



TIDINGS

A Community Newsletter from Shell Puget Sound Refinery

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Sandy Moody (above) puts in a volunteer shift as a painter during one of several "United Way Days of Caring" spent by a team of Shell Puget Sound Refinery employees and families.

Camp Kirby 'Extreme Makeover' Shell volunteers go to camp

When an "army" of volunteers descended on a youth camp in dire need of repair, 17 Shell Puget Sound Refinery employees, family and friends formed one of almost two dozen working "units."

More than 250 people representing various businesses and organizations took part in an "extreme makeover" work party last spring to revitalize aging cabins and lodges at Camp Fire's Camp Kirby. This Samish Island camp has been providing outdoors experiences for an estimated 1,500 children annually since 1923.

The work party to upgrade the camp's facilities was organized by Team Challenger, members of Leadership Skagit Class of 2009: Mary Ann Douglas, William Freitas, Barb Hamburg, Bill Henkel, Marge Milnor and Sally Straathof.

Volunteers, including those from Shell, took on an array of projects — deep cleaning of cabins, trail clearing, painting and paneling, re-wiring, changing

out doors and windows, adding new platforms for camp teepees and, in a few cases, complete cabin makeovers.

Shell PSR team leader Ann Thistle said Shell volunteers spent 342 hours over 11 days on the cabin called "HiTor Lodge."

"We were truly blessed by the group of people who volunteered for this project," said Thistle. "Along with big hearts and can-do attitudes, they brought considerable energy and skills, ranging from electrical to carpentry. Several volunteers returned on their own for finish work throughout the project."

Thistle also expressed appreciation to those who "donated" family time so their loved ones could be involved in the project.

In response to the work accomplished at the camp, event organizer Bill Henkel noted: "In the midst of trying economic times, everyone has proved what a community can accomplish — together."



Among Shell employees who volunteered time and talents at Camp Kirby were (front, l. to r.) Tim Hunt, Stephanie Armstrong, Ann Thistle and Kristin Aalto, and (back, l. to r.) Janita Aalto, Alex Moody, Sandy Moody, Wayne Faber, Marty Aalto and Jerry Byfield. Janita is a 2009-10 Leadership Skagit participant.



Wayne Faber double-checks a measurement before cutting a piece of trim.



Message from Sue Krienen

Recently, the Washington Research Council published a report on the economic contribution of Washington's refineries using data from 2007. The five refineries (Shell, Tesoro, BP, Conoco Phillips and US Oil) reported directly providing 2,003 full time jobs and utilized 3,144 contract workers. To support the refineries with goods and services, including construction, utilities, transportation and business services, an additional nine jobs for every one direct refining job were created.

This results in more than 20,000 jobs and one billion dollars in personal income. From this, state and local governments received more than \$39 million in sales and use taxes and about \$80 million in business and occupation taxes for one year.

Shell is proud to support our local community and state by providing good jobs for our employees and the others who support our operations. We are pleased to produce the quality gasoline, diesel fuel, propane and other products that consumers need.

Our employees actively support the community as well, serving on more than 17 boards of directors, local school boards and other leadership positions. In addition, 350 employees have contributed more than 1,800 hours for activities to support American Cancer Society Relay for Life, a Leadership Skagit project to upgrade Camp Kirby, March For Meals, etc.

We are very proud of our corporate and employee contributions to the community.

The annual United Way Campaign, for example, is held September through November. Shell and our employees challenge each member of the community to become educated about the partner agencies that United Way supports:

Meals on Wheels feeds our home bound seniors, YouthNet and YMCA provide support to our teens and families, Skagit County Community Action Agency provides many services such as transition housing for homeless families, nutrition programs for families, etc. Concrete Food Bank and Bread of Life Food Bank help those that are challenged to provide food for themselves and their families.

United Way supports more than 30 fantastic partner agencies that provide the needed services for our community. I would be happy to provide additional information on United Way or any of the partner agencies so that you would consider supporting the campaign through a contribution or supporting the agencies through volunteer service.

It is up to all of us to take care of our community members. We all benefit by caring for others. If you would like more information you can contact me at 360 393-0819 or Susan.Krienen@Shell.com.



Navy lends a hand at luncheon focused on safety

Company-wide, Shell employees acknowledged the corporation's annual "Safety Day" event, a luncheon featuring speakers, video presentations and recognition of individual/group safety achievements.

At Shell Puget Sound Refinery, the event was compressed into a single day this year, so hundreds of employees and contractors were split between luncheons set up in the plant Fire Hall and a large temporary tent.

Speakers included Plant Manager Sue Krienen, members of the plant Management Team and numerous individuals who shared personal stories and observations about the importance of safety. It was stressed that personal safety awareness and "safe habits" should be applied not only at work, but at home and play.

Taking part once again in the safety event were volunteers from a squadron at Naval Air Station Whidbey Island. Naval air personnel partnered with a private caterer to serve several hundred meals to those in attendance. Meals were also packaged and delivered to working units for those unable to attend the luncheons.

Shell Puget Sound Refinery made a donation of \$1,000 to help support the squadron's annual Holiday Party.



Navy personnel from NAS Whidbey served lunch at Shell's "Safety Day" event, for which they received a donation of \$1,000. Contractor Dan Burns (right) of Seven Sisters addresses audience with personal stories about the application of safety principles.



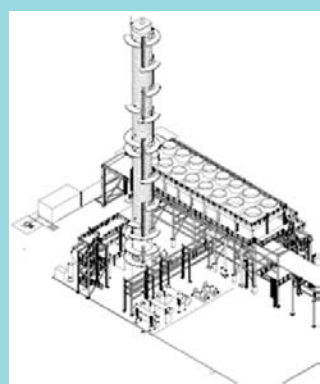
Hundreds of Shell employees and contract employees filled the plant fire hall to acknowledge one of the corporation's "Days of Safety" events.



Contractor Dan Burns speaks to the issue of safety as PSR Manager Sue Krienen (left) and an audience of Shell employees and contractors listen.

Plant builds unit to reduce mobile source emissions

Shell Oil Products US continues to invest in its Puget Sound Refinery. The latest investment is the Benzene Reduction Project.



This project, which will provide a significant number of temporary jobs, is driven by new Environmental Protection Agency (EPA) regulations that go into effect in 2011. The new regulations will require the refinery to ship gasoline with reduced benzene content.

Reducing benzene in gasoline will help reduce emissions from mobile sources, Skagit County's

single largest source of air emissions. To comply with the EPA regulations, the refinery will install two new distillation towers and associated equipment.

Shell will employ a number of local firms to help complete the project. Shell has hired CH2MHill in Bellingham to provide the engineering, procurement and construction management services for the project.

Western Refining Services in Ferndale recently completed the site development work for the project, which entailed moving 50,000 cubic yards of fill material dirt to the refinery.

J. H. Kelly, Inc of Longview, Washington will be the mechanical contractor for the project.

Seven Sisters, Inc. of Sedro-Woolley and Western Process Control of Port Orchard will team to install

the electrical and instrumentation equipment.

The two largest pieces of equipment on the project are the distillation columns, currently being fabricated in South Korea. The largest is 12 1/2 feet in diameter with an overall length of 209 feet. The 240-ton column will arrive in January 2010 via the dock at the Port of Anacortes. The two columns will be moved from the Port to the refinery on special heavy haul carriers. The heavy transport moves will take place at night to minimize the disruption to the community.

The majority of the construction activities will take place in 2010 with the project work force peaking at 200 people. Shell plans to start up the new facilities in early 2011.

Article by John Brentari

Refinery re-certified for environmental practices

Shell Puget Sound Refinery re-certified for ISO 14001 status recently, placing the refinery in the top tier of industrial facilities worldwide for environmental management practices.

As part of the re-certification process, the facility went through four days of interviews, field audits and an evaluation of performance results by a third party certifying body.

"What this re-certification says for our refinery is that we're continuing to operate with the utmost consideration for our community and environment," said Sue Krienen, General Manager for Shell Puget Sound Refinery. "The certification acts as a 'seal of approval,' proclaiming that PSR meets the international standards for an environmental management system and has practices in place aimed at minimiz-

ing impacts to the environment."

ISO is the internationally recognized name for the International Organization for Standardization (ISO). Specifically, ISO 14001 is an internationally accepted specification for an Environmental Management System. It specifies requirements for:

- Establishing an environmental policy
- Determining environmental aspects and impacts of products, activities and services
- Planning environmental objectives and measurable targets
- Implementation and operation of programs to meet objectives and targets
- Checking and corrective action
- Management review

The ISO 14001 certification is an ongoing process,

requiring the facility to undergo periodic evaluation for re-certification. This practice ensures that efforts to improve environmental management will go on continuously, with ever-improving results.

"This evaluation helped us to identify areas where we're succeeding in meeting the requirements set forth by ISO, as well as areas where we can continue to improve," said Krienen. "Our re-certification really took a team effort on the part of all employees. We hope that this will show our community that we are committed to keeping Anacortes a beautiful place to live and work."

Shell PSR was originally certified to the ISO 14001 environmental management standard in December 2005, completing a process that began in 2003.



Shell college scholarship winners (l. to r.) John Walker, Evan Knoch, Chris Hyde and Juan Verdin.

Local students win scholarships

Shell contributed \$5,000 to the Anacortes Schools Foundation for scholarships this year for students interested in math, science and/or technology.

Phil Teas, Business Planning & Development Manager presented the awards at a ceremony at Anacortes Middle School Commons on May 20. Recipients included Anacortes High School graduates John Walker, Evan Knoch, Chris Hyde and Juan Verdin.



Joe Perron and Ted Conrad of Shell Puget Sound Refinery interact with students at Mount Vernon High School Science Night.

Shell participates in 'Science Night'

The Mount Vernon High School Science Night, held on May 30, is a much anticipated annual event.

As usual, Mount Vernon High School auditorium was filled this year with enthusiastic students combining fun with an opportunity to learn more about science and technology.

The science event included exhibitors from local non-profit organizations, governmental agencies, nearby colleges and universities, and local businesses demonstrating how they use innovation and technology on a daily basis. Science Night also included various guest speakers, planetarium shows, rocket launching, food, and lots of fun, science-oriented activities.

Shell Puget Sound Refinery was one of the major exhibitors, with hands-on demonstrations and displays as well as literature on Shell technology and careers.

Joe Perron and Ted Conrad represented Shell, interacting with numerous high school students who asked some challenging questions about science and the future of the oil industry.

"It was a pleasure having the opportunity to interact with so many bright and enthusiastic students," said Perron.



Anacortes Mayor Dean Maxwell (left) speaks to the importance of Shell Puget Sound Refinery in his community as corporate executive Tom Botts (red shirt) listens. Others at the table include United Way representative Dan Berentson, County Commissioner Ken Dahlstedt, Skagit Valley Herald Publisher Stedem Wood and Island Hospital Board member Chip Bogosian, MD.

Senior Shell executive Tom Botts meets with employees, Skagit leaders including elected officials

Tom Botts, Shell's newly appointed Executive Vice President for Global Manufacturing visited the Puget Sound Refinery for the first time on July 14.

Botts, a native of Wyoming, started his Shell career in 1977. He has subsequently served in a number of executive roles, including Division Operations Manager, Manager of Corporate Planning and Treasurer of Shell Oil.

This was Botts's first visit to the Pacific Northwest and he commented on the beauty of the area. He was here for one day, during which he met with refinery leaders, held a "town-hall" meeting with employees, and met local community leaders during a luncheon held at the refinery campground.

Anacortes Mayor Dean Maxwell said he appreciated the opportunity to meet the Shell executive and talk with him about the refinery's role in the community.

"I appreciate the fact that he took the time to visit with community leaders," said the mayor. "That says a lot about his philosophy."

Other community leaders at the luncheon included Skagit County Commissioners Ken Dahlstedt, Ron Wesen and Sharon Dillon. Port of Anacortes Executive Director Bob Hyde attended, as did Anacortes School District Superintendent Chris

Borgen. Hyde noted the "ripple effect" of refinery operations, including vessels in the port district marina and longshoremen jobs associated with the shipping of petroleum coke. Borgen noted the refinery's critical role in the history of Fidalgo Elementary School, once located on March's Point.

Other guests included Skagit Valley Herald



Guest Shell executive Tom Botts (red shirt) meets Puget Sound Refinery Operator Greg DiGiovanna. Also pictured are PSR Manager Sue Krienen and Production Manager Bob O'Brien.

Publisher Stedem Wood, Economic Development Association of Skagit County (EDASC) Executive Director Don Wick, former Skagit County Commissioner Don Munks and others.

Shell Puget Sound Refinery:

- Provides 480 'family wage' jobs
- 250 additional contract employees
- More than \$35 million in annual payroll
- Largest taxpayer in Skagit County

- Provides more than \$2 million in revenue to the Anacortes Port District
- PSR and its employees have donated more than 1,594 hours and \$270,000 to local organizations

Tidings is published periodically for the friends and neighbors of Shell Puget Sound Refinery.

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Shell serves as Pacesetter in United Way campaign

“Tradition” is hardly the word, but Shell Puget Sound Refinery employees have a long-standing commitment to non-profit social service organizations operating under the United Way umbrella.

Each year dozens of employees take leadership roles, contacting fellow workers during the course of the United Way’s annual fund-raising campaign. Many employees also contribute time and skills to various United Way organizations (see article, page one).

“Shell Puget Sound Refinery is the single largest contributor to United Way’s annual campaign each year,” said Executive Director Paul Chaplik. “It is clear that folks at Shell are committed to giving back to the community both as a corporation and as employees. Without question the people at Shell are making a positive difference in Skagit County.”

When United Way of Skagit County announced the results of its 2008 Campaign, Chairman Terry Belcoe reported a new local record of \$956,454. Belcoe reminded the group that United Way funds are used for a “Safety Net” that helps local youth and community members in need of food, shelter and other essential services.

Special recognition was given to 15 “Pacesetter” organizations that had helped kick off the 2008



Shell Puget Sound Refinery representatives at the 2009 campaign celebration included (l. to r.) Greg King, George Welch, EJ Ledet, Phil Teas, Jody Barnett, Angela Pechal, Sherrie Ludwig, Ann Thistle, Jim Kumpel and Diane Rusher.

Campaign in September. More than \$430,000 was raised by this group, which included Shell Puget Sound Refinery. Also recognized for their outstanding support were members of United Steel Workers Local 12-591.

United Way ensures that every group receiving funds is a non-profit, tax-exempt charity governed by a volunteer board and that it conducts an annual, independent financial audit, provides services at a reasonable cost, and maintains a policy of non-discrimination.

Shell contributions to Skagit United Way last campaign included: \$79,192 from employees, with a \$79,192 match from corporate; \$5,210 in retiree contributions with a corporate match; \$25,000 Community Contribution Committee donation, for a total of \$193,690.



Relay for Life

Once again this year, Shell Puget Sound Refinery volunteers gathered along Fidalgo Bay to participate in the American Cancer Society Relay for Life.

Shell volunteers, friends and family operated out of “the Big Tent,” a large, yellow-striped tent featuring prizes, refreshments - and a place to take a rest from the fund-raising walk-a-thon.

Shell PSR was represented by volunteer Lisa Claybo (below right) during opening night activities that included recognition of team sponsors.

Widespread involvement

Shell employees are highly involved in the local community. They serve as coaches for youth sports, volunteer in a wide variety of non-profit organizations, serve through local churches, provide leadership through board membership, service clubs and are very visible at local events such as Relay For Life, Anacortes Waterfront Festival, MS 150, WSU Beachwatchers Coastal Clean-up, Skagit Valley Tulip Festival, and United Way Days of Caring.



Joining the fight to cure cancer

