

THE CONNECTION

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Reputation & Customer Satisfaction Bring New Business to PSC

In challenging times, the businesses that are most likely to survive and thrive are those with a strong reputation, good operating performance and consistently high levels of customer satisfaction. Like the classic line in the VISA commercial, these attributes are “priceless,” and they have been the hallmark of PSC’s success over its 57-year history.

These attributes have also helped PSC weather the economic storm created by the downturn in the petrochemical industry over the past year. While we have had some cutbacks in a number of our work groups this year, the good news is that we’ve also seen an increased interest in our services from companies looking for ways to make their operations more efficient.

One of those companies was ExxonMobil Chemical in Baton Rouge. They were looking to make some changes in their warehouse packaging operations, and PSC’s reputation and strong track record handling the loading operations at the plant helped seal the deal for an expansion of our services at the site.

“We have handled the loading operations at the chemical plant for more than nine years OSHA-free and more than eight years OSHA-free at ExxonMobil’s polyolefins



ExxonMobil PMC James “Rod” Sibley is pictured with some of the PSC employees assigned to the Vistalon Finishing Unit: (l. to r.) Team Leader Zanda Tolliver, Marlon Rheams, Dewayne London, Adonis Henry, Terrance Armstead, Kemp Thomas, Unit Supervisor Herb Foster, Eric Houston, Durwin Shelton, Justin Carmena, and Site Superintendent Nathan Jarreau.

plant (BRPO),” said **Joel Prejean**, Plant Operations Manager for PSC. “Their management team had confidence that we could bring some improvements to their warehouse operations.”

One of the first steps in the startup process involved selecting the leadership team for the expanded operations. **Nathan Jarreau**, an 11-year PSC veteran who had been serving as the supervisor of the liquid loading operations at the site was promoted to the position of Site Superintendent, with the added responsibility for overseeing both packaging warehouses. **Herb Foster**, who had been serving as the site supervisor for our Mosaic work group in Convent, LA, was tapped to oversee the packaging operations for the Vistalon Finishing Unit (VFU). **Jay Moore**, who had

been working at the plant for the previous contractor, was hired to oversee the operations of the Halobutyl Finishing Unit (HFU). **Chris Garon** serves as the Safety and Training Coordinator.

A Team Effort from the HR Staff

Once the new contract had been signed, the HR team quickly put into operation a staffing plan to recruit, screen and hire the workforce needed for the packaging operations, 83 positions in all. “It was a tight timeline of about a month-and-a-half from start to finish,” explains **Sosha Record**, PSC Staffing Manager. “It was a lot of work, but the HR team

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SGS



AS I SEE IT . . .

By Brian Haymon, CEO
SGS Petroleum Service Corporation

"This Was Supposed To Be The Future, So Where Is My Jet Pack?" I saw this sign emblazoned on a T-shirt recently, and I could not help but laugh aloud. I think I was laughing at myself as much as at the humorous line.

It reminded me of my childhood days, when the space race was at full bore. Astronauts were America's heroes, and through them we imagined our future. We drank Tang because the astronauts did. My 5th grade textbooks had an "artist's rendition" of families living happily under a giant dome on the moon. Watching the Jetsons on Saturday mornings, I remember thinking I might actually live on the moon one day, with a personal robot to do my chores, eating delicious food pills as I zoomed around with a rocket booster on my back.

But as the T-shirt made clear, and as the old adage goes, there is only one thing that can be predicted with any degree of accuracy, and that is that any prediction you make is likely to be wrong. Certainly the past year bears this out. I cannot recall a time when there have been so many national and global events predicted by so few. As the Chinese proverb says, "May you live in interesting times."

It seems to me that with the help of technology, our lives are now much more fluid. Remember the days before cell phones when people made social commitments in advance, and kept them or suffered the social stigma that came with not keeping a promise? Now it's more like: "Well, I have some other things I might need to do tonight, so catch me on my cell phone when you are headed out, and I'll let you know if I can make it." Some call this "real time decision making." My mother would call it "keeping your options open."

Whether this is contributing, as some claim, to the further coarsening of our society is a question I will leave for another time.

Changes in society are reflected in the business world. No longer do I hear business leaders talking about their company's three-year "strategic plan" much less a five or ten-year plan. An SGS colleague told me the other day, "We've gone to a three-month plan." This might be more of a reaction to the current uncertainties of our economy, but when you think that three years ago Twitter and YouTube were not yet household words, it seems reasonable to not get too far ahead of ourselves.

Does this mean that business planning has gone the way of public pay phones? No. But it does mean that we need to create nimble plans that allow for the unexpected. At PSC, for example, we are fairly certain that an improving economy will generate growth, perhaps significant growth, for our company. However, it is very hard to predict when that growth will occur. We may continue to "bump along the bottom" for some time, and we might even see a further decline if the economy dips. If things do get worse, we can respond fairly quickly as we did earlier this year.

It takes more time, however, to prepare for growth, especially having the right leaders in place. Therefore in 2010 we will return to our traditional emphasis on leadership development, not only for current supervisors and managers, but also for those not yet in formal supervisory roles (what we call second- or third-tier leaders).

We will also improve how we manage and deliver training. Over the years PSC has developed what many say is best-in-class training for loading, dock operations, rail switching, and other areas. As we continue to grow, the challenge is to ensure our employees everywhere are receiving training that is consistent, easy to understand, and positively impacts their performance. In part through a better use of existing technology, we will make

training materials more accessible, close coverage gaps, and ensure our recordkeeping is fully compliant.

Also, we must not forget to stay vigilant when it comes to safety and operating performance. I have said many times that maintaining safety and operating excellence is the #1 key to our success. Barring a major collapse at year-end, it appears that 2009 will be by far our safest year ever. This is a tribute to the determination and focus of PSC employees everywhere.

We should also not overlook the contributions of our office staff who are often behind the scenes. For example, our payroll, billing, and accounting team set new marks this year for sending out invoices that were accurate and on-time, which in turn led to faster payment from our customers. Across PSC people rose to the challenge; their response is both gratifying and deeply satisfying.

Even though the world seems to be in constant change, it is important to remember that good ideas never go out of style. I was reminded of this recently when I attended the 100-year anniversary of the ExxonMobil refinery in Baton Rouge. The process of refining crude oil is basically the same today as when the refinery was built in 1909. The tank barges that my dad loaded at that refinery in the 1930s are not much different than the barges of today. The same is true for railcars, trucks, docks, and tank farms. Warren Buffet recently spent \$34 billion to buy America's largest railroad, a sign that traditional sources of transportation like rail and barge will not just survive, but thrive in our future economy. That is good news for PSC.

As we look forward to 2010, I want to thank all our employees and their families for a great year, and for choosing to be part of PSC. I also want to pay special thanks to those employees with family serving in our military, and remember their sacrifice on behalf of our country.

Merry Christmas & Happy New Year!

NEW BUSINESS cont. from page 1

really pulled together to meet the customer's needs."

A series of information sessions were held to provide job-seekers with an opportunity to learn more about PSC and the new positions and to complete the required pre-employment tests. Recruiter **Laurence Williams** led these sessions which were attended by more than 250 prospects.

In all, more than 1,000 applications were received for the packaging tech positions, and from that group, the HR staff selected approximately 200 applicants for interviews. Sosha and Recruiter **Chris Galland** spent two weeks conducting interviews alongside Herb Foster and Nathan Jarreau. HR Manager **Christina Angulo** and Recruiter **Steven Rondeno** also came over from the Pasadena Office to lend a hand with the recruitment effort.

"Steve helped screen the applicants and set up interviews, and Christina, **Melissa Charlet** from HSE, and our SGS Intern **Vincent Hays** helped to get all the required background checks, physicals and drug screens completed and the TWIC cards ordered," said Sosha. "HR Assistant **Linda Thibodeaux** helped with the interview schedules, new employee orientation sessions and getting all the new employees set up for our benefit plans."

Pictured are some of the PSC employees working in the Halobutyl Finishing Unit at ExxonMobil in Baton Rouge: (l. to r.) Team Leader James Banks, Unit Supervisor Jay Moore, Horace Hall, Tom Musson, Calvin Shirey, Chad Raymond, ExxonMobil Supervisor Billy Drew, Mittie Kennedy, Jeremiah Myles, Site Superintendent Nathan Jarreau, Jamie Calvin, Reggie Jackson, David Blackwell and Safety & Training Coordinator Chris Garon (behind David).



Shown are some of the members of the Liquids Loading team working for PSC at ExxonMobil Chemical in Baton Rouge: (front row, l. to r.) Matt Pinsonat, Cody Laws, Site Superintendent Nathan Jarreau, Tony Campo, John Dickerson, Blake Gibson, Erik Landry, and Safety & Training Coordinator Chris Garon; (back row, on stairs) Team Leader Steve Stuckey.

A Strong Transition Team

While the HR crew was building the workforce for the new job, a transition team was being assembled to lead the startup effort. Training Manager **Glenn Gillaspia** worked to put together the training package and develop the policies and procedures for the new operation. Louisiana Operations Managers **Rustin Mickles**, **David Webre** and **Gerald Aymond** were tapped to provide management support for the startup, and six leaders from some of PSC's other work groups were brought in to lend their operations expertise to the effort. They included **Murphy Loupe** and **G.W. Son** from Dow Chemical in Plaquemine; **Toby McDowell** from Georgia Gulf in Plaquemine; **Jamie Cortez** from Dow St.

Charles; **William Millet** from CF Industries in Donaldsonville; and **Kevin Hill** from ExxonMobil BRPO.

"These guys really helped us to get the ball rolling. The support we received from the other sites that offered up their leaders to us really factored into the success of our startup," said Nathan Jarreau. "I also want to recognize the leadmen working shifts in the liquids loading operation - **Jerry "J.T." Thomas** and **Steve Stuckey**. Those guys really stepped up to take the pressure off the employees involved in the transition, and they kept our existing work running smoothly."

Joel Prejean also credited the smooth startup to the employees that PSC hired who had been working in the packaging operations for the previous contractor. "These leaders helped out tremendously, making sure that our people were being trained properly and helping to keep everything operating well," he said. "The previous contractor had been working at the plant for 32 years, so this was a big change for everyone, and it was a bit difficult for the existing staff. But it didn't take long before they began to recognize and appreciate the improvements we brought to the operation in terms of housekeeping, operating procedures and management support."

NEW BUSINESS IN TEXAS

In July, PSC started a new job at Texas Petrochemicals (TPC) near Houston, with 23 employees operating the docks and loading railcars and trucks. Like the new ExxonMobil contract, this work came about as a result of TPC management looking to make some changes in their operations, and PSC's reputation for good operating performance certainly played a part in helping to secure this new contract.

Herb Hawthorne was hired to supervise the new operation. Herb had previously worked as an operator for TPC, but he had left the company in 2004 to pursue some ministry opportunities with his wife. At the time PSC signed the contract to take over the loading and dock operations, he was back at TPC working on a contract basis. He was hired by PSC in July to begin preparing for the takeover of the operations in mid-September.

"Herb was the glue that held the startup team together. He's brought tremendous leadership to the operation and has really been an asset to our company," said **Joel Dickerson**, Texas Senior Operations

Manager. "His leadership coupled with the personnel that we brought in to help with the startup really helped to get things running smoothly right from the start."

The startup team included **Paul Fox** from the Houston Tankerman Group and Texas Operations Manager **Rich Butler**, who both provided some key leadership with the startup of the dock operations. Glenn Gillaspia handled the development of the training program, and Recruiter Steven Rondeno coordinated the recruitment and hiring efforts.

"**Terry Hawkins**, who had been serving as the supervisor for our Dow-Texas City work group, transferred over to the TPC operation and was very instrumental in the planning and startup of the tank car and truck loading operations," added Joel.

"It's really been a good effort, and that's a tribute to the personnel that were brought in to help with the startup and with the quality of the new hands that we've brought on board," said Herb. "The TPC staff have also been a big help, working with us on the training program and helping to get all our training materials set up on computer."

Our Most Important Team Members...

In closing, we want to take this opportunity to thank all of our employees who work hard every day to meet the needs of our customers in a safe and efficient manner. Your good work is the primary factor in our success through the years, and the reputation you have helped us build will continue to bring new opportunities for our company's growth and continued success. □



Duane Bush is one of several PSC dock operators responsible for handling the marine traffic at TPC.

PSC Leadman Matt Goodman inspects one of the tank cars at TPC prior to loading.

OUTSTANDING COAST GUARD INSPECTIONS

The U.S. Coast Guard recently completed dock inspections at the facilities listed below:

CITGO – Lake Charles, LA

Motiva – Convent, LA

These facilities passed the dock inspections with 100% compliance and zero deficiencies. Congratulations to all our PSC employees who played a part in the successful inspections. Maintaining operational compliance reflects consistent high quality and constant attention to detail on behalf of our customers. Great job!

AND THE WINNER IS...

Nobody! Our "hidden name" went unnoticed in the last issue of *The Connection*. Another name is hidden in this issue, and a prize package is ready to be claimed. Could it be yours? If you find your own name printed in *lowercase italic letters* (in parentheses), contact the Human Resources Department in Baton Rouge to claim your prize.

From Our Customers

- Honn Tudor, Total's Sr. Manager, Base Chemicals from the Corporate Office in Houston, brought his Brussels Manager, Olivier Greiner, to the plant on October 28th. Phil Carruthers, Total's VP Styrenics, also from the Houston office, called to let me know that Mr. Greiner said everyone he spoke with seemed very proud of working here at Total in Carville. Everyone he met was professional. He was also pleased with how clean the plant looked.

Honn told me that an SGS employee [**MacArthur Barrett**] stopped them when they were walking to the dock to remind them that they would be in need of a life vest before going down to the dock and where to find them. He was very impressed.

PROMOTIONS & SUPERVISORY CHANGES

Curtis Steele has been promoted to the position of Tankerman Supervisor for the Louisiana Tankerman Group. Curtis joined PSC in July 2001, working as a tankerman in the New Orleans area. After Hurricane Katrina, he moved closer to Baton Rouge and began working as an instructor for our Tankerman Career Academy (TCA) and as a step-up supervisor.

We're pleased to welcome **Chris Fuller** to the PSC family as the new Warehouse Safety and Training Coordinator for our work group at Dow Chemical in Plaquemine, LA. Chris came to us from Brown Eagle where he had worked for 16 years, serving as a warehouse technician, supervisor and safety/training coordinator.

The expansion of our operations at the ExxonMobil Chemical Plant in Baton Rouge has created some new leadership opportunities for some of our employees. **Nathan Jarreau** has been promoted to the position of Site Superintendent. He had been serving as the Supervisor of the liquid loading operations at the plant. He has worked for PSC for 11 years.

Chris Garon has been promoted to the position of Safety and Training Coordinator for the ExxonMobil work group. He has worked for PSC since 2006, serving most recently as a loader for our work group at Shell Chemical in Geismar, LA.

Herb Foster has been named as the Supervisor for the VFU packaging operations at the ExxonMobil Chemical Plant. Herb previously served as the supervisor for our work group at Mosaic in Convent, LA. He has worked for PSC since 2003.

Jay Moore has been hired to serve as Supervisor of the HFU packaging operations at ExxonMobil Chemical. Jay had been working at the site for another contractor. He brings more than nine years of experience to our team.

We congratulate these new leaders and wish them much success in their new roles. □

Please pass on to your people that I appreciate the professionalism and the sensitivity to safety of our contractors and visitors. It is very important and impresses our distinguished visitors...Thanks!

*Marcus Ledoux
Plant Manager
Total Petrochemicals
Carville, LA*

- I checked the Hot Work permit this morning [11/12/09] while **Layne Medine** (SGS SM In Plant Shipper) was fire watching on the SM side. His FW Checklist was properly completed, and he knew what was going on. He was very professional and set a good example for SGS.

*Marcus Ledoux
Plant Manager
Total Petrochemicals
Carville, LA*

- I would like to acknowledge the personnel who responded to the sulfur line failure and fire on our ship dock on October 5th. Maintenance and Operation personnel acted promptly to extinguish the fire within minutes after starting... We would like to thank your SGS team members, **Clem Brown** and **Chad Rami**, for their contribution in limiting the potential effects of this incident. Personally, I think that although our paychecks come from different corporations, we are all part of the same team.

*John Alexander
Superintendent Shipping/Traffic
Mosaic Fertilizer LLC
Convent, LA*

SAFETY CORNER

I would like to take this opportunity to thank you all for a rewarding and successful year. It has been encouraging to see so many people from all of our diverse groups striving for the same goal of zero injuries. As an organization, we have come very close to reaching that goal this year. In looking back at the previous year's safety performance, we have never before come this close. This may bring a question to mind for some of us: are we this good or did we just get lucky?

If we think about it, there is a certain amount of luck that comes into play. This luck is often in the form of a near miss or a first aid call that doesn't involve a serious injury. It has been said that it only takes a split second for an incident to occur, and if the outcome is not a major injury, the other factor is luck. We all know that luck runs out sooner or later, and the results are often life changing to some degree. When that occurs, someone from this organization does not go home the same way he/she went to work. The people at home waiting for the family member to return are also greatly affected.

In moving forward in this drive for zero, the question has to be asked: how do we sustain and improve a very good safety performance? One thing that comes to mind is to continue to learn from our past. We need to continue with our good lessons learned throughout the organization. If you were to take a look at the causes of our first

aids or near misses, you would certainly see some repeats.

You have the power to decide. You do not have to be a victim of the past. Through the lessons we learn, we have an opportunity to end the ancient pattern of letting our past become our present and future. This is not an easy task. It requires habit formation, decisions, and constant reminders until our habits are changed.

The intervention program was rolled out this year, and it is a great addition to our safety culture. (*chase babin*) I realize this is something we have had all along to some degree, because nobody wants to see anything happen to a co-worker. We have also found out that it is not always as easy as it seems. In going through the training, we have been able to discuss a myriad of reasons as to why this task can be difficult. We have found that the most important component of this program is to be able to accept an intervention when someone else is looking out for your well-being. The one time that you intervene or someone intervenes on your behalf could be that defining moment that prevents an injury or saves a life.

Is it enough to view safety as a job requirement? My answer to that question is "no." Our job requirements may change, but our commitment to safety should never change. Let's envision safety as a value, rather than just a work requirement. □



By Jimmy Stockton
HS&E Leader

RECENT SAFETY MILESTONES

No Recordable Injuries

Flint Hills Resources - Corpus Christi, TX	11 years
St. Louis Tankerman Group	9 years
Upper Ohio Tankerman Group	8 years
Rubicon - Geismar, LA	7 years
ExxonMobil - Baytown, TX	5 years
OxyVinyls - Deer Park, TX	4 years
Targa Resources - Baytown, TX	4 years
Celanese - Bishop, TX	3 years
Motiva - Sour Lake, TX	2 years
Louisiana Tankerman Group	2 years
Celanese - Bay City, TX	2 years
Chevron - Pasadena, TX	1 year

No Spills

CF Industries - Donaldsonville, LA	35 years
Occidental - Convent, LA	30 years
St. Louis Tankerman Group	14 years
Kentucky Tankerman Group	12 years
Invista - Victoria, TX	7 years
MS/AL Tankerman Group	4 years
CITGO - Lake Charles, LA	3 years
Corpus Christi Tankerman Group	1 year
OxyVinyls - Deer Park, TX	1 year

PSC RECEIVES CONTRACTOR EXCELLENCE AWARD

SGS Petroleum Service Corporation was presented with a first place Contractor Safety Excellence Award at the Greater Baton Rouge Industry Alliance (GBRIA) award banquet held in Baton Rouge on October 8th. PSC was nominated for the award in the “Technical Support Contractor” category by our customers at Dow Chemical, ExxonMobil, Marathon Petroleum and Occidental Chemical.

The GBRIA Contractor Awards program was established in 1996 in an effort to recognize excellent safety performance by contractors working in industrial facilities. The winning companies have demonstrated a level of safety excellence that includes having worked without injury, a commitment by management to educate workers, and a culture where accidents do not happen.



Shown at the GBRIA Awards Banquet in October are (l. to r.) GBRIA Safety Awards Selection Committee Chair and Marathon HSE Professional Heath Bittel, PSC Operations Manager Terry Montz, PSC CEO Brian Haymon, PSC Operations Managers David Webre and Joel Prejean, PSC Site Supervisor Mike Ellis, and GBRIA Board Chair John Pacillo with Ineos Fluor.

THE SGS-PSC SPORTS SECTION

If you have a photo and/or brief story you'd like to share, please forward it to Jody Scott, SGS Petroleum Service Corporation, PO Box 3517, Baton Rouge, LA 70821 or via email to jody.scott@sgs.com.

Looking Good in Pink – Hunter Stockton, son of **Jimmy Stockton** from our Baton Rouge Office, is pictured here in the pink football jersey he wore recently during a Central High School football game. He and his teammates wore the special jerseys for one of their home games this season to pay tribute to the mother of two of their teammates who passed away earlier this year after battling breast cancer. Hunter is 17 years old and a junior who serves as a guard on the team's offensive line. The Central Wildcats finished the regular season with a 10-1 record, and at press time, they were competing in the Class 5A state football playoffs. Congrats to Hunter and his teammates for a very successful season!



Hunter Stockton



Walking in Support of a Former PSC Employee – **Cordell Haymon** participated in a “Team Hope Walk” event in downtown Baton Rouge on October 25th to raise funds for Huntington’s Disease research. He participated in the walk in support of Ann Paterson who worked for PSC several years ago while she was a student at LSU. On behalf of Ann, Cordell extends his appreciation to all the PSC employees who made donations to support this fundraising effort.

Cordell Haymon is pictured with former PSC employee Ann Paterson at the recent “Team Hope Walk” fundraiser.

Employee Close-Up



Charles Cross

Meet Charles Cross, one of the 1,300 men and women who are SGS Petroleum Service Corporation. Charles is a member of the Louisiana Tankerman Group. He has been working for PSC since January 2005.

The Connection: What were you doing before you came to PSC?

CC: I've been a tankerman for nine years. That's all I've really done. Before I came to work for PSC, I was working as a tankerman on the tow boats. I'd be off working for 30 days at a time, and being away from home and from my wife for that long was just not very good. We decided to move to Baton Rouge so that I could go to work for PSC and be home with my family and still make a good living.

The Connection: What are your job responsibilities?

CC: I started out working in the on-call tankerman group, and did that for about three years. Then about two years ago, they took me out of the on-call group and

now I work primarily at DuPont Chemical in Burnside taking care of all the sulfuric barges there. I still do some occasional work through the tankerman pool, but handling the barges at DuPont is my primary responsibility.

The Connection: What do you like about your job?

CC: I like to work outside, and I also like the freedom of not having someone constantly looking over my shoulder. I also like being able to go and see different places. I've been pretty much all over Louisiana, Mississippi, Alabama and Texas going to handle barges for Petroleum Service. It's a good job.

The Connection: What do you enjoy doing when you're not at work?

CC: I like to go hunting and fishing. I enjoy deer hunting and squirrel and rabbit hunting, and I also like to go do some target shooting.

The Connection: Tell us a bit about your family.

CC: I've been married to my wife Marita for six years. We had a little girl who passed away two days after she was born. That was a rough time and we're still working through that, but we're hoping to have another baby in the future. I was working for PSC when that happened, and everyone just really

took care of me. I'm very thankful for that.

This past September, I went to the doctor and found out I had a tumor on my right kidney. I had surgery in October and was diagnosed with renal cell carcinoma, which is pretty rare for someone my age, 27 years old. I just had a scan that came back negative. That was a big relief to me, and I really believe that God has healed me. When I had a scan in September, there was a nodule on one of my lungs, but it was gone in this last scan. I still have to go through some additional preventative treatments, but as of now there are no signs the cancer has spread.

The support I received from my co-workers at PSC has just been phenomenal. Some of the guys I worked with in the tankerman pool drove down to New Orleans to come see me when I was in the hospital, and that meant a lot to me. It really is like a family, and I'm glad to be a part of that camaraderie. □

This feature is designed to help you get to know more of the employees of our company. Please let us know if you would like us to profile one of your co-workers.

HR HOTLINE

Are You Taking Advantage of our Matching 401(k) Plan?

SGS Petroleum Service Corporation offers a 401(k) retirement savings plan to eligible employees who have been employed by the company for at least three months. The company matches dollar for dollar the first 4% contributed by the employee and the next 2% at 50 cents on the dollar. This is a great way to build your retirement fund and supplement it with PSC's added contributions.

Under our automatic enrollment feature, Fidelity Investments will

contact new employees to advise that they will automatically be enrolled in the 401(k) plan unless they waive participation. If Fidelity automatically enrolls a new employee, the employee's contribution amount will be 4%, and the funds will be invested in Fidelity's Freedom Fund. Employees can change their investment choices at any time by contacting Fidelity at (800) 835-5097.

Open enrollment for the 401(k) is now held four times a year, with the next

enrollment period ending on January 1, 2010. Additional enrollment dates are April 1, July 1 and October 1.

If you have any questions or need additional information regarding the retirement savings plan, please contact HR Assistant Linda Thibodeaux at (800) 264-8222 ext. 245 or via email to linda.thibodeaux@sgs.com. You may also contact Fidelity at (800) 835-5097.

MERCI BEAUCOUP, VINCENT!

That's "thank you very much" for those of you who don't know any French, and it's a message we're sending out to Vincent Hays, who spent the month of September working in various departments at our Baton Rouge Office. His visit was arranged by SGS in Geneva as part of a six-month internship program through the EM Lyon Business School in the south of France.

Vincent's visit came at a particularly busy time for our HR staff, as they were working to get staff hired for the two new job startups referenced in our cover story. Vincent rolled up his sleeves and got to work, helping with data entry for the required background checks and OSHA checks, processing applications, and scheduling appointments with the new employees. "I served as an HR Assistant, and I just tried to do whatever they asked of me to help them during that time," said Vincent.

During his visit, Vincent had the opportunity to experience some of the unique culture of south Louisiana. He went to an LSU football game with a group of PSC employees, and while he admitted he's not really a fan of

American football, he said he definitely enjoyed the experience. "The tailgating was pretty cool, and the stadium was quite impressive," he said. "It was a great atmosphere, with everyone chanting the different songs about the Tigers."

A highlight of his visit was a trip to New Orleans, where he took in the sights of the French Quarter and Jackson Square. "As a European, it was very exciting for me to see the architecture, and to see the French influences there," he said.

Vincent's internship experiences will continue through December, with additional stops planned at other SGS business units in North America before he heads back to France. "I'd really like to thank all the people of SGS for welcoming me and for being so very hospitable. I appreciate this opportunity to really experience the American way of life, and I will remember my experiences here for a very long time," he added. □



Pictured with SGS Intern Vincent Hays (back row center) are HR staff members (front row, l. to r.) Marsha Ramsey, Chris Galland and Sosha Record; (back row) Laurence Williams and Randy Thoms.

A DAY OF REMEMBRANCE AND SERVICE

PSC employees in the Baton Rouge Office joined with others across the United States for a National Day of Service and Remembrance on the anniversary of the terrorist attacks on September 11, 2001. The goal of this special observance is to encourage Americans and others throughout the world to voluntarily perform at least one good deed or another service activity on September 11th each year as a tribute to those who were lost and those who answered the call of service in response to the tragedy.

For this year's service project, PSC employees packed 100 box lunches which were delivered to the Volunteers of America drop-in center in Baton Rouge, which provides a safe place for homeless people to get a meal, shower and do laundry. The center serves 60-80 people each day. In addition to preparing the sandwiches and wrapping food, employees also prepared and donated baked goods to include with the lunches.

Here are some photos of our sandwich makers and box assembly volunteers.



WELCOME NEW EMPLOYEES

**CF Industries -
Donaldsonville, LA**
Zachary Breaux

**ExxonMobil -
Beaumont, TX**
Edward Bandeau

**Dow Chemical -
St. Charles
Operations, LA**
Demian Barrancotto
Joseph Barrios
Warren Dragon
Berny Rodas

**Dow Chemical -
Plaquemine, LA**
Justin Arnold
Andrew Baldwin
Johnnie Bourke
Dylan Fuentes
Christopher Fuller
Jesus Gurrola
Alex McFadden
Wade O'Bear

**Mosaic Louisiana
Operations**
Prince Babin
Michael Barger
Raymond Wolfe

Houston Dock Group
Dustin Brezovar
Mark Jones

**Flint Hills Resources -
Corpus Christi, TX**
Mikel Cookston

**ExxonMobil Chemical -
Baton Rouge, LA**
Terrance Armstead
Darren Banks
James Banks
Donald Bates
Blake Bennett
Kevin Berry
Raymond Bourgeois, Jr.
Darrell Brandon
Justin Carmena
Luke Davis
Roland Gray
Joseph Gremillion
Gregory Grimes
Arthur Guice
Harold Guidry
Horace Hall
Billye Hargrove
Adonis Henry
Eric Houston
Earl Jackson
Reggie Jackson
Tyrone Jackson

Alton Johnson
Jerome Johnson
Natarrio Jones
Mittie Kennedy
Robert Knighten
Cody Laws
Dewayne London
Anwar McKenney
Jerry McKey
David Mejia
Devin Meliet
Jamey Moore
Thomas Musson
Sau Nguyen
Alton O'Conner
Darius Patterson
Freddie Patterson
Ormond Profit
Marlon Rheams
Darvey Robertson
Sharon Ross
Stephen Schexnaildre
Edward Selders
Durwin Shelton
David Shipman
Calvin Shirey
Jermaine Smith
Kemp Thomas
Zanda Tolliver
Shannon Triche
Tony Turner
John Variganji
Vidal Ware
Keith Washington
Anthony Wells
Dyron Williams
Wesley Williams
Terry Wilson

**Shell Chemical -
Geismar, LA**
Ryan Collins
Fitzroy Linton
Aaron Smith

**ExxonMobil BRPO -
Baton Rouge, LA**
Larry Harges, Jr.
Kristopher New

Joshua Sartin
Chad Wilkins

TPC - Houston, TX
Jeremy Bridges
Teodoro Castillo
Sterling Elston
Ruben Gonzalez
Matthew Goodman
Darren Grigsby
Michael Haney
John Makowsky
Jimmy Molina
Carl Paxton
Charles Pharms, III
Henry Rohrhofer
Jamie Santana
Larry Simpkins
Roy Thomas

**Georgia Gulf -
Lake Charles, LA**
Jacob Lebert

**TOTAL Petrochemicals -
Carville, LA**
Gavin Johnson

ExxonMobil - Baytown, TX
Justin Hulsey

**CPC Cedar Bayou -
Baytown, TX**
Chance Ortiz

**OxyVinyls -
Pasadena, TX**
Alberto Gonzalez

Celanese - Bay City, TX
Aurelio Dominguez

CPC - Pasadena, TX
Paul Bearden
Ryan Riebeling
Bradford Thomas
Broderick Williams

PRECIOUS CARGO ARRIVALS

It's a Boy! Kevin Finnegan (Targa Resources-Baytown) and his wife Leslie are the proud parents of a baby boy born on August 3rd. Tristan Patrick weighed 6 lbs 13 oz.

It's a Boy! Shane Miller (Georgia Gulf-Lake Charles) and his wife Ginni welcomed a baby boy to their family on August 27th. Alexander Shaun weighed 8 lbs.

It's a Boy! Brock Batiste (Dow St. Charles) and his wife Tenille are pleased to announce the birth of their son Cangston Anthony. He was born on September 8th weighing 6 lbs 13 oz.

It's a Girl! Jason Adams (Dow St. Charles) and Jessica Blouin are the proud parents of a little girl born on her dad's birthday, September 14th. Macie Jane weighed 7 lbs 2 oz.

It's a Girl! Natalie Kliebert (Dow St. Charles) and Andy Kliebert (Dow St. Charles) are pleased to announce the birth of their daughter Whitney Rae on October 1st. She weighed 7 lbs 6 oz.

It's a Boy! Jason Smith (Chevron-Pasadena) and his wife Angel are the proud parents of a baby boy born on October 7th. Jason Ray weighed 9 lbs 1 oz.

It's a Boy! Catlin Landry (Dow St. Charles) and Heather McLeod are pleased to announce the birth of their son Payton Micheal. He was born on November 19th weighing 8 lbs 2.6 oz.



Enjoying some tailgating before a recent LSU football game are (l. to r.) Nathan Jarreau from our ExxonMobil Chemical work group; PSC Vice President John Leerkes; Curtis Whitaker from our Rubicon work group; Ken Manda, Total Petrochemical's Shipping Supervisor; Chris Garon from our ExxonMobil work group; Bill Chidester and Trent Becht from our Total work group.

ANNIVERSARIES

30 YEARS

Pat Settoon – CF Industries, Donaldsonville, LA
Ricky Sims – Shell, Geismar, LA

20 YEARS

Mark Aucoin – CF Industries, Donaldsonville, LA
Rhonda Douglas – Baton Rouge Office
Harry Schnoor – Louisiana Tankerman Group

15 YEARS

Wilfred Dunham – Rubicon, Geismar, LA
Alvin Grant – Dow, Plaquemine, LA

10 YEARS

Joseph Dugas – Georgia Gulf, Plaquemine, LA
Joey Falgoust – Louisiana Tankerman Group
Harold Harper – Upper Ohio Tankerman Group
Marsha Ramsey – Baton Rouge Office
Johnny Saucida – MS/AL Tankerman Group

5 YEARS

Tammy Bechel – Dow St. Charles Operations, LA
Rich Butler – Pasadena Office
Steve Clark – Houston Tankerman Group
Robert Franks – Pasadena Office
Eudelio Dela Fuente – Dow, Texas City, TX
Randy Gerfers – ExxonMobil, Baytown, TX
Troy Girouard – Targa Resources, Mont Belvieu, TX
Alberto Gutierrez – Pasadena Office
Susan Hildreth – ExxonMobil, Baytown, TX
Archie Knighton – Houston Tankerman Group
Daniel Rhoades – Ascend Performance Materials, Alvin, TX
Nita Smith – ExxonMobil, Baytown, TX
Clark Woodson – Ascend Performance Materials, Alvin, TX



Lionel Stelly from our Marathon work group in Garyville, LA, was recently honored at a special dinner held to celebrate his 40-year anniversary with PSC. Shown celebrating this milestone with Lionel, pictured at center with his wife Marilyn, are Cordell and Brian Haymon, Gerald and Sheila Aymond, with Terry and Bridget Montz.



LA Operations Manager David Webre is pictured with Mark Aucoin and Pat Settoon from our CF Industries work group at a luncheon held in Donaldsonville to celebrate Mark's 20-year anniversary and Pat's 30-year anniversary with PSC.



Harry Schnoor from our Louisiana Tankerman Group was presented with a watch commemorating his 12-year anniversary by Operations Manager Jimmy Horn.

AN ANNIVERSARY CELEBRATION & HALLOWEEN PARTY ALL-IN-ONE!

When **Rhonda Douglas'** 20-year anniversary with PSC rolled around in October, the Baton Rouge Office staff seized the opportunity to celebrate the achievement with a Halloween costume party!



Jody Scott, Charlotte Henriquez, Marsha Ramsey & Tracy Casebonne



Tracy Jackson & Brigette Major



"Sister Charlotte" presented Rhonda with her 20-year watch.

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A GREAT DAY FOR A PICNIC!

Shown below are photos taken at a picnic held at Myhand Park in Addis, LA, on September 26th for our Louisiana employees and their families. The event featured amusements and games for the children, a couple of hotly contested softball games, and a jambalaya cook-off. Thanks to all who helped to plan this special event, and to our employees and their families for joining us for a fun fall day at the park!



Our winning Jambalaya Cook-off Team: Kevin "Big Kev" Bourg, Lionel Stelly, Mike "Butter Bean" Ellis (the head chef), and Kevin "Mini M.E." Craft from our Marathon work group.



OUR 2009 PECAN RECIPE SWAP

Giving the gift of pecans is a long-standing holiday tradition at PSC, one that was started more than 40 years ago by our founder D.H. Haymon after a visit to the Bergeron Pecan shelling plant in New Roads, Louisiana. This year, over four tons of pecans will be delivered to employees and friends of SGS Petroleum Service Corporation across the country. In case you can't decide how to use your pecans this year, here are a few tasty recipes provided by your fellow employees and their family members. Enjoy!

CHICKEN SALAD

Submitted by Lernette Patterson, Pasadena Office

Two chicken breasts
1/4 cup chopped celery
1/4 cup chopped onion
1/4 cup chopped apple
1/4 cup chopped pecans
3/4 cup salad dressing

Cook the chicken breasts in boiling water until done (about 20 minutes). Shred the chicken into a bowl. Add the celery, onions, apple and pecans. Mix well, and then add the salad dressing. You can use more or less salad dressing depending on how you like it. Spread on toast or crackers. Makes 4 servings. It is so good!

PEANUT BUTTER BALL

*Submitted by Trent Becht, Total Petrochemicals in Carville, LA
(his mother Carol's recipe)*

8 oz cream cheese
1 1/2 cup peanut butter
1 1/2 cup powdered sugar
1 tablespoon mayo

Mix all well with spoon. Refrigerate overnight. Next day, shape into ball. Roll in 1 cup chopped pecans. Serve with apple slices.

PASTA SALAD

*Submitted by Trent Becht, Total Petrochemicals in Carville, LA
(his mother Carol's recipe)*

Cooked pasta
Hellman's Light Mayo and Ranch Dressing, to taste
(not too "soupy")
Shredded carrots and radishes
Grapes, sliced in half, and chopped apples
Celery and green onions, chopped
Tuna
Chopped Pecans
Tony Chacherie's Seasoning, sprinkled on top

Mix all ingredients, chill and serve.

PECAN FLORENTINES

Submitted by Amanda Stark, Baton Rouge Office)

3/4 cup pecan halves, pulverized*
1/2 cup all-purpose flour
1/3 cup packed brown sugar
1/4 cup light corn syrup
1/4 cup butter
2 tablespoons milk
1/3 cup semisweet chocolate chips

Preheat oven to 350 degrees. Line cookie sheet with foil; lightly grease foil. Combine pecans and flour in small bowl. Combine brown sugar, corn syrup, butter and milk in medium saucepan. Stir over medium heat until mixture comes to a boil. Remove from heat; stir in flour mixture. Drop batter by teaspoonfuls about 3 inches apart onto prepared cookie sheets.

Bake 10 to 12 minutes or until lacy and golden brown. (Cookies are soft when hot, but become crispy as they cool.) Remove cookies by lifting foil from cookie sheet; set foil on flat, heat-proof surface. Cool cookies completely on foil.

Place chocolate chips in a small heavy-duty plastic bag; close securely. Set bag in bowl of hot water until chips are melted, being careful not to let any of the water in the bag. (Knead bag lightly to check that chips are completely melted.) Pat bag dry. With scissors, snip off a small corner from one side of the bag. Squeeze melted chocolate over cookies to decorate. Let stand until chocolate is set. Peel cookies off foil. Makes about 3 dozen.

* To pulverize pecans, place in food processor or blender. Process until thoroughly ground with a dry, not pasty, texture.

BANANA-PECAN SMOOTHIES

Submitted by Marsha Ramsey, Baton Rouge Office

Process 1-1/2 cups low-fat vanilla yogurt; 2 large ripe bananas, sliced and frozen; 1 cup ice; 1/2 cup finely chopped toasted pecans; 1/2 cup milk; 1 tablespoon honey; and 1/2 teaspoon ground cinnamon in a blender until smooth. Pour into glasses and serve immediately.

PECAN COBLER

Submitted by Debbie Loupe, wife of Murphy Loupe, formerly with our Dow Plaquemine work group

2 1/2 cups light corn syrup
1/3 cup butter, melted
2 1/2 cups sugar
1 tablespoon vanilla extract
5 slightly beaten eggs
3 cups pecans

Crust:

1 cup all purpose flour
1/2 cup butter
1 cup oat flour (*oatmeal processed to fine powder*)
1/4 teaspoon salt
1/4 to 1/2 cup cold water

Preheat oven to 350 degrees. Spray 13x9-inch pan with cooking spray. Mix syrup, sugar, butter, vanilla and eggs in large bowl until well combined. Pour 1/3 of mixture into baking pan. Add pecans to rest of filling and set aside while preparing crust. Cut butter into small pieces and add to medium bowl with flours and salt, using pastry cutter or fork. Add cold water, a bit at a time, stirring until dough forms into a ball that sticks together. Knead gently 4-5 times until dough is no longer sticky. Roll dough into a 9x13-inch rectangle and place on top of mixture in baking pan. Pour remaining mixture over dough.

Bake for 50 minutes or until center begins to set. Remove from oven and allow to cool for at least 30 minutes before serving. Serves approximately 16 (that's a healthy serving!), and it is a FAVORITE of my 89-year-old father!

CRISPY PRALINE COOKIES

Submitted by Charlotte Henriquez, Baton Rouge Office

1 cup all-purpose flour
1 cup firmly packed dark brown sugar
1 large egg
1 cup chopped pecans
1/2 cup butter, softened
1 teaspoon vanilla extract

Let the butter sit at room temperature for several hours, or soften it in the microwave on HIGH for 10 to 20 seconds (do not melt). Stir together all ingredients in a large bowl, blending well. Drop cookie dough by tablespoonfuls onto ungreased baking sheets. Bake at 350 degrees for 13 to 15 minutes. Cool on baking sheets 1 minute; remove cookies to wire racks to cool completely. For chocolate lovers, add 1 cup semisweet chocolate morsels. Makes about 2 dozen.

SATSUMA-PECAN SALAD

Submitted by Lisa Comeaux, Newsletter Editor

Leaf or butter lettuce
Satsuma or Mandarin orange pieces
Purple onion
Whole pecans
Raspberry vinaigrette or poppy seed dressing

Peel and section satsumas and lay on bed of lettuce. Add some thin slices of purple onion to the salad (use as much or as little as you like). Top with some whole pecans (or candied pecans if you're lucky enough to have some of those!). Chill and then lightly dress the salad with raspberry vinaigrette or poppy seed dressing before serving.

MERRY CHERRY FUDGE

Submitted by Jody Scott, Baton Rouge Office

Vegetable cooking spray
36 maraschino cherries with stems
1 (12-ounce) package semisweet chocolate morsels
6 (1-ounce) squares bittersweet chocolate, chopped
1 (14-ounce) can sweetened condensed milk
1 teaspoon maraschino cherry juice
1 cup chopped pecans

Lightly coat an 8-inch square pan with cooking spray. Set aside. Blot cherries dry with paper towels. Combine chocolates in a heavy saucepan; place over very low heat, and stir constantly until melted and smooth. Remove from heat, and stir in sweetened condensed milk and cherry juice. Stir in pecans. Spoon mixture into prepared pan. Immediately press cherries into fudge, leaving top of each cherry and stem exposed. Cover and chill fudge 2 hours or until firm. Cut fudge into 36 squares. Store in an airtight container in refrigerator.

SWEET POTATO CASSEROLE

Submitted by Tina Prewitt-Brown, ExxonMobil Baytown, TX

8 medium sweet potatoes, baked
1/2 cup Karo syrup (light or dark)
1/4 cup butter (room temp)
1 teaspoon ground cinnamon
1/2 teaspoon ground nutmeg
3/4 cup pecans, chopped and divided

Scoop pulp from sweet potatoes with spoon into mixing bowl. Mix in Karo syrup, butter, cinnamon and nutmeg. Beat at medium speed until smooth. Stir in half of the pecans. Spoon into two-quart baking dish. Sprinkle with remaining pecans. Bake for 20-30 minutes at 350 degrees or until heated thru.