



TIDINGS

A Community Newsletter from Shell Puget Sound Refinery



A fleet of Shell Puget Sound Refinery emergency response vehicles and an army of volunteers delighted a large crowd gathered for the 2010 Anacortes 4th of July Parade.

Independence Day 2010

Shell celebrates 'small town' style

Like millions of other Americans, Shell employees love a parade.

As is the tradition at Puget Sound Refinery, however, dozens of Shell employees and family members saw the Anacortes 4th of July parade "from the inside out."

In an Independence Day celebration attended by hundreds gathered along the city's main street, Shell volunteers did their best to delight an audience that also saw entries ranging from military veterans and Scouts to political candidates and service organizations.

The refinery contingent moved with a fleet of emergency response vehicles, which included a ladder truck. Some sat on top of trucks or in ve-

hicle cabs, waving to the crowd. Many Shell volunteers worked the crowd, distributing 'Mardi Gras' type bead necklaces among excited children (of all ages).

Also on hand were volunteers inside two giant, inflatable "firefighter" costumes. Photo memories of the 4th of July Parade will include snapshots of the firefighters pausing for "photo ops" with delighted children.

Once the festive parade ended, many Shell volunteers and families stayed to participate in a community-wide celebration at Causland Park, an historic community landmark established to honor Anacortes residents who died in military service to their country.

Fuel reduces mobile source emissions

Puget Sound Refinery continues to invest in environmental projects, the latest being the Benzene Reduction Project.

This project, driven by Environmental Protection Agency (EPA) regulations, will allow the refinery to ship gasoline that meets EPA standards for benzene content. This gasoline product will help reduce emissions from mobile sources, Skagit County's single largest source of air emissions.

To accomplish this compliance with the EPA regulations, the refinery installed two new distillation towers and associated equipment. Shell hired CH2MHill from Bellingham provided the engineering, procurement and construction management services for the project.

Western Refining Services in Ferndale completed site development work for the project, which re-

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Community rallies to restore historic Fidalgo Bay trestle

Seven months after an arsonist damaged the historic trestle on Tommy Thompson Trail, a \$300,000-plus fund-raising effort culminated with the re-opening of the bay crossing.

"Anacortes is grateful to Shell for the financial support they provided for the reconstruction efforts," said Anacortes Mayor Dean Maxwell.

"In addition to a \$10,000 contribution, employees also provided skilled labor to put the decking on the structure, the mayor continued. "Without this type of strong support from our business community the task of rebuilding the trestle may have been out of our community's reach."



Pictured at a presentation of Shell's financial contribution are (l. to r.) David Hall, Parks Foundation; City Council member Brad Adams; restoration committee member Michelle Pope; Shell Puget Sound Refinery Manager Sue Krienen and committee member Kris Lytton.

Shell Oil Products US

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Message from Sue Krienen



While most area residents turn their thoughts to the glorious summer weather (finally!), we at the Shell Puget Sound Refinery remain focused on what we call the Goal Zero mindset.

We set the expectation for everyone who works at our facility that we will have **zero** injuries and **zero** incidents. We strive each day in operating our refinery, with each task that we do, to take our time, do excellent work planning and preparation and complete each task safely.

Running a refinery is complex business, and it takes people working together to efficiently produce the gasoline, diesel, jet fuel and other products that our customers need. Our strategy is to focus on people, work processes and hardware. When all three of those aspects come together, we achieve GREAT results.

Our employees not only do a great job here at Shell but they also contribute very significantly to our community - our American Cancer Society Relay for Life team raised more than \$18,000 this year. Employees participated in building a playground for children at The Landing - a care center in Sedro-Woolley that helps children that are grieving due to the loss of a loved one.

Each year our employees understand how important it is to support the United Way Campaign which provides the Safety Net for our community. United Way partner agencies provide meals for seniors, medical, dental and mental health care, and support for food banks.

Shell is proud to have been part of this community for more than 50 years. We appreciate your support for us and look forward to the future.



Shell PSR representatives at 2009 Skagit United Way campaign celebration.



New unit reduces mobile source emissions

(Continued from page one)

quired moving 50,000 cubic yards of fill dirt to the refinery.

J. H. Kelly, LLC of Longview, Washington is the mechanical contractor. Seven Sisters, Inc. of Sedro-Woolley and Greysam of Port Orchard will team to install electrical and instrumentation equipment.

The two largest pieces of equipment on the

project are the distillation columns, fabricated in South Korea. The largest is 12 1/2 feet in diameter with an overall length of 214 feet. The majority of construction activities will take place this year, with the project work force having peaked at 300 people. Shell plans to start up the new facilities in early 2011.



Columns at refinery ready for "dress out."



Largest column being set on foundation. Inset (right): John Brentari, Project Mgr, Shell; Steve Nelson, Staff Project Engineer, Shell; Steve Dahl, Project Mgr, J.H. Kelly LLC.; Paul Morton, Construction Mgr., DH2MHill Inc.



Refinery hosts annual Safety Day

Shell Puget Sound Refinery employees and contract workers were greeted June 9 with an invitation to a company-wide luncheon focused on safety with the theme: "Do the Right Thing."

Administrators and members of the BEST Oversight Committee extended the invitation as employees entered the main gate, also taking the opportunity to distribute T-shirts and hardhat stickers with a safety theme.

The luncheon featured several speakers, and a vendor fair in the plant Fire Hall included personal process safety booths with representatives from organizations including Timec, Matrix, PSR First Responders and the Washington State Patrol.

"Our theme," said Safety Manager Diane Rusher, "served as a reminder that we are committed to safety – to following procedures, to taking the time to do each job right."



Relay for Life team named top fund-raiser

It has been a long standing tradition for Puget Sound Refinery to participate in the Anacortes Relay For Life.

"In fact," says Team Captain Jody Barnett, "our employees have participated in this event since the first year it was in Anacortes. It seems that everyone's life is touched by cancer in some way, and this is a wonderful way to make a difference. We usually have two or three co-captains for the team each year, and we can count on about 40 employees participating by walking at the event."

The 2010 Anacortes Relay For Life was held at the Port of Anacortes Cap Sante Boat Haven on June 18 & 19. The Relay is an 18-hour overnight event, and teams are expected to have someone on the track at all times to remind us that Cancer never sleeps.

The theme for the event was "Celebrating More Birthdays" and PSR's "Bloomin' Birthdays Team" turned out in full force to do just that.



Posed for a "team photo" are just a few of the 40 Shell volunteers who participated in this year's American Cancer Society Relay for Life. The event was held at Cap Sante Boat Haven in Anacortes. Robert Cook (right, above) even found a bit of time to clown around in the team "birthday hat."



Volunteers improve 'healing place for kids'

More than two dozen Shell employees and family members partnered recently to make improvements at "The Landing - A Healing Place for Kids" in Sedro-Woolley.

This non-profit facility, operating under the umbrella of the United General Hospital Foundation, serves children ages 3-18 who are grieving the loss of a loved one."

Shell employee Janita Aalto, whose volunteer work has ranged from youth soccer coach to

United Way volunteer, is a member of the 2009-10 Leadership Skagit organization. When the group's "Next Generation" team identified The Landing for a community service project, Aalto extended an invitation for volunteers among her peers.

"We knew as soon as we met the director and toured the facility that we wanted to help provide a safe, fun environment for the young participants," said Aalto. "Seeing the artwork displayed on the center walls and being allowed just a small glimpse

into a child's grief over losing their Mom or Dad, tugged at my heartstrings. The more involved I became in our project and meeting some of the families, the more I came to appreciate those that volunteer their efforts to provide the kids a place to work through their grief."

Elements of the project included such things as erecting a 370-foot wooden fence; building a wooden play structure and clearing brush and debris.



Waterfront Festival draws thousands

"Shell Puget Sound Refinery has been much more than a title sponsor of the Anacortes Waterfront Festival," said Anacortes Chamber of Commerce Event Director Stephanie Hamilton. "They have truly partnered with the Chamber to produce this beloved community event. Shell's commitment to ensuring the festival is able to continue to grow and adapt to new ideas that truly bring islanders together in celebration of our nautical heritage is evident by the company's financial support. We also covet the many Shell employees who volunteer their time."



Shell teams made up of 22 volunteers raised more than \$3,857 at the March for Meals Bowling Bash. The funds will buy almost 800 meals for local senior citizens.



London-based Shell executive Mark Williams answers questions from refinery employees.

Senior Shell executive pays visit

Shell Puget Sound Refinery recently hosted one of the top leaders in the international corporation, with an itinerary including plant tours and a Q&A session with community leaders.

Mark Williams is Downstream Director, based in London. As such, he reports to the Royal Dutch CEO. His umbrella of responsibility covers 60,000 Shell employees worldwide, including the 400 at the local refinery.

"The fact that he came for a visit to our plant is amazing," said Plant Manager Sue Krienen. "It reinforces among us the motivating knowledge that we are a vital part of the Shell company. Before his visit, he had reviewed the plant's business performance, year-to-date, and he told us we are doing a 'spectacular' job."

Williams, who grew up in Minnesota, earned a Ph.D. from Stanford. Krienen said local employees and community guests found him "warm, open, willing to listen."

The executive's schedule included a tour of the plant, several employee group meetings and a session with community leaders. Among employees, he encouraged all to "ask questions and share ideas" on a daily basis.

Williams' session with community leaders included Anacortes Mayor Dean Maxwell, Skagit County Commissioner Sharon Dillon, Port of Anacortes representative John Hachey and others. He listened to those gathered regarding their perspectives on Shell's historic role in the region.

"I appreciate this refinery's strong relationship with community," Williams said, "and I applaud the

support our neighbors extend. That decades-old record of support is something to be treasured."

Other top Shell executives including Steve Rathweg (Regional Vice President), Tom Botts (Executive Vice President Global Manufacturing) and Kelly Lang (VP Human Resources) have visits to Puget Sound Refinery scheduled later this year.

"The fact that we are getting that kind of positive attention from top Shell executives confirms to us that we are an important part of the international Shell portfolio," said Krienen. It's great to see these executives in person, and for our employees and community to see that they are interested in our performance and our community relationships."

Two years ago Shell identified 10 "Focus Sites" worldwide – sites that are historically important to the company in terms of financial contributions, and have demonstrated good performance in safety, environmental and reliability. These sites, which include Shell Puget Sound Refinery, are more likely to receive additional attention and resources from the corporate level.



Williams chats with local leaders including Anacortes Mayor Dean Maxwell and Commissioner Sharon Dillon.

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

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Shell Puget Sound Refinery volunteers including two inside giant inflatable “firemen” line up with other groups and organizations for the 2010 Anacortes 4th of July Parade, sponsored by Anacortes Women of Today.

Shell joins parade at community celebration



Volunteer escort Vanessa Zamora (right) accompanies one of Shell Puget Sound Refinery’s giant, inflatable “firemen” along the 4th of July parade route in Anacortes.



Dozens of Shell volunteers, including family members, participate in a variety of community outreach activities. Pictured here in a firetruck is little Caeylynn Wilson.



Tony Aguilar waves from an emergency response vehicle.



Tony Barge, part of the Shell Puget Sound Refinery security team, distributes several strings of beads to a delighted young parade watcher.



Derrick McBeth and daughter flash smiles.



Renee Porter and family share beads with onlookers.



Feeding volunteers on the street with 4th of July trinkets and beads are members of the Post family.



George Welch takes to the street with a box of popular ‘Mardi Gras’ beads.



Aaron Jensen behind the wheel of a Shell Puget Sound Refinery firetruck.

Shell supports local Senior College

For the past several years, non-profit Anacortes Senior College has offered classes that are open to everyone 50 years of age or more.

Anacortes Senior College (ASC) is managed and taught by volunteers at Anacortes Middle School, with classes generally meeting for six weeks, two hours a week. There are no prerequisites, tests, grades or credits.

Courses are offered in almost every field: history, literature, science, or computers. Past classes have

ranged in subject from Conversational Spanish and Beginning Birding to The Joy of Science and “Industries of Anacortes.”

Guest speakers, special events, and field trips to businesses including Shell Puget Sound Refinery are often featured elements of ASC classes.

“It is our privilege,” said Shell PSR Manager Sue Krienen, “to support the Anacortes Senior College. Our employees enjoy the opportunities they have had to conduct plant tours and host Q&A sessions regard-

ing our operations.”

The main objective of ASC is to provide enjoyable learning experiences with friends and new friends. President Tom Kuhn notes that the only costs are a \$25 annual administrative fee and \$25 for each course enrollment.

Fall session is scheduled from October 12 to November 18. See www.seniorcollege.info for more information; or telephone the ASC office at Anacortes Middle School, (360) 293-1200, Ext.368.



Anacortes Senior College classroom.