



TIDINGS

A Community Newsletter from Shell Puget Sound Refinery

Shell volunteers hit the beach to assist with cleanup program

It is not uncommon to see Northwest parents at the beach with their children, often walking with heads down as they search for coveted items such as agates. But when the Dave Klanica family



Dave and Molly Klanica

and their friends visited a Whidbey Island beach recently, the items they collected were placed immediately into garbage bags.

The Klanicas, you see, were part of a 35-member team of Boy Scouts, employees from Shell Puget Sound Refinery, their friends and families. The volunteers' weekend adventure had an environmental focus, as they joined forces with the WSU Beach Watchers program to clean a busy stretch of beach near the Keystone Ferry terminal.

Shell Puget Sound Refinery has a long-standing relationship with the volunteer-dependent Beach Watchers program. The refinery and its parent companies have provided financial support for the program for many years. In addition, Beach Watchers representatives are routinely invited to participate with the refinery at community events, ranging from the occasional plant Open House to the annual Anacortes Waterfront Festival.

Don Meehan is Director of WSU Extension - Island County. He participated in the Saturday beach event as well, helping to coordinate assignments and assisting as a tour guide when volunteers visited the Beach Watcher's headquarters at an historic lighthouse. Meehan was joined by Cheryl May, Beach Clean-up Coordinator; Ross Horton, Beach Watcher Volunteer and Rom Cassida, Admiralty Head Lighthouse Docent.

Volunteers worked in shifts on a sunny September Saturday, collecting garbage from the beach and also sharing lunch and a tour of the lighthouse. Among the volunteers was Scout leader John Brentari and members of the Venturer Scout Crew, a co-ed Scouting group, ages 14-20.

Meehan said he is grateful for the role Shell has played in the non-profit organization's success.

"The Shell refinery has long been a partner with WSU Beach Watchers," said Meehan. "It was fun to partner on a project once again, and to share some time in a tour of the home of Beach Watchers, the Admiralty Head Lighthouse. We really appreciated Shell coming to our area to help make a difference."

(Note: to see more photographs, see page 2.)

Shell Oil Products US

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A Message from Shell Refinery Manager Tom Smith



One of the most significant improvements to our plant in recent years was put in operation November 1. This is the new low sulfur gasoline (LSG) unit.

A lot of people put in a lot of hard work to make this a successful project, and I want to thank and congratulate them on a job well done. But what does this have to do with you, our neighbors in Anacortes and Skagit Valley?

First, it means continuing investment and growth in this facility. Facilities that are efficient and reflect continuing changes in technology and manufacturing processes are best positioned to meet tomorrow's fuel needs.

Second, if you happened to watch last Labor Day as we off-loaded some very large vessels at the port and hauled them through town, you now can look up as you go past the refinery and see that equipment hard at work for our community and our region.

Third, the investment of millions of dollars in this unit has a spin-off effect on the entire economy. The taxes paid, the local contractors employed, the visiting workers, the local goods and services purchased, all contribute to the economic health of our community.

With this new unit in place we are producing low sulfur gasoline that provides an important environmental benefit for all of us. Low sulfur gasoline will make the air cleaner for everyone and that is a benefit we all appreciate.

As we look to the close of another year, it is appropriate once again to note the great work done by your family, friends and neighbors who work at Shell Puget Sound Refinery. Their hard work keeps this a top performing facility. Not only do they go the extra mile at work, but as you can see by some of the stories in this issue of Tidings, many of our employees go out of their way to make this a great community to live in. I am certain that Sir Philip Watts and Lynn Elsenhans, two of Shell's top executives, noted that special spirit of effort and generosity in their visits to our plant and community this past month.

On behalf of all of us here at Shell, let me extend our best wishes to you this holiday season.

Top Shell executive makes visit to Anacortes

Shell Puget Sound Refinery played host to the top executive of Shell recently when Sir Philip Watts made Anacortes part of a personal tour of U.S. facilities. Sir Watts bears several titles, including Chairman of the Committee of Managing Directors, Royal Dutch Petroleum Company. His visit here included lunch and a report from local refinery executives. He then participated in a "round table" discussion, trading questions and answers with employees. See page 3 for photo and news about a visit by another Shell dignitary.



Shell Puget Sound Refinery Accounting Supervisor Patricia Agnew (left) and Process Engineering Manager Joe Wall (right) talk with Sir Philip Watts, Chairman of the Committee of Managing Directors, President/CEO of Royal Dutch Petroleum Company.



Employee volunteers assist WSU Beach Watchers with cleanup effort on busy beach



Shell volunteers, family and friends including Scouts gathered recently on Whidbey Island to clean up a heavily-used section of public beach adjacent to the Keystone Ferry Terminal.



WSU Island County Extension Director Don Meehan and Cheryl May, Beach Cleanup Coordinator, (above) conduct a pre-cleanup session giving volunteers instructions including safety tips. Among those involved in the day-long cleanup were Jeff and Patty Mussen (left, at lighthouse) and Abby Buchmeyer (left, center). Volunteers worked in shifts, with Beach Watchers conducting tours of their headquarters at the Admiralty Head Lighthouse and Interpretive Center.



Shell Puget Sound Refinery supports new Technical Education Program

Students in the area will be able to prepare for a career in refining, thanks in part to a \$20,000 grant from Shell Puget Sound Refinery. Shell and the other three refineries in the area are contributing cash and equipment to help initiate new process technology programs at Skagit

Valley College (SVC) and Bellingham Technical College (BTC). The two schools competed against other educational institutions in the region and



Tom Smith presents a \$20,000 check to community college officials. Photo by Tore Oftness

were awarded a \$200,000 state grant aimed at re-training displaced workers.

According to Satpal S. Sidhu, Dean of Professional Technical Education at BTC, the state

grant was awarded in part based on strong support from industry partners. The process technology classes at each institution will prepare students for work in the refinery and process manufacturing industries.

In addition to the cash contribution, Shell Puget Sound Refinery has also committed to providing used equipment for use by students enrolled in the program, according to Shell PSR's Operations Manager Brett Woltjen.

In the program, the first year can be started at Skagit Valley College or Bellingham Technical College with students completing the second year at BTC.

Graduates will earn an AAS degree in Process Technology which is a sought after qualification for Operating Personnel candidates by Shell and other area refineries.

Classes at the Mount Vernon campus include introduction to Process Technology and Safety, Health and Environment I.

Employees show holiday spirit

With volunteer efforts for Thanksgiving behind them, employees at Shell Puget Sound Refinery now have their sights set on making the Christmas holiday brighter for some of their less fortunate neighbors.

On Thanksgiving Day, volunteers from Shell's Women Adding Value Everywhere (WAVE) group volunteered at the Anacortes Eagles Club, serving and delivering meals.

Employees at the refinery then got the Christmas holiday season off to a start with their traditional spaghetti feed, a fund-raiser for the Adopt-a-Family program. After fund-raising is finished, employee volunteers will shop and distribute food and gifts to adopted families just before Christmas.

'Execution and startup were extraordinary'

Low sulfur gasoline unit now up and running

Motorists traveling west to Anacortes on Highway 20 now see the shiny new columns of a Shell operating unit that will reduce the amount of sulfur in gasoline produced at the Puget Sound Plant.

It was Labor Day weekend of last year when huge segments of the \$100 million low sulfur gasoline hydrotreater made the walking-pace trip from Port of Anacortes docks to the southeast corner of the March's Point refinery. Stretches of the highway and "R" Avenue in Anacortes were closed temporarily for two consecutive nights as the massive columns were transported by contract crews using special equipment. One of the columns was 200 feet long and 12 feet in diameter.

Rod Walsh, Manager, Major Projects at Shell



Anacortes residents first became aware of Shell's low sulfur gasoline hydrotreater project when large columns arrived at the Port of Anacortes dock. Several units made nighttime journeys from the dock to the March's Point refinery.

PSR, said the environmental project came in on time and under budget.

"The project team did an excellent job," said Walsh, who noted that this project used patented CDTech technology that is new to the Northwest refining industry. "Overall project execution and startup were extraordinary."

Design on the unit started about 18 months ago. Jack Ayers was project manager for Shell onsite, and Nels Enderberg was process engineer. Off-site facility engineering was done by VECO of Bellingham and Bechtel of Houston did the on site design work with construction management support. Completed in conjunction with this project was a hydrogen generator unit owned and operated by Air Liquide, a next door neighbor to the refinery.

In addition to long-term environmental benefits, construction of the low sulfur unit represented a boost to the local economy. Shell employed more than three dozen contract companies in total, with a workforce that averaged 250-300 people per day, peaking at 350 people.

The unit was brought into operations on November 1, as was the Air Liquide hydrogen generator that provides hydrogen for the Shell unit. Net manpower increases due to startup of the new unit was one Shell operator shift position and several people at Air Liquide.

"This project," said SPSR Manager Tom



State Highway 20 travelers can see Shell's low sulfur gasoline hydrotreater from the road. The unit produces low sulfur gasoline.

Smith, "is one of several major upgrades planned for the next few years. It is an important project, because it is designed to reduce levels of sulfur in our gasoline. That means reduced tailpipe emissions, which is good news for the environment."



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Dock drill hones response skills

In mid-November, Anacortes residents may have noticed unusual activity near the Shell PSR dock. The refinery conducted one of many routine drills aimed at testing and enhancing emergency response procedures.

According to Shell's Health, Safety and Environment manager, Mark Koslicki, a major purpose of this exercise was to simultaneously engage all four emergency response teams. These are the Hazmat (Hazardous Material), Fire, Oil Spill and Medical teams. A scenario was played out that required personnel from all these teams to respond and work together. New fire fighting equipment was also tested including the use of the Foss tug equipped with fire fighting capability.

Mike Knott, Emergency Response Coordinator, stated that each unit performed very well and that the goal of the drill had been accomplished. According to Koslicki,

the refinery runs exercises like this on a regular basis in order to maintain the highest level emergency response capability.



Emergency response teams at Shell Puget Sound Refinery participated recently in a drill at the refinery Fidalgo Bay wharf. Also participating was the crew of a Foss tug equipped to fight fires.

Elsenhans visits Anacortes, reviews company objectives

Lynn Elsenhans, who became U.S. Country Chair and President of Shell Oil Products US in mid-June, made Shell Puget Sound Refinery a stop on a recent West Coast tour.

Elsenhans, whose October 27 visit included local reports and a question and answer period with employees, said the Anacortes plant ranks among the company's top locations in the U.S. She said U.S. facilities owned by



Lynn Elsenhans (left) talks to Sarah Christensen.

Royal Dutch Shell have always been important, but they are particularly so in today's global economy.

Elsenhans told her audience it is her goal to see Shell Oil Products US become "the No. 1 oil products business among customers, shareholders, employees

and the communities in which we serve."

"We want to focus on being the best we can be," she said, citing four ways for the company to become more competitive: 1) standardize work processes; 2) simplify our business; 3) make decisions faster, respond faster and execute faster; 4) share information and best practices.

Tidings is published for the friends and neighbors of Shell Puget Sound Refinery, Tom Smith, Refinery Manager. Members of the plant's Community Relations Committee include: Tom Smith, Dean Overman, Sandra Corrión, Mark Larson, Denis Caron, Mike Lytton, Gretchen Buchmeyer, Carolyn Whalen, Jeff Mussen and June Snelson. Shell Puget Sound Refinery, PO Box 622, Anacortes, WA 98221; telephone:(360) 293-0800. www.shellpugetsoundrefinery.com. Tidings editor: Steve Berentson.



TIDINGS



'It is our privilege to contribute to the network of United Way agencies.'

Shell gives big boost to United Way campaign 2003

Shell has responded to the 2003 United Way of Skagit County campaign on three fronts, making kickoff contributions of \$82,000 with an



Shell Puget Sound Refinery representative Tom Meyer (left) presents a check on behalf of the company to Skagit County United Way officer Carl Bruner.

in-house employee campaign yet to be completed. Shell Foundation's contribution of \$57,000 was unveiled at the Sept. 12 kickoff breakfast held in Mount Vernon, as was a \$25,000 contribution from Shell Puget Sound Refinery.

Employees at the refinery had not completed their in-house fund-raising campaign when this newsletter went to

press, but their contributions last year totaled more than \$39,000.

"The folks at Shell Puget Sound Refinery give back to the community in a very big way," said United Way Executive Director Paul Chaplik. "Employees and management work together in an exemplary fashion."

Chaplik noted that the company has a longstanding history of support,

both in terms of finances and of volunteer time.

"This is a company that always has people serving on our Board of Directors, and they donate a significant amount of money to the United Way campaign each year," said Chaplik. "It is a pleasure to work with the people at PSR."

Shell Puget Sound Refinery Manager Tom Smith served as campaign chairman in 2002, and he continues to serve on the Board of Directors.

Representing the company at the kickoff breakfast were Carolyn Whalen, Senior Executive Assistant, and Tom Meyer, Operations/Technical Manager - Major Projects Organization. Whalen and Meyer presented donations on behalf of the refinery and of the Shell Foundation.

"It is our privilege," said Meyer, "to contribute to the network of United Way agencies."

"At Shell, we believe that helping our neighbors in need is very important," said Smith. "We are honored to be part of a company that believes so strongly in giving back to the community."

Kickoff donations from various companies and organizations totaled almost \$291,000, or 37 percent of the 2003 goal of \$780,000.

Skagit County United Way serves 27 agencies, ranging from American Red Cross and Salvation Army to Meals on Wheels, Boy and Girl Scouts.

United Way Volunteer Team at Shell Puget Sound Refinery

Tom Smith	Gretchen Buchmeyer	Kelly Aus
George Welch	Wayne Wilson	Brett Woltjen
Gerry Awes	Debbie Wilson	Carolyn Whalen

Safety group chooses a colorful way to illustrate upcoming calendar

The group of children assembled at Shell Puget Sound Refinery celebrated with ice cream BEFORE dinner ... all with the smiling approval of their parents.

It was a memorable moment in the lives of 12 children, gathered at the refinery on November 10 to be honored for their creative contributions to an upcoming safety calendar.

Each of the children at the late afternoon party was named a winner of a coloring contest sponsored by the Shell Safety Awareness Committee. Their winning entries in the contest will be reproduced as part of the plant's 2004 safety calendar. In addition, each child received a gift, ranging from gift certificates to \$100 U.S. Savings Bonds.

Judges of contest entries included not only refinery representatives but area dignitaries including a school superintendent, fire chief and sheriff's deputy (see photo).

The contest reflected a desire to extend the refinery's attention to safety not only to employees, but beyond the plant fence line to homes as well. Entries came from a coloring book featuring "Safety Sasquatch," a character created by the refinery to present safety themes in books and classrooms.

"Thank you for all of your hard work," Refinery Manager Tom Smith said to the young contest winners. "And thanks to you, parents, for your support in our ongoing effort to raise safety awareness."

Winners' names appear below photos to the right.



Lily Evans was among the youngest winners in the coloring contest.



Proud young safety coloring contest winners line up for a group photo at a celebration event held in their honor. See names of winners below.



Vic Lenzi lends a hand as son Austin tries to take a bite of ice cream cake.



Contest judges included (l. to r.) Shell PSR Manager Tom Smith, Shell Human Resources Manager Gretchen Buchmeyer, Anacortes Fire Chief Richard Curtis, Anacortes School Superintendent Dr. Tom Marrs, Health, Safety and Environment Manager Mark Koslicki and Skagit County Sheriff's Deputy Dan Luvera.

First Place
Age 2 and under
Madisyn Hill
Ages 3-5
Austin Lenzi
Ages 6-10
Lindsay Woolbert

Second Place
2 and under
Naomi DeKubber
Ages 3-5
Avary Woolbert
Ages 6-10
Melissa Newbry

Third Place
2 and under
Lily Evans
Ages 3-5
Nicholas Merritt
Ages 6-10
Ellison Schultz

Fourth Place
2 and under
Hunter Campbell
Ages 3-5
Sydnie Hill
Ages 6-10
Terry Skrabut