



TIDINGS

A Community Newsletter from Shell Puget Sound Refinery

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www.shellpugetsoundrefinery.com



Samantha Hutchinson, 8, emerges from giant slide (above right). Gary Birsinger takes photo of son Evan on climbing wall (above left).



Girls take an exciting "virtual" flight



Don Kelly calls out Bingo numbers



Edgar Tampinco talks about refining process

Message from Sue Krienen



Before arriving at the Shell Puget Sound Refinery, I was told that it was going to be a great place to live and work. Everyone I met from the area commented about how strongly the community supported our efforts, and was interested in what we were doing. Those words rang especially true in my ears throughout a tremendously successful Open House. In case you missed it, we sponsored a Community Open House the weekend of August 26. More than 3,500 of you came to visit with us and see what we do. Well over 1,000 people took a 40-minute bus tour of the refinery and many enjoyed the exhibits, fire and safety displays, children's activities, good food and friendly conversation.

I really enjoy meeting new people, and it was a treat for me to walk around to get to know so many of you. I went home feeling wonderful about this community and the strong support this refinery team enjoys. Our management team also had the opportunity to meet with nearly 100 community leaders in a special event at the refinery on Friday evening before the open house. This was a wonderful opportunity to get to know the leaders of this community on a one-on-one basis.

I'm kind of sorry that the start up of our newest refinery enhancement wasn't completed in time for the open house. It would have given us the opportunity to answer some questions about "What is that big cloud coming up from the refinery?" We've made a lot of changes in the refinery over the past five years, but the one that will be most visible to the community is the Wet Gas Scrubber. We are starting testing in mid-September with completion scheduled by the end of the year.

The Wet Gas Scrubber puts a large cloud of water vapor in the air for a very good reason. It takes emissions like sulfur dioxide and catalyst particulates and keeps them from being emitted into the atmosphere. **So, when you see that big white cloud of water vapor, keep in mind that it is doing the job of helping to clean our air.** We also installed a Flare Gas Recovery Unit which substantially reduces the amount of flaring or flame you see from the flares in the refinery. This also reduces emissions and helps us run more efficiently.

With these projects completed, it puts an end to a multi-year program of major project enhancements. The team who has been working on this is going on to other assignments and the operators and maintenance folks are breathing just a bit easier without all the construction going on around them. But I want to say a very loud thank you to the terrific people who have worked so hard and long to make these projects a great success. This certainly includes all our employees but also the consultants, construction crews, contractors and local companies who are helping us take the Shell Puget Sound Refinery from good to GREAT.

Thousands respond to invitation on Community Appreciation Day

Steve and Linda Lieberg and family decided on August 26 to invest some of their precious summer time on a visit to Shell Puget Sound Refinery. They had so much fun they ended up staying all day.

The occasion of the Lieberg's visit was the "Community Appreciation Day" that opened the refinery to employees and neighbors for a 10 a.m. to 4 p.m. schedule of free food and activities ranging from plant tours and educational displays to music, dance, magic tricks and children's games.

Guests - and hosts - had a great time together on a beautiful summer weekend.

The Liebergs raved about the "great food" prepared and distributed by volunteers from area service clubs.

Mount Vernon resident Julie Dowhaniuk's children were excited about the free ice cream, the

climbing wall and "the race" - a sort of inflatable rubber maze.

Martha Clure of Anacortes stayed from morning to late afternoon.

"It was wonderful to see the facility," she said. "I enjoyed the day a great deal."

Anacortes Mayor Dean Maxwell, who was among several dozen dignitaries in attendance at a Friday evening "kickoff" event, characterized the Community Appreciation Day as "a very nice gesture."

Maxwell said Plant Manager Sue Krienen "has done a wonderful job of being accessible and working hard on Shell's commitment here and with the workforce."

Anacortes Chamber of Commerce Executive Director Mitch Everton said: "It was a wonderful

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A family arrives at Community Appreciation Day



Sammy Torres, lead singer for "Salsariba"



David Leung, 7, gets a hand with fire gear from mother May as little sister Sarah waits



Little ones search for treats in the hay



Service club volunteers prepared food for thousands of hungry refinery guests



George Welch presents United Way materials



Michael Prater (Red Cross) and Mary Jo Brentar (Boy Scouts) greet visitors under "the Big Tent"



Crowds gather at climbing wall, "rocket" slide



Ken Raines and Paul McElroy, plant security officers

Community Appreciation Day draws huge crowd

(Continued from page one)

event, showcasing the assets and sense of involvement that Shell brings to our community."

Don Wick, who is Executive Director of the Economic Development Association of Skagit County, said, "What a great day! Shell is so very community minded, so engaged with its neighbors. With all the non-profit groups displaying good works, this day carries a real flavor of community spirit. Congratulations to Shell."

Shell employees and volunteers enjoyed the experience, too.

"This event could not have been successful without the efforts of more than 150 Shell employees, plus dozens of community volunteers and our contractors," said Shell PSR Human Resources Manager Thomas Wood. "We also want to thank the *Skagit Valley Herald*, the *Anacortes American* and KLKI Radio for their support."

Plant Manager Sue Krienen split her time between greeting visitors and acting as volunteer "chauffeur," transporting some disabled and

elderly guests to and from the main entrance in an electric golf cart.

Employee John Latimer accompanied his family, including daughters Julia and Carrie, who had "a great time."

Velit Seyfettin, who represented the refinery's Major Projects Organization at a display table "under the Big Tent," said the day "went very well."

"We got a lot of questions about subjects ranging from our crude oil supply to what products we produce and how they are distributed," said Seyfettin. "We were pleased with the number of contractors who participated with displays, and we had a number of displays hosted by non-profit organizations."

"It was obvious that many volunteers put in a lot of time and effort to prepare their booths," Seyfettin continued. "We want to extend special thanks to our food committee and to the service organizations responsible for feeding our guests. They accommodated everyone, and even ended up delivering surplus food to the Salvation Army Food Bank."

Seyfettin said "exit conversations" with guests

were gratifying for Shell volunteers.

"Every single one was positive," he said. "It was awesome. I was really pleased with the response."

Fun facts from Community Day

Shell Employee / Volunteers

150

Bus Tour Participants

1,091

Sandwiches Served

2,400

Shell caps given away

2,000

Soda and Water Servings

5,000

Hot Dogs Served

1,500

Ice Cream Served

3,000

VIPs at Friday Night Event

82

Total Saturday Attendance

More than 3,500

Organizing Committee

| | | |
|----------------|-----------------|---------------|
| Tim Walters | Velit Seyfettin | Liz Barge |
| Kyle Mcnair | Jess Brown | Kelly Aus |
| Joe Perron | Ron Kiesser | Jody Barnett |
| Ted Conrad | Debra Stratton | Thomas Wood |
| Scott Bullock | Heather Calvin | Brian Johnson |
| Rhoda Haussler | Frank Grasso | Burt Newbry |
| | Tony Bolstad | |



Burlington Mayor "Gus" Tjeerdsma chats with Shell PSR Manager Sue Krienen at Friday night event



Guest Martha Clure of Anacortes said, "It was wonderful to see the facility."



Shell volunteers Sheri Baker and Doug Thompson



Bob O'Brien, Shell PSR Production Manager

O'Brien joins team as Puget Sound Plant Production Manager

Bob O'Brien has had a few opportunities to work with people at Anacortes refineries in the course of his 25-year career, and he always liked what he saw in terms of quality people and quality of life.

This month he assumed the role of Production Manager at Shell Puget Sound Refinery. He has already confirmed there is good reason for the plant's strong reputation in the industry.

"The refining business is my real passion," he said. "I love the camaraderie, the attitude of teamwork in this business. This particular refinery has a reputation as a well-run plant, and from what I've seen so far, the people here are great."

O'Brien earned a Bachelor of Science degree in Chemical Engineering from the University of Cincinnati in 1981, and his career with Shell began in July of that year. He spent the last eight years in Bakersfield, California, six and a half at the refinery and the last 18 months as Senior Procurement Manager for West Coast Manufacturing.

O'Brien succeeds Brett Woltjen, who accepted a new assignment at the corporate office in Houston, Texas. Bob and his wife Diane have three children, two in college and one in 7th grade.

"I'm ecstatic about being here in Anacortes," said O'Brien, "both professionally and in terms of family and lifestyle. We're coming to the Northwest from Bakersfield - a great place, but a very hot and dry environment. We love the Northwest so far. The moderate weather, the mountains and water give us many opportunities to hike, bike and enjoy the great outdoors. What a blessing."

Refinery hosts response drill



Shell PSR held its annual Spill Response Drill on August 2. Drills are held annually to provide Shell employees, contractors and various public agencies the opportunity to work together as they would in the event of an actual emergency. This summer's drill was built around the hypothetical scenario of a leak in a pipeline to the refinery wharf. This "tabletop" exercise included local, state and federal government personnel.

Plant conducts annual cleanup effort

For the second consecutive year, Shell PSR grounds were a beehive of activity during a plant-wide "Cleanup Day" that included not only

Shell property, but neighboring roads and highway as well.

Twelve teams of volunteers spent an entire morning picking up hundreds of pounds of trash, scrap metal and wood, both inside the plant fenceline and along county roads. Efforts included operating units, tank farms and administration building grounds.

Co-leaders of the event were Sheri Baker and Doug Thompson.

"Keeping the refinery clean is a team effort," said Thompson, "but when we all pitch in, it's relatively easy going."

Pictured to the left is the team of volunteers who tackled a stretch of State Highway 20. Shell PSR has a strong history of participation in the Washington State Adopt-a-Highway Program. Pictured are Martin Eifrig, Tony Aguilar, EJ Ledet, Dick Deutsch, George Barth, Ray Coffell and Sheri Baker.



Oysters planted in Fidalgo Bay

With support from Shell Puget Sound Refinery, people from throughout the region planted more than 500,000 native oysters in Fidalgo Bay on August 8, 2006.

Puget Sound Restoration Fund and the Skagit County Marine Resources Committee worked with the Lummi Shellfish Hatchery to produce the seed. Other partners participating in the planting included the Samish Indian Nation, Washington Department of Fish & Wildlife, NOAA's Community-based Restoration Program, The Nature Conservancy, the Washington Department of Natural Resources and City of Anacortes.

Puget Sound Restoration Fund Executive Director Betsy Peabody was on site to coordinate the planting. She said, "Rebuilding the native oyster population in the bay will improve the ecosystem by filtering and cleaning the water, and creating habitat

and food for other organisms."

Community volunteers at the August 8 event doubled the numbers of oysters planted in the bay to date.

Peabody continued: "Larger scale restoration efforts taking place this summer and into the future are being driven by the phenomenal survival of native oysters planted in Fidalgo Bay since 2002, together with the recent discovery of small remnant populations at a couple locations in Fidalgo Bay."



It was a two-day process to deliver and plant more than a half-million native oysters recently in Fidalgo Bay under the former Burlington Northern Railroad trestle (now part of Tommy Thompson Trail). Among those who made the initial drop of oyster shells was Anacortes City Council member Erika Pickett (inset, left). Volunteers from a number of organizations arrived the following day at low tide to open net bags and distribute native oysters in the bay.



Tidings is published periodically for the friends and neighbors of Shell Puget Sound Refinery, Susan Krienen, Site Manager. Members of the plant's Community Relations Committee include: Susan Krienen, Jody Barnett, Dean Overman, Mark Koslicki, Mark Larson, Denis Caron, Mike Lytton, Thomas Wood, Jeff Mussen, and June Snelson.

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TIDINGS



MS 150 bicycle event



Shell employee Steve Helms, a member of the refinery's MS150 bicycle team, donned the team's bright colors and hopped on a stationary bike to serve in an awareness role at the recent Community Appreciation Day.

Volunteers pedal in battle to defeat multiple sclerosis

Again this year, "Team Shell" pushed through a 150-mile bike ride, raising several thousand dollars for the National Multiple Sclerosis Society. The fund-raising event, which is billed as the "MS 150," started and ended in LaConner. The weekend ride began Saturday, September 9, taking riders on a challenging two-day course that wound through Skagit, Island and Whatcom counties.

Participation in the MS 150 is a tradition among Shell PSR employees, with an initial group rolling to the finish in 1992. Rider David Bartelme has a family member and a friend who suffer from MS. In addition to volunteer bicyclists, MS 150 event staff volunteers include people who suffer from the debilitating disease.

Team Shell 2006

- | | |
|-----------------|-----------------|
| Antonio Aguilar | Steve Helms |
| Sheri Baker | Valarie Kultgen |
| David Bartelme | Charles Schultz |
| John Gallagher | Thomas Wise |

New Wet Gas Scrubber is latest environmental protection project

Many elements of the refining process are not visible to passersby, but a new unit called a Wet Gas Scrubber (WGS) stands as daily evidence of the latest environmental protection measures being taken at Shell Puget Sound Refinery.

A white plume now visible at the refinery on a 24-hour basis is water vapor from the new WGS unit.

"It is important for the community to understand that this water vapor represents cleaner air," said Shell PSR Manager Sue Krienen. "It is a fairly common mistake for people looking at our refineries to think that the steam or water vapor is smoke, but that's not the case. The large vapor plume needs to be seen as a visible reminder of cleaner air."

This unit reduces sulfur dioxide emissions by 90 percent, and it reduces the amount of particulate emissions as well. The refinery had previously installed an electrostatic precipitator which removed most of the particulate matter, but it did not reduce sulfur dioxide emissions. Since the WGS effectively removes both particulates and sulfur dioxide, the precipitator has been removed.

The vapor cloud exiting the scrubber stack is generated by vaporization of water that occurs when hot flue gas (500 degrees Fahrenheit) is cooled to 145 degrees Fahrenheit by a continuous spray of water and caustic solution. The white cloud is similar to the familiar water vapor cloud coming off one of the refinery's cooling towers.



Shell Puget Sound Refinery's new Wet Gas Scrubber.

The WGS is the latest in a series of several major projects implemented at Shell PSR in accordance with federal EPA Clean Fuels and Air Quality Emissions requirements agreed to by the refinery's previous owner in 2001. Several million dollars have been spent at Shell PSR to meet the new clean fuel standards and terms of a Consent Decree.

The WGS and Flare Gas Recovery

Unit represent the culminating elements of a series of several investments aimed at: 1) compliance with new clean fuels legislation, and 2) improvement of the refinery's environmental performance. None of these projects resulted in increased production levels.

For more information, visit www.sbellpsr.com.

Volunteers donate blood during critical summer season

Summer months pose a challenge for the Puget Sound Blood Center, so members of a mobile team were pleased to see dozens of Shell Puget Sound Refinery employees respond to a recent opportunity to donate blood at work.

Several employees emphasized the convenience

of having the opportunity to donate at work. A number of donors detailed long histories of participation in one donor program or another.

"It is important to me to donate blood because it is one of those things I learned from my father," said donor Scott Johnston (photo below). I remember seeing the gallon pins he received and hearing

about the importance and the need our community relies on for donors. I have been donating blood ever since I was old enough to do so (at the time it was minimum age of 18)."

"To me, donating blood is an easy, relatively painless way to help our neighbors in need," said Johnston. "I have heard that the body replenishes the blood in just a few days, so it has to be good to continually recycle it. Right?"

Donor Doug Thompson (photo, far left) said he gives blood "Because it's just the right thing to do. I think those who can give blood should. We need to give back to the community."

Plant Manager Sue Krienen donated blood for her first time since arriving at Anacortes, but her donor card dates back more than 30 years to school days.

"We had blood drive organizations when I was in high school," she said, "so I started giving then."

"Some people are not able to be donors," noted Krienen. "I am able, and I know I would be grateful for blood if I was in an emergency situation. It's gratifying to have the opportunity to help other people."



Shell employee Doug Thompson donates blood.



Employee Scott Johnston has donated blood since age 18.