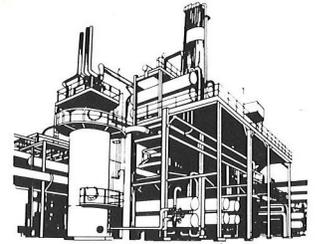


WOOD RIVER REVIEW

WOOD RIVER MANUFACTURING COMPLEX



VOL. 46, NO. 6, JUNE 1983

Vice president comments on Wood River, industry outlook

During his May 18 visit to the Complex, Ray O'Brien, Shell vice president - Operations, talked with the Review editor about Wood River, Shell and the the oil products industry. O'Brien, who worked at Wood River from 1960-64, is retiring Aug. 1 after 35 years with the company.

REVIEW: Please share some memories of your Wood River experience.

O'BRIEN: Well, I have a lot of them, but I'll pick out a few. I was at Wood River for almost four years where I worked in the Research Laboratory and later in the Cat Cracker and Aromatics departments. Wood River was and still is one of the many Shell locations where people are genuinely enthusiastic. In a meeting we had today, the enthusiasm of everybody involved was obvious. I remember Wood River being a place that provided employees a real opportunity to learn about the manufacturing business, and that doesn't seem to have changed.

REVIEW: You transferred to Head Office nearly 20 years ago. How does Wood River look to you now?

Run to honor Sears

The first Charlie Sears 5,000 meter run is scheduled for July 6 at the Jersey County Fairgrounds. Sears was a Complex electrician who died Feb. 21 at the age of 43.

Entry fee is \$4 per person. Packet pick up is set for Pantera's in the Jerseyville Mall from 4 - 9 p.m. on July 5 and on race day at the American Legion Hall. Age divisions include 14-and-under, 15-19, 20-29, 30-39, 40-49 and 50-and-over.

The run is being sponsored by the Jerseyville Joggers, the Jerseyville American Legion, Pantera's and the Jerseyville Democrat News. Proceeds will be donated to the Jerseyville Khoury League in honor of Sears.

O'BRIEN: My most recent visit was two years ago when I attended a 10-and-over barbecue and spent part of a Saturday at the Complex. In many ways the Complex looks the same, yet many changes have taken place. Most noticeable are the Hydrocracker and Distilling units that were built during the last major expansion. I expect other modernization changes will occur with the Yield Improvement Program (a proposed modernization program). Another big change is that the general cleanliness of the Complex is better than it was. I think this is indicative of the organization's response to the kind of environment we live in. It is part of our responsibility to

Shell shareholders and local residents to comply with required environmental regulations and to be good neighbors. This morning we discussed how an environmental complaint from a Wood River resident was handled. Shell people personally went out and talked to the person, and together they concluded the Complex was not guilty of any violation. I believe it is important we as a company respond that way. It is this kind of attitude that has given us a good reputation with our neighbors. This is typical not only of Wood River, but of our other Complexes as well.

Continued on page 6



Ray O'Brien, Shell vice president - Operations.

Shell offers storm victims special credit card account payment plan

On Nov. 25 of last year Hurricane Iwa shattered the calm of Hawaii's tropical paradise. More than 6,000 people huddled in emergency shelters while wind and water tore across the islands causing \$436 million in damages. Less than two weeks later the first of two storms ripped through Louisiana and Mississippi, dumping rain until swollen rivers and bayous over-

flowed. Thousands of residents fled their homes; many returned to find only memories.

In response to its customers living in those areas, Shell decided "to ease the burden" by allowing them to pay their credit balance in monthly installments that would fit their budgets.

Shell extended the monthly installment offer in a letter mailed from the

Credit Card Center in Tulsa, Okla. to 63,000 customers in Hawaii, Louisiana and Mississippi:

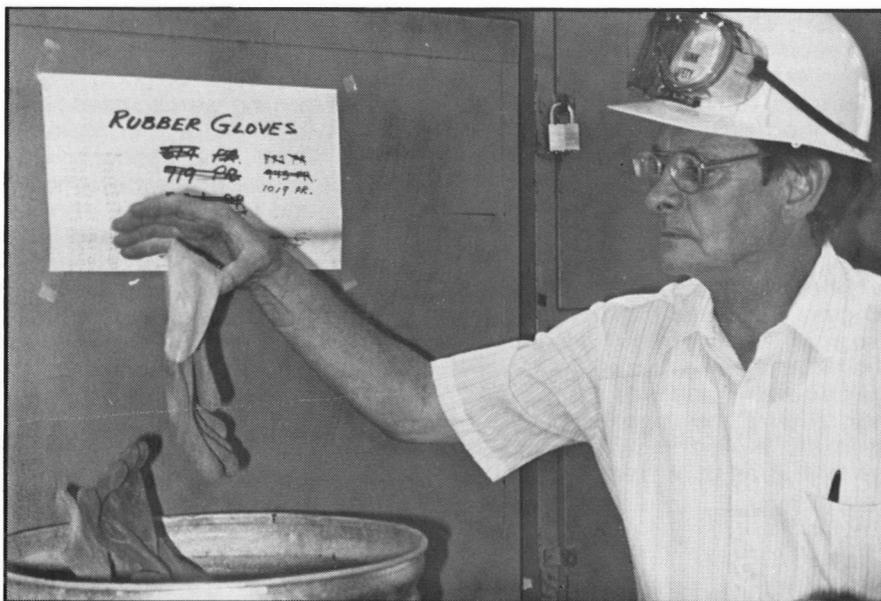
We at Shell are very sorry and concerned about the damages suffered by people in your area as a result of the recent flooding. While we are thankful that not all people were affected, we wish to ease the burden for those who were.

If you have difficulties in meeting your financial obligations, we will allow your balance owed to Shell to be liquidated via monthly installments. We will arrange this if you write me at the above address offering your payment plan.

Our staff will be very sensitive to the accounts which we have in your area, and I can assure you that any problems which you call to our attention will be given prompt and serious consideration.

The Credit Card Center has received more than 500 letters from customers praising Shell's concern. "Although that number may not seem like much, you have to remember customers weren't obligated to contact us unless they wanted to set up a special payment program," said Roger Kageyama, manager of Customer Accounts, Credit Card Center. "While some people have taken advantage of our offer, surprisingly, many who were not affected by the flooding or hurricane also took time to express their thanks to Shell."

Continued on page 6



Instrument employees are one of several groups involved in a cost savings effort to collect and recycle rubber gloves used at the Complex. In the past year more than 1,000 pairs were turned in to a specially marked container at the Instrument Shop. Orville Warning, Instrument specialist, adds a few more gloves to the container.

Bookout awarded TWST medal for second year

The Wall Street Transcript, a New York-based financial newspaper, has awarded President John F. Bookout their gold medal as the "outstanding chief executive officer among the domestic integrated oil companies for the past year" for the second year in a row.

Citing their reasons for the choice, TWST said:

"Under Bookout's direction, Shell Oil Company, more than most others in the domestic integrated oil industry, has made a fine art of long-term planning. Bookout has articulated a strategy for growth, and the company's fine financial record attests to its

ability to meet long-term goals. Shell is rarely caught off guard, even in the difficult economic times of the past two years.

"In particular, Shell's exploration/production operations have become just about the best in the industry, thanks to strategic planning and a major thrust in exploration. Anxious to improve its crude oil sufficiency ratio, Shell has become a major factor in the U.S. offshore.

"The company is viewed as a leader in the marketing of refined products, with a strong position in petrochemicals.

"While Bookout is credited with

being a strong company leader, he is more than that. Bookout is called an articulate spokesman for the entire industry."

One Wall Street expert hails Bookout's breadth of vision: "Bookout is a very knowledgeable individual. I think he exercises a strong degree of leadership within Shell. He is responsible for a very clearly articulated strategy for the company as a whole, which has been, on balance, quite successful in comparison to the other companies in the group. He is visible, he is not afraid to try to deal with the issues and the uncertainties of the business, and he manages."

Granite City Army Depot site of tank truck rollover exercise

Early one Saturday morning, a Shell tank truck pulled into the Granite City Army Depot to deliver gasoline at the post service station. The truck carried more than 8,000 gallons of gasoline and was identified with a "flammable" sign.

Suddenly, an automobile cut in front of the truck. The Shell driver swerved to avoid a collision but the truck jackknifed and overturned onto a grassy area. The driver received only a few scratches but he did notice gasoline seeping from the trailer. A

potentially hazardous situation.

The mishap described above did not actually occur, but a simulation was held May 21 to demonstrate safe and proper procedures for handling such an incident. Shell Response Action Team (RAT) members from Midwest Distribution Area participated in the exercise while local fire and police departments observed.

Step by step, RAT members simulated product recovery and clean up. **Byron Chumley**, of the Oak Brook, Ill. office, provided commentary to the audience over a public address system. The bottom line in any rollover, he emphasized, is to protect people and minimize the environmental impact of spilled product.

Wood River's **Mike Greer**, manager of Midwest Community Relations, was interviewed by local media during the rollover exercise. The NBC television affiliate station in St. Louis featured the RAT demonstration on its May 21 evening broadcasts.

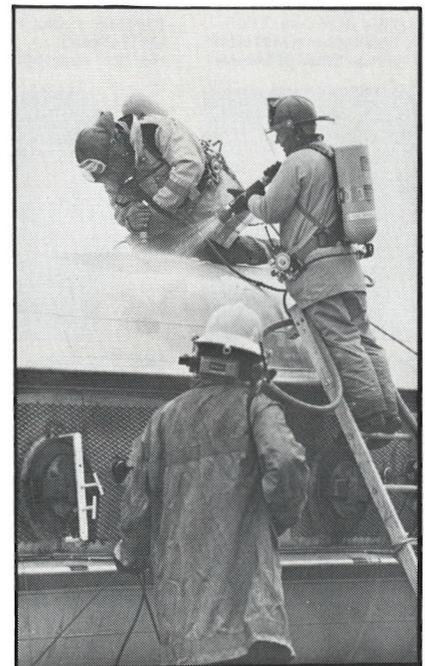
The exercise was sponsored by the East-West Gateway Coordinating Council, St. Louis.



Wood River's Mike Greer tells the crowd of local fire and police department officials about Shell's Response Action Team (RAT) organization. To the left of Greer is Byron Chumley, of Midwest Distribution, who is in constant radio contact with the RAT leader at the scene of the rollover.



Response Action Team members inspect their protective equipment before recovering the spilled product from the tank truck.



Once a hole is drilled into the side of the overturned tank truck, the product can be safely transferred to another vehicle.

Class of 1983

No photo available



Jeanle Egmon
daughter of G.C. Egmon,
retired
BA, business and English
Monmouth College



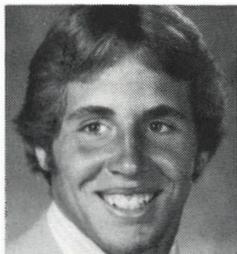
Kathryn Akers
daughter of James Akers,
QA
BS, biology
St. Louis University



Mary Hodapp
daughter of John Hodapp,
Distilling
BA, English
Quincy College



Julie Moutell
daughter of Larry Fencel,
Maintenance
BS computer science
SE Missouri State University



Kenneth Harmon
son of James Harmon,
Distilling
BS, industrial technology
SE Missouri State University



Julie Webber
daughter of John Webber,
Maintenance
BA, art education
Eastern Illinois University



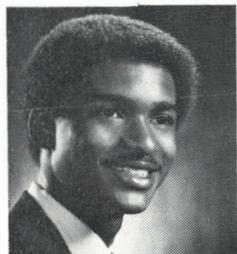
Sharon Dickerson
daughter of Alice Dickerson,
QA
BS, nursing
SIU-E



Janice Culp
daughter of Al Culp, EP&S
MA, business administration
Sangamon State University



Angela Rudolph
daughter of Max Rudolph,
Maintenance
Highland High School



Bryan Clark
son of Edward Clark,
Maintenance
Alton High School



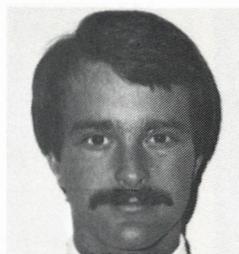
Mary Crim
daughter of J.C. Crim,
Cracking
Roxana High School



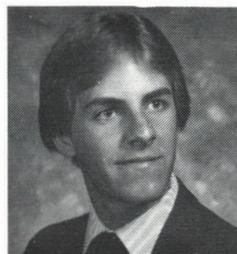
Robin Heuer
daughter of Robert Heuer,
Maintenance
Rosati Kain High School



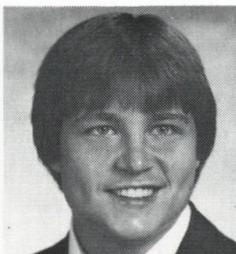
Carlene Schobernd
daughter of Robert Schobernd,
Maintenance
Alton High School



Bob Zlervogel
EOS
MS, chemical engineering
University of Missouri - Rolla



Keith Kuchta
son of Roger Kuchta,
Maintenance
Edwardsville High School



Mike Donelson
son of James Donelson,
Operations
Roxana High School



Tiffany Garwood
daughter of Ken Garwood,
Compounding
Gillespie High School



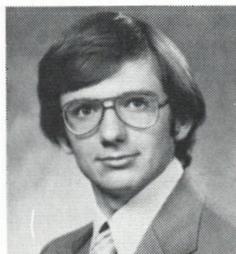
Christine Hollowich
daughter of John Hollowich,
Maintenance
St. Thomas Aquinas High School



George Percival III
son of George Percival, Jr.,
EP&S
BS, engineering physics
University of Illinois



Kimberly Carr
daughter of Bill Carr, Utilities
BS, nutrition and medical
dietetics
University of Illinois



John Lolle
son of Leo Lollie,
Maintenance
BA, biology
Washington University



Helene St. Pierre
daughter of Roy St. Pierre,
Administration
BS, accounting
University of Texas



Ronda Lee
daughter of M.G. Lee,
Maintenance
Southwestern High School



Cheryl St. Pierre
daughter of Roy St. Pierre,
Administration
Edwardsville High School



Annette Melsenheimer
daughter of Dick Meisen-
heimer, Sulfur
Marquette High School



Betsy Maynard
daughter of J.B. Maynard,
QA
Alton High School



Christel Zippmann
daughter of Ralf Zippmann,
EP&S
Alton High School



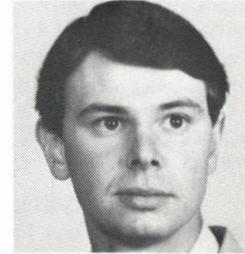
Renae Fencel
daughter of Larry Fencel,
Maintenance
and granddaughter of
Richard Schaefer, retired
Alton High School



Kimberly Cyprian
daughter of Herbert Cyprian,
Maintenance
Cosmetology
J.B. Johnson Career
Development Center



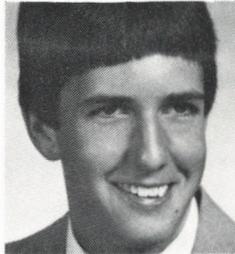
Barbara Maher
daughter of Robert Maher,
Maintenance
nursing degree
Lewis & Clark Community
College



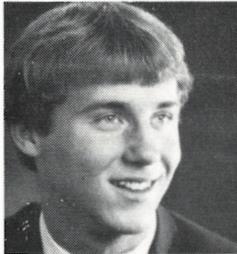
Chip Faulkner
son of Gerald Faulkner,
Maintenance
BA, religious education
Tennessee Temple
University



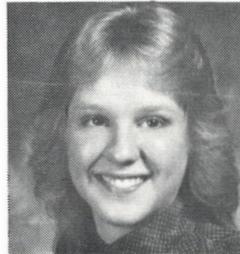
Michael Mossman
son of Roy Mossman,
Utilities
MS, social welfare
University of Missouri -
Columbia



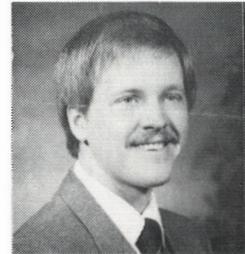
Gary Kesinger
son of Hal Kesinger, Security
Carrollton High School



Jeffrey Maynard
son of J.B. Maynard, QA
Alton High School



Mary Beth Allen
daughter of Wesley Allen,
Asphalt
Wood River High School



Michael Allen
son of Wesley Allen, Asphalt
BS, civil engineering
Bradley University



Don Myers
Personnel
Masters of bus.
administration
SIU-E



Shari Skrabacz
daughter of Raymond
Skrabacz, Maintenance
Roxana High School



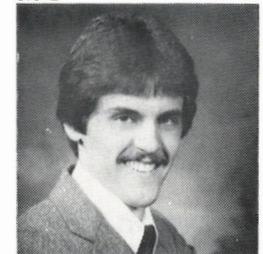
Douglas Klehne
son of Art Kiehne, EOS
Hazelwood Central High
School



Stacey Helgert
daughter of Harv Birming-
ham, Personnel
Roxana High School



Benjamin Maher
son of Robert Maher,
Maintenance
Edwardsville High School



Christopher Allen
son of Wesley Allen, Asphalt
ind. electricity / elec. tech.
Ranken Technical Institute



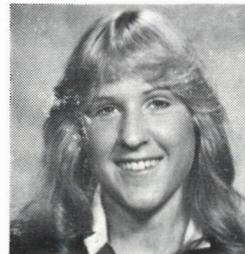
Mark Hughes
son of George Hughes,
retired
BS, electrical engineering
University of Missouri - Rolla



Carl Bailey
son of Carl R. Bailey,
Cracking
BS, civil engineering
SIU-Carbondale



Carolyn Horbelt
daughter of Richard Horbelt,
Maintenance
Granite City High School -
North



Marilyn Horbelt
daughter of Richard Horbelt,
Maintenance
Granite City High School -
North



Rebecca Robe
EOS
BS, chemical eng., eng.
chemistry
University of Tulsa

Vice president comments

Continued from page 1

REVIEW: What challenges face Shell's manufacturing complexes?

O'BRIEN: I think right now the biggest challenge is to become more productive and efficient. Concentration on cost effectiveness and productivity is required to stay alive and competitive in the future. Wood River has responded well to this. Another challenge is to try and get more of our people, hourly and staff, involved in understanding the company's goals and responsibilities and then helping to achieve those goals. Much progress is being made in that regard, but we have just barely scratched the surface.

REVIEW: What is the status of the company's manufacturing facilities?

O'BRIEN: We recently completed a massive modernization of the two



Contest recap

The 12-week Safety Slogan Contest ended in May. The winners and the subjects were: **Gini Jones**, safety shoes; **Scotty Monroe**, safety permits; **Karen Nash**, scooters; **Jim Rosentreter**, hard hats; **Lisa Hinrichs**, tools; **Harry Schneider**, clean up; **Wayne Sullivan**, hearing protectors; **Stan Jacobs**, shutdowns; **Ed Miller**, respirators; **W.G. Frazer**, H2S; **Troy Metheny**, rigging; and **Mitch Scroggins**, safety glasses. Congratulations to each winner.

Champion gymnast

Ralf Zippmann's 11-year-old daughter, Heidi, recently took fifth place all-around at a five-state USGF Regional Championship meet in Michigan. Heidi's effort paced the Alton Mid-Illinois Jets to first place in team scoring.

Proud father

Charles Modrovsky has every reason to be proud of his daughter, Sharon Wilkinson. She has been awarded a new pink Cadillac in recognition of her leadership and sales achievements with Mary Kay Cosmetics, Inc. Of the 4,200 sales directors, only about 670 have won a Cadillac.

California complexes (Wilmington and Martinez) to the sum of about \$800 million. In terms of hardware capability, they are now as good as any on the West Coast. We are starting Yield Improvement Programs and will intensify modernization efforts at our East of the Rockies locations (Wood River, Deer Park and Norco) if the program remains competitive with other business opportunities throughout Shell. Plus, Shell's ability to respond to crude flexibility at all locations is very important.

REVIEW: How does Wood River fit into the East of the Rockies picture?

O'BRIEN: Wood River, of course, is the key factor in our being a very competitive force in the Midwest. As for the East of the Rockies system, the Midwest is probably our most attractive market. We have studied the feasibility of shutting down an EOR refinery, but every calculation we come up with tells us the most desirable option is to continue with all three.

REVIEW: What is the short-term outlook for the oil industry?

O'BRIEN: The industry as a whole and Shell in particular have come through a very rough first quarter in which many companies, at least in their oil products segments, made little or no money. Shell, in fact, lost money. The outlook for the summer appears to be somewhat better in terms of the refining industry. Margins seem to be improving, partly because of the stabilization of world crude oil prices, and

Shell offers

Continued from page 2

Ed Cassidy, manager of Customer Services, said Shell's offer "shows a large company is able to narrow its business interests to a small area and show that it does have compassion and understanding for its customers.

"We do have a public out there and it's growing everyday," he said. "As a matter of customer goodwill, I think the decision to send those letters was the only way to go." (*Reprinted with permission from the center-view, Shell Information Center, Houston.*)

the apparent expectation of speculators that the world crude oil surplus will probably not cause a crash in prices. Meanwhile, a number of companies in the refining business have shaken out -- they were not able to meet these competitive forces and were forced to close. I think what happens this summer is going to depend a great deal upon both the economy and the world crude oil market. It's going to remain a very tough, competitive business. A business requiring the kind of efforts going on right now at Wood River.

REVIEW: As you look back on your career with Shell, what feelings come to mind?

O'BRIEN: I am very fortunate, and I think a lot of Shell people can say this, that my time with the company has been extremely interesting and enjoyable. I never really worked at a job I didn't like. One characteristic about Shell people I've come to appreciate is they are some of the nicest, easiest people to work with you could ever find.

REVIEW: What do you have planned for retirement?

O'BRIEN: My wife and I are building a house in Rockport, Texas, which is about 170 miles south of Houston. We will move there and stay busy with my wife's antique business. Other than that, we have nothing definite planned at this time.

REVIEW: Thank you for your comments.

O'BRIEN: My pleasure.

Classified Ads

For sale: 1976 Datsun 280Z, 75,000 miles, am/fm, AC, louvers, excellent condition. \$4,000. Patty Banovz, 618/635-8717 or ext. 2396.

For sale: 70' x 130' wooded lot two blocks from lake at Goose Creek Recreation Center, French Village, Mo. Bonne terre area. Eldon Hobson, 254-8655.

For sale: 1979 Harley-Davidson FLH 80 Classic. 10,000 miles. Lorie Nelson, 377-0358 or ext. 2186.

For sale: Honda 450cc with many accessories, excellent shape, \$675. Eighteen-foot-long Mark Twain inboard/outboard, open bow, 30 hours on motor. Paul Lanzerotte, 259-5289 or ext. 2447.

Anniversaries



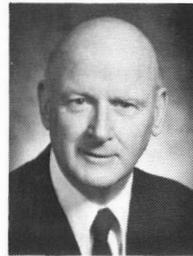
Cleo Meredith
Dispatching
35 years



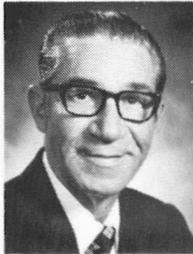
Bobby Mayfield
Maintenance
35 years



Al Culp
EP&S
30 years



Joe Hainsworth
EOS
30 years



Virg Darr
Maintenance
30 years

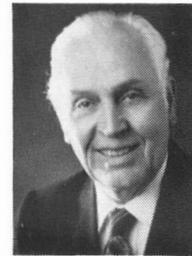


Wayne Phegley
Cracking
25 years



Art Kiehne
EOS
25 years

Retirements



Fred "Doc" Bryant
Cracking
41 years



Abe Coalson
Cracking
40 years



Vernon Fillingim
Cracking
37 years



Sam Simpson
EP&S
31 years

In remembrance

Charles A. Kibler, 80, died May 26. Mr. Kibler was a compounder 4th, Compounding before retiring in 1965 after 31 years of service.



C.A. Kibler



J.E. Kennedy

Edward L. Grabowski, 84, died May 27. Mr. Grabowski was a machinist 1st, Engineering Field, before retiring in 1959 after 17 years of service. (No photo available)

Joseph E. Kennedy, 91, died May 26. Mr. Kennedy was a janitor 2nd before retiring in 1951 after 26 years of service.

WOODY & CLYDE



Bloodmobile visits June 22-23

Employees say giving blood is a rewarding experience

Ask **Bob Dealey**, Complex supervisor, for a good reason why someone should donate blood to the Red Cross and he can give you one of the best. His son had open heart surgery at age 10 and required a vast quantity of blood. Many people came forward and gave blood to help his boy--that is something which Dealey will always appreciate.

Dealey and other Complex employees will have the opportunity to give the "gift of life" when the Bloodmobile visits the cafeteria on Wednesday and Thursday, June 22-23. Participation in the drive will help the Red Cross provide blood for patients in 140 hospitals in the 80-county Illinois/Missouri Region.

A two-gallon donor, Dealey said he always feels good about giving blood. "A person should feel rewarded in donating blood because it is a part of yourself," he said. "Besides, it takes such a short period of time to give, but the results can be very lasting for people who receive the blood."

Gerald Kessler, a foreman in Compounding, is another two-gallon donor. He recalled he was nervous the first time he gave blood. "Afterward, I felt great and decided to give on a regular basis," Kessler said. "I believe it

is my duty to give as long as I can. Someday I may need blood myself."

The first time **Dennis Dugan**, truck driver, gave blood was when he was in the Army in 1969. A friend was injured in a field exercise and needed blood. Now a two-gallon donor, Dugan tries to give twice a year. He echoed Dealey's and Kessler's sentiments when he stated he enjoys helping others through his blood contributions.

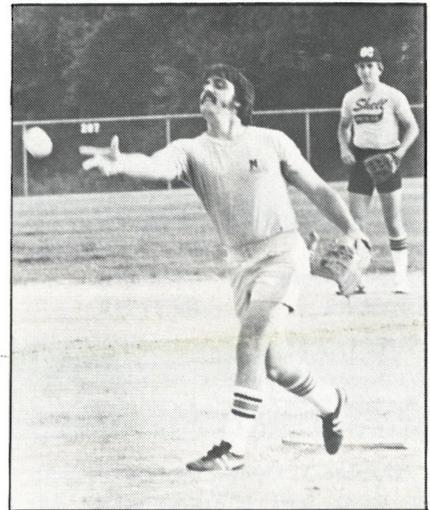
Now, more than ever, the local Red Cross organization is in need of blood as well as financial assistance. The December floods in Illinois and Missouri cost \$5 million in aid, the group's most costly disaster operation in the last year.

During that time, the Red Cross sheltered or fed more than 100,000 people in the two states. The floods and then the tornadoes affected 8,500 families. In April, there were floods in West Alton, and in May in Fenton, Arnold and again in West Alton. The April and May operations cost nearly \$200,000 with assistance being provided to 628 families in St. Clair, St. Charles, Jefferson and St. Louis counties.

The Red Cross is once again counting on the support of Shell employees from Wood River during the Bloodmo-

bile drive. In addition to the satisfaction that comes from giving, all donors will be eligible to participate in a drawing for 12 cases of Shell Fire and Ice® motor oil.

As Dealey says to non-givers, "Try it, you'll like it."



Danny Garrett pitches one for the Bombers during an SRA softball game June 9 at Kendall Hill. The Bombers defeated the Boilermakers by a score of 10-0.

Shell Oil Company
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Wood River, Illinois 62095

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