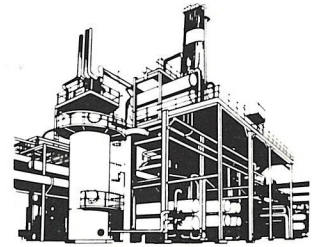




WOOD RIVER REVIEW



WOOD RIVER MANUFACTURING COMPLEX

VOL. 47, NO. 10 OCTOBER 1984

Oil Products' safety record improving

"Safety records and statistics are fine, but they are only the by-product of something far more important—working safely to prevent accidents and injuries of any kind," said **Harry Rollins**, manager - Safety & Industrial Hygiene.

Records do reflect safety performance, Rollins added, and in the past 10 years Shell's Oil Products Manufacturing segment has significantly reduced its number of total recordable incidents and lost-time injuries. Wood River is a key contributor to Oil Products' safety achievement over the past decade, Rollins said.

Since 1974, Oil Products Manufacturing locations have collectively lowered their recordable incident rate (doctor cases) to 1.13 from 3.18. The rate is equivalent to the number of incidents incurred by 100 people working one year. For the same 10-year period, disabling injuries or days away from work plus fatalities improved to 0.46 from 0.51.

"There are several reasons why Manufacturing's overall safety performance is improving," said Rollins. "At the top of the list is employees' dedication to 'buy into' safety programs and work procedures. . . safety begins with each individual."

Other factors include better communication between Maintenance and Operations groups, improved tooling, changing work practices and safer work conditions. Safety awareness, Rollins said, continues to be stressed in every aspect of every job. In view of Wood River's higher than normal accident rate this year, he urges employees to work extra hard at being safe.



Up goes one of the four United Way signs built and painted by crafts employees to publicize the Complex fund drive. Installing the Main Gate sign are Bill Cerny, carpenter (lower left); Tim Richey, carpenter; Bob Johnson, laborer; and Roy Pickerill, truck driver. As of Oct. 12, employees had pledged approximately \$72,000. Final campaign results will be published in the November Review.



The River Bend United Way campaign got off to a good start when Bill Durland presented William Bott, campaign chairman, with a Shell corporate donation of \$88,000. The presentation was made Sept. 13 at River Bend's kickoff luncheon.

Pensioners renew friendships

It was a time for renewing acquaintances and catching up on who-did-what during the past year. The occasion was the 18th annual Shell Wood River Pensioners Dinner, held Sept. 26 at the American Legion Hall in Edwardsville. Approximately 375 retirees attended.

The dinner was followed by introductions of guests including **Bill Durland**, Complex manager; **Tom Moody**, superintendent; **Roy St. Pierre**, facilities superintendent; **Harv Birmingham**, Employee Relations; and **Art Williams**, former Complex manager. Club officers **Joe Lanzerotte** and **Cliff Davidson** made a few announcements before the featured speaker was introduced.

Norman Duncan, a former Wood River employee who is now manager of communications support for Shell president **John Bookout**, spoke about the changing business climate and Shell's efforts at maintaining its role as an industry leader.

Prizes were awarded to the oldest retirees in attendance, a pair of 91-year-olds, **Roscoe Hoover** and **Gene Grosh**. **Ed Hannold** and **Deward Gardner** were recognized as having traveled the farthest—both are from Florida.

Next year's dinner is set for Sept. 25 at the American Legion Hall.



Norman Duncan, manager of communications support for Shell president **John Bookout**, makes a point during his speech before the pensioners and guests.



Enjoying the Pensioners' Dinner are left, **Margaret Stroud**, and right, **Margaret Stullken** and **Art Williams**. Approximately 375 Complex retirees attended the 18th annual dinner.



He's taking our picture? **Walter Weiss** leans over to pose with **Thorton Leatherby**, **Pete Ballotti**, **Oliver Rutz** and **Harlan Boedeker**.



Jim Sauerwein delivers the punchline to **Bill Jurgena** (seated) and **Clarence Slaten**. The Pensioners' Dinner was held at the American Legion Hall, Edwardsville.

Readers come forward with history of motor oil container

The August *Review* featured a photo of **Don Reynolds**, Compound House, with a one-quart bottle that once held Shell motor oil. He asked that if anyone knew the history of the bottle to let him know.

Within a few days after the newspaper was mailed to employees and pensioners, telephone calls and letters began coming in. One of the first to respond was **Herb Butler**, who works in Employee Relations at Deer Park Manufacturing Complex, near Houston. Butler said the bottle contained Pennsylvania oil that was sold at Shell service stations during the early 1930's.

The bottles came 16 to a case and the tops were like those on old soda pop bottles—they were removed with an opener.

Cliff Davidson, Wood River retiree, placed the age of the bottle at about 60 years. He said the Pennsylvania oil was purchased in drums and the bottles were filled, capped, put in metal cases and displayed on station pump islands for sale to customers. Davidson said Reynolds' bottle marked the beginning of seal-protected motor oil.

Another Wood River retiree, **Paul Hoffmeier**, recalled that the oil was delivered to service stations in 50-

gallon drums. Attendants then pumped oil into the bottles by hand. His best guess of the bottle's age is about 50 years.

John Linder, a 1972 Complex retiree who receives his *Review* in Escondido, Calif., wrote a letter to Reynolds that included these comments: "In the 1920's and early '30s Shell motor oil was made from asphalt base crude oil. At that time motor oil made from paraffin base crude was very much in demand.

"Around 1930 Shell marketed a paraffin base motor oil under the name of 'Shell-Penn Motor Oil.' It was sold only in one-quart glass containers at the price of 40-45 cents each. Regular motor oil sold for 25 cents a quart.

"Shell-Penn came in three grades: light, medium and heavy which was stamped on the metal cap. The bottle marking 'Shell Petroleum Corp.', which was headquartered in St. Louis until 1941, means the oil was refined at Wood River."

A note from **Q.P. Graves**, manager of Lubricants, Head Office, stated that "... Reynolds' bottle is about 50 years old. Shell-Penn was bottled (cases of 16 returnable bottles) up to the time it was put into metal cans in 1935 and replaced by Golden Shell in 1936.

"Shell—Penn came in three grades: light, medium and heavy which was staped on the metal cap. The bottle marking 'Shell Petroleum Corp.', which was headquartered in St. Louis until 1941, means the oil was refined at Wood River."

Graves enclosed a copy of a Shell-Penn newspaper advertisement from 1931. The ad text follows: "Shell has answered the popular demand for a 100 percent pure Pennsylvania motor oil with Shell-Penn Motor Oil.

"To ensure correct grade and quality, to eliminate contamination and to safeguard against substitution, Shell-Penn Motor Oil is available only in attractive cap-sealed bottles. This unique dispensing method also speeds up service.

"The Shell Lubrication Guide shows a scientific recommendation of Shell-Penn Motor Oil for every car, truck and tractor. Shell-Penn is sold in Shell service stations and many leading garages everywhere."



Just about everything Don Reynolds ever wanted to know about his Shell bottle was provided by Review readers who responded to his request for information in the August issue. Reynolds, who works in the Compound House, received calls and letters from Shell people across the country.

Shell stations changing to computerized credit sales

Customers at Gateway Shell in downtown St. Louis are noticing that "something is new" when they make credit card purchases. Dealer **Dan Self** explained that the something new is an electronic terminal that processes the credit cards quicker than before—much to the satisfaction of station employees and customers.

This marriage of computer technology to gasoline dispensing is called Point of Sale (POS). POS is designed to aid credit card transactions by saving time, increasing accuracy, eliminat-

ing paperwork, and reducing costly bad debt and fraud.

The 1,800th station came on line with POS Oct. 3, and terminals are now processing \$2.5 million a day at Shell stations across the country. The company has been installing the electric credit systems since May 1983 and by early 1985 will have about 4,000 working terminals. One hundred twenty-four terminals are allocated for the St. Louis Retail District; 16 were operating as of Oct. 1.

Computerized POS terminals are tied via dedicated phone lines to a

nationwide electronic communications network, then to Shell's Credit Card Center in Tulsa where the purchase transactions are recorded and billed.

To "capture" a credit transaction, the station attendant passes the customer's Shell card through the POS terminal. A microprocessor inside the machine reads the data encoded on the card's magnetic stripe and automatically searches a file of invalid account numbers contained in the communications system to see whether the card is invalid. If the system indicates the card is lost or stolen or the account is not in good standing, the terminal rejects the transaction.

Point of Sale development happened in three stages. In March 1982, the Credit Card Center began issuing cards with magnetic stripes with encoded information that could be read by the terminals. Then, in October 1982, the Center switched to descriptive billing in which customers no longer received copies of their invoices, but instead an itemized list of their monthly credit transactions.

The last step was development of Point of Sale hardware and software. Teams at Shell's Information Center in Houston researched hardware and wrote software for the terminals to allow them to communicate through the network to Tulsa.

One of the many benefits of POS is that the system is reducing fraud and bad debt, according to **Bill Hyde**, POS venture manager. He added that POS takes some getting used to by service station employees, but once the adjustment is made they love it.

Dealer Self agrees. "POS saves a lot of time because now we don't have to fill out sales forms by hand. One of the big holdups was getting customers' car license numbers—that is no longer a problem," said Self.

When Gateway Shell converted to POS in September, employees were initially a bit hesitant about the new procedure. Now, says Self, they wouldn't part with POS.

"Our customers like the neatly printed and detailed receipts they get when making credit card purchases," said **Ida Nailey**, assistant manager of Gateway Shell. "Customers are pleased and we're pleased with POS. Shell has done it again."



When Gateway Shell gets busy—which is almost all of the time—Point of Sale equipment enables employees to serve customers quickly and efficiently. Shell has been installing the electric credit systems in stations since May 1983; 124 are planned for St. Louis area stations.



The Point of Sale credit card processing system is a welcome addition at Gateway Shell, a high volume service station in downtown St. Louis. Dan Self and Ida Nailey say the system speeds credit card transactions and eliminates paperwork.

It's a dirty game, but . . .

They came to play and play they did. That meant four days of slipping, sliding, splashing diving, falling or otherwise becoming one with mud. Yes, mud.

The Shell Oilers, one of the more inexperienced of the 46 teams competing in the Alton Exposition mud volleyball tournament last month, finished a very successful fourth by compiling a 14-4 win-loss record. Attendance at the fourth annual tournament was estimated at 180,000.

Enroute to winning the fourth place trophy, the Oilers set a tournament record by shutting out four teams in a row, scoring 44 points to their opponents' zero points. **Bill Jacobs**, Purchasing, said the strong finish by Shell will motivate team members to play even better next year.

Ann Slaughter, a laborer, said she was not concerned about getting muddy. "When the ball came to me I went for it," she said. "Some people try to stay dry and clean as long as possible, but if you play aggressively you're going to get dirty."

The mud volleyball tourney was the first for **Ron Shellhorse**, Purchasing. He recalled that the first time he dove after a ball was a shocker. After the initial plunge, he said, you do what you have to in order to win a point.

Bob Wells, Safety & Industrial Hygiene, said playing volleyball in the



Members of the Shell Oilers mud volleyball team present Tom Moody, superintendent, with the trophy they won in the Alton Expo tournament last month. Left to right are Dennis Bolton, John Cook, Ron Shellhorse, Ann Slaughter, Bob Wells, Moody, Jean Hayes and Bill Jacobs. Not present are Cheryl Robinson and Lee Speicher.

mud is totally different than on grass or sand. Footing is a problem so he wears cleated shoes.

"Teamwork is the key to winning in mud volleyball," said Wells, a two-year tournament veteran. "The conditions are the same for every team so to compensate you must play as a team.

In our case, the women made a big difference in our ability to finish so high in the standings."

Other Shell Oilers are **Jean Hayes**, pipefitter; **Dennis Bolton**, electrician foreman; **Cheryl Robinson**, Purchasing; **Lee Speicher**, EOS; and **John Cook**, pipefitter.



The Alton Expo mud volleyball tournament drew a crowd estimated at 180,000 over the five-day event. Above, the Shell Oilers show good form during one of their night games.

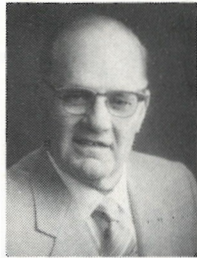


Bob Wells, Safety & Industrial Hygiene, gets a face full of muddy water during a mud volleyball game in Alton. Wells and his teammates compiled a 14-4 record and took fourth place from a field of 46 teams.

Anniversaries



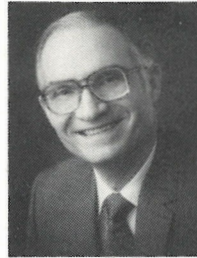
Edmond Locke
QA
45 years



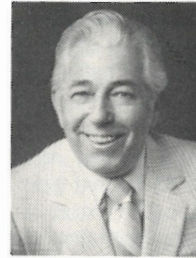
Elmer Eudy
Dispatching
40 years



J.I. Smith
Aromatics
40 years



Paul Berney, Jr.
EP&S
35 years



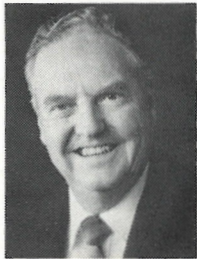
Stanley Darr
Distilling
35 years



Bill Capps
Pipefitter
30 years



Charlie Hoffstetter
EP&S
30 years



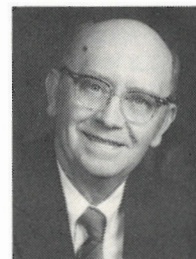
Bill Pohlman
Cracking
30 years



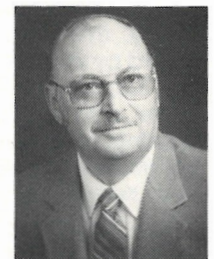
Wilton Rinkel
Boilermaker
30 years



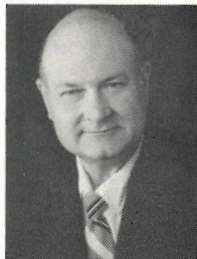
Joe Sapienza
Maintenance
30 years



Jack Webber
Pipefitter
30 years



Del Deibert
Maintenance
25 years



Glenn Hachman
Maintenance
25 years

New to WRMC



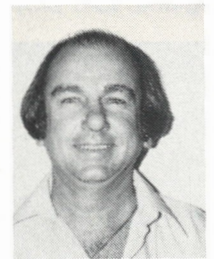
Debby Adams
Utilities



Jim Balzaine
Laborer

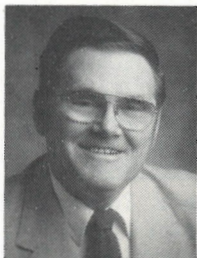


Vitus Ho
Financial



George Johnson
MPO

Retirements



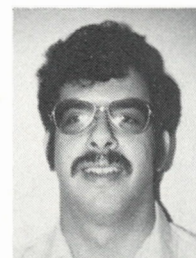
Bob Parish, Jr.
Maintenance
25 years



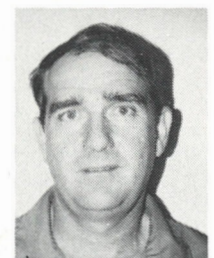
Judith Lincoln
Financial



Kelli Mathias
Financial

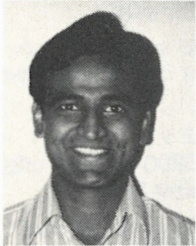


Ron Moidel
EP&S



Carl Montz
Safety & Ind.
Hygiene

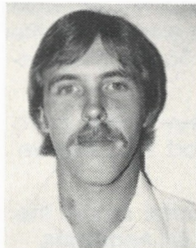
New to WRMC



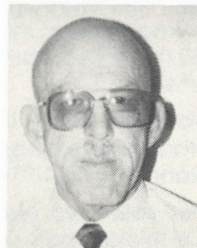
Harish Mysore
EOS



Al Reams
Safety & Ind.
Hygiene



Smitty Smith
Compounding

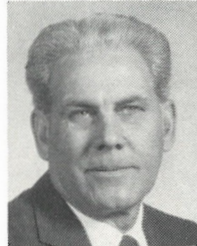


Don Speight
EOS



Larry Thatcher
Asphalt

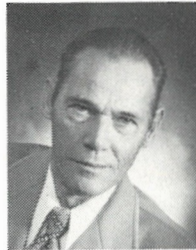
In remembrance



N.A. Bono



W.C. Drda



R.D. Bell

Nicholas A. Bono, 72, died Sept. 4. Mr. Bono was a crane man 1, Engineering Field, before retiring in 1970 after 33 years of service.

William C. Drda, 74, died Sept. 9. Mr. Drda was an engineering foreman, Engineering Field, before retiring in 1973 after 34 years of service.

Russell D. Bell, 61, died Sept. 15. Mr. Bell was a truck driver, Maintenance, before retiring in 1978 after 25 years of service.

SHELL SHORTS

Soffball Champs

The Shockers defeated the Makers to clinch the 1984 SRA softball championship. Winning team members are **Steve Augustine, Rusty Crain, Steve Eatmon, Ken Grebel, Gary Klucker, Mark Leitner, Dave Mahanay, Tom McEuen, Ron Miller, Mitch Scroggins** and **Jim Seekamp**.

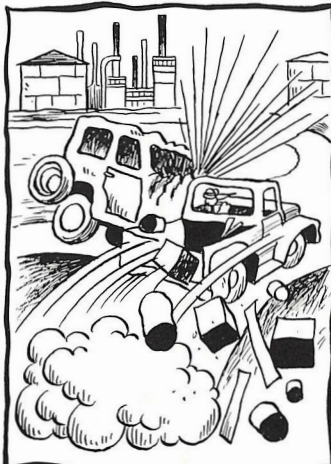
Fall Dance

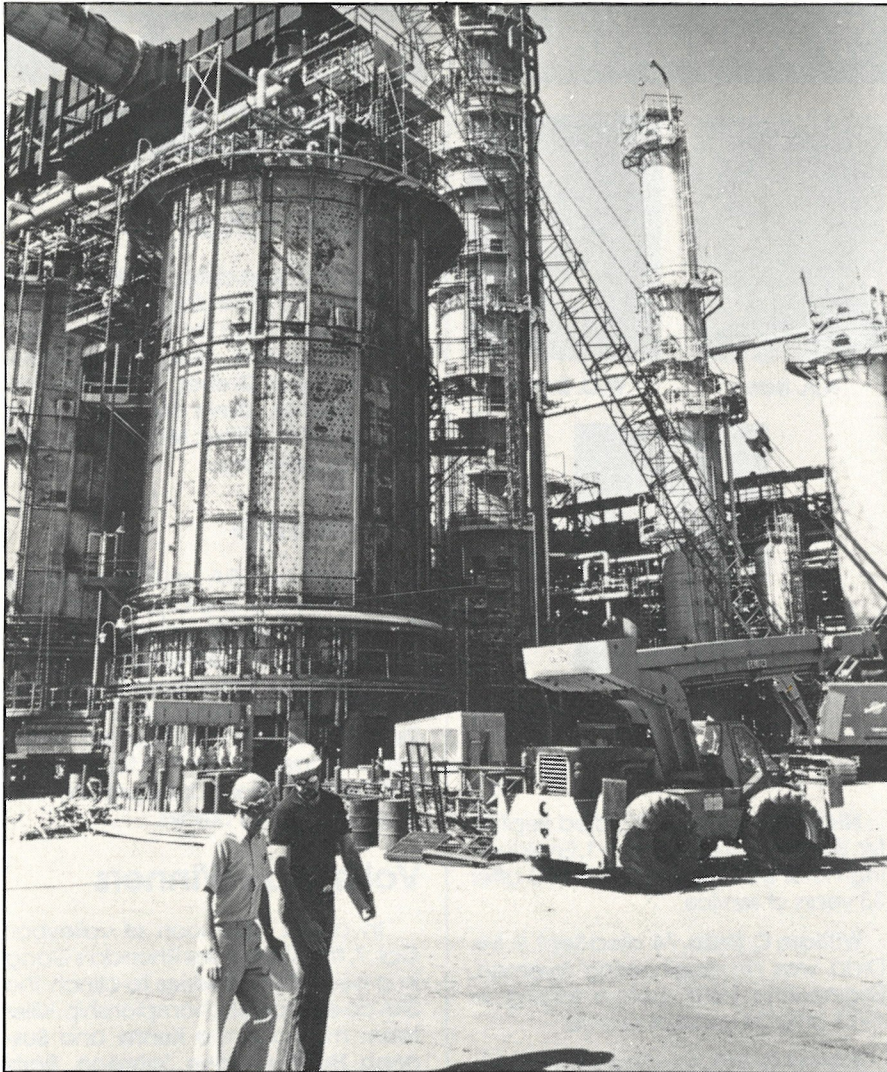
The annual SRA Fall Dance will be Friday, Nov. 2 at the Crystal Ballroom, Staunton, Ill. Music is to be provided by the Bob Kuban Band from 8:30 p.m. to 12:30 a.m. Admission is \$1 per person for both SRA members and guests. Reservations are not needed. There will be a cash bar and at 10:30 p.m. a pizza snack. Attendance prizes will be awarded during breaks.

Volleyball Winners

In a wet afternoon of volleyball Oct. 7, the Killers beat Rhonda's Gang in a best-of-three series to clinch the SRA co-ed league championship. Killer team members are **Kenny and Susanna Hudson, Jane Johnson, Barb Paul, Cheryl Robinson, Mike Lytton, Jay Rankin**, and **Mark and Tonya Booth**.

WOODY & CLYDE





Shutdown work is progressing at Distilling Unit-2 for scheduled maintenance and Major Projects improvements including energy savings equipment and tie-in to the Total Distributed Control (TDC) system. An early December startup is planned for the unit.

Classified Ads

For sale: Ping pong table, like new. \$50. **Dave Colgate**, 377-0040.

Wanted: Harvest gold electric stove, 30" wide in excellent condition. **Dave Colgate**, 377-0040

For sale or trade: 14' x 6' tandem axle tilt-bed trailer. \$800 or best offer. **Jerry Rolfingsmeier**, 459-3984.

Wanted: Small box trailer about 4'x6'. Prefer metal and weather tight. **Tom Colgate**, ext. 2641.

For sale: Disabled person needs to sell 1981 Olds Cutlas LS. 4-door, white w/red interior, many extras, new tires, 33,000 miles. Asking \$6,400. 618/656-2144.

For sale: 1975 Chevy Vega, auto transmission, runs good. \$500. **Marvin Rahn**, 618/254-9192.

For sale: two residential lots in the Deerfield subdivision. **Bill Andreas**, 377-9580.



Childrens Christmas Party

Thursday, Dec. 6
7 - 8 p.m.

E. Alton - Wood River
High School

Entertainment for
all ages!

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



WOOD RIVER REVIEW

Published monthly for
employees and pension-
ers of Shell Oil Company
in Wood River, Illinois

David B. McKinney, editor
(618) 254-7371,
ext. 2168

Bulk Rate
U.S. Postage
PAID
Wood River, IL
Permit No. 229