



# WOOD RIVER REVIEW

MARCH/APRIL 1996

## Opening Day!

In future years, Wood River employees will probably remember April 1, 1996, not as yet another April Fools' Day, or even as Opening Day of the 1996 Major League Baseball season. More likely, this sunny, blue-skied day will remain indelibly impressed in memory as the Opening Day of our new company: the Shell Wood River Refining Company. Even for the baseball fans among us.

### **New Name Unveiled**

Festivities began at 10:30 a.m. with the unveiling of the refinery's new sign at the main entrance. As members of the press snapped photos, President/CEO Phil Schwin cut the broad yellow ribbon and, with assistance from several management team members, pulled away the red wrapping, revealing the new name and Shell pecten.

### **Music, Laughter And Lunch For Everyone**

At about 11 a.m., the first group of employees gathered

*Continued on page 2...*

*New President/CEO Phil Schwin—ready to cut the ribbon!*

Continued from cover...

for a luncheon, which was served in three shifts under a tent set up in the parking lot adjacent to the Human Resources building. The menu included sirloin tip roast, turkey, baked potatoes and vegetables. And for dessert, members of senior management served pieces of a giant cake, decorated with the new company logo.

The atmosphere was informal, the mood festive. Flowers in Shell colors dotted each table and hundreds of balloons floated overhead. During lunch, The Delivery Boys, two of whose members, Bob Eschbach and Brian

Landreth, are Shell employees, provided live music, and radio personality Guy Phillips delivered a stand-up comedy routine.

Employees were given either a red T-shirt or hat with the new logo to commemorate the event. ♦



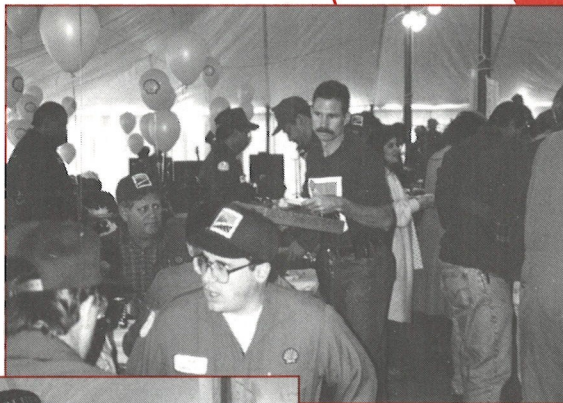
Nancy Yarnell and Phil Schwin admire the refinery's new logo—in icing!



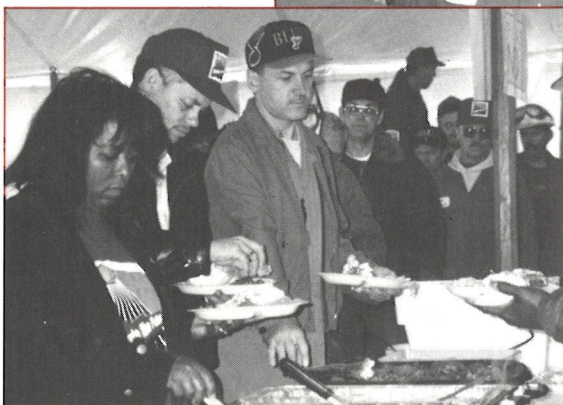
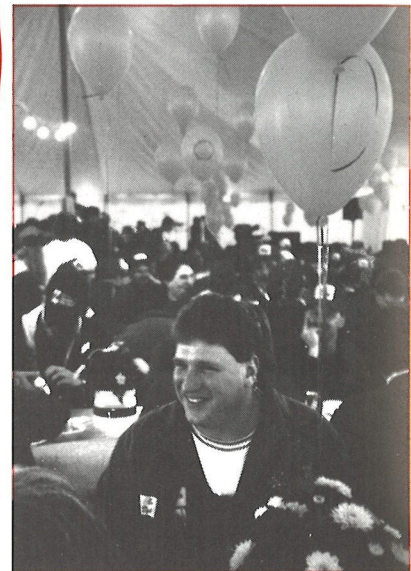
Richard Gerth, Ken Jobe and Phil Schwin pose with the company's new sign at the main entrance.

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Bill Fitzpatrick, (center standing) and other senior managers served cake to employees.



Balloons and flowers in Shell colors created an air of festivity. Ed Dalton pictured in foreground.



Lots of food to serve lots of employees.

Judy Schrewe and Phil Schwin observe the celebration.



# Employees Express High Hopes

As the refinery was rechristened, employees speculated on the impact of the changeover to an independent corporation. For the most part, enthusiasm was running high:

Neil Cullen, Logistics,  
and Butch Cottingham,  
Maintenance-Turnarounds



“With the right people in place and good decisions, I think it will be better. It will be exciting to see how it goes. It will be a real challenge.”

— Neil Cullen, Logistics

“I’m very excited about what it will do for Wood River. I think we have the right people, and we’re more than capable of making it on our own.”

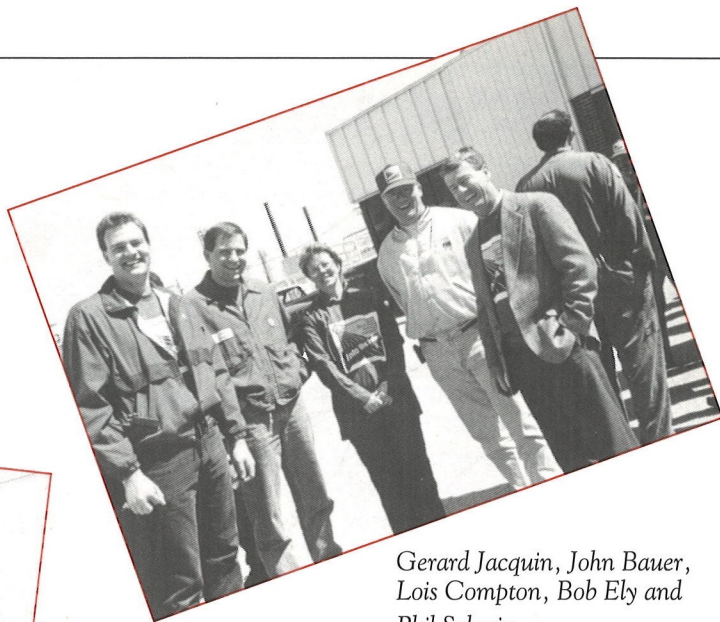
— Butch Cottingham, Maintenance-Turnarounds



Joyce Brueggeman, Patty Banovz, Tammy Williams  
and Gill Wimberly, Business Services

“I’m excited. If it’s survival, I’m for it. I think it’s a good deal.”

—Gill Wimberly,  
Customer Services-Business Services



Gerard Jacquin, John Bauer,  
Lois Compton, Bob Ely and  
Phil Schwin

“It gives us the opportunity to control our own destiny.”

— Bob Ely, Maintenance-Turnarounds



Foreground:  
Shelby Gibson and  
Tom McAfee,  
Alkylation; Jeff Bond  
and Wayne  
Frazer, Aromatics

“I think it’s great. It will make us money in the future, I hope.”

— Wayne Frazer, Aromatics

Lois Fiala, Al George and  
Mary Haynes, Information  
Services

“I’m looking forward to seeing what new management and the Board of Directors bring to our location.”

—Al George,  
Information Services



# A New Logo: What's In A Design

On opening day, the Shell Wood River Refining Company's new logo was seen everywhere, emblazoned on banners, red hats and T-shirts. The design is striking; however, its elements also have special meaning.

A logo is a graphic mark that embodies a company's identity. Accordingly, it seemed appropriate that our logo should be designed with particular relevance for our new corporation.

The first step was to develop a slogan that would communicate the forward-looking aspect of our organizational change. The slogan arrived at—'Into The Future'—captures the optimism generated by the refinery's new freedom to make independent decisions and aggressively pursue its course toward profitability.



Next came the graphic elements. The waving banner, on which the slogan appears in the logo, is a traditional symbol of heraldry, used to signify something that is arriving or coming into existence. The other main design element is the familiar Shell pecten in the upper left corner. The lines, which converge at the pecten, have a dual symbolism. They both emanate from the pecten and point to it, simultaneously suggesting the refinery's long history with Shell and the future contribution it will make

to Shell Oil Products Company as an independent corporation.

So, the next time you see our new logo, remember: it isn't just a design—it's a concept.

SHELL WOOD RIVER REFINING COMPANY

**BYTES**  
BUSINESS

## NEW BUSINESS NEWSLETTER LAUNCHED

In the first week of April, the first issue of a new publication, *Business Bytes*, went out to all employees. The newsletter was created to help promote greater awareness and understanding of business issues related to Wood River and the refining business as a whole. It will be published as business needs warrant, usually twice a month.

Vice President - Operations Tom Purves sees the newsletter as helping meet a real and growing need: "Refining is a tough, competitive business, and having knowledge of how the business works is more important now than ever. As we become an independent corporation, there is a real urgency for us to be more aware of market conditions and understand how they affect us. By making decisions in the context of the marketplace, we will be able to seize opportunities when they come along and maximize net income."

### No Experience Required

*Business Bytes* is designed to be reader-friendly. Business terms that may be unfamiliar are defined in

the issues in which they are used. Articles on business topics are brief and assume no prior knowledge. The idea is both to provide timely information and to help people add to their understanding of the refining business.

*Business Bytes* will be delivered in your plant mail, so check your mail box.

### Business Bytes Plus

Those who like to read their news on a screen can access both *Business Bytes* and *Business Bytes Plus* on ELS under the Shell Home Page. *Business Bytes Plus* is a supplement to *Business Bytes* providing additional industry news. You can find these electronic publications by going to the SITE APPS icon and tapping on SWRRC Info Net. Then tap on the HOMEPAGE.

Once it's up, scroll down to *Business Bytes* or *Business Bytes Plus*. ♦

# Not Goodbye... Just Good Wishes

The guest of honor cuts his cake with help from wife Sue.



story, these qualities cease to be abstractions. They take on life and color, blending into a multi-dimensional portrait of a man who, in his more than 40 years with Shell, has left an indelible, positive mark on countless lives.

## Expressions Of Appreciation

The retirement celebration held for Johnson at Kendall Hill on Mar. 28 brought many of those people together to express their appreciation and good wishes. Surrounded by his wife Sue, their children and grandchildren, Johnson listened as a number of speakers, both from Wood River and Head Office, paid him tribute and shared their particular memories.

He will take into retirement several gifts: a clock, presented by Cliff Barnes on behalf of the retirees and, from Wood River employees, a gift certificate for the pro shop at Sunset Hills Country Club, as well as a large, framed photograph of the refinery at night. Perhaps, though, the most meaningful gift will be found inside two thick scrapbooks. These are filled with letters—heartfelt, personal messages from dozens of the people with whom Gayle Johnson has worked over the years.

One of the joys of retirement will be "more time with my grandchildren," says Johnson.



## A Legacy For The Future

As we begin a new chapter in the history of our Wood River refinery, we do so with eagerness and expectation, confident of the continuation of excellent leadership. But we will not forget that it was Gayle Johnson who charted the path we now follow into the future...and he who always believed we have the skills and stamina for the journey.

Thus, as we turn the page, we also look with fondness and gratitude to the chapter that closes with Gayle Johnson's retirement. We have valued and will miss his wisdom, his friendship, and his humor, although we are heartened to know that, in retirement, he will remain nearby, a part of our community still.

Gayle, on behalf of all Wood River employees and retirees, we want—one more time—to wish you well and to say 'Thank you' for a job well done. Your legacy will remain in our hearts and minds to help guide us forward. ●



Sue and Gayle Johnson (left) chat with Tara Condon-Tullier (right).



Left to right: Gayle Johnson, Gina Nicholson, Lori Tokar and Judy Schrewe.



# Champions Of Quality: The Refinery Grade Propylene Team

Those who are successful generally exhibit two characteristics: One, they see opportunities that may be overlooked or discounted by others; two, when they identify an opportunity, they go after it—hard. It's a description that fits the Refinery Grade Propylene Team (RGPT) "to a T" and goes a long way to explain why this team was recently named a winner of the Champions of Quality Award. The award is the highest recognition bestowed by Shell Chemical, reserved to honor the most outstanding achievements.

## Seizing Opportunity

In 1994, Wood River's Base Chemicals Business Center saw a chance to take advantage of a growth opportunity by producing refinery grade propylene. Propylene margins are volatile, however. To make a profit, a production system would have to be developed quickly, and costs would have to be minimal. The RGPT—a wholly self-directed work team—was formed to review the production and logistical options.

In evaluating each option, they considered cost, the length of time it would take to become operable, operability once in production, and ease or difficulty of maintenance. In the end, they came up with an innovative plan that would satisfy all criteria.

All the conventional wisdom suggested that propylene couldn't be produced cost-effectively at Wood River: it would take too long and cost too much. But the team wasn't about to give up. They reasoned that costs and time could be saved by using existing equipment.

## Challenges

Was it feasible? Existing pumps and surge vessels could be appropriated. Existing pipelines could be reversed. Piping and rail track systems could be upgraded to allow propylene loading. For the system to work, however, the quality and process control systems of three operating areas (the Cracked Gas Plant, the Alkylation Unit, and the volatiles loading rack in Logistics), as well as several miles of piping systems, would have to be integrated. In addition, the Team would have to find ways to achieve stringent quality control specifications, despite the limitations of existing

hardware. They would also have to make modifications to reduce safety and environmental risks to an acceptable level.

From the outset, the Team regarded support from unit Operators as essential for success; however, they understood they would have to overcome resistance to change, along with a degree of skepticism created by problems with past projects. By employing effective communications skills, providing strong leadership, and demonstrating trust in people, the Team gained credibility for the project and succeeded in overturning the existing "We-can't-do-this" paradigm, winning support and cooperation in the process.

## Results

If there was any residual skepticism as the project went forward, it was thoroughly eradicated by results. The system, which required a relatively modest capital investment of \$700,000 and took only eight weeks to complete, can produce up to eight thousand barrels a day of refinery grade propylene. And, over 11 months of production, it has yielded close to \$4,000,000 in net income for the Base Chemical and Fuels businesses.

## Team Honored

The RGPT includes Judy Bautsch, Logistics Operations SET; Beth Daliege, Associate Engineer; Mike Delaney, Staff Transportation Representative; Lloyd Funk, Control Systems Engineer; Dave Hutton, Senior Engineer; Mark Jones, Senior Chemist; Jeff Jost, Senior Engineer; Juanita Sepulveda, Business Services-Financial; Jim Shoemaker, Engineering-Control Systems; and Betty Wooten, Senior Transportation Representative. Team sponsors are Bert Natalicchio, Manager Cracking/Alkylation/Chemicals, and John Welsh, Manager Project Engineering-Process.

Team members attended the Shell Chemical Leadership Conference in March for a formal recognition dinner with the senior leadership of Shell Chemical. ♦

Gain rarely comes without some risk, but the calculated risk of running at substantially reduced inventories is paying off—not only for Wood River, but across the spectrum of Shell Oil Products Company.

While shrinking inventory has great potential to return money from working capital to income, it is a strategy that requires careful planning to make sure supply is always adequate to meet customer demand. Thus far, Wood River has dropped inventories 500,000 barrels below targets without any major supply issues. “This is a sizable accomplishment,” says Manager Planning and Economics Howard Olsen.

## An Industry Trend

Olsen points out that Wood River, or even Shell Oil Products Company, is not unique in pursuing an inventory reduction strategy. “The whole industry appears to have done this,” he says. The fallout is that prices tend to spike, making the market more volatile than in the past; however, this is a marketplace condition that will affect all industry players equally—not just Shell.

## “Everyone Contributed”

Olsen attributes the strategy’s success to a refinery-wide effort. “Everyone contributed,” he says, citing as examples all those who worked to keep the units running smoothly, the people in Accounting who kept track of where we were, and those who took tanks out of service.

Day Oil Movement Supervisor Dan Dona recalls that his group’s role in inventory reduction began last year when they inspected and made repairs to 31 tanks. During the process, inventory needs were carefully scrutinized. As a result, a number of tanks were not returned to service and the 500,000-barrel butane cavern was emptied. “We worked closely with Jennifer Mueller in Planning and Economics, who gave us the target numbers,” he explains. “Then, from our side, we worked to get the numbers to match.”

Nearing the end of 1995, gasoline component levels were pulled to the lowest of the year to reach inventory targets. Dona explains that, although continuing to produce high quality gasoline while drawing off tank bottoms posed a real challenge, “the Oil Movement Supervisors were still able to blend good

gasoline, meeting all targets with no interruptions.” He adds that maintaining target inventory levels of blending components and finished gasoline will require ongoing evaluation and monitoring.

Olsen, along with Dona, gives special credit to Mueller for doing a great job: “She kept us constantly focused on where we needed to go,” says Olsen, who also credits Jim Morgan, President of Shell Oil Products Company, for providing leadership across the company. “Without that,” he says, “the initiative couldn’t have been so broad or so coordinated among a lot of organizations—supply, trading and marketing—with different perspectives.”

Signaling the breadth of the effort, as well as its effectiveness and importance to the company, the Inventory Reduction Team across Shell Oil Products Company has been nominated for a President’s Award.

## An Ongoing Effort

A celebration held at Kendall Hill on Feb. 14 was an occasion to recognize the many people who contributed to Wood River’s success in reducing inventories in 1995. Coming in under targets is good reason to celebrate, although Olsen cautions that this is “not a one-time event.” The effort must continue. “We will need to manage down to even lower levels of inventory as we become an independent company,” he says. “We still have 100 million barrels of physical hydrocarbon inventory. We can go still lower without undue risk.” ●



Many who helped in the inventory reduction effort celebrated success at Kendall Hill on Feb. 14.

# The Shell Wood River Refining Company Welcomes Its First President/CEO

On a day in mid-March, Phil Schwin is on a whirlwind visit. He takes a break in his schedule, settles into a chair in the second floor corner office he will soon occupy, and talks about the long road that has brought him finally to Wood River as the first President/CEO of a fledgling corporation with a long history. Conversation ranges from the diverse jobs held over his career with Shell to his family and hopes for the future.

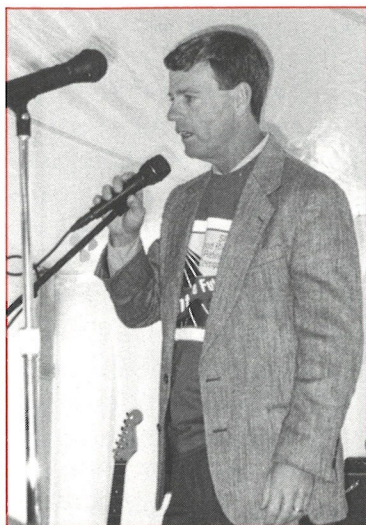
## Lessons Learned Early

Since the eighth grade, when his family moved to Florida, Schwin has lived in the South, but he doesn't expect the move to Illinois to leave him climatically challenged. "I'm no stranger to cold weather," he says, explaining that he lived the first 12 years of his life in LaGrange, the small town on the northern Indiana border where he was born. He recalls what life was like after the move: "All of us, my father and mother, my three sisters, my brother and I, packed up and moved to Florida, where my father, who was a carpenter, started up a cabinetmaking business. As it turned out, he was a better craftsman than businessman, and all of us had to pitch in and do our part. Looking back on it, I think the lessons I learned then got me off on the right foot and have served me well to this day."

When he went off to college at the University of Florida in Gainesville, he carried the lesson of hard work with him—along with an aptitude for math. "I didn't know what I wanted to do," he says, "but I thought either accounting or engineering would be a logical choice. I did well in freshman chemistry, ended up majoring in chemical engineering, and here I am."

## Beginning A Shell Career

The ink was scarcely dry on his Bachelor of Science diploma when Schwin joined Shell at the Geismar Chemical Plant in Baton Rouge, Louisiana. What prompted him to accept the offer was Shell's reputation as a good company. "I was also lured by the fact that it was a brand new enterprise," he adds. "It was a



Phil Schwin addressing employees during Opening Day lunch.

chance to be in on something from the beginning and help build it. I found that exciting."

He spent two and a half years at Geismar, working a number of jobs. "The activity was intense," he says, "and I still have friends from my time at Geismar."

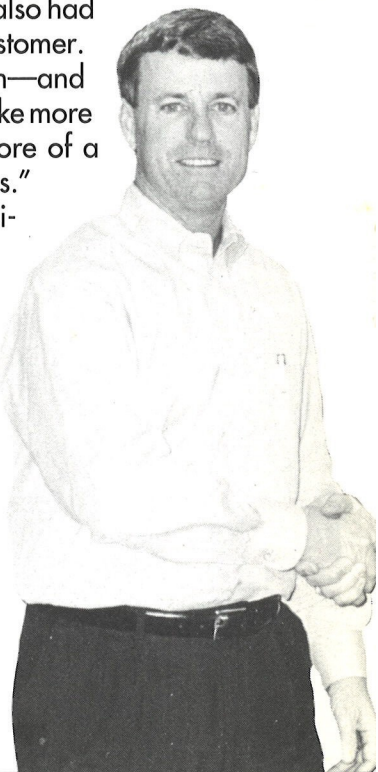
## The Houston Years

In 1970, Schwin pulled up stakes and headed to Deer Park on what was to be a six-week assignment for the startup of the Utilities systems associated with the first big olefin cracker there. That six-week assignment stretched into six years, a tenure he ended as a Process Manager of the Olefin Plant.

In 1976, he was reassigned to Head Office in the Detergents Business Center.

"Up until that time, I thought that all you had to do was make a product at low cost and you'd be a success," he remembers. "When I got to the Business Center, I quickly learned you also had to sell the product to a real customer. That was an important lesson—and one I think we really have to take more to heart now by bringing more of a business focus into operations."

After two years at the Business Center, Schwin returned to Deer Park as Environmental Operations Manager. He recalls, "That was my first exposure to the refining side, and I got very immersed in it. I was on a tremendously fast learning curve, which I really enjoyed." The following year, he became one of two Operations Superintendents for the refinery.



## From Base Chemicals To Norco

Schwin's refining involvement at Deer Park ended in 1982, when he was reassigned to Head Office—this time as Operations Manager for Base Chemicals. That experience brought his first, and only, previous exposure to Wood River, where he had responsibility for the Benzene Extraction Unit and the now-decommissioned Tertiary Amylene Unit. It was a tough time. "We went through some really bad years in Base Chemicals when we faced the possibility that the total business would be sold," he recalls. "It wasn't sold, though, and today, Base Chemicals is one of Shell's most profitable businesses."

After spending a year in the Products Planning Organization, where he worked on short- and long-term Operating Plans for Shell Chemical, Schwin and his family moved to New Orleans, where he was assigned as Manufacturing Superintendent in 1985. In 1991, he became Complex Manager, and in 1995, as a result of changes in governance, he assumed his last role at Norco: Manager of the Norco Chemical Plant. The next stop would be Wood River.

## Looking Ahead

As when Schwin went to Geismar on his first job with Shell, he is once again excited by the prospect of helping make a new venture successful—this time, a new corporate entity. Contemplating the challenge ahead, he says, "It's a great opportunity to be part of an organization that can control its own destiny."

Part of controlling destiny is giving thought to the kind of company we want to be, to the way we conduct our business. "I believe strongly that it's important

to be a good corporate citizen," says Schwin, "and I will do everything in my power to assure we're perceived that way. I plan to be actively involved in the community."

Schwin views Wood River's community involvement as producing "win-win" partnerships that benefit everyone. Ongoing support of schools,

he feels, is especially important: "If you can improve education, you help develop better citizens and a stronger community. It also directly benefits our employees and their families and gives us a sense of pride in where we work."

The high priority Schwin gives to education also extends to work-related learning: "If our company is going to succeed and grow, people have to continue to learn. If we don't broaden our knowledge and skills, it's difficult to make progress." He foresees continued emphasis on locally conducted training programs and also expects people from Wood River to participate in programs at the recently opened Shell Learning Center in Houston. "Training is an investment in our most valuable resource—and one we can't afford not to make," he says. "It's the people, not machines, that will make us a profitable company."

In his previous experience with people from Wood River, Schwin says he has been enormously impressed by their feeling of pride, which he attributes, at least in part, to a "deep and rich sense of history." As he assumes his new role, he shares in that pride and looks forward to taking his place in the ongoing historical progression of the refinery.

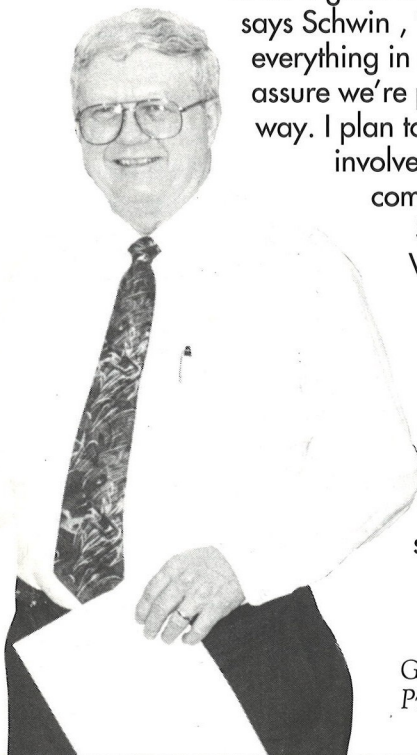
## On The Personal Side

Schwin and his wife, Barb, dated in college and married just six months after he graduated. Their two adopted children are themselves now college age. Scott, 23, attends Loyola University in New Orleans, and Holly, 18, will attend Florida Southern College following graduation from high school this year.

Schwin will move to the area immediately, with the rest of the family following at the close of the school year. In the meantime, the Schwins will be house hunting in the Edwardsville-Glen Carbon area.

Schwin tries to balance work with leisure activities and time with his family. Both Schwins are frequently found on the tennis court. "We're both avid players, but she's good," says Schwin, modestly.

Schwin's other great love is fishing, particularly salt water fishing. "If I didn't do what I do," he muses, "I'd be captain of a fishing boat." Fortunately, he likes what he does and looks forward with enthusiasm to his new day job as "captain" of the Shell Wood River Refining Company. And if no one mentions it, perhaps he won't notice that Wood River is a long way from salt water. ●



Gayle Johnson (right) welcomes new President/CEO Phil Schwin (left).

# Employee Volunteer Highlight: Carol Davis

When looking for words to describe Carol Davis, a Tester in the Quality Assurance Lab, "passive" isn't one that springs to mind. She has always had many interests, always been involved, and helping others has been a way of life for her. So it wasn't surprising that, when she heard about someone in need two years ago, she answered the call. Since then, she's been a strong voice in the crusade to register potential bone marrow transplant donors.

"When I was in college, I was torn between nursing and business," she recalls. She opted for a business degree, but after graduation, went to work in a hospital. "I still had that interest in medicine," she says. Fifteen years ago, when she left her hospital job to join Shell, the desire to help others with health problems stayed with her. Then, two years ago, she found a way to get involved.

"I was watching television one night when I saw someone I knew

on the screen. It was an old friend, Herrett Parker, who had lived in my apartment complex. She had been diagnosed with leukemia and needed a bone marrow transplant." Determined to see if she could help, Davis went to St. Mary's Hospital to register during the donor drive she'd seen advertised. But that was only the beginning.

## An Urgent Need

Davis remembers having previously read a story about a couple who had had a baby in an attempt to get a donor for their daughter who needed a bone marrow transplant. "Otherwise, I really didn't know anything about it," she says.

Today, she readily cites facts and statistics to make her case: "There are between 8,000 and 12,000 people each year lost to diseases such as leukemia and aplastic anemia because no bone marrow donor is available. Without a transplant, these diseases are fatal."

According to Davis, the success rate of transplants is very high, but finding an appropriate donor is extremely difficult. For an optimal match, the donor and recipient need to share a rare six blood antigens. With only five shared antigens, the success rate falls to 20%.

"It's even more difficult to find matches for African Americans and other people of color because they are not of a genetically pure race," says Davis. "It takes about 100,000 potential donors to turn up a perfect match." That's why she has chosen to concentrate her efforts on behalf of AAUL, African Americans United for Life, which focuses on recruiting Afro-American donors. AAUL is affiliated with the national organization, Heart of America

*Carol Davis works to enlist potential bone marrow transplant donors.*

Bone Marrow Donor Registry, Inc., founded in 1985, which works to recruit donors of all races. Heart of America's five offices serve the entire nation.

## What's Involved

Davis explains that it's a simple matter to become a donor: "A person just needs to be between 18 and 60 years of age, in good health, not have any high-risk behaviors [such as those associated with AIDS] and give a small blood sample."

A person identified as a potential match undergoes a thorough physical to assure nothing is passed to the recipient, who is given chemotherapy to kill off his or her own bone marrow cells and kept in isolation, pending the transplant. About a pint of bone marrow is removed from the donor's hip bone with an aspirating needle and sent for hematology analysis. If everything checks out, the bone marrow is transported to the recipient for transplant. As a precautionary measure, the donor remains overnight in the hospital.

The body has an amazing ability to replenish itself, and the donor's removed bone marrow is restored within a few days or weeks.

## Just Do It

Davis says that, at first, she didn't know what skills she had to volunteer, but she jumped in, willing to do whatever it takes to register donors. Recently, she participated in drives at the Black Expo, held at the Convention Center in St. Louis, and at Washington University. She also works with corporations such as AT&T and Cerro Copper and Brass to enlist corporate participation. Davis has even convinced daughter Victoria, a student at Eastern Illinois University, to register.

At Shell, she plans to take advantage of twice yearly blood drives to



educate other employees about the need. She emphasizes, however, that people don't have to wait for a drive to register. "If they want to give a chance at life to someone who needs a transplant," she says, "all they have to do is call me." Davis' extension is 3169.

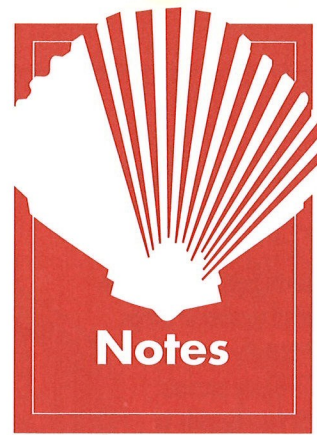
### Civic Spirit

Davis credits her mother for providing a model of civic responsibility: "She was president of the PTA, a choir director, and always involved in her church and community." In addition to her commitment to AAUL, Davis also finds time to devote to other causes. She is a Red Cross volunteer, and at Shell, she is a RAMS volunteer and has participated on the QA team to clean up Hwy. 111. In her home town of East St. Louis, she has helped build six Habitat for Humanity houses. She expresses her love for gardening by planting bulbs around City Hall and in parks and by helping elderly neighbors with garden chores.

Davis' mother also instilled a love of music in her daughter, along with her eight brothers and sisters, teaching them piano and voice. The family, including nieces and nephews, regularly performs as the Berry Family Singers, a 16-member group specializing in religious music. They are currently preparing for an upcoming concert at the Shiloh AME church on May 26.

Carol Davis is passionate about everything she does—and living proof that there is truth in the old saying: "If you need something done, ask the busiest person you know."

*Note:* Herrett Parker, after two years, is still awaiting a match for transplant. In April, the daughter of Baseball Hall of Famer Rod Carew died of leukemia waiting for her perfect match. ●



Community Challenge, sponsored by the River Bend Growth Association, is fast approaching its 6th year, and teams are organizing to compete in a variety of athletic, skills and knowledge events. The Shell team has placed every year and last year walked away with top honors, competing against approximately 20 teams. Organizers are looking for people to defend Shell's Number One ranking in this year's Challenge, which will be held Sat., June 1 - Fri., June 7, at Metro Sports in Alton.

Some of the scheduled events include: basketball, golf, volleyball, swimming, billiards, running relay, bowling, weightlifting, football throw, obstacle course, tug of war, wheelbarrow race, leap frog, jigsaw puzzle, calculator race, and the knowledge bowl.

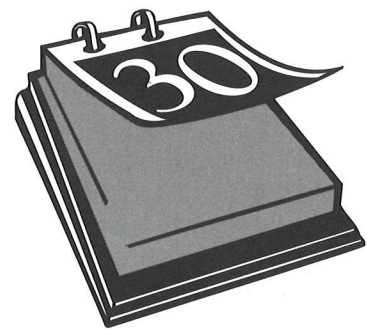
Slots on the team are open to both employees and family members. If you would like to sign up or receive further information, please contact one of the following by May 24:

Jane Dempsey, Customer Services, ext. 2860 or 258-0203 (home)  
John Kwas, Aromatics East, ext. 2600, pager 2058 or 259-2023 (home)  
Gary Whyte, Utilities, ext. 2324, pager 1487 or 466-8065 (home)

## 1996-97 SRA CALENDAR

SRA offers something for everyone. Keep an eye on bulletin boards for specific dates and information. Major upcoming events (for which reservations are required) are highlighted.

Fishing Contest	Mar. - Oct.
Archery	Feb. - Sept.
family Day	July 20
Trapshooting	May - Aug.
Skeet Shooting	May - Sept.
Softball	May - Aug.
<b>Golf Day</b>	<b>June 15</b>
Golf Scramble	October
Golf/Match Play	May - Oct.
Bowling (Wed.)	Aug. - May
Coed Bowling	Aug. - May
<b>Spring Dance</b>	<b>May 11</b>
Basketball	Oct. - Feb., '97
Racquetball	Feb. - Apr.
Radio Club	All Year
Pool Tournament	Feb., '97



# Planning For The Long Term

Moving into and through middle age, many people find themselves worrying about a number of things to which, in their youth, they scarcely devoted a thought. One of those things is aging parents: Will they remain healthy? Will they be able to live independently? And, if not, how will I [or we] take care of them? Such concerns can be highly stressful for adult children—and for their parents.

The concern is warranted. At the turn of the century, only four percent of the population lived beyond age 65. Today, with better nutrition and health care, people are living longer, increasing the odds that they will need long-term health care or assistance in facing age-related challenges. Because the subject is emotionally charged, however, the human tendency is to avoid it for as long as possible.

Avoidance doesn't make the problem go away; rather, it adds to stress by intensifying fear of the unknown. Worse, it leaves people totally unprepared to deal with a crisis, should it occur. Adult children are well-advised to look ahead, become informed about available services, and, if possible, discuss the options with their parents. People are usually more ready to accept decisions in which they have participated.

## Know The Alternatives

For many people, the words "nursing home" conjure a frightening vision. The needs of the elderly vary widely, however, and the good news is that many can be met with a lesser level of care.

Some of the most common problems stem from depression and misuse of prescription drugs. With appropriate treatment and/or help in monitoring medications, the person may regain a healthy level of functioning. In other instances, a person may be able to get by at home with some assistance—help with household chores or services provided by Meals On Wheels, the Visiting Nurses Association, or a part- or full-time companion. Depending on the level of need, in-home care can be relatively inexpensive or extremely costly. Around-the-clock care provided by a private company can easily exceed \$5,000 a month.

Other alternatives may be provided through local senior centers, adult daycare, or assisted living complexes, which may meet basic care needs. At a minimum, a nurse is usually available to check blood pressure and assure that medications are taken properly.

Some families make the decision to have an elderly parent move in with them, but it's not for everyone. In the best circumstances, this solution may prove rewarding for all concerned; in the worst-case scenarios, it can be a disaster, creating havoc in the household. The principle caregiver, usually the woman in the family, may be unable to meet everyone's needs. As a result, the caregiver may feel guilty and depressed. Feeling neglected, children and spouses may become resentful, and marriages may be stressed.

## HINTS FOR HEALTH



## The New Breed Of Nursing Homes

Understandably, most people prefer to stay out of a nursing home as long as possible. Some even extract promises from their children that they will never, ever put them in a nursing home. This is an unrealistic and unfair request. The decision, when it must be made, should be based on an objective medical assessment of the person's ability to function, rather than on emotion.

A visit to a modern, well-staffed, well-equipped care center is often enough to dispel nursing home phobia. Far from being bleak, depressing "warehouses for the elderly," many of today's nursing homes are attractive, vital facilities with top-notch medical staff and a wide range of rehabilitative services, recreational activities and enrichment programs. Some offer several levels of care options.

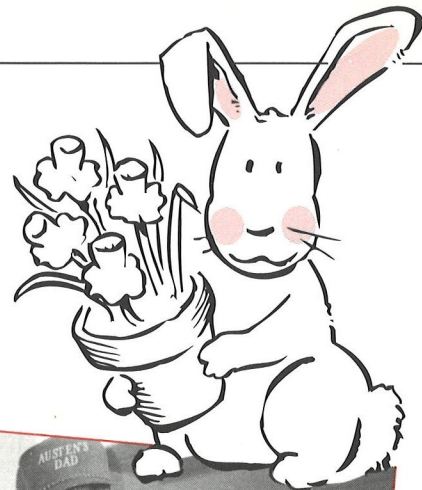
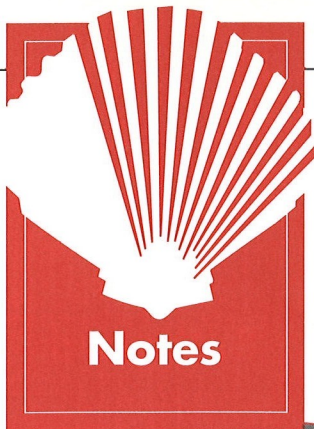
It is wise to visit several care facilities—before a crisis hits—and learn what services and programs they offer. When you visit, ask lots of questions. Look at the rooms. Talk with the staff. Sit in on activities. Inquire about special services, staffing levels and qualifications.

## Plan In Advance

Anyone facing the possibility of long-term care needs to be aware of the cost and plan for it. Medicare does not cover long-term, custodial care and has strict limitations on skilled nursing home care following a hospital stay. Medicaid does cover custodial care, but sets stringent asset-depletion requirements for eligibility. Contact your state Department of Aging for information.

Nursing home insurance premiums tend to be high, but such policies can provide a means of affording the \$2,500 to \$3,500 per month cost of a nursing home. Some companies also allow life insurance policyholders to access their death benefit to pay for care for catastrophic illness. The best planning, however, will include a well-diversified savings and investment program started well before the need for long-term care arises.

Finally, health problems can strip people of their ability to handle personal or financial affairs or make decisions affecting medical treatment. Adult children and their parents need to acknowledge and plan together for this possibility. An attorney can explain options such as living wills, trusts, and durable and medical powers of attorney. Such legal instruments, coupled with open communication between family members, can provide peace of mind by assuring a person's wishes will be respected. ●



## Museum Makes Appeal For Picture Frames, Offers T-Shirts And Hats

Much of what is displayed in a history museum requires framing. Photographs. Documents. Maps. And frames can be costly. In order to hold down expenses, the Shell Wood River History Museum is asking employees and retirees to keep an eye out for wood frames they don't need during spring cleaning. "New or used, as long as they're made of wood and have glass, we'd love to have them for the Museum," says Museum volunteer Lois Cooper.

You may drop frames off at the Museum on Wednesdays or Thursdays between the hours of 10 a.m. and 4 p.m.

T-shirts and hats with the new company logo are now on sale at the Museum. Get them while they last!

The History Museum is branching out. The next time you're in the Main Office and the Fuels buildings, look for the recently installed display cases, which will be kept filled with Museum mini-exhibits.

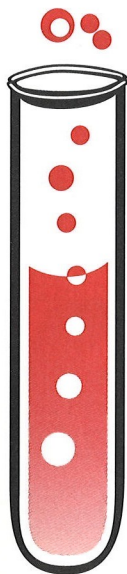


*Bunny Lori Nappier, daughter of Charles Nappier, charms baby Austen and "Austen's Dad."*

## SRA EASTER EGG HUNT

On Mar. 30, children and grandchildren of Shell employees and retirees poured over the grounds of Kendall Hill in search of treasure—Easter eggs! And no child went home empty handed. There were toys and candy for all who attended—with enough left over to brighten Easter for young patients at Children's Hospital in St. Louis. ♦

# 1996 Science Fair Held



For about 1,400 students in Region 12, months of research, experimentation, paper-writing, and preparation of displays and presentations culminated in the 1996 Science Fair. About 70 students will represent our region at the State Science Fair in May. Out of that competition, one student will emerge to compete in the International Science Fair.

In conjunction with the Fair each year, Shell Wood River presents a certificate and \$75 award, sponsored by Community Relations, for "an outstanding project related to the environment or energy/fuel usage." This year's recipient was Jeff Teasley, a junior at East Alton-Wood River

High School. His project, "Removal of Oil from Water by Bioremediation," examined the amount of slop oil removed by bioremediation and the effects of fertilizer on the activity of the microbes.

Gil Weyhaupt, Staff Engineer in Engineering Services, and Ajay Madgavkar, Manager Technical Services, served as this year's Science Fair judges. Weyhaupt acknowledges that Teasley had some help on his project from Shell's Paul Pizzini, Sr. Engineer, and Dennis Schrupf, Technical Sr. Engineer. "However," he says, "when Ajay and I interviewed him, it was apparent that he had really learned a lot about this topic." ♦

## SERVICE ANNIVERSARIES

### MARCH

**Gene Abbott**

Machinist - 1st Rate  
Engineering/  
Maintenance/Field  
30 Years

**Mike Cassidy**

Operator - 1st Rate  
Logistics  
25 Years

**Mary Haynes**

Asst. Sr. Data Processor  
Business Services -  
Information Services  
20 Years

**Dan Swarrigim**

Sr. Inspector  
Engineering/  
Maintenance-  
Pressure Equipment  
30 Years

### APRIL

**Chester Brooke**

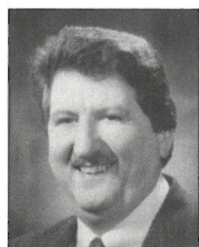
Sr. Assistant  
Engineering/  
Maintenance-  
Engineering Services  
20 Years

**Bob Cleaves**

Driver  
Compounding-  
Maintenance  
20 Years

**Vernon Cline**

Sr. Inspector  
Engineering/  
Maintenance-  
Pressure Equipment  
20 Years

**Randy Fickert**

Sr. Inspector  
Engineering/  
Maintenance-  
Pressure Equipment  
30 Years

**Gary Franke**

Operator - 1st Rate  
Environmental  
Operations  
20 Years

**Stan Kincade**

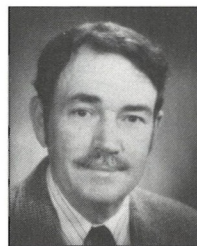
Operator - 1st Rate  
Lubricants Processing  
20 Years

**Vince Leady**

Operator - 1st Rate  
Environmental  
Operations  
20 Years

**Bob Metzger**

Pipefitter - 1st Rate  
Maintenance - Shops  
20 Years

**Larry Ray**

Pipefitter - 1st Rate  
Engineering/  
Maintenance/Field  
30 Years

**Dean Rull**

Machinist - 1st Rate  
Engineering/  
Maintenance/Field  
20 Years

**Keith Sedlacek**

Environmental Supervisor  
Technical/HS&E -  
Environmental  
Conservation  
20 Years

**Cliff Smith, Jr.**

Pipefitter - 1st Rate  
Engineering/  
Maintenance/Field  
20 Years

**Dave Snyders**

Operator - 1st Rate  
Environmental  
Operations  
20 Years

**Jim Whorl**

Operator - 1st Rate  
Distilling  
20 Years

**Warren Wood, Jr.**

Sr. Engineering  
Technician  
Engineering/  
Maintenance-  
Electrical  
20 Years

**Ed Young**

Operator - 1st Rate  
Logistics  
20 Years

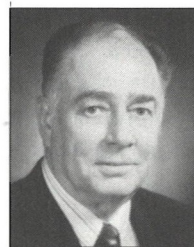
**Dan Zitt**

Operator - 1st Rate  
Logistics  
20 Years

## RETIRING

**Gayle Johnson**

Administration  
Manufacturing Complex Manager  
Service: 40 years,  
8 1/2 mo.

**Don Mihelcic**

Business Services-Inventory  
Management  
Counterman 1  
Service: 19 years, 11 months

**Dave Snyders**

Operations-Environmental  
Operator 1  
Service: 20 years,  
1/2 month

### Exemplary Attendance Addendum

*Due to a few glitches in the system for compiling the annual Exemplary Attendance List, several names were inadvertently omitted from WRR's published list in the last issue. The following names should have been included in the published list, which recognizes those who have a record of 10 or more years without a missed shift or day.*

**Administration**

Tom Purves

**Business Services**

Stephanie Burton  
Mike Peartree

**Engineering  
/Maintenance**

Jerry Crail  
Carl Hamberg

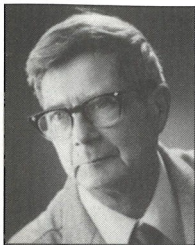
**Operations**

Reuben Avilez  
Jack Brisky  
Ron Carter  
Gary Crainick

Mike Delaney  
Aamir Farid  
Ken Jouett  
Abe King  
George Martin  
Gene Peters  
Owen Ross  
Ed Uetz  
Clyde Wiseman  
Danny Zipprich

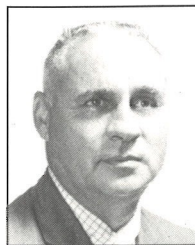
**Process Engineering,  
Health & Safety**  
Mark Jones  
Dan Swanner  
James Terry  
Frank Zybert

# In Memoriam

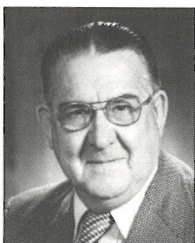
**James Baehler, 76,**  
died Mar. 25, 1996.

Mr. Baehler retired Jan. 1, 1983, as a Pipefitter 1 in Maintenance. He served for 33 years.



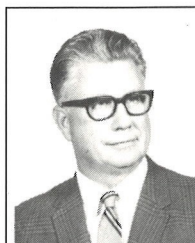
**Elwood L. "Woody" Pitchford,**  
84, died Mar. 27.

Mr. Pitchford was an Operator 1 and Shift Foreman in Catalytic Cracking. He retired Sept. 1, 1962, after 32 years of service.



**Paul Dvorchak, 82,**  
died Feb. 17, 1996.

Mr. Dvorchak worked in Maintenance for the refinery Laboratory. He retired Aug. 1, 1975, having served 36 years.



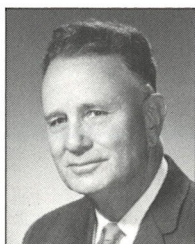
**Robert W. Stoddard, 84,**  
died Feb. 16.

Mr. Stoddard, was an Operator 1 in Distilling. He served for 27 years, retiring on Oct. 1, 1970.



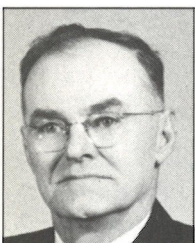
**Walter E. Hannold, Jr.,**  
84, died Apr. 5.

Mr. Hannold was a Shift Foreman in Gas. He served for 19 years prior to his retirement on Sept. 1, 1962.



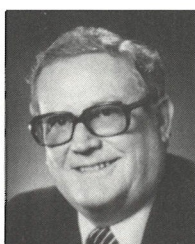
**Frederic William Weber,**  
93, died Mar. 15.

Mr. Weber, who served 42 years prior to his retirement on Mar. 1, 1967, was an Operations Foreman-Lubricating Oils.



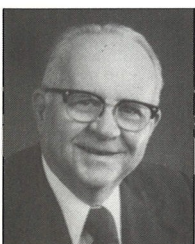
**George Margherio, 87,**  
died Apr. 12.

Mr. Margherio was an Engineering Foreman. He served for 28 years prior to his retirement on April 1, 1968.



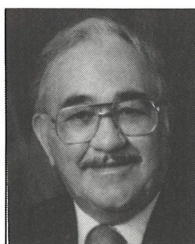
**Almer J. "Bud" Whittaker, 67,**  
died Mar. 19.

Mr. Whittaker, an Operator 1 - Hydroprocessing, served for 31 years. He retired April 1, 1981.



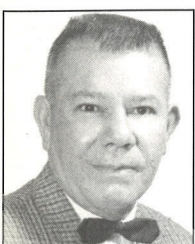
**Donald L. Miller, 72,**  
died Apr. 8.

Mr. Miller was an Operations Foreman in Lubricants. He served for 37 years prior to his retirement on Sept. 1, 1982.



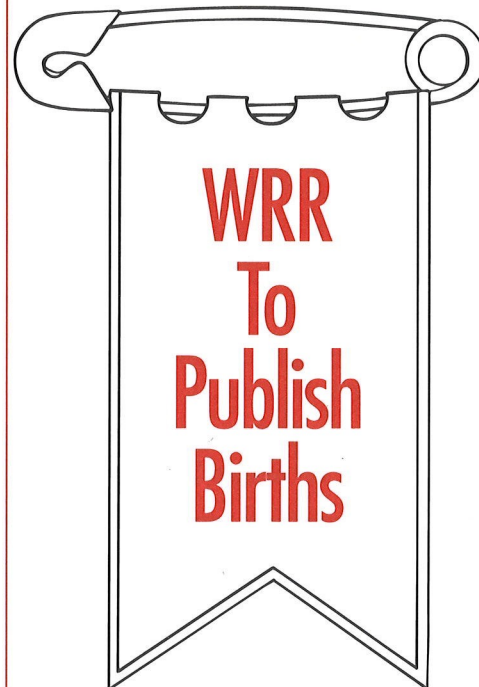
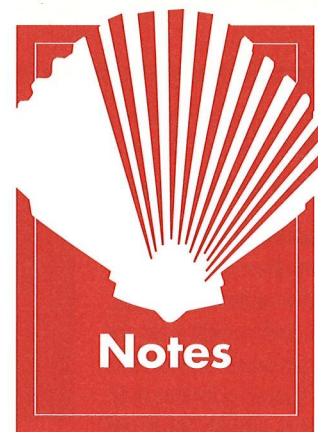
**Robert E. Wright, 71,**  
died Apr. 6.

Mr. Wright, a Maintenance Foreman in Maintenance (LOP), retired Feb. 1, 1984. He served for 37 years.



**Norval John Mitchell,**  
94, died Feb. 17.

Mr. Mitchell was a Shift Foreman in Gas. He served for 33 years prior to his retirement on June 1, 1961.



Starting with the June issue, WRR will publish notices of births and adoptions. Publication is restricted to children and grandchildren of Shell Wood River employees and retirees. If you are the Shell parent or grandparent of a newborn or adoptive child, please send the following information to Community Relations, Main Office:

- Name of newborn/ adoptive child
- Date of birth (or age, if adoption)
- Place of birth - hospital, city and state (if newborn)
- Names of parents
- Name of retiree parent/ grandparent (if applicable)
- Department of Shell employee/retiree.

## NEW TO WRMC

### Allison Hainsfurther

Allison Hainsfurther comes to Wood River as a Customer Service Assistant in Lubricants. With Shell for eight years, she served the past five years with the Marketing Division in St. Louis as a Health, Safety and Environmental Assistant.



Allison currently lives in St. Louis, although a move to Alton or Edwardsville may be in her future. She enjoys golfing, fishing and bike riding.

## SRA SPRING DANCE

**May 11, 1996**

KC Hall, Bethalto, IL

Music by "System" - Catering by Godfrey Meat Market

**Dinner: 6:30 p.m. - 8 p.m.**

**Dance: 8 p.m. - Midnight**

Members: \$10/couple Non-members: \$15/couple

At door: all tickets \$7.50 per person

For reservations, contact Pat Maher, ext. 2202



## SRA GOLF DAY

Saturday, June 15th  
Shotgun Start: 7 a.m.

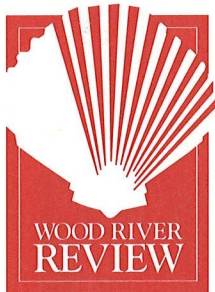
Grand Marais Golf Course  
4500 Pocket Road  
Centreville, IL  
(618) 398-9999

Fee: \$27 per SRA Member  
(includes green fees, cart and meal)  
Food: Pork Steaks, Brats, Burgers  
and More!

Reservations (one per foursome) must be made by June 1 and will be taken in the order received. Only the first 36 foursomes to sign up will be guaranteed a spot.

Contact Bob Eschbach for reservations:  
PROFS RJE1 or 255-2234 (if no answer,  
leave message and call-back number)

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



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