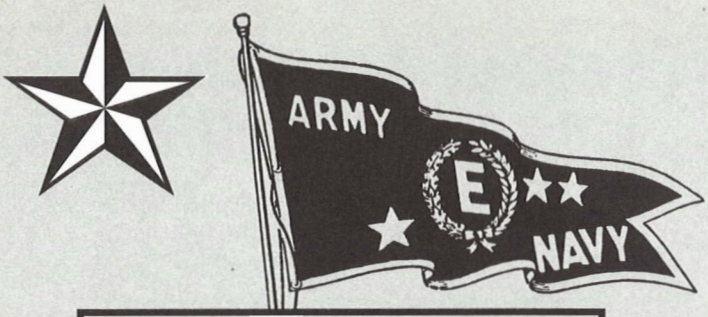
THANKS FOR A GREAT JOB!T JOB!

A successful United Way drive takes much hard work from many people. The Solicitors did an outstanding job of taking the message of the Employee Campaign to the grass roots level throughout the Complex. We salute them here:

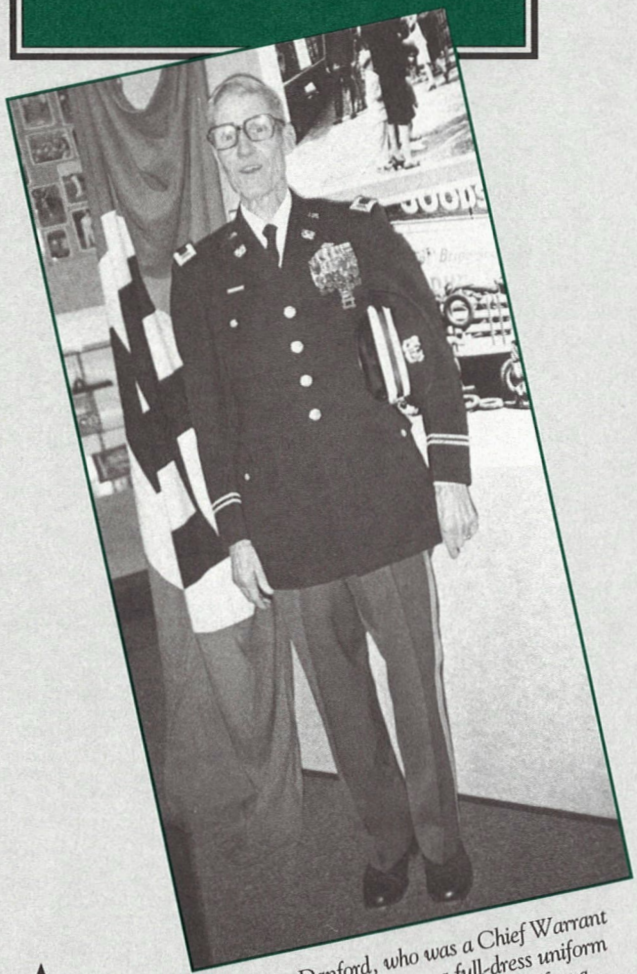
Operations	Department
Jim Keenan	Logistics
Sheila Sherwood	Logistics
Tim Croxton	Hydroprocessing
Floyd Fessler	Distilling/Gas
Steve Funk	Lubricants
Ed Hamill	Lubricants
Don Johnson	Cracking/Alky
Larry Dallas	Environmental Ops.
Tom Reidelberger	Utilities
John Warren	Quality Assurance

Maintenance	Crafts
Pete Dochwat	Electricians
Terry Wells	Laborers
Sherry Colligan	Instrument
Barlow Harris	Carpenters
Larry Jones	Machinists
Tom Hooper	Tinner/Boilermakers
Dan Moore	Pipefitters
Kermit Young	Teamsters
Carla MacMurray	Cranes
John Garis	Insulators/Painters

Staff	Department
Dottye Taylor	Human Resources
Jay Rankin	Environmental Conservation
Bill Schmidt	Control Systems Engineer
Donna Yates	Englineering Services
Dave Levy	Project Engineering
Roger Erfurdt	Project Engineering
Jim Hughart	Business Services
Patricia Wrigley	Business Services
Mike Peartree	Business Services
Faye Rogers	Business Services
Mike Crossey	Planning & Economics
Neil Cullen	Logistics Staff
Jeff Deerhake	Health & Safety
Evelyn Kent	Maintenance Staff-Shops
Mike Huntsman	Shell Pipeline



HISTORY MUSEUM REVISITS WWII



Charles A. Danford, who was a Chief Warrant Officer in the Army, sports a full-dress uniform from WWII. He joined Shell in 1970 after a 22-year military career.

Fifty years ago, the Shell Wood River Refinery was fully engaged in World War II. The battle that employees of the war years fought was not with bullets, but with labor to keep production of 100-octane aviation fuel at maximum capacity. In 1942, their effort earned for Wood River the first Army-Navy "E" Award for manufacturing excellence given to a refinery. Before the war ended, the refinery was honored with four more awards.

OPEN HOUSE

On Dec. 14, the Shell Wood River History Museum hosted an open house for employees and retirees and their families, members of the community and veterans' organizations to view a commemorative display of WWII memorabilia, including uniforms, medals, flags, photographs, newspapers and war year issues of the Shell Review. "We especially wanted to honor Shell veterans, both current employees and retirees," said Margaret Middlecoff of the Museum staff.

Special recognition was given to the Army-Navy "E" Awards. The award pennant that flew from 1943 until the end of the war in front of the Main Office building was reproduced to fly on three flagpoles in the Complex for approximately one month. After the pennants are lowered, they will become part of the Museum's permanent display.

The pennant was given to the Wood River Refinery with the first award. Subsequent awards were represented by stars added to its field.

100-OCTANE—''THE LIFEBLOOD OF OUR BOMBERS AND FIGHTERS"

In 1944, the Shell Wood River Refinery constructed its twin Catalytic Cracking units, boosting high-octane yield capacity by as much as 50% over conventional thermal cracking techniques. 100-Octane gave U.S. planes air superiority against the enemy by increasing speed by about 50 m.p.h. and the bomb load by one ton. According to General Jimmy Doolittle, quoted in the June 14, 1944 *Shell Review*, "100-Octane is virtually the lifeblood of our bombers and fighters."

The twin Catalytic Cracking units were dedicated with a massive ceremony on the grounds of the refinery that coincided with the 10th anniversary of the first delivery of 100-Octane fuel. Mrs. Jimmy Doolittle was on hand to unveil a 100-Octane monument, along with then Under-Secretary of War Robert P. Patterson, Acting Governor of Illinois High Cross, and numerous dignitaries from the Army and Navy. The Army Hour

openH0Wse inSt C t a wide array of WWII memorabilia.

first Army-Navy T Award fa
Oil Refinery wan by the
and women of Wood River -

A WWII period poster heralds the naming of Wood River as the first refinery recipient of the Army-Navy "E" Award.

served in Europe as a member of the Tank Destroyer Battalion and fought in the Battle of the Bulge.

radio program carried the ceremonies, and General Doolittle himself participated in the program from England.

RESEARCH UNEARTHS MEMORABILIA

The Wood River Shell History Museum staff spent several weeks researching the war years and putting out calls for memorabilia to display. Their efforts paid off in a fascinating commemorative exhibit that recalls Wood River's contribution to the Allied victory in World War II. The exhibit will remain on display until after the new year.

CATNAP ON THE JOB

Members of the CATNAP Development Team (left to right) Greg Witte, Doug Bold, Blake Pazero, Roger Pfeiffer and Larry Forehand, at the CFHT reactor. Other members, not available for the photograph, include Rick Arbesman, David Havis, Mike Sohmer, Greg Spurgeon and John Wen.

Folks who perform turnarounds at the WRMC Catalytic Cracker Feed Hydrotreater (CFH) ate convinced that a little CATNAP is a very good thing. That's because it makes the environment in which they perform this difficult job a lot safer. CATNAP is the catchy term for a new technology developed to prepare hydrotreater catalyst for unloading—an operation which has always posed some risk to technicians who must enter a hydrotreater reactor.

Oxygen And Iron Compounds Don't Mix

A hydrotreater turnaround requires removing used catalyst and reloading the reactor with fresh catalyst. "The procedure has always been complicated by iron compounds in the feed to the hydrotreater reactor, which are deposited throughout the reactor catalyst bed during operation," explains Greg Witte, Technical Services-Fuels. "If air or oxygen reaches the catalyst during removal, it will react with the iron compounds, release a large amount of energy, and possibly ignite."

In the past, steps taken to ensure that the catalyst was not exposed to air were extensive and time-consuming. Once the hydrotreater was shut down, the reactor vessel was filled with nitrogen, which prevents oxygen from reaching the catalyst and reacting with the deposited iron compounds. Because this oxygen-free atmosphere is non-life supporting, technicians unloading the catalyst had to wear equipment to supply air for breathing. Also, catalyst unloading had to be performed slowly and carefully to ensure air was not pulled into the reactor during the procedure.

The CATNAP Solution

With the new CATNAP technology, unloading the reactor is a far safer operation. In addition, notes Doug Bold, Maintenance-Turnarounds," The time required to shut down the hydrotreater and prepare the reactor for entry has been substantially reduced."

The CATNAP method works by coating hydrotreater catalyst with a recently discovered additive. As the unit is shut down for a turnaround, the additive is injected into the hydrotreater feed and pumped throughout the catalyst bed. The additive forms a protective barrier which prevents oxygen from reaching the catalyst and reacting with the iron compounds. Using this technology allows the reactor to be filled with air rather than nitrogen. As a result, technicians can work in a much safer, life-sustaining environment, and the danger of ignition is eliminated.

WRMC Is The First

Early in 1994, WRMC senior management decided that Wood River would be a testing ground for the new technology. Prior to the scheduled CFH turnaround, a team was chartered to develop, review and then perform the procedures for a prototype application. The CFH CATNAP Team included Blake Pazero from Cracking; Doug Bold and Greg Spurgeon from the WRMC Turnaround Group; Larry Forehand, Roger Pfeiffer and David Havis from Health and Safety; Mike Sohmer and John Wen from WTC, and Rick Arbesman and Greg Witte from Technical Services-Fuels.

Witte explains how the team approached implementation of the new method: "Our first task was to develop reactor entry requirements, shutdown procedures, reactor cooldown techniques, and Hydrogen System and CFH Feed System

Representatives from CATECHandCRI (left) confer with Development Team member Greg Witte and John Wen from West Hollow Research Center during the application process.

operating requirements for the CATNAP application. Once this preliminary phase was completed, we developed innovative techniques to meet these requirements and complete the steps involved in the actual application."

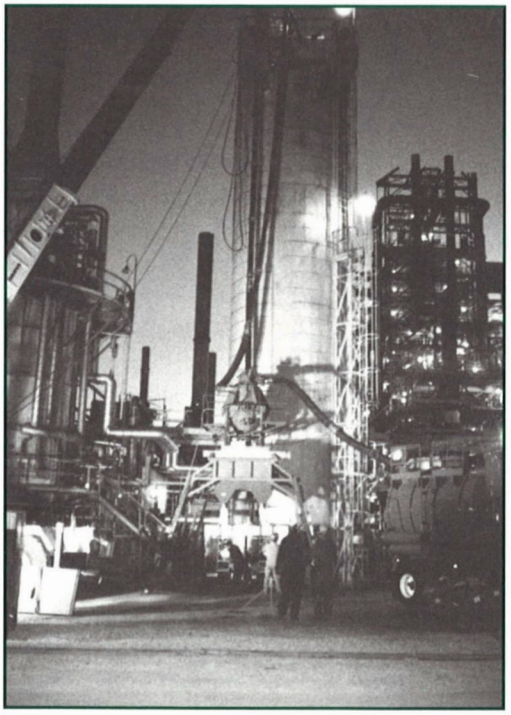
Success...And More Success

Last spring, on May 13, the WRMC CFH was shut down, and the first CATNAP application began. At the outset, three goals had been established: (1) to reduce the time required to prepare equipment for entry and maintenance; (2) to allow the reactor to be filled with air, rather than nitrogen, during the catalyst unloading step; and (3) to provide experience useful in future CATNAP applications.

The prototype application successfully met all three goals, paving the way for use of the CATNAP technology in the July turnaround of the WRMC Lube Hydrotreater and the October Olefin Feed Hydrotreater turnaround at Norco.

While safety is perhaps the most important benefit of CATNAP, the technology also offers a substantial economic incentive by reducing the time needed to perform turnarounds. "In addition," says Bold, "the spent catalyst can be shipped as non-hazardous waste"—a benefit to both the environment and the bottom line.

"We were the pioneers, the risk-takers," says Jim Newlin, Superintendent Operations. "The credit has to go to the folks here at Wood River for their willingness to be innovative and try new things. As a result, we've developed a much safer and more cost-effective method of performing hydrotreater turnarounds, which is now being adopted at other locations." *

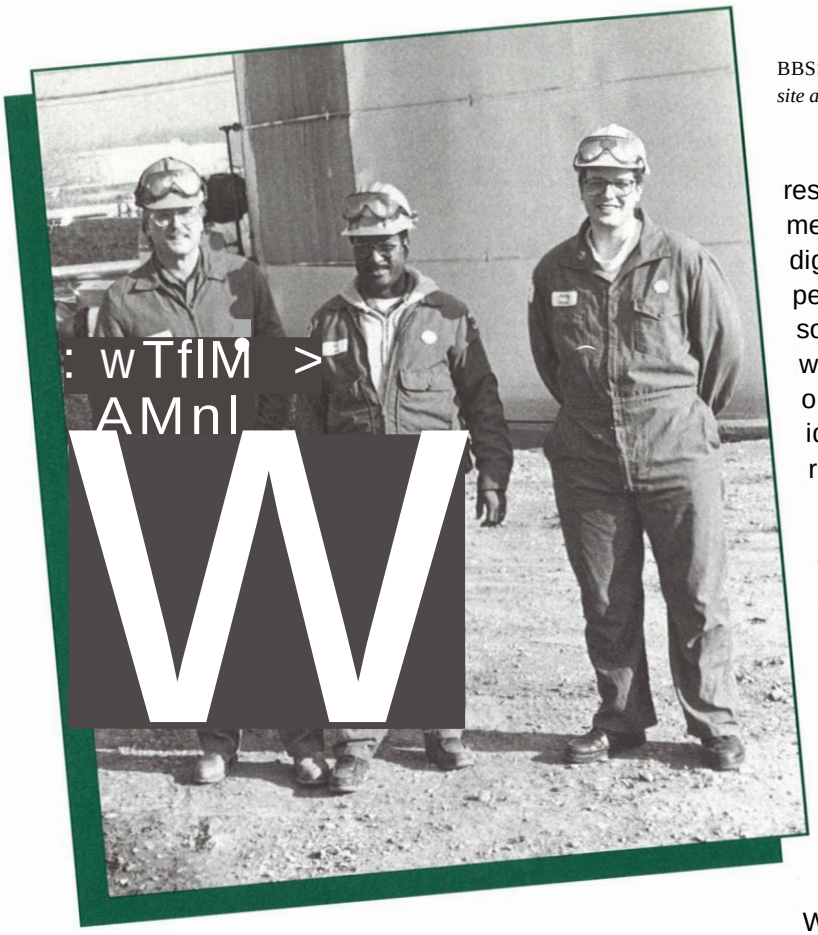


The Catalytic Cracker Feed Hydrotreater reactor at night.

RETIREE TURNS SKILLS INTO A NEW OPPORTUNITY

Until his retirement last year, Marvin Rahn, 60, put his woodworking skills to use as a Carpenter for Shell. Now, together with his wife Jane, he uses his talents to create handcrafted wood items for the couple's new crafts business, Janie's Country Tole House and Wood Products in Brighton. Jane runs the crafts shop and contributes her own creations: canvas paintings in oils and non-canvas objects, tole-painted in acrylics.

Since retirement, Marvin has moved from his garage workshop into a new, well-equipped work space, "as big as a one-bedroom home," according to Jane. There he creates items for sale in the shop and fulfills special orders for wood products such as pegged shelves, clocks, toy boxes and small cabinets. The garage space now houses the shop and Jane's crafts classes. ♦



BBSS *Team members Terry Longden, Art Moore and Jerry Grant on site at the Bad Batch System.*

BREAKING PARADIGMS

The word *paradigm* (pronounced *pair-a-dime)* isn't new to our language, but until recently, it wasn't used much in day-to-day conversation. Today, however, we are in a period of rapid change, and the term seems to crop up with regularity, including here at WRMC. In our drive to improve productivity and reduce costs, we're learning a lot about paradigms—and about breaking them. Just ask anyone on the Bad Batch Solids Solutions (BBSS) Team.

Exactly what *is* a paradigm, anyway? Most simply, it is a pattern or model. It may be applied to behavior, to a way of doing something, or to the way one looks at things. The word itself is neutral—neither positive nor negative. In its current popular usage, however, longstanding paradigms are at least suspect. Many respected organizational effectivenesss and development experts believe that habitual, outmoded paradigms may hold us back, work against progress, and perpetuate problems. If we become locked into doing something in a certain way just because "that's the way it's always been done," they say, we risk limiting our potential. To achieve positive change, we need to identify outworn paradigms, break free of them, and replace them with better ones.

And that is just what the BBSS Team did.

The Problem That Wouldn't Go Away

Early in 1994, the BBSS Team was formed to tackle a seemingly solution-resistant problem. The five-person Team, sponsored by Ajay Madgavkar, Manager, Technical Services-Central, included Mike Delaney from Environmental Conservation, Jerry Grant from Technical Services-Central Department, Terry Longden from Logistics, Art Moore from Environmental Operations, and Owen Ross from the Gas Plant.

Waste—or "sour"—water comes into the Bad Batch System tanks from multiple sources in the Complex and then is routed to Distilling/Gas for processing. The problem became apparent at this point. The Sour Water Stripper at the Gas Plant requires "clean" sour water—that is, water which is relatively free of suspended solids. Otherwise, the Stripper will become clogged. Unacceptably high amounts of suspended solids in the water flowing from the Bad Batch System repeatedly caused the Gas Plant to reject the water, and, as a result, inventories accumulated in the Bad Batch System, preventing it from accepting more water. The bottleneck threatened to slow the entire refinery, with serious economic consequences.

Something had to be done, and as an emergency measure, an outside firm was hired to filter the water. Still, it was only a stopgap remedy. A permanent, cost-effective solution was needed.

On three previous occasions, teams had been formed to find such a solution, but their efforts had produced no real improvement. As a result, the BBSS Team knew at the outset that conventional methods wouldn't work. Filter bags, for example, had already been tried. Because the amount of solids exceeded their filtration capacity, the bags did not produce the desired water

quality. Additionally, they had to be replaced several times a week, potentially exposing workers to hazardous chemicals and incurring an annual cost of $100,000. It was apparent that a wholly new approach would be required.

Seeing In A New Way

The Team set to work to figure out why the problem was occurring. "The multi-department representation of the Team allowed us to analyze every aspect of existing Bad Batch operations from multiple perspectives," says Longden. "Previous teams had only tried after-the-fact remediation, but we decided to look for the sources of the problem with the idea of preventing it." Tracking incoming flows and identifying sources of the problem proved to be a critical factor in the final solution.

"We found that because of the high volume of water coming into the system, it had to move through quickly so more could come in," explains Madgavkar. "That kept the water agitated and stirred up the solids. Also, the filtration process agitated the water, with the result that it made the solids suspension problem worse. These observations caused us to ask a number of key questions."

Questions Lead To Answers

Given the fact that volume of incoming sour water contributed to the problem, one of the first questions asked was: Can the volume be reduced? Water had always been automatically routed to the System, regardless of content. Jerry Grant explains, "We found there was a lot of confusion about the system and what purpose it serves." Based on this finding, the Team launched an effort to educate other units about what should and should not go into the system. "Our idea," says Longden, "was to raise awareness of the Bad Batch System in the Complex *before* a crisis arises."

The result has been a new understanding of and respect for the System's limitations among contributing units, and approximately 95% of tank water bottoms is now being routed to the process sewer rather than to the Bad Batch System. That has led to a 60% reduction in sour water inventories. Additionally, the System has seen an 80% reduction in "mystery" flows, or flows from unknown sources, into tank F-21. This reduction is the direct result of the Team's efforts to heighten awareness of proper disposal methods.

With volume reduced, the team asked, would it still be necessary to move the water through the system so quickly? Could the water be allowed to stand for a few days, permitting the solids to settle to the bottom? The answers to these questions were "no" and "yes," respectively. By allowing the water to stand and self-filter naturally, the need for expensive and hazardous filtration was eliminated and the solids problem mitigated.

"We spent the bulk of the time defining the problem, and after that, the solutions became apparent," says Grant. That sounds simple enough, but old habits tend to die hard. In explaining the team's success, Madgavkar says, "We were able to break free of the paradigms that had always governed Bad Batch operations. We didn't accept the assumptions, and that released the creativity of the Team to find workable, cost-saving solutions."

By looking at the operation with fresh eyes, the BBSS Team solved a stubborn problem in a remarkably short four months—and by doing so, saved money, removed the threat of refinery slowdowns, and eliminated potential hazards for health, safety and the environment. In addition to the impressive procedural improvements already in place, the Team will implement several projects in early 1995 to redesign the Bad Batch System and purge out solids.

Based on the example of the BBSS Team, the breaking of old paradigms which limit creativity may be a good thing to contemplate as we move into a new year. *

Art Moore, Jerry Grant and Terry Longden at the F-21 *tank where "mystery" flows have been reduced.*

FOCUS ON ADD

Do you often forget things? Find your mind wandering? Have trouble sticking with a task, getting organized or sitting still? Are you impulsive?

Do you have a child who exhibits these characteristics?

While everyone occasionally experiences such problems, if they are chronic and interfere with performance on the job or at school, they may be attributable to Attention Deficit Disorder (ADD)-a problem shared by an estimated 15 million adults and children in this country. ADD may or may not be accompanied by hyperactivity. In cases where hyperactivity is present, the condition is known as ADHD.

People with ADD, while often very bright, typically underachieve and are often labeled early in life as "lazy," "spacy," or "a daydreamer." Such labels, of course, lead to low self-esteem, which further interferes with performance and fulfillment of potential. If undiagnosed and untreated, people with ADD will likely live a lifetime of frustration. They may also have problems in social and personal relationships.

Treatment

While the cause of ADD is imperfectly understood, it is thought to stem from an imbalance in the neurotransmitter system in the brain. The good news is that both children and adults with ADD may be successfully treated with a combination of medication and therapy. The most common medication is Ritalin, although others are used, sometimes in combination. The results are often dramatic. It is common for children in school, for example, to go from a history of poor grades to a place on the honor roll once placed on a treatment regimen.

How To Find Help

Symptoms of ADD may be similar to those of other conditions, such as depression or learning disabilities. It is important, therefore, that any diagnosis rule out other causes.

If you think you or someone in your family may have ADD, first consult someone who has experience with the condition—most likely a psychiatist or psychologist, neurologist or pediatrician. Ask what experience they have in diagnosing and treating ADD and whether their experience is with children, adults or both. At some point, an M.D. should be involved to make sure no medical condition is overlooked. If psychological testing is indicated, it should be done by someone with a Ph.D. in clinical psychology knowledgeable in ADD and learning disabilities. *

WRMC Notes

NEW COMMITTEE HELPS RETIREES WITH SHELL FORMS

If forms associated with your Shell pensioner benefits cause your eyes to glaze over, don't despair. Now Shell pensioners and surviving spouses can get assistance with a simple phone call. A group of volunteers—the Shell Wood River Alumni Forms Assistance Committee—will be available at the Shell Wood River History Museum during regular Museum hours to answer benefits forms questions. At other times, callers may leave a message, and a committee member will return the call, usually within 24 hours. The Forms Assistance Line number is 255-3022. Forms will also be available at the Museum.

Committee members Bill Carr, Lois Cooper, Andy Dick, Ralph Elliott, Darrell George, Margaret Middlecoff, George Percivall and Dottye Taylor spent a day in training to gain familiarity with the various forms and learn the information required to complete them.

Volunteers Margaret Middlecoff, Andy Dick, Dottye Taylor, Lois Cooper (seated), George Percivall, Ralph Elliott, Bill Carr and Darrell George (standing) in a training session with Rosalie Dibello (center).

Rosalie Dibello from Pensioner Relations in Houston provided the training and Forms Manual for the session.

A Good Idea Spreads

The idea for the Forms Assistance Committee originated at Martinez last June, under the leadership of Bob Gotelli, Chairperson, Martinez Alumni Board of Trustees. "They had tremendous success with the program," says Margaret Middlecoff. "It filled a real need of pensioners, and we thought it would be a good thing to offer here."

Dibello expects the Wood River team to find an equally enthusiastic reception and anticipates that the idea will spread to other locations. "Pensioner Relations will work with officers of the Norco and Deer Park Alumni clubs to see if they are interested in expanding the pensioner assistance program to those locations," she says. *

SERVICE ANNIVERSARIES

Billboard

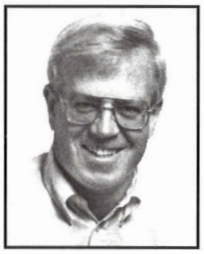
NOVEMBER

JJ. Baima
Pipefitter 1,
Maintenance/Planning/
Projects
20 Years

P. Bernot
Concrete Finisher,
Maintenance/Planning/
Projects
20 Years

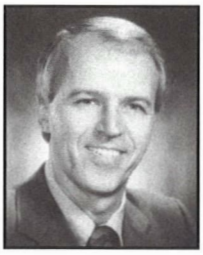
C.R. Biermann
Carpenter 1, Maintenance/
Planning/Projects
20 Years

J.R. Catlett, Jr.
Operator 1/Breaker,
Alkylation
25 Years



MJ. Delaney
Staff Transportation
Representative, Technical/
HS&E- Environ. Cons.
30 Years

H.K.H. Fischer
Senior Engineering
Technician,
Project Engineering
20 Years



R.A. Heinz
Senior Engineering
Technician,
Technical/HS&E-Technical
Services
25 Years

G.D. Hoxsey
Compounder Helper,
Compounding
25 Years

G.C. McDanel, Jr.
Pipefitter 1
Maintenance/Logistics-
Lubes
25 Years

D.E. Porter
Compounder Helper,
Compounding
25 Years

P.E. Shewmake
Machinist 1,
Maintenance/Logistics-
Luhes
25 Years

L.H. Ward, Jr.
Pipefitter 1,
Maintenance/Fuels
20 Years

W.L. Westerhold
Secretary,
Administration
30 Years

DECEMBER

W. Casey
Equipment Operator,
Maintenance/Shops
20 Years

J.A. Davis
Senior Technician,
Technical/HS&E
20 Years

R.E. Manahan
Operations Foreman,
Technical/HS&E-Quality
Assurance
20 Years

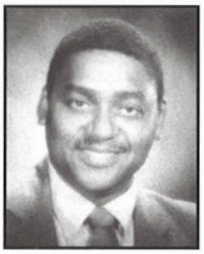
H. Nicholson
QA Tester,
Quality Assurance
20 Years

J.P. Page
Sr. Accounting Assistant,
Business Services-Customer
Services
25 Years

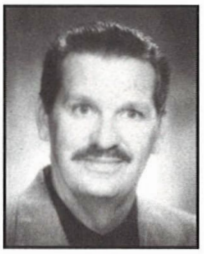
K.R. Rollins
Boilermaker 1,
Maintenance-Shops
20 Years

P.E. Shaw
Counterman 1,
Business Services-
Purchasing
20 Years

J.H. Taylor
Equipment Operator,
Maintenance-Shops
20 Years



W.E. Thompson
Equipment Operator,
Maintenance/Shops
25 Years



S. W. Unverzagt
Operator/Breaker
Logistics
25 Years

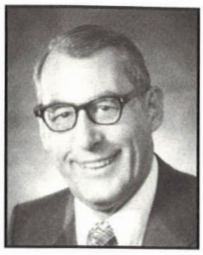
R.A. Wooff
Electrical/Instrument
Mechanic,
Maintenance-
Projects/Planning
20 Years

RETIRING

NOVEMBER 1

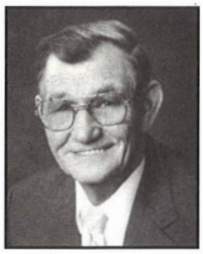
T. R. (Toney) Scott
Operator 1/Breaker in Lubricants Processing. Over 17 years of service.

In Memoriam



Robert P. Chevolley, 77, died Nov. 19.

Mr. Chevolley, who was a Chemist in Quality Control, retired Feb. 1, 1979, following 33 years and two months of service.

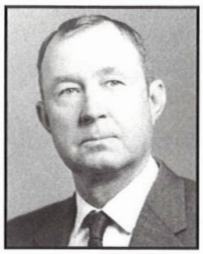


James R. Cunningham, 62, died Oct. 25.

Mr. Cunningham retired March 1, 1990, from Maintenance, where he was a Pipefilter. He served for 32 years and 11 months.

Clemence J. Echele, Sr., 86, died Oct. 1.

Mr. Echele, a Yardman in the Engineering Field, retired Nov.l, 1972, after 31 years and eight months of service.



Deward Hobson Gardner, 88, died Oct. 29.

Mr. Gardner was a Zone Foreman in the Engineering Field at the time of his retirement on May 1, 1963. He served for 35 years and one month.

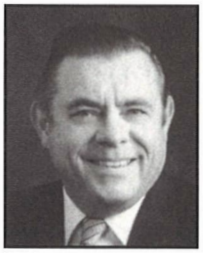
No photo available

Susan Hughes, 43, died Nov. 6.

Ms. Hughes, who joined Shell on Mar. 22,1973, was employed as a Financial Analyst at the time of her death. She served for 21 years.

Joseph David Kessler, 80, died Oct. 7.

Mr. Kessler, who retired March 1, 1976, was an Operator I in LOP Cracking. He served for 33 years and six months.



Albert P. Moody, 70, died Oct. 21.

Mr. Moody, a Maintenance Foreman in Maintenance Planning, retired Feb. 1, 1984, after 31 years and six months of service.

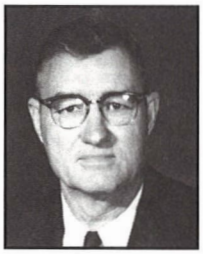
Horace P. Moore, 91, died Nov. 5.

Mr. Moore, a Zone Engineer in the Engineering Field, retired April 1, 1963. He served for 36 years and seven months.

No photo available

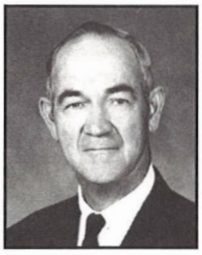
Gale Donald Smock, 80, died Nov. 19.

Mr. Smock was a Truck Driver 1st in the Engineering Field. He retired Dec. 1, 1972, after 30 years, 11 months of service.



Barth Van Dan Elzen, 83, died Dec. 10.

Mr. Van Dan Elzen retired Aug. 1, 1970, from the Engineering Field, where he was a Carpenter 1st. He served for 28 years and five months.



James Woodward, 84, died Nov. 11.

Mr. Woodward, who was a Boilermaker Helper in the Engineering Field, retired Apr. 1, 1963. He served for 23 years and nine months.

Correction

Edwin Bean, 86, who passed away Sept. 1, was incorrectly listed as Edwin Dean in the Sept./Oct. issue. Mr. Bean retired as a Storeroom Purchasing Agent in 1973 after 35 years of service.

Billboard

New To WRMC

Dannette McKellar joins Business Services-Information Services as a Systems Analyst. A 14-year Shell employee, she was last at the Information Center, where she was a member of the Manufacturing Asset Management Team.

Dannette and her husband Andy will live in Troy, Ill. with their three cats, Fango, Pepper and Koko, and two dogs, Bozo and Muffin. In her leisure time, Dannette enjoys Jazzercise, counted cross stitch needlework and low fat cooking.

1995 HOLIDAYS

Monday, Jan. 2	New Year's Day
Friday, Apr. 14	Good Friday*
Monday, May 29	Memorial Day
Tuesday, July 4	Independence Day
Monday, Sept. 4	Labor Day
Friday, Nov. 10	Veteran's Day*
Thursday, Nov. 23	Thanksgiving Day
Friday, Nov. 24	Day after Thanksgiving
Monday, Dec. 25	Christmas Day
Tuesday, Dec. 26	Christmas Eve (observed)
Monday, Jan. 1	New Year's Day, 1996

*Staff employees do not observe these two holidays but will observe one personal holiday if on the 9/80 work schedule, or two personal holidays if on the traditional 5/40 work schedule.

Shell Oil Company
P.O. Box 262
Wood River, Illinois 62095

WOOD RIVER REVIEW

The *Wood River Review* is published for employees, pensioners and friends of Shell Oil Company in Wood River, Illinois.

Editor: Sandi Sherwood
Design & Production: Inlandesign Group Inc.