



# WOOD RIVER REVIEW

MAY / JUNE 1995

## SERVE Gives A Facelift— And A Lift For The Spirit

Many evenings and Saturdays this spring have found between 25 and 30 Shell employees at a home on Rice Street in Wood River. The home belongs to Kathy Stiles. Thirteen years ago, Kathy suffered a head injury, which left her impaired on her right side. Then, nine years ago, she was divorced. Since that time, she has remained in her home, but has been unable to do repairs, paint, or perform the routine maintenance a house needs. When Dave McKinney and Nancy Yarnell of Community Relations learned of Stiles' plight from Candy Runion of United Way's First Call for Help, they knew immediately they had a candidate for assistance from SERVE—the Shell Employee and Retiree Volunteerism Effort.

At the outset, no one, not even Stiles, realized how extensive the project would turn out to be.

### **Making A Difficult Journey Easier**

Stiles works as an independent living specialist at IMPACT, Inc., assisting people who suffer from

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brain injuries and mental disorders. Each day, she makes the long journey from her house to her garage, gets in her car and drives to her job. It's not an easy trip. Following her injury, she was paralyzed on her right side. While surgery has restored limited ambulatory capability, she is confined to a wheelchair much of the time and, on doctor's orders, must use a wheelchair at work.

Contemplated from the perspective of a wheelchair, steps pose a nearly impossible challenge. The SERVE team's first priority was to figure a way for Stiles to make the trip to and from her car more easily—without steps.

Darrell Ottwell was asked to design a wheelchair ramp to meet ADA specifications. The ramp needed to span a 30-foot distance with an elevation drop of 4 feet 5 inches. A double switchback ramp with three platforms was designed for a total travel distance of approximately 100 linear feet.

Brett Miller, who headed up the construction, notes that the project

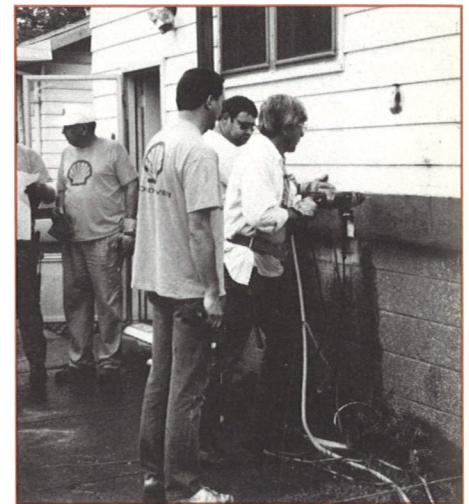
turned out to involve major remodeling. Ottwell explains why: "At first, we thought about routing the ramp from the front of the house, but then we decided it would be better for Kathy if it were located between the rear of the house and the garage. To make that feasible, we had to remove a window and create a new doorway because of interior steps to the existing rear door. In addition, the project involved relocating and upgrading electrical service to meet city code."

The completed ramp will be allowed to cure over the summer. Then, in the fall, the group will return to apply a waterproofing sealer and non-skid paint.

### **A Multitude Of Challenges**

The volunteers soon discovered another problem, caused by large trees that overarched the house. Moisture trapped by the foliage had caused the roof to deteriorate, so the trees had to go. The crew "not only cut down and removed the trees," says Stiles, "but they even planted flowers where the trees had been so it wouldn't look so barren!"

With the removal of the trees came the next discovery. "They found that carpenter ants had invaded the house," recalls Stiles. To get rid of the destructive pests, an exterminator would be needed. "We've arranged to have Garella Extermination come in to get rid of the ants," says McKinney. "Then, the next thing will be to take care of the repairs to the roof. We're looking for a roofer to come in and do the work."



*SERVE volunteers spent several weekends and evenings completing work at the Stiles home.*



*A new wheelchair ramp will allow Kathy Stiles to travel to her garage without maneuvering steps.*

In the the meantime, SERVE volunteers put their carpentry skills to work repairing the front porch railing, while others, armed with scrapers and brushes, joined the Pride/Telegraph Bucket Brigade. The Bucket Brigade paints the homes of people such as Stiles who are physically or financially unable to do the work themselves. SERVE regularly coordinates their fix-up efforts with the Bucket Brigade.

### **The Most Extensive Project**

Since McKinney organized SERVE in 1992, the group has grown to 75 members. Each spring and fall, a Fix-Up Day is scheduled when volunteers head out into River





*The Bucket Brigade makes Stiles' house sparkle with a new coat of paint.*

Bend communities to paint and repair homes, but Stiles' home is by far the most extensive project tackled to date, according to McKinney. "It required the most time, the most materials, the most planning and the most overall coordination," he says. "The total construction value would be in the \$10,000 to \$12,000 range if the work had been done by a contractor."

Funds and materials for SERVE projects come from area businesses and Shell Wood River. Food for volunteers is provided by local restaurants.

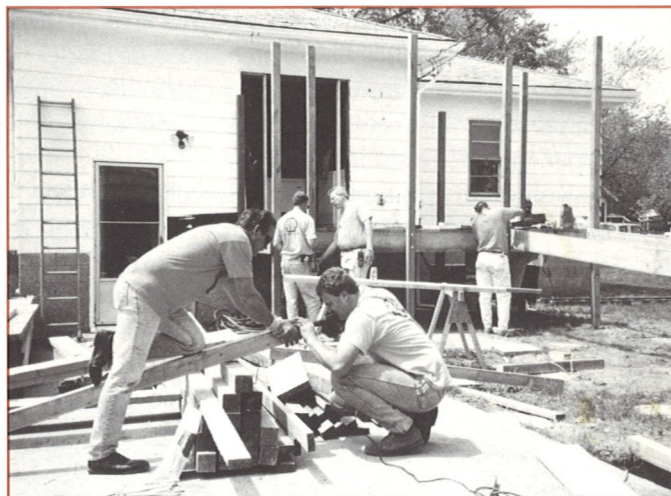
### **"I Can't Say Enough"**

Stiles is not only pleased with the result—she's ecstatic. "I could never have done this without them," she says. "I can't say enough good about Shell people. They're just wonderful. Everyone was so nice and friendly, and they've done absolutely everything...I don't

know how I'll ever be able to thank them."

SERVE members, however, seem to feel the sense of accomplishment they derive from helping others is thanks enough. As Gerard Jacquin, SERVE President, expresses it, "The people who do this are motivated by the thought that, by giving of their time, they are able to help people in the community who can't do these things themselves. Speaking for myself, just seeing the smiles on their faces makes me feel good." 🍷

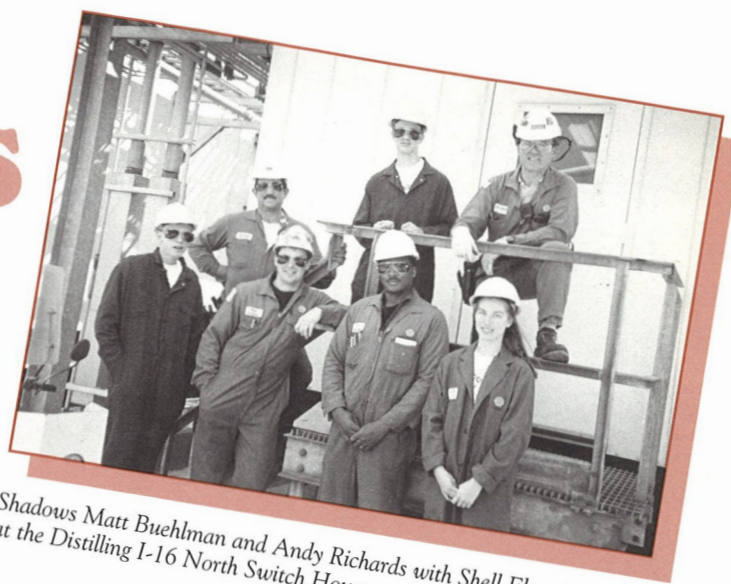
*Construction of a wheelchair ramp involved extensive remodeling.*



*Gerard Jacquin, SERVE President, looks over plans with homeowner Kathy Stiles and SERVE volunteer Jim Hartsock.*



# SHELL EMPLOYEES CAST A LONG SHADOW



*Shadows Matt Buehlman and Andy Richards with Shell Electrician crew at the Distilling I-16 North Switch House.*

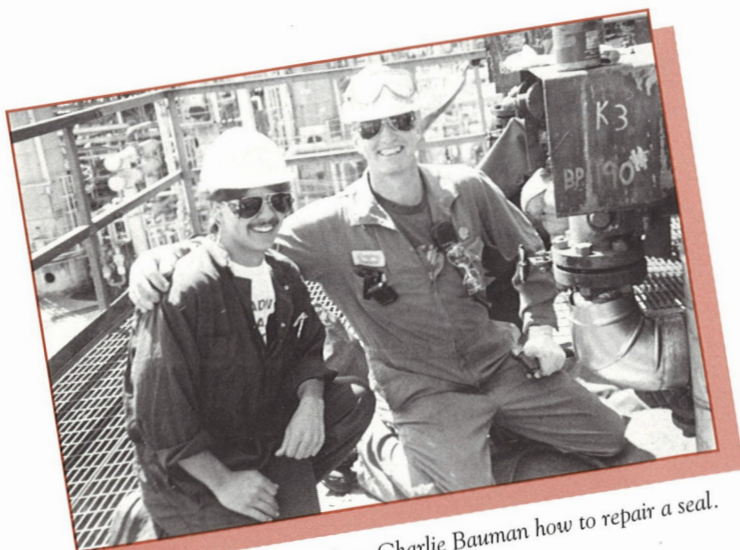
On the morning of May 19th, 45 students from Madison High School spilled across the Wood River Manufacturing Complex. Then, on May 27th, 56 students arrived from Roxana and four students visited the St. Louis Plant. Why? These were the annual Shadow Days—days when Shell employee volunteers pair with students to show them what they do in their jobs.

Those volunteer employees interviewed agreed that spending a little time with their shadows was enough to confirm one's faith in young people. Invariably, the students were interested in everything they saw and eager to learn.

## STUDENTS ON THE JOB

There was, for instance, Emily Miller, a Roxana student considering a career in public relations, who was assigned to Nancy Yarnell and Dave McKinney. Emily was delighted to get an inside view of what goes on in Community Relations by actually assisting Nancy with coordination of Shadow Day. Later, she wrote in a thank-you letter, "It was a good learning experience just to see how the office worked. You are all so friendly, and that helped to make my day enjoyable."

Out in the plant, Matt Buehlman, a senior, and Andy Richards, a junior, gathered at the Distilling I-16 North Switch House with Shell Electricians Bill Kleine, Matt Smith, Pete Dochwat and Bob Goheen and Electrician Apprentice Marco Riddlespriger. Matt plans to enter the



*Shadow Mike Ryan learns from Charlie Bauman how to repair a seal.*



*Cathy Bach, Judy Schrewe and Wanda Westerhold show shadow Stacy Titsworth the ropes at Main Office.*



## HANDS-ON EXPERIENCE

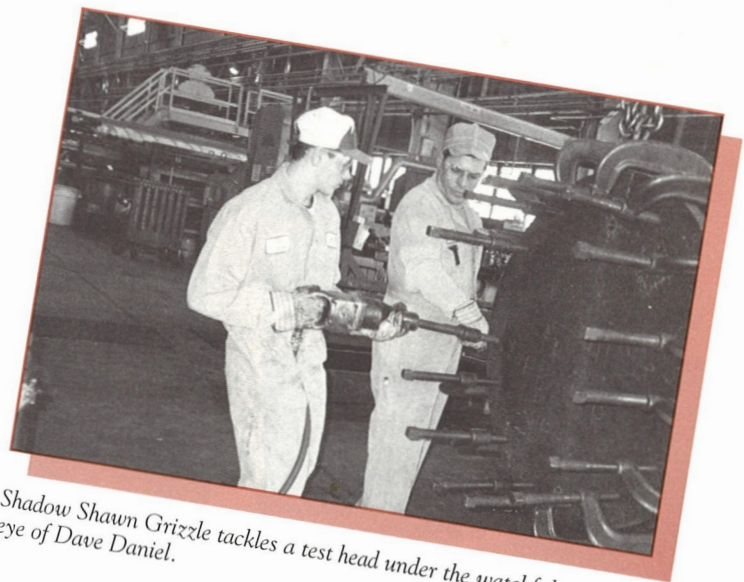
In the meantime, over in the Boiler Fab Shop, Shawn Grizzle, a senior, was helping Dave Daniel, Boilermaker, clean and test a heat exchanger bundle. "When we met this morning," said Dave, "I could see right away he was ambitious—someone who was ready to take advantage of an opportunity. This wasn't a person who was content to just stand around and watch, so I put him to work. Shawn helped place and bolt the floating head, then put the test head on and tightened the clamps on it. We filled the exchanger with water to hydrotest it and got a good test. Next, we'll pull the test head off, and then the exchanger will be shipped back to DU2."

If Dave was enthusiastic about his shadow, Shawn was equally enthusiastic about spending time with Dave and everything he was learning. "I like boilermaking," he said. "I love it. I'm having a good time out here." Anyone watching Shawn tackle the exchanger bundle would know that those were true words.

## A LOT OF WORK, BUT WORTH IT

"Pairing up students and employees and coordinating with the schools is a lot of work, but well worth it," says Nancy Yarnell. "It's always so much fun, and when you read the letters the students send afterward, you know it's a good experience for them."

The evaluations students filled out at the end of the day confirmed their enthusiasm for the program. Most telling, perhaps, was the comment that appeared on many of the evaluations: "I wish we could have had more time."



*Shadow Shawn Grizzle tackles a test head under the watchful eye of Dave Daniel.*



*Shadow Emily Miller experiences a day in Community Relations with Nancy Yarnell.*

electrician program at Ranken Institute next fall, and Andy also hopes to be an electrician. The two were enthusiastic about Shadow Day, as is Pete Dochwat. "Career decisions at that age are tough," Pete says. "It helps to learn as much as you can about a field you think you might be interested in. I wish there had been something like this when I was in high school."

Back at Main Office, Wanda Westerhold, Judy Schrewe and Cathy Bach spent time with Stacy Titsworth. A senior interested in computers and word processing, Stacy plans to study business administration at Lewis & Clark. This year, working as a coop student in Safety & Environmental at Olin Corporation has given her an inside glimpse of the business world, which, she said, "fascinates" her. Her day with people in Administration expanded her experience of corporate environments and reinforced her career decision.

In the Utilities Zone Shop, Charlie Baumann, Machinist, finished lunch break with student shadow Mike Ryan, and the two headed off to repair a damaged seal. Mike, a senior, has worked in his stepdad's machine shop for the past three years, so he arrived with a good base of knowledge to build on. "It's a good learning experience," said Mike. "It's all pretty neat."



# 1995 GRADS

Shell congratulates all the high school, university community college and technical school graduates of 1995 and wishes them all possible success in their endeavors.



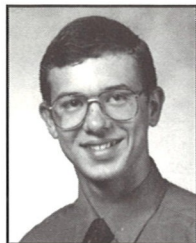
**Cherilyn Adele Alford**  
Alton High School  
Alton, IL

Cherilyn, daughter of Rodney Alford, Central Maintenance, was active in the Vocational LPNs. She will pursue an associate's degree in nursing at Lewis and Clark Community College.



**Tricia Renea Banovz**  
Illinois State University  
Normal, IL

Tricia, daughter of Patty Banovz, Customer Services, graduates with a bachelor of arts degree in special education. She is a member of Alpha Gamma Delta sorority and plans to attend graduate school, majoring in school psychology.



**Brandon Beckert**  
Universal Technical  
Institute  
Chicago, IL

Brandon, son of Lois Compton, Maintenance, has completed requirements for ASE Master Certification in auto and diesel technology. He compiled a

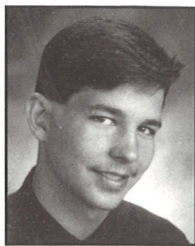
perfect attendance record, was listed on the Honor Roll, and accorded the Student of Phase Award. Brandon plans to work as a diesel technician.



**Jennifer Beckert**  
Triad High School  
St. Jacob, IL

Jennifer, daughter of Lois Compton, Maintenance, served as vice president of the Regional FFA, chapter president of Food for America, and a three-year member of

Student Council. An Honor Roll student, Jennifer compiled a perfect attendance record for three years. She plans to attend college, majoring in agricultural communications.



**Tom Belchik, Jr.**  
Bunker Hill High School  
Bunker Hill, IL

Tom, son of Tom Belchik, Sr., Logistics, lettered in wrestling, soccer and track at Roxana High School before moving to Bunker Hill. He was named an All-American Scholar and is

listed in Who's Who Among American High School Students. Tom will attend McKendree College in Lebanon, Ill., where he has been awarded a Presidential Scholarship.



**Janell Berry**  
Illinois State University  
Normal, IL

Janell, daughter of Robert Berry, Maintenance Machinist, received her bachelor of arts degree in English/communications. During her years in school, Janell worked

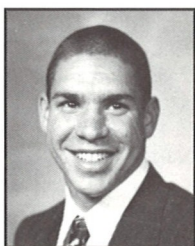
as a residence assistant. She is now employed by Prudential Insurance Company in Creve Coeur, Missouri.



**Rachel Suzanne Boone**  
Granite City High School  
Granite City, IL

Rachel, daughter of Ed Boone, Maintenance/Projects—Turnarounds, was active in the Illinois River Project and the Environmental and Science clubs. She was listed on the

Honor Roll, qualified for the Accelerated Curriculum with a 4.3 g.p.a., and won a Presidential Academic Fitness Award. Rachel plans to attend Murray State University in Murray, Kentucky, where she will major in wildlife biology.



**Michael Bristol**  
Granite City High School  
Granite City, IL

Michael, son of Dave Bristol, Compounding, served as Captain of the Varsity Soccer Team and was named to the 1994 All-State Soccer Tournament Team. An Honor

Roll student, he is listed in Who's Who Among American High School Students. Michael will attend Western Illinois University on an athletic scholarship, majoring in business.



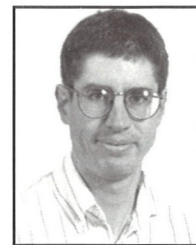
**Lisa Pool Byrne**  
St. Louis University  
School of Law  
St. Louis, MO

Lisa, granddaughter of retiree Francis Novitskie, has earned her juris doctorate in law.

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**Michelle S. Clemons**  
Concordia University  
Wisconsin Mequon, WI

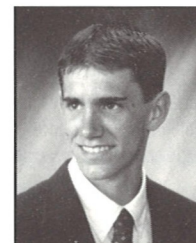
Michelle, who is employed in Lube Processing, graduates magna cum laude with a master's degree in management communications. She plans to enter a master's program at Webster University.



**David W. Cline**  
University of California  
at Berkley  
Berkley, CA

David, son of retiree William G. Cline, Project Engineering, completes his doctorate in electrical engineering, with a minor in computer science. He

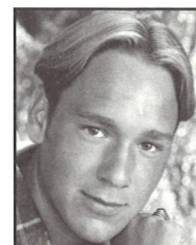
has been active in the Backpacking/Sierra Club, the Ski Club and Habitat for Humanity. During his academic career, David was a winner of a Shell Companies National Merit Scholarship (1982), a University of Missouri at Rolla Curator Scholarship, and a National Science Foundation Fellowship.



**Jerod Cottingham**  
Southwestern  
High School  
Piasa, IL

Jerod, son of Glenn D. Cottingham, Maintenance/Shops/Fleet, lettered in varsity basketball and baseball for three years, was

on Prom and Homecoming Courts, and qualified for the South Central Conference 1st Team and the All-Area 1st Team in basketball. Jerod, who is listed in Who's Who Among American High School Students, plans to attend either McKendree College or Eastern Illinois University.



**Chad J. Crotchett**  
Jersey Community  
High School  
Jerseyville, IL

Chad, son of Dave Crotchett, Maintenance, was a member of the Junior Engineering Technical Society, the National Honor Society (two years),

and the soccer and baseball teams. He also participated in the Illinois Math League and was named an Illinois State Scholar. Chad will attend the University of Illinois at Urbana in the College of Engineering.





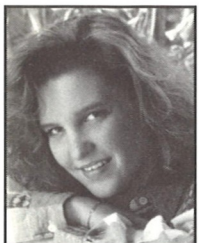
**Gregory Stephen DeLassus**  
Webster Groves  
High School  
Webster Groves, MO

Gregory, grandson of retiree James E. DeLassus, was a member of the Committee of Forty, the Student Service Council, and the National Honor Society. He also performed in the fall musical for three years and with the All-Suburban Honors Choir. A National Merit Scholarship Finalist, Gregory will attend Loyola University of Chicago, majoring in microbiology.



**Kami Jo DerGanc**  
Gillespie High School  
Gillespie, IL

Kami, daughter of Martin DerGanc, Alkylaton, was an honor student during her high school years and active in basketball, softball and volleyball. She plans to attend Blackburn College or Belleville Area College to study physical therapy.



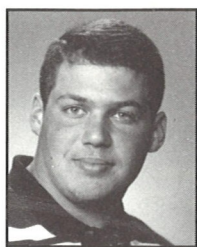
**Cindy Dickinson**  
Belleville Area College  
Belleville, IL

Cindy, daughter of Tom Belchik, Logistics, receives her associate of applied science degree in radiological technology. While a student, she was a member of ASRT and PRO's and on the Vice President's List. Cindy plans to continue her education and work in an area hospital.



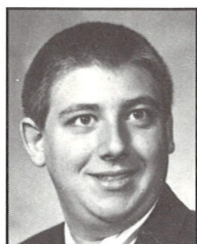
**Colleen Marie Doyle**  
Southern Illinois  
University at Carbondale  
Carbondale, IL

Colleen, granddaughter of retiree Joseph A. Dallas, graduates with a bachelor of music degree in music education. A recipient of an instrumental music scholarship (four years) and the Mel Seiner Band Scholarship, Colleen's activities included participation in the Saluki Pep Band, the SIU Jazz Band and Summer Playhouse. She plans either to teach band in high school or pursue a master's degree.



**Eric R. Durham**  
Civic Memorial High School  
Bethalto, IL

Eric, son of Keith A. Durham, Distilling, was a member of the football and track and field teams. He was named Offensive Lineman of the Year by the Alton Quarterback Club and Premier Boy's State Delegate. Eric will enter the pre-engineering program at Lindenwood College, where he was awarded a Lindenwood College Scholarship.



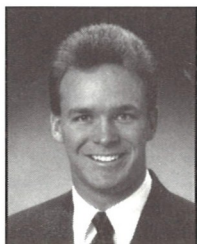
**Robert C. Ely**  
Granite City High School  
Granite City, IL

Robert, son of Robert S. Ely, Maintenance/Projects—Turnarounds, was a member of the football team for three years. He was also a member of the Science Club and the Varsity Club. Robert plans to attend an area junior college or Southern Illinois University at Edwardsville.



**Nichole French**  
Alton High School  
Alton, IL

Nichole, daughter of Michael French, Maintenance, was a member of the International Thespian Society and Amnesty International and is listed in Who's Who Among American High School Students. She will attend SIUE, where she will major in communications.



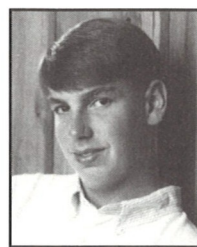
**Keith George**  
Bradley University  
Peoria, IL

Keith, son of Al George, Information Services, graduates cum laude with a bachelor of science degree in electrical engineering. During college, he was active in intramural indoor and outdoor soccer and worked backstage at University Theater productions. He also served as president of Tau Beta Pi, a national engineering honors society, and of Eta Kappa Nu, a national electrical engineering honors society. Keith plans to attend graduate school in electrical engineering.



**Laura L. Gonzalez**  
Loyola University  
Chicago, IL

Laura, daughter of George Gonzalez, was named to the Dean's List and graduated summa cum laude with a degree in journalism. While in college, she worked as a producer for WBBM-TV, the Chicago CBS affiliate, and she plans to continue in television production.



**Joshua K. Grenzbach**  
Alton High School  
Alton, IL

Joshua, son of Kathy Grenzbach, Financial, was a member of the baseball team. He was also an Honor Roll student and is listed in Who's Who Among American High School Students. Joshua will pursue an associate's degree in drafting at Lewis and Clark Community College.



**Joanna Elaine Groboski**  
Granite City High School  
Granite City, IL

Joanna, daughter of Joseph Groboski, Engineering/Mechanical, was active in the Science Club, on the May Carousel Court and Captain of the Girl's Basketball Team. She earned a Varsity athletic letter, a scholastic letter and membership in the National Honor Society. Joanna plans to attend St. Louis College of Pharmacy.



**Ashley Groves**  
Norman High School  
Norman, OK

Ashley, who is the daughter of Douglas Groves, Business Services, was active in Speech and Debate and a member of the Drama and German clubs. The winner of an Oklahoma Governor's Scholarship, she is listed in Who's Who Among American High School Students. Ashley will attend DePaul University.



**Beth Hamm**  
Madison High School  
Madison, IL

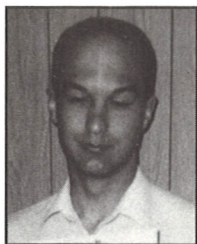
Beth, daughter of John W. Hamm III, Distilling, was a member of the National Honor Society, Future Business Leaders of America and the volleyball team. Vice President and Valedictorian of the Senior Class, she received a scholarship to attend the Missouri School for Doctor's Assistants.



**Amy Lynn Hemann**  
Staunton High School  
Staunton, IL

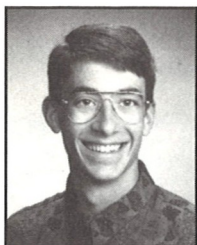
Amy, daughter of Lynn Hemann, a Machinist in Dispatching, was on the yearbook staff and active in band and choir. A National Honor Society member, she was awarded an Illinois State Scholarship and an AFROTC Scholarship. Amy will attend the University of Illinois at Chicago in the Honors College.





**Jeff R. Kerkemeyer**  
Southern Illinois University  
at Edwardsville  
Edwardsville, IL

Jeff, son of Raymond J. Kerkemeyer, Garage, graduated in December with a bachelor of science degree in business administration, with a specialization in finance. A Dean's List student, Jeff is now employed with Boatmen's Trust Co.



**Jason Klokenga**  
Roxana High School  
Roxana, IL

Jason, son of Kevin Klokenga, Lubes, was a 4-year member of the football and basketball teams, serving as Captain of the basketball team in his senior year. A member of the National Honor Society, Jason was named a Scholar-Athlete and is listed in Who's Who Among American High School Students. He plans to attend Illinois State University.



**Debbie Laird**  
Civic Memorial High School  
Bethalto, IL

Debbie, daughter of Jo Ann Laird, Customer Services, served as Editor-In-Chief of the yearbook, Vice President of the Fellowship of Christian Athletes, and Secretary/Treasurer of the senior class. A Silver Medallion recipient and member of the National Honor Society, she is listed in Who's Who Among American High School Students. Debbie plans to attend college, where she will study occupational therapy.



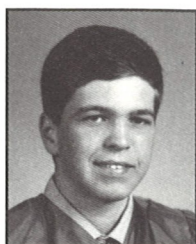
**Kristina D. Lang**  
Southern Illinois University  
at Edwardsville  
Edwardsville, IL

Kristina, daughter of Gary Lang, Distilling, graduates with a bachelor of arts degree in Finance. She plans to work at Famous-Barr.



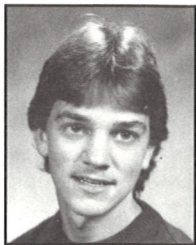
**Kelly Leach**  
Edwardsville High School  
Edwardsville, IL

Kelly, daughter of Douglas Groves, Business Services, was active on the school newspaper and named an Illinois State Scholar. Kelly is listed in Who's Who Among American High School Students and plans to attend either the University of Illinois or the University of Texas.



**Ryan William Lenger**  
Staunton High School  
Staunton, IL

Ryan, son of Diane Smith, Business Services, was a member of the baseball team and named Student of the Month. In June, Ryan entered the U.S. Navy, where he will work in the area of nuclear propulsion.



**Shane M. Lindquist**  
Ranken Technical College  
St. Louis, MO

Shane, son of John A. Lindquist, graduates with an associate of technology degree in industrial electrical technology. He looks forward to a career as a union electrician.



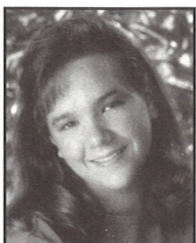
**Sara E. Madoux**  
Edwardsville High School  
Edwardsville, IL

Sara, granddaughter of Shell retiree Carl C. Madoux, was a member of the National Honor Society, S.C.A.R.E., and the Spanish Club. She was also named an Illinois State Scholar and elected to Who's Who Among American High School Students. Sara plans to attend Southern Illinois University.



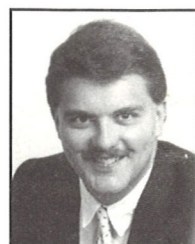
**Erin McCormick**  
Hickey Business School  
St. Louis, MO

Erin, daughter of Rick McCormick, Logistics, graduates from the administrative assistant program. While at Hickey, she was on the President's List and earned the Cortez Peters Accuracy Award.



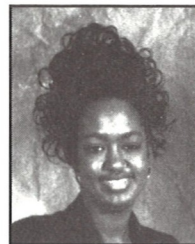
**Sara McCormick**  
Alpha Christian Academy  
Alton, IL

Sara, daughter of Rick McCormick, Logistics, served as Co-Captain of the Girls Volleyball Team and Caller for the Girls Flag Corps Team and was a V.F.W. Voice of Democracy Savings Bond winner. She plans to attend Hickey Business School.



**Gerald W. Meyer**  
Virginia Polytechnic  
Institute and  
State University  
Blacksburg, VA

Gerald, son of Wayne A. Meyer, completes the doctoral program in polymer chemistry. During graduate school, he was a member of the National American Chemical Society and Phi Lambda Upsilon Honor Society, held an Adhesive and Sealant Council Fellowship, and was awarded a tuition scholarship. He was also active in the Virginia Tech Scuba Club.



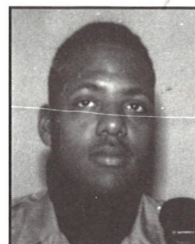
**Rachel N. Moore**  
Wilberforce University  
Wilberforce, OH

Rachel, daughter of Arthur L. Moore, Environmental Operations, receives a bachelor's degree in clinical psychology. While in college, she was active in the Pep Club, the New Voices In Praise Gospel Choir, and the African Dance Performers. Rachel plans to pursue a master's degree in psychology.



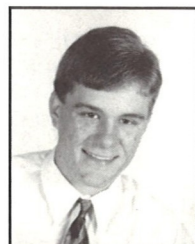
**Tonya B. Moore**  
Triad High School  
St. Jacob, IL

Tonya, daughter of Daniel Moore, Pipefitter-Maintenance, was a member of the Art Club and was named an Illinois State Scholar. She plans to attend Blackburn College in Carlinville, Ill.



**Troy Anthony Moore**  
St. Louis County Police  
and Fire Training Academy  
St. Louis, MO

Troy, son of Arthur L. Moore, Environmental Operations, will serve as a police officer in St. Louis County. He also plans to return to college and complete a bachelor of arts degree in speech pathology.



**Chad James Morris**  
Staunton Community  
High School  
Staunton, IL

Chad, grandson of retiree William H. Morris, was a member of the band for three years. He also played on the football team for one year and was a member of the Art Club. Chad plans to attend Southern Illinois University at Edwardsville.



no  
photo  
available

**Jeff Mueller**  
Sangamon State  
University  
Springfield, IL

Jeff, son of Don Mueller, OE&T, graduates with a bachelor's degree in criminal justice. Listed on the Dean's List for two semesters, Jeff

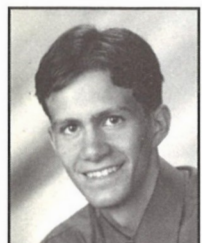
served an internship with the Alton Police Department, working in the area of victim assistance. He also served as a Springfest coordinator, committee volunteer member, and, for two years, Springfest team captain. He hopes to work as a victim assistance police officer in Wisconsin.



**Brent H. Pfeiffer**  
Metro East Lutheran  
High School  
Edwardsville, IL

Brent, son of Roger C. Pfeiffer, Health & Safety, was a member of the basketball team and listed for two years in Who's Who Among

American High School Students. He plans to study law enforcement at Lewis and Clark Community College.



**Cory Alan Pitt**  
Edwardsville High School  
Edwardsville, IL

Cory, son of Kerry Pitt, Utilities, served on the yearbook staff. He was listed in Who's Who Among American High School Students and named an Illinois State Scholar. Cory will attend SIUE, majoring in communications.



**Mira Helene Redman**  
Civic Memorial  
High School  
Bethalto, IL

Mira, daughter of Roxanne Redman, Fuels, was a wrestling cheerleader and active in the Hero Program. She plans to attend Forest Park Community College's culinary school.



**Stephanie Redmon**  
Civic Memorial  
High School  
Bethalto, IL

Stephanie, a coop student employed in OE&T, plans to attend college to pursue a degree in business management.



**Melissa Ann Ritter**  
Purdue University  
West Lafayette, IN

Melissa, daughter of George E. Ritter, P&E, has earned her bachelor of arts degree in journalism, with a minor in political science. While a student, she was campus

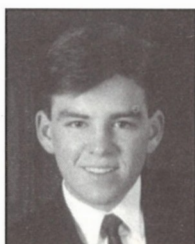
editor of the Purdue Exponent (the student newspaper), active in Tomahawk Leadership and Service Honorary, and a member of the National Finalist Mock Trial Team. She earned Academic Semester's Honors, served as an intern for U.S. Senator Carol Moseley-Braun, and was a member of Lambda Pi Eta, a national communication honor society. Melissa looks forward to a career as a professional journalist.



**Robin Beth Ritter**  
University of Illinois  
Urbana-Champaign, IL

Robin, daughter of George E. Ritter, P&E, and a former Shell Oil Foundation Scholarship winner, graduates with her Master of Arts degree in labor and industrial relations. During

graduate school, she served as President of Student Alumni Relations Representatives and was a Graduate Student Representative for the Campus Recreation Advisory Board. She also won a Labor & Industrial Relations Corporate Scholarship and a research assistantship. Robin is working in Chicago as a Human Resources Representative for General Mills.



**Todd A. Schrewe**  
Edwardsville High School  
Edwardsville, IL

Todd, son of Judy Schrewe, Administration, was a member of the wrestling team for three years, the German Club and the National Honor Society. He was named an Illinois State

Scholar, received a St. Louis College of Pharmacy Presidential Scholarship and is listed in Who's Who Among American High School Students. Todd will attend the St. Louis College of Pharmacy.

no  
photo  
available

**Keith D. Simon**  
Granite City High School  
Granite City, IL

Keith, son of Ken Simon, Engineering-Electrical, earned varsity letters in football, baseball and basketball. He also earned membership in the National Honor Society,

was elected to Homecoming Court, and was named to St. Louis Youth Leadership and Belleville Area National Council on Youth Leadership. Keith plans to major in electrical engineering in college.



**Tara Elizabeth Spano**  
Roxana High School  
Roxana, IL

Tara, daughter of Lou Spano, Information Services, was active in student government and the Chem II Club, played on the tennis team, and studied classical ballet. A National

Honor Society member, she was named a Scholar Athlete and listed in Who's Who Among American High School Students. Tara plans to pursue a degree in nursing at Illinois Wesleyan University.



**Amber Elizabeth Spaulding**  
Southwestern High School  
Piasa, IL

Amber, daughter of James A. Spaulding, Maintenance, was yearbook editor, a National Honor Society member and Captain of the Scholastic Bowl Team. She was named an All-

American Scholar, an Illinois State Scholar, and KMOX-AM radio Student of the Week. Amber will enter the College of Commerce and Business Administration at the University of Illinois at Urbana-Champaign, majoring in accounting.



**Carla Denise Spencer**  
Western Illinois University  
Macomb, IL

Carla, daughter of John D. Spencer, Engineering/Maintenance, graduates with an applied science degree in industrial technology. She was a member of the National Honor

Society, vice-president of the Society of Manufacturing Engineers, and a member of the Judicial Review Board for the Industrial Technology Department. On the National Dean's List, Carla was a recipient of the Niel Hoover Scholarship and the Ried Award for Outstanding Graduating Senior in Industrial Technology.

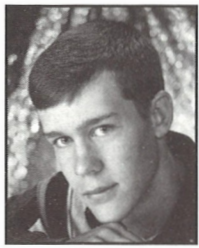


**Amanda Nicole Spurgeon**  
Illinois State University  
Normal, IL

Amanda, daughter of Terry M. Spurgeon, Distilling, will graduate in July with a bachelor of science degree in clinical laboratory technology, following completion of

a 12-month internship at the Hines V.A. Hospital in Chicago. She is a member of the American Society of Clinical Laboratory Science. Following her marriage next October, Amanda will reside in Chicago.





**Todd W. Strohbeck**  
Alton High School  
Alton, IL

Todd, son of Jim Strohbeck, Environmental Conservation, was a member of the Marching 100 and an honor student. A winner of the Silver Alpha Award, he is listed in Who's Who

Among American High School Students. Todd will pursue a degree in architectural engineering at Kansas State University.



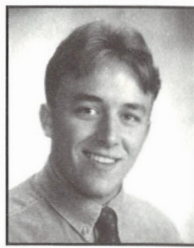
**Diane Elizabeth Tepen**  
Southern Illinois  
University at  
Edwardsville  
Edwardsville, IL

Diane, daughter of retiree Victor Tepen, graduates with a bachelor of science degree in elementary education. She plans to pursue a master's degree in administration.



**Darin E. Warren**  
Southern Illinois  
University at  
Edwardsville  
Edwardsville, IL

Darin, son of Ed Warren, Utilities, graduates with a Bachelor of Science in Business Administration, with a specialization in MIS. He will be employed at PRC Inc.



**Joe Warren**  
Bunker Hill High School  
Bunker Hill, IL

Joe, son of Ed Warren in Utilities, played on the Baseball Team and served as President of the Senior Class and Vice President of the Student Council. He is a

member of the National Honor Society, is listed in Who's Who Among American High School Students, and was named an Illinois State Scholar. Joe plans to attend college.



**Alma L. Waters**  
Roxana High School  
Roxana, IL

Alma, granddaughter of retiree Roland Waters, served on the Student Council and as President of the History Club. She was also a member of the

volleyball, basketball and track teams. A member of the National Honor Society, she was named a Post-Dispatch Scholar-Athlete, a Silver Medallion Award winner, and an Illinois State Scholar. Alma will attend St. Louis University, majoring in physical therapy.



**Kelly Renee Wildhaber**  
Triad High School  
St. Jacob, IL

Kelly, daughter of Ronald James Wildhaber, Machinist, was a cheerleader and served on the Student Council. An Honor Roll student, she was named to Youth Salute, won

third place in the 1994 Voice of Democracy competition, and is listed in Who's Who Among American High School Students. Kelly will attend SIUE, majoring in criminal psychology.



**Robyn Leah Williams**  
Edwardsville  
High School  
Edwardsville, IL

Robyn, a coop student working in Community Relations and winner of the Beacon of Quality Award, served as President of

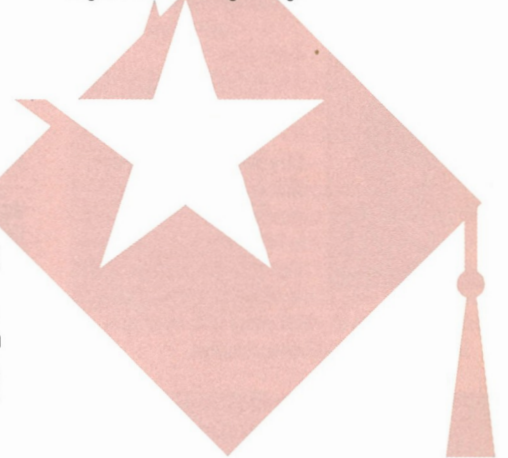
Business Professionals of America and as 1993-94 Student Council Secretary. She was also voted Tiger On The Move. Robyn plans to move to Atlanta, GA, where she will enter Georgia State University, majoring in business.



**John B. Yarnell**  
ITT Technical Institute  
Earth City, MO

John, son of Nancy Yarnell, Community Relations, will graduate in August with an associate's degree in electronics engineering technology. He looks forward to working in the

computer communications field and completing a bachelor's degree in electronic engineering.



## CONTRACTORS PLAY IT SAFE

Congratulations to the 58 contractor firms which, as of May, had piled up more than 1,000 work hours without a recordable injury. As in the past, a plaque was presented to these firms in recognition of their outstanding safety record, together with a congratulatory letter from Gayle Johnson, WRMC Manager, and Ken Jobe, Maintenance/Engineering Superintendent. ♦

## Heart Walkers Wanted

Shell will once again participate in the annual American Heart Walk, Saturday, August 12, in Gordon Moore Park.

The 5K (approximately 3.1 miles) walk will begin at 8:30 a.m., and a picnic brunch and drawings for prizes will follow at 10 a.m.

If you, a family member or a friend would like to participate on a Shell team, contact Nancy Yarnell in Community Relations, ext. 2685. ♦



Tom Purves and Dave McKinney planted Shell-donated trees with the Girl Scouts to commemorate Earth Day, April 22.



Those who work in Environmental Operations know, probably better than anyone, the heavy burden of responsibility that rests on their shoulders. After all, as Art Moore, Sr. Environmental Inspector, puts it, "They're the last line of defense between the Complex and the Mississippi River. They have to ensure that what goes into the river is acceptable."

It was the concern that nothing unacceptable slip through—ever—which led Tim Roff, Manager Environmental Operations/Utilities, to charter the Compliance Team in February 1994.

## SHORING UP THE DEFENSE

Moore, who functioned as the team's leader, explains that the team wanted to identify all the issues affecting the department's ability to comply with the Clean Water Act, which regulates discharges into waterways. Once weaknesses in the system were identified, the team would develop remedies.

The Team was constituted of people representing all areas involved with water quality assurance: Art Moore; Jay Rankin from Environmental Conservation; Bill Kreutzberg from Engineering; Randy Zerkel from the Quality Assurance Lab; and Norman Emmons, Frank Moore and Kathy Lewis, all Operators. As the team progressed in its work, Tom Rock from the Training Department was invited to join the group in July.

## A WORKING PARTNERSHIP

Three Operators were active members of the Compliance Team, but the Team solicited input from all Environmental Operations Operators. Art Moore credits the Operators for their many contributions: "They brought most of the issues to the attention of the Team. They saw what was going wrong and had constructive suggestions for doing the job better."

In particular, Operators had a number of suggestions for improving communications with the Quality Assurance Lab and identified procedures and requirements which were vague and needed clarification. In addition, they identified equipment needs. "We couldn't have done it without them," says Moore.

## MORE FORMALIZED TRAINING

Compliance depends on sampling and testing procedures being performed correctly, and the Team's challenge was to find ways of assuring accuracy. "As we began to look at specific areas where problems were occurring," says Moore, "we found the cause could often be traced to lack of knowledge or confusion about procedures. That meant we had a training issue to deal with."

In the past, training was mostly acquired on the job. However, to maintain qualification under OSHA regulations, Operators rotate to different jobs within Environmental Operations and may spend as little as two weeks a year in some areas. In Norm Emmons' observation, "Given the need to rotate jobs, keeping up with all the requirements in all areas posed a challenge."

The Team recognized a need to develop a more formalized method of training to supplement on-the-job training. In the past year, all those who needed to take the certification exam were sent to an intensive, two-week training program at the Environmental Resources Training Center on the SIUE campus. With help from the Training Department, the team is setting up a program for people who need to take the exam in the future.

Although the Team is dissolving, Tom Rock will continue to be the point person for wastewater treatment training. "Continuing involvement of the Training Department will help assure the consistency we've lacked in the past," says Moore. Technical training will include sampling procedures and lab testing, and refresher training will be offered. Other training will focus on work issues, such as setting appropriate priorities.



Tim Roff presents a plaque recognizing the accomplishments of the Compliance Team. Left to right: Tim Roff, Art Moore, Randy Zerkel, Norman Emmons, Tom Rock, Bill Kreutzberg and Jay Rankin.

## OPERATOR POCKET GUIDE

In wastewater treatment, there's a lot to remember. Many different chemicals are involved which may require different treatment and testing procedures. Compliance requirements may vary with the season or even with the river level.

As an aid to assist memory, the Team developed a handy pocket reference guide that can accompany Operators on the job. The guide covers almost all the areas which Operators report as finding vague.

Bearing in mind the need to keep expenses down, The Team created the guide in-house at almost no cost with help from Minnie Dooley in the Mail Room.

## IMPROVED COMPLIANCE

The work of the Compliance Team is completed, but the group's accomplishments are expected to result in permanent improvements in Environmental Operations. Beefed-up training and the Operators Pockets Guide should provide clarification of vague areas and assure consistency. The Team also anticipates that Operators will, in turn, experience less frustration. To assure long-term improved performance, the Environmental Conservation department audits Environmental Operations every two years as part of its environmental review program.

"At least twice a year," says Moore, "the EPA comes in to look at our records, often with no warning. Now we'll be ready for them."



# STATE OF THE BUSINESS PRESENTATION, 1995

On May 4, approximately 200 people streamed into the Fuels Auditorium and found seats. They were there to hear Jim Morgan, President, Shell Oil Products Company, talk about how Shell Oil Products is doing—and, more specifically, how WRMC is doing in terms of its performance and revenue goals.

The news was mixed. Over the past year and through the first quarter of 1995, there have been milestones and successes, to be sure, and these are justifiable sources of pride. On the other hand, a distance remains on the road to full achievement of profitability goals.

## BRIGHT LIGHTS

Safety is one area in which Shell has no peer. Morgan noted that Shell runs the “safest oil products business in America” and urged everyone to “continue to focus on safety.” In the first quarter, one lost-time injury was sustained—the result of a moment of carelessness and a reminder that “It’s usually the everyday things that bite us.”

Morgan observed, too, that we are “getting incredibly good at community service.” This is not only “the right thing for us to do,” he said, but it also helps to build brand loyalty for Shell products.

Across the company, Shell has made substantial capital investments which should have a positive impact on productivity. Three new pipelines will be built this summer, a project which Morgan characterized as “the most extensive pipeline expansion in years.” The world’s largest coker has been completed at Deer Park, which will increase output to a possible 65,000 barrels a day, and a new coker at Martinez will be completed late in 1996. At Norco, the CCU turnaround/upgrade will expand feed capacity, and here at WRMC, several major turnarounds have been completed.

In 1994, Shell Oil Products was number one in net reported income with \$427 million, ahead of Amoco in the number two slot. In terms of sales, Morgan said, “Shell sells more gasoline than any other company in the country.” That’s definitely good news, but it was delivered with a caveat: “There’s an awful lot of gasoline we don’t sell.” All the non-Shell gasoline sold represents an opportunity to win new customers and increase sales.

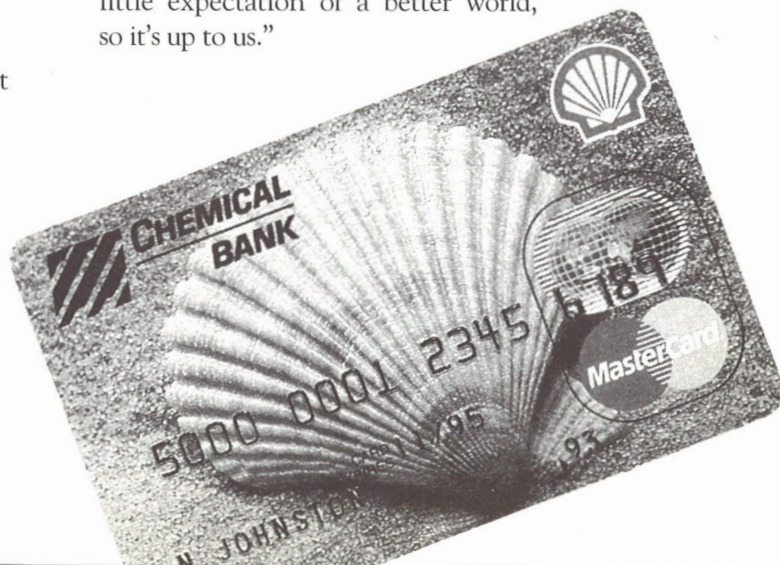
Within the last year, reformulated gasoline is in service stations in high-population areas, but it’s too soon to know how the market will respond. “Lots of people want cleaner air but don’t want to pay for it,” Morgan cautioned. “The jury is still out whether reformulated gasoline will be a good investment. It won’t be if people won’t pay 10 to 15 cents more a gallon.”

The Shell MasterCard, currently being marketed through an aggressive television campaign (dancing cards), is being very well received and is succeeding in building brand loyalty among credit card customers. Sixty percent of Shell sales are cash, however, and Morgan reported the company is now working to develop a loyalty program for cash customers to parallel the MasterCard program.

## “A TOUGH COMPETITIVE GAME”

Shell Oil Products’ net income target for 1994 is \$511 million, with a 12% return on investment (ROI). Wood River’s share of that target is \$12 million. To meet these goals, said Morgan, it is essential to recognize that this is “a vicious, competitive business...a tough competitive game” played under difficult market conditions.

Part of the difficulty is margins, which are frequently unfavorable. “Margins aren’t steady,” Morgan explained. “They’re either nothing or great, and we have to be ready to answer the bell when they’re great. We have to position ourselves to be a player in bad times. There’s little expectation of a better world, so it’s up to us.”





Currently, Shell is investing about a billion dollars a year on its facilities, but Morgan indicated that, other than at Martinez, capital expenditures are being cut back severely. "We have to get the most we can from what we have," he said. With specific reference to Wood River, he advised, "You need to run the assets you have incredibly hard to maximize performance." For Wood River to meet its targets, the Complex needs to push production to approximately 300,000 barrels a day of crude with good yields.

Morgan also stressed the importance of putting more emphasis on cash flow, which can be achieved in part by running with lower inventory. "We need to pull it [inventory] down and keep it down," he said. "A barrel that cost three dollars can sell for \$20 a barrel. Reducing inventory produces a lot of income and improves ROI."

ROI—a return on the money shareholders invest with Shell—must be a top concern, according to Morgan. He stressed that shareholders are real people and that their investment is important to them. "When we look at 12% ROI," he said, "we have to realize we're playing with other people's money."

### OBJECTIVES FOR '95

Morgan outlined these six objectives as the top priorities for 1995:

- To sustain our leadership in safety.
- To keep making continuous improvement in environmental performance.
- To achieve preferred supplier status with customers.
- To pursue and achieve continuous profitable growth.
- To foster an environment that challenges all of us to contribute our best.
- To be the industry leader in net income performance while meeting or exceeding targets for ROI and net cash flow.

The agenda for meeting these objectives includes meeting or exceeding Operating Plan objectives, implementing the Business Model, operationalizing the new governance structure, integrating strategic recommendations, and continuing the learning initiative. This agenda is well under way, and, as the year progresses, the results should begin to have a positive impact on financial performance.

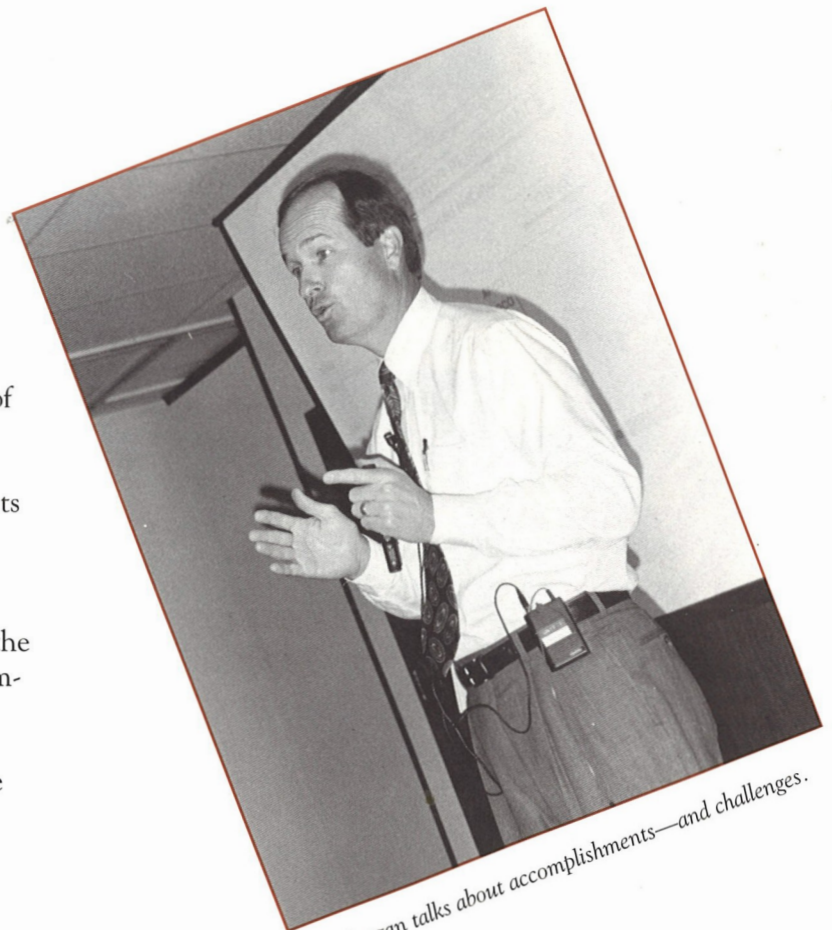
### THE IMPORTANCE OF LEARNING

According to Morgan, Wood River is "leading the way" in development and implementation of the Business Model, which provides a structure for uncover-

ing and incorporating ideas from individuals across the Complex—ideas for improvements that will generate revenues and increase ROI. It is a concept which places a high value on personal growth and learning. The more a person knows, the more likely it is that person will have ideas to contribute.

The company as a whole is placing a high priority on self-development and backing that commitment with a new Learning Center in Houston. The idea for the Center arose when Shell talked with the best companies in many different industries and discovered they all had flourishing corporate learning centers. Shell will hire a Center director from outside the industry and may build a campus.

In the meantime, Morgan encourages everyone to pursue the learning initiative on his or her own: "read a book, take a class, become more well-rounded." Good advice. With early progress on the Business Model, WRMC is ready to make good use of bright ideas that will help in the push to meet year-end targets. 🍅



*Jim Morgan talks about accomplishments—and challenges.*



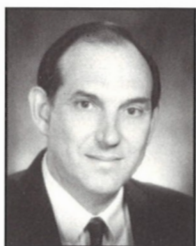
# Service Anniversaries



## MAY

### Neil J. Cullen

Operations Foreman  
Operations-Logistics  
25 Years



### J. A. Groboski

Sr. Engineering  
Technician  
Engineering/Maintenance-Mechanical  
25 Years



### Wayne A. Meyer

Carpenter 1  
Maintenance/Shops  
25 Years

## JUNE



### Clif Carpenter

Helper  
Business Services-  
Secretarial &  
Administration  
25 Years



### Ken A. Gilley

Electrical/Instruments  
Mechanic I  
Maintenance/Shops  
25 Years

### John Hollowich

Machinist 1  
Maintenance/Shops  
20 Years

### Ken W. Jobe

Superintendent  
Maintenance Administration  
25 Years

### David A. Levy

Senior Engineer  
Project Engineering  
20 Years

### Anthony P. Morris

Sr. Engineering  
Technician  
Engineering/Maintenance-Mechanical  
25 Years

### Joe L. Ruthven

Manager Project  
Engineering  
Project Engineering-General  
20 Years

### Willy I. Watson

Operator 1/Breaker  
Environmental  
Operations  
25 Years

### D. R. Webster

Operator 1/Breaker  
Aromatics East  
25 Years

### Gary L. Williams

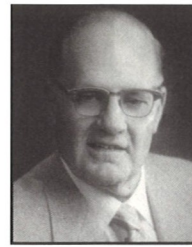
Maintenance  
Foreman  
Engineering/  
Maintenance  
25 years



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photo  
available

**Forrest Eugene Combs**,  
85, died June 1.

Mr. Combs, a patrolman  
in Fire & Safety, retired  
in July, 1961. He served  
for 31 years.



**Elmer E. Eudy**, 75,  
died April 10.

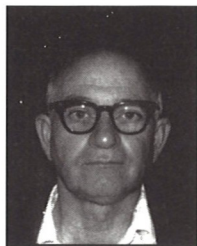
Mr. Eudy was an  
Operator I/Breaker-  
Light Oil Processing-  
Dispatching. He  
retired in Feb., 1985,  
following 40 years  
of service.

## *In Memoriam*



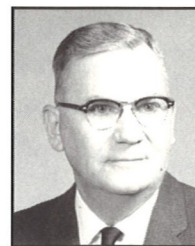
**Harold Raymond Helvie**,  
92, died May 5.

Mr. Helvie worked as a  
Lubricating Oils Operating  
Assistant at the time of his  
retirement in Feb., 1965.  
He served for 40 years.



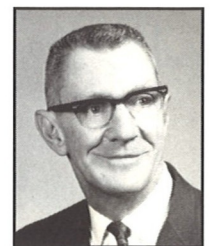
**Richard L. Meisenheimer**,  
73, died May 13.

Mr. Meisenheimer was  
an Operations Foreman in  
Environmental Conserva-  
tion- Environmental  
Operations. He retired in  
Nov., 1986, following  
11 years of service.



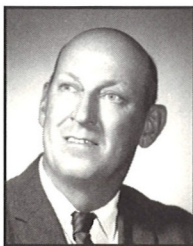
**Albert Young McCoy**,  
88, died May 17.

Mr. McCoy, an  
Operations Foreman  
in the Refinery  
Laboratory, retired  
in Mar., 1967. He  
served for 41 years.



**Robert Marion  
Miller**, 83, died  
April 26.

Mr. Miller worked  
as an Operator in  
Aromatics. He  
retired in Feb.,  
1967, following  
26 years of service.



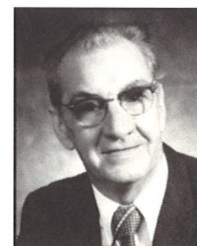
**Leroy William Henry  
Schwear**, 80, died May 19.

Mr. Schwear was a  
Pipefitter I - Engineering  
Field. At the time of his  
retirement in July, 1967,  
he had served for 27 years.



**Raymond Henry Tucker**,  
90, died April 18.

Mr. Tucker was an  
Operator I in Distilling.  
He retired in March,  
1963, following 35  
years of service.



**Orville White**, 82,  
died April 17.

Mr. White, a  
Compounder I in  
Lubricants-Com-  
pounding, retired  
in Dec., 1977. He  
served for 40 years.



# WELCOME TO WOOD RIVER



**Martiel A. Luther**, Senior Engineer, joins the Planning & Economics department. A 13-year Shell employee, she comes to Wood

River from Head Office E & C, where she has worked as Lead Process Engineer for New Projects for the past eight months. Martiel, who will live in the St. Louis area, enjoys sailing and travel.



**Wendy M. Rodrigue**, Project Engineer-Process in Project Engineering, arrived at WRMC in June. A graduate in chemical engi-

neering from the University of Missouri-Columbia, Wendy enjoys reading, racquetball and volleyball. She lives in Bridgeton, Missouri.



**Victor Rodriguez**, an Engineer, joined the Project Engineering-Process department in June. Victor received his B.S. in chemical engineering from the University of Florida. His hobbies include a

number of sports: baseball, racquetball, basketball and fishing.



**Clint Rybak** joined Technical Services as an Engineer Technical Services-Central in June. Clint earned his B.S. degree in chemical engineering from the University of Missouri-Rolla. He is tempo-

rarily residing in St. Peters and enjoys participating in sports.

## SRA FAMILY DAY

**Saturday, July 22**  
**1 p.m. to 9 p.m.**  
**Wood River**  
**Aquatic Center**

**Swimming**

**Waterslide**

**Food served at 1 p.m.**

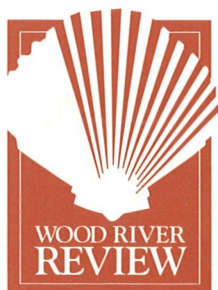
**SRA members and**  
**immediate family, \$2;**  
**non-members and guests, \$4**

For tickets, contact:

Kerry Pitt—phone 2509, pager 2055  
Bob Eschbach—phone 2821, pager 1118  
Dan Callahan—phone 3142, pager 2221  
Mary Roberts—phone 2249, pager 2288



Shell Oil Company  
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Wood River, Illinois 62095



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