

# THE CONNECTION

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## A SALUTE TO THE "BEST OF THE BEST"

In late January, the SGS Petroleum Service Corporation leadership group gathered in Baton Rouge to recognize and honor employees and work groups that stood out as the "best of the best" in 2008. The highlight of the evening social was the announcement of the winners of the D.H. Haymon Award and the Cecil Johnson Customer Service Award.

The D.H. Haymon Award, which has been given annually since 1998, serves to recognize and honor non-supervisory employees who have demonstrated leadership, hard work, dedication, and concern for others – the signature qualities of PSC's founder for whom the award is named. The winners of the D.H. Haymon Award for 2008 are: **Brad Carlin** (Louisiana Tankerman Group), **Joseph "Murphy" Loupe** (Dow Chemical - Plaquemine, LA), **Carlton Roy** (CITGO - Lake Charles, LA), and **Joe Sanchez** (Flint Hills - Corpus Christi, TX).

Named for a longtime former PSC employee, the Cecil Johnson Customer Service Award is given annually to a supervisor, manager, dispatcher or office employee for customer service leadership and initiative, responsiveness, knowledge, courtesy, empathy and reliability. This year two employees were honored as recipients of this special award: **Linda Thibodeaux**, HR Assistant in the Baton Rouge Office; and **Allen Wingert**, Site Supervisor for our Occidental Chemical work group in Taft, LA.

Each of the award recipients was presented with an engraved crystal plaque, and their photos will be displayed in our Baton Rouge and Texas offices along with photos of past award winners. Read more about the achievements of Brad, Murphy, Carlton, Joe, Linda and Allen on pages 4-7.



*Pictured with D.H. Haymon (seated) are award winners (l. to r.) Carlton Roy, Murphy Loupe, Brad Carlin and Joe Sanchez.*



*Cecil Johnson Customer Service Award winners Allen Wingert and Linda Thibodeaux are shown with Brian Haymon following the award presentations.*

SGS



## AS I SEE IT . . .

By Brian Haymon, CEO  
SGS Petroleum Service Corporation

In my last column I briefly commented on the industry changes that were just beginning to surface in the wake of the October financial crisis. A lot has happened since I wrote that column in November. Let me share a brief look at our industry over the past several weeks and the impact on PSC. More important, I would like to talk about our plans going forward.

The U.S. chemical industry serves two primary sectors in our economy: automotive and housing. When it became clear last November that these sectors were poised for a prolonged downturn, many of our chemical manufacturing customers responded by cutting back production. In some cases entire plants were shut down.

These announcements were followed by a series of customer-mandated layoffs of PSC employees at multiple sites. Fortunately we were able to place several of these employees at other PSC sites. Still, our overall employee count fell in November and December. At plants where our workforce was not reduced, production and shipments were curtailed causing PSC work hours to drop.

Also beginning in mid-December was a significant decrease in tankerman work. Barge towing companies took vessels out of service due to falling demand. Despite this, we continued to pay our tankermen 80 hours every two weeks as part of a guarantee program we instituted several years ago. Although the program was not designed for a prolonged downturn in work activity, by electing to continue it we have helped support our tankermen and their families through this difficult time. Retaining our valuable tankerman workforce has also allowed us to meet the needs of our customers, despite significant daily fluctuations in work volume.

As we move into spring, many facilities continue to operate at reduced production rates, and we

continue to experience some cuts in our workforce. Since October we have lost about 7% of our employees. While this is certainly disappointing, our losses are consistent with and in some cases much better than what we are seeing from other companies around the industry.

How long will the current situation last? Despite talk of the positive impact of the government stimulus, few think there will be a recovery before late 2009 or 2010. While this news is sobering, we must look beyond the current situation and take advantage of the opportunities before us. PSC has faced many economic downturns in our 57 years. We are financially solid, and we are part of a global SGS team that is likewise very strong.

How will we succeed in these challenging times? First, we must maintain or improve our strong safety and operating performance. This is the best way to retain our existing work and lay the foundation for new growth.

In terms of safety, last year was one of our best ever. Our OSHA recordable rate improved by 50% to 0.63, matching our best-ever performance. PSC tankermen had only three spills into water, or one spill for every 12,000 barges loaded and unloaded, with less than five total gallons spilled. This was by far our best-ever environmental performance. Eight major customers recently nominated PSC work groups for the prestigious Safety Excellence Award given by the National Petrochemical and Refiners Association (NPRA). Chris Kirk, CEO of SGS, recently mentioned this outstanding achievement as part of his weekly email to more than 50,000 SGS employees around the world.

In February, I attended several recognition events sponsored by our customers to honor PSC and other contractors for their 2008 safety performance. One of these events was at Dow Chemical in Plaquemine, LA, where PSC received Dow's Golden Washer Award for zero recordable injuries in 2008. Dow's management emphasized the need to focus on working safely each day. I think this is the right message, particularly now when there

are so many distractions outside of work. For 2009, I ask each of you to stay focused and don't get ahead of yourself. Make a personal commitment to work safely, one day at a time.

The second major goal for PSC in 2009 is to reduce our costs. We need to keep costs in line with revenues which have fallen somewhat in recent weeks. Most of these cost reductions will be invisible to our field employees. For example, we have temporarily suspended our new tankerman training program. We have also cut back on travel, and we are freezing wages for our management and staff.

These and other steps are designed to keep our company financially healthy. As an employee, you can do your part by preventing accidents which can lead to costly claims. Our management will continue to closely monitor the situation and keep our employees informed of any material changes. If you have any cost reduction ideas, please submit these to your supervisor, manager, or to me.

Our third primary goal for 2009 is new business development. At PSC we always say the best defense is a good offense, and we are aggressively pursuing new opportunities every day. Companies that may not have been open to outsourcing in the past are now actively seeking ways to make their operations more efficient. This should create new opportunities for growth in both the short and long term.

In closing, here are two thoughts to keep in mind:

- Challenging times benefit the best managed companies.
- Adversity brings us closer together and makes us focus on what's most important.

As we move through the coming months, remember to look for the opportunities adversity brings.

Send suggestions/comments to  
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## WITNESSING HISTORY IN THE MAKING

**Laurence Williams**, a recruiter in our Baton Rouge Office, is a self-proclaimed news junkie and history buff. For months he had been watching CNN and following the campaign of Barack Obama. So, when he was presented with an opportunity to travel to Washington, D.C., for the new president's inauguration, he didn't hesitate to hop on a plane for the chance to witness history in the making.

After arriving in D.C., Laurence and his wife Nikki went to the Kennedy Center to get tickets for the Aretha Franklin concert scheduled for Martin Luther King Day. They also managed to get standby tickets for a special edition of the *Oprah* show,

but didn't get lucky enough to get in to see the show. "They stopped at standby #30, and we had tickets #81 and 82," said Laurence. "But when we got to the Aretha concert, it was neat because we saw quite a few celebrities, including Emmett Smith, Debbie Allen, and Steven Spielberg, and Cecily Tyson was sitting right above us. When we were leaving the concert, we got into an elevator with Ted Koppel. He was really nice and talked to us for a while."

On the morning of the swearing in ceremony, Laurence and Nikki got into the city around 5:30 a.m. "The streets were already packed with people everywhere you looked. It was just so cold out there,

even for me, and I just saw so many older individuals, people in their 70s and 80s who were refusing to go in because they didn't want to miss a thing. That was remarkable for me to witness their excitement for what was happening," he said.

Laurence and Nikki watched some of the inaugural activities from the Newseum, an interactive museum in the city which blends high technology with centuries of news history. "In the Newseum, I was near where the CNN cast had set up a broadcast booth. I got to watch them at work, and that was pretty cool," said Laurence.

They watched President Obama take the oath of office via a huge television screen in the Newseum lobby. "For me as an African American, to see President Obama being sworn in was just a tremendous experience," said Laurence. Although he and Nikki weren't among those partying the night away at one of the many inaugural balls, it was a great day nonetheless. Shown here are a few of the photos taken during their memorable trip.

*Laurence Williams and his wife Nikki are shown waiting in the standby line hoping to get in to see a special inauguration edition of the Oprah show during their trip to Washington, D.C.*



*This photo taken by Laurence shows his vantage point amidst the crowd of Americans who gathered near the Capitol to observe the swearing in ceremony.*



*Laurence and Nikki were able to view President Obama's inaugural address via the big screen television in the Newseum.*

# D.H. HAYMON AWARD WINNERS

## BRAD CARLIN

### AT THE HEAD OF THE CLASS

When Brad Carlin enrolled in the inaugural class of PSC's Tankerman Career Academy in 2003, it didn't take long before he stood out as an exemplary student with a willingness to learn and a desire to be the best. He is now devoting his knowledge and expertise to leading others to be the "best of the best" through his service as a TCA instructor.

"Brad has proven himself to be very dependable, professional and trustworthy," said Louisiana Operations Manager Jimmy Horn in presenting the D.H. Haymon Award to Brad. "He is a problem-solver, and he always looks out for the best interests of his students. He never questions his assignments, and he never expresses a negative thought about anyone. Although he is a man of few words, he exhibits a strength of character that makes him very well respected by all who know him."

Brad was nominated for the D.H. Haymon Award by Jack Miller, Louisiana Tankerman Training Supervisor. "Brad exhibits all of the trademarks that this leadership award represents," said Jack in his

written nomination. "He is a born leader, and he looks at every problem on the job with a solution in mind. He is always ahead at his orientations, yearly physical, never misses a safety meeting, and no one can compete with his availability. At home, he always takes good care of his family...He is an example of a great man!"

In accepting the D.H. Haymon Award, Brad thanked his wife Hannah for "taking care of me and for putting up with me being on-call for the past six years." He also thanked all his supervisors for giving him the knowledge to succeed as a tankerman. "PSC has been a great company to work for, with a lot of great employees, and I want to thank everyone for their support," said Brad.



**Brad Carlin**

## JOSEPH "MURPHY" LOUPE

### A GREAT SAFETY PROMOTER AND ALL-AROUND NICE GUY

When Site Supervisor Joe Jarreau transferred to the Dow-Plaquemine work group two years ago, he was immediately impressed with Murphy Loupe. "He was working on the loading rack and worked very closely with the Dow technicians. He caught so many different errors that he was the only contractor allowed to schedule his own rack," said Joe in presenting the D.H. Haymon Award to Murphy.

In mid-2008, Murphy was promoted to the role of Safety Coordinator. "He's a great safety promoter and during his time at Dow, he's had no injuries and no spills," added Joe. "He is always going above and beyond his duties, being available to work anytime day or night. He helps his fellow loading employees as needed, even if it is at his own expense."

Other employees from the Dow-Plaquemine work group who joined with Joe in nominating Murphy for this leadership award were Wayne Hernandez, Joey Martin, Michelle Rivet and G.W. Son. "Murphy is a very generous, sincere and caring individual," wrote the group in their nomination letter. "He owns

a lawn care company as a side business and often offers fellow employees work to help out when they're in need of extra money. He has won gift cards at functions only to turn around and donate them to the Hurricane Relief Fund, in addition to being a major contributor himself. He has also offered to work overtime and donate his extra earnings to a co-worker in need of extra money due to family health issues."

In accepting the award, Murphy talked enthusiastically about why he loves working for PSC. "When you get a group of people to come together to do one thing and do it well, that's a great thing," he said. "That's what PSC is to me – the people, the amazing crew that you've put together, and I'm thankful to be a part of that team."



**Joseph "Murphy" Loupe**

# D.H. HAYMON AWARD WINNERS

## CARLTON ROY

### AN UNSUNG LEADER IN FACILITY MAINTENANCE

Since Carlton Roy joined the CITGO work group in Lake Charles, LA, about two years ago, he has become widely known as a “master of maintenance” among the CITGO and PSC employees. He works diligently to maintain the dock and tank farm areas at the refinery, performing a variety of maintenance tasks including pipefitting, carpentry, painting and grass cutting.

“Carlton works the title of maintenance man very well,” said Site Supervisor Craig Domingue, who was one of several people who nominated Carlton for the D.H. Haymon Award. “If it can be fixed, he can do it. Rusty and dingy equipment doesn’t stand a chance. Carlton will have it painted up in no time, looking like new. He keeps many acres of grass cut all summer long, and this is added value that we bring to CITGO, saving them big bucks. Carlton doesn’t have a problem doing his part, and not many people possess the work ethic that he has.”

Dock Operations Manager Terry Montz echoed those sentiments in presenting the D.H. Haymon Award

to Carlton. “Carlton is committed to providing his co-workers with good operating equipment to get their jobs done safely and efficiently. After Hurricane Ike, he and another co-worker worked extensive hours to hydro-test over 100 hoses to get the docks back up and running,” said Terry. “His untiring effort day in and day out has distinguished him as an unsung leader, and we’ve got the best-looking area in the whole CITGO Refinery thanks to Carlton.”

In accepting the award, Carlton said he wanted to first thank Jesus Christ. “Without him, I wouldn’t be here today, and the second person I want to thank is my wife,” he said. “I also want to thank Terry Montz, because without him I wouldn’t have this job. Thanks also to Craig Domingue, who’s the best boss I’ve ever had.”



**Carlton Roy**

## JOE SANCHEZ

### LEADING THE WAY IN SAFETY

In 11 years with PSC working at Flint Hills Resources in Corpus Christi, TX, Joe Sanchez has matured “like a fine wine,” said Corpus Operations Manager Jack Berry in presenting the D.H. Haymon Award to Joe. “He just gets better and better, and he has earned a huge amount of respect with our customer as well as his co-workers. Joe’s sense of pride and the ownership he takes of the docks is second to none. He protects the docks as if they belong to him.”

Joe was recently asked to take on the task of writing new policies and procedures for PSC’s operations at Flint Hills. He also serves as a safety trainer for the work group. “Joe is very vocal and fully participates in safety meetings. He not only strives to work safely and without incident for himself, but he insists that his co-workers do the same,” added Jack. “He is a tremendous asset to PSC. Joe has been instrumental in the success that we have enjoyed at Flint Hills, and he continuously displays the skills and character that would make Mr. D.H. proud.”

Site Supervisor Jesse Ruiz joined Jack in presenting the leadership award to Joe. “I feel fortunate to work with a person of such high integrity and dedication as I see in Joe. He definitely deserves this award, and I’m proud he’s on my team,” said Jesse.

In accepting the award, Joe thanked PSC for honoring him with the award. “I’d like to thank my fellow co-workers for nominating me, and my wife for supporting me in all my endeavors,” he said.



**Joe Sanchez**

# CECIL JOHNSON CUSTOMER SERVICE AWARD WINNER

## LINDA THIBODEAUX

When Director of HSE and Compliance Rodney Plauche stepped forward to announce the first of two winners of the Cecil Johnson Customer Service Award for 2008 at the leadership social, he recalled the experience of accepting that award five years earlier. "I was very humbled and honored by that experience, but it is a much higher honor for me to present this award tonight to someone who is very special to me."

Linda Thibodeaux began working for PSC 12 years ago, starting out as a receptionist in the Baton Rouge Office. After doing that for a while, Rodney (who was HR Director at the time) convinced Linda to move over to the HR Department. "A receptionist's job is a tough job," said Rodney. "Linda handles that with grace, and she's never missed a beat since she moved to HR."

Through the years, Linda has endeared herself to her fellow employees and other frequent visitors to the HR and Training Center. During the award presentation, Rodney recited some comments about Linda that were made by those who nominated her for the award:

- "Always positive. You can hear the smile in her voice when she answers the phone, and she will go out of her way to make sure that any request one has of her is carried through in the best possible way."
- "On many occasions, I have witnessed her customer service expertise. She welcomes everyone into the office with a smile on her face. She remembers names and details about their families, their interests, and their concerns. She is genuinely empathetic and courteous."
- "She has a unique gift of making everyone who calls feel welcome, whether it is a customer, employee or prospective employee. Her genuine concern for others is unsurpassed. She looks for the good in others and finds it."
- "She goes above and beyond to help everyone. When asked for help, she tries to make sure that no stone is left unturned. She is detail-oriented. When you have a problem and you present it to her, you can be confident that it will be handled better than you could have handled it yourself."



**Cecil Johnson Customer Service Award Winner Linda Thibodeaux proudly accepts her award trophy presented by Rodney Plauche.**

"Linda has a true understanding of what customer service is all about. It is something that she truly lives," added Rodney. "She has been and continues to be an inspiration to me personally, and to others as well."

In accepting the award, Linda experienced a rare loss of words. "Oh my gosh, I can't believe this," said Linda, after Rodney called her name. "I couldn't work for a better company or have better friends. You've become like family to me. I want to thank everyone that's ever been in my life with PSC, and I'd also like to thank my husband."

# CECIL JOHNSON CUSTOMER SERVICE AWARD WINNER

## ALLEN WINGERT

In his 20-year career with PSC, Allen Wingert has demonstrated and stood for all the qualities represented by the Cecil Johnson Customer Service Award – initiative, responsiveness, knowledge, courtesy, empathy and reliability. “What really impresses me about Allen is the impact that he’s had on people’s lives. In his work group, they look up to Allen, and they really respect him. You don’t get that kind of respect by a title. You have to earn it, and Allen earns it every day,” said Vice President of Operations John Leerkes in presenting the award to Allen.

Having worked for most of his PSC career at Occidental Chemical in Convent, LA, Allen’s work ethic, technical ability and intelligence made him an obvious choice to be promoted as the site supervisor 14 years ago. “One of the reasons Allen is so effective as a supervisor is that his dedication goes beyond the work itself. It shows in how he cares for his employees, and in his love for his wife and family,” said John. “Allen often finds himself being a psychologist and counselor to his employees, and he goes above and beyond the call of duty to help them in dealing with their problems.”

His loyalty and support for PSC goes beyond his 20 years of experience. “Allen always speaks highly of the company, but he is also not afraid to voice his opinions when he feels we need to change something. He cares about our organization being successful and has personally made a significant commitment to that success,” added John.

Allen is also well-respected by the Oxy staff. Here’s what Plant Manager Dave Foreman had to say about Allen receiving the Cecil Johnson Award:

“We at OxyChem are very happy for Allen, and we understand why he is receiving this recognition...He is a very dedicated employee who focuses on Oxy’s needs pertaining to employee safety, protection of the environment, and production needs. Allen leads by example. He sets the tone and expectations for each employee and demonstrates these by doing it 100% right, 100% of the time. He always seeks better ways of doing things, which usually result in more cost-efficient and productive outcomes. Simply stated, Allen is one of the best employees at our site, and that includes Oxy people as well.

“Allen has just completed an assignment as the leader of our plant’s safety, health and environmental action



**Cecil Johnson Customer Service Award Winner Allen Wingert proudly accepts his award trophy presented by John Leerkes.**

committee. This committee is comprised of people from every department at the site, most of which are Oxy employees. Another great milestone that I think is remarkable is 29 years with zero spills on the Mississippi River. This could not have been achieved without the excellent leadership that Allen provides...”

In accepting the award, Allen said that a few years ago he questioned whether this was what he wanted to do for the rest of his life. “But I enjoy my job, and I’ve been here so long that everyone feels like family. About a year ago, I had an incident that happened in my family that took me away from work for a while. The support I got from the PSC family was just unbelievable. I knew then that I had made the right choice 20 years ago, and I hope to be here another 20 years,” said Allen. “And I’m working on the hair color with Cordell and Brian.”

# SAFETY CORNER



By Roman Firmin  
HSE Leader

You don't know William Comtrane. He doesn't work for PSC, but I'm willing to bet that you probably know someone just like him. His wife Melissa works at a school for gifted children. His two sons live at home. The oldest, his 19-year-old, just started going to college. His 15-year-old already has a new vehicle picked out for dad to buy. Something loud and fast.

William's neighbors and friends all describe him as cheerful guy who is hard-working and reliable. They say he's always willing to lend a hand to anyone in need. Don't you dare give him any special recognition or credit because "that's what we're supposed to do," he says.

On February 19, 2008, William died after he fell 30 feet from the top of a dock and drowned in a waterway. Eyewitnesses say that he struck his head on the dock structure as he fell through an unsecured gate and then disappeared into the water.

The incident investigation confirmed that the gate was not properly secured after a previous transfer, and that the dock area had poor housekeeping. William originally tripped over some scaffolding equipment which caused him to fall forward towards the dock railing. It was also noted that William was in a hurry. You see, he was behind on some of his job duties, and there was a vessel approaching the dock which needed to be spotted. He was trying to get caught up on those duties until the last minute, when he had to hurry over and assist the boat crew with lining up the vessel to the dock.

Though not being in a hurry and good housekeeping may not have protected William from falling through the unsecured gate, it certainly reinforces the need for workers to stay focused on the task at hand and be aware of their surroundings.

Did you know that every year over 700 people die from fall-related injuries? More than 300,000 people are absent from work each year due to incidents in the same category. Elevated work presents many obvious fall hazards. Yet, the majority of incidents occur when simply walking from point A to point B on level surfaces.

There are basically two types of falls, "Same Level" and "From Elevation." Same Level falls are ones which occur when you fall to the surface on which you are walking/standing. Same Level falls are usually caused by slips and trips. Either there is some object(s) in the walking path or surface conditions increase the possibility of slipping, such as a wet or icy surface. More people are injured by same level falls than any other type of fall, accounting for 65% of all fall injuries.

We need to pay close attention to the condition of walking areas. If it has been raining, the area is likely to be slippery, particularly near exit doors or areas of high traffic. Be mindful of the condition of your footwear. Are the soles in good condition? Is the type of sole on your shoe adequate for your work area? Walk at a safe speed. Hurrying on slippery areas or areas of poor housekeeping can lead to a fall.

"From Elevation" falls are ones which occur when you fall from the level you were walking/standing on to another level. Falls from elevation are usually more severe and are commonly caused by ladders, stairs, platforms and loading docks. Where are these types of areas present for you? It's important for you to know the location of all potential elevation falls within your area. If stairs, ladders, gangways or other access points are in your area, it's equally important for you to know the condition of them. If an area has items like these which are in need of repair, you need to point them out to supervision. Get assistance when needed and do not take unnecessary risks.

There are numerous ways to help prevent injury from falls. Precautions as simple as ensuring that your shoe laces are tied properly can prevent a major injury. Be aware of your surroundings. Watch where you are going. Don't try to carry too much at one time. Pull wheeled carts and other objects through doorways so that you can see where you are going. Keep carts, boxes, tools and other supplies out of walkways so that they won't create an obstacle for others. Never leave equipment (*clinton robinson*) or supplies in a stairway as this creates a hazard for everyone using the stairs. The list of ways to help prevent an injury from falls goes on and on. But with a little caution and common sense, your site can be a safe and fall-free work area for all of us.

If William had a second chance, do you think he would do a couple of things differently? Do you think he would have taken his time and been more observant of his surroundings if he would have foreseen his tragic outcome? Of course he would have. He would probably much prefer buying that 15-year-old a vehicle or watching his firstborn graduate from college. Wouldn't you?

Your life may depend on something as simple as not being in a hurry and watching where you are going. Don't fall for it! □

## PROMOTIONS AND SUPERVISORY CHANGES

**Calvin Simms** has been promoted to the role of Site Supervisor for PSC’s Storage-in-Transit (SIT) Operation at the ChevronPhillips Chemical Cedar Bayou plant in Baytown, TX. Calvin has been working for PSC since 2004, and he had previously served as Assistant Supervisor for our Solutia work group in Alvin, TX.

**Allen Derossett** has been named as the Site Supervisor for the SIT Operation at ChevronPhillips Chemical in Pasadena, TX. Allen came to PSC with significant FRA railroad experience from the BNSF railroad, where he most recently held the position of Training Supervisor for locomotive engineers.

**Rich Butler** has been promoted to the role of Operations Manager. He previously served as an Operations Supervisor primarily over our dedicated dock operations. In his new role, Rich will broaden his oversight to include some rail operations and other dedicated plant work groups. He has worked for PSC since 2004.

We extend our congratulations to Calvin, Allen and Rich and wish them much success in their new leadership roles. □

## “SNEAUX DAYS” IN SOUTH LOUISIANA

PSC employees in south Louisiana were caught by surprise on the morning of December 11th when a rare record snowfall blanketed the area. As much as five inches of accumulation was recorded in the Baton Rouge area, prompting the closing of area schools and making the morning commute a bit more nerve-wracking for drivers who aren’t accustomed to such conditions. There were lots of snowball fights, some impressive snowmen creations, and everyone seemed to have a good time until power outages and road closures started to create some headaches. Shown below are a few snow day photos that were submitted by PSC employees.



*Snow blankets the rail yard at Oxy in Taft, LA, following a rare record snowfall in mid-December.*



*Shown with the mini snowman they constructed during a break from Safety Intensive Training at the Baton Rouge Office are (l. to r.) Ann Gamel, Feltus Peck, Nicholas Braswell, Shane Christiansen, Will Borne, Neil Hoover, Jude Aucoin, Chris LaBar, Aaron Broussard and Will Mackey.*

## RECENT SAFETY MILESTONES

### No Recordable Injuries

Kirby/Dow – Plaquemine, LA	13 years
Texas Dock Group	11 years
Chevron – Pascagoula, MS	8 years
TOTAL Petrochemical – Carville, LA	5 years
Celanese – Bay City, TX	1 year
Motiva Sour Lake – Port Arthur, TX	1 year
Occidental – Taft, LA	1 year

### No Spills

Georgia Gulf – Plaquemine, LA	6 years
Texas Dock Group	6 years
Corpus Christi Tankerman Group	1 years

## Employee Close-Up



Josh Tregre

Meet Josh Tregre, one of the more than 1,200 men and women who are SGS Petroleum Service Corporation. Josh is a member of our work group at the Terra Mississippi Nitrogen plant in Donaldsonville, LA.

**The Connection:** How long have you been working for PSC and what is your position?

**JT:** I started working for PSC about a year ago. I work for the company as a loader. I was working at a

telephone company in Baton Rouge before taking this job. I had a lot of family members that had worked in the petrochemical industry, and this job was a good way for me to get into that field without having to get a lot of additional schooling.

**The Connection:** What are your job responsibilities?

**JT:** I work in the shipping department. We handle anything that has to do with getting the product to their customers. We load railcars, trucks, barges and ships. We also take care of their tank farms.

**The Connection:** What do you like most about your job?

**JT:** The way things are going right now, I'm very happy to have a good job, and I love shift work. I like having that time off during the

week to go hunting and fishing, to do the things that make me happy. I'm a bow hunter, and I've got a camp in Mississippi. My family also has a camp in Grand Isle, so I go there from time to time to do some saltwater fishing.

**The Connection:** Did you have any luck this past hunting season?

**JT:** Oh yeah, I killed two does, a six-point and a spike. I'm still single, only 21-years-old, so I have a lot of time to run the roads and do what I like to do. But other than work, hunting and fishing, there's not much else going on in my life right now. □

*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.*

## THE SGS-PSC SPORTS SECTION

For all you sports-loving folks out there – this column's for you! Each issue, we'll highlight the athletic achievements of SGS Petroleum Service Corporation employees and their families. If you have a photo and/or brief story that you'd like to share, please forward it to Jody Scott, PO Box 3517, Baton Rouge, LA 70821 or via email ([jody.scott@sgs.com](mailto:jody.scott@sgs.com)). Photos will be returned following printing of the newsletter.

Every kid who's ever played basketball has probably dreamed of winning a big game with a buzzer shot. For Ryan Prejean, son of Louisiana Operations Manager Joel Prejean, that experience is no longer just a fantasy. The 11-year-old was playing for his school team at a tournament in mid-January when the big opportunity presented itself. With his team down 15 to 17 with seven seconds remaining in the game, Ryan drove down the court and launched a three-pointer just before the buzzer sounded. It was an exciting moment for both Ryan and his parents who were watching from the stands. Great shot, Ryan!



Ryan Prejean is a 5th grader on the basketball team for St. Jude Catholic School in Baton Rouge.

## OUR NEWEST TANKERMAN GRADS

We're pleased to recognize the newest graduates of our Tankerman Career Academy, pictured below. They were honored at a dinner in Houston on February 12th in celebration of the completion of their four-month training program. We wish them much success in their new careers with SGS Petroleum Service Corporation.



Pictured at the TCA dinner are new graduates (l. to r.) Shannon Aucoin, Chris White, Robert Lussier and Christopher Bostwick.

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## From Our Customers

- I would like to recognize **Wesley Favorite, Craig Gonzales, Gary Ferrari** and **Daniel Thoms** for their response/help on 1/24/09 when the seal failed on P-K973 in the K-1 tank farm. When we discovered the failure, I got on the radio and called for extra help. The last time this sealed failed, we had a fire, so I guess when I called for help, they could tell by the sound of my voice that it was something serious. I was expecting only Shell Technicians to arrive, but was I wrong. The guys I listed above showed up in slicker suits, rubber boots along with shovels, drums and pallets and ready to work. This happened within minutes... This was truly an example of excellent teamwork between SGS and Shell. Their actions proved that we are all here working towards the same goal of no harm to people or the environment. I know we have been saying, "we are all one, and there is no difference between Shell and SGS employees" (other than name), but this truly proved it...

*Kenneth Yarbrough  
Shift Team Leader  
Logistics B/C Shift  
Shell Chemical LP  
Geismar, LA*

- I am sending this note to express my appreciation to Logistics personnel for their help and cooperation in completing the IH Monitoring in our 2008 Monitoring Plan... **Kevin Rodgers, Matthew Krautsdorfer**, and **Burke Fiscus** worked with me by notifying me when the activity I needed monitoring on was within about 20 minutes of taking place... These guys worked very well with me and were very understanding of the need to get this done. This type cooperation makes my job so much easier.

PPE observations in this area are also very good... The guys are following the requirements and were very open to discussion regarding this behavior. I've also seen

indicators that this behavior is the same whether I am there to perform monitoring or not...

Also working with personnel at the docks after Gustav was a really good experience. When I went out and introduced myself to them and explained that I'd be working with them, they filled me in on the situation, the damage caused by the storm, and the path forward as they knew it to be at the time. I got involved in a vessel entry that was somewhat different from what I was accustomed to dealing with, and they walked me through the procedures and plans. This all went well. Walking into a different area and having people respond the way they did made it a rewarding experience. Fortunately I received the same type response in all of the assigned areas in the days following the storm.

*Brian D. Donatto  
EH&S Delivery Technician  
LAO Chlorinated Organics  
Dow Chemical Company  
St. Charles Operations, LA*

*Editor's Note: The following note was sent on January 22, 2009 to PSC Supervisor Billy Bridges in recognition of the work of our crew at CP Chem Cedar Bayou. Our employees have been instrumental in saving the plant over \$100,000 per month in storage fees by transferring extra tank cars from BNSF storage into the plant's rail yard.*

- I'm writing this note so you can share with the group the reason behind some of our recent actions. Often it doesn't make complete sense to the guys doing the actual work the reason for many of the changes and requests we make... Saving the company \$3,500/day in these difficult times seems to me to be VERY WORTHWHILE for both of us. Please pass along this special thanks for a job well done to everyone for doing their part in switching our plant safely, cost-effectively, and efficiently. It should also be noted that SGS has completed 138 days (9/5/08 to YTD) without an incident related to

switching. By my accounts, this is a RECORD for switching operations in our facility!!! Everyone should be extremely proud of this achievement and the continued efforts to make it an even greater record... No one knows better how to effectively move cars in the plant more than the fine folks doing the work each and every day. Our entire plant and company leadership greatly appreciate all of these fine efforts by you and your staff in a very difficult and challenging activity and environment.

*Tim Kelley  
Unit Supervisor - 1492  
ChevronPhillips Chemical Company  
Cedar Bayou Operations  
Baytown, TX*

- Just letting you know that our SGS crew out here at Cedar has been very helpful in assisting in testing our scales. We are currently putting our Weigh-in-Motion scale into service with some new software. They have brought cars down for us to test the scale and continue to help in commissioning that scale to insure it will work efficiently once it is put into operations full-time. They have been good about communicating errors found on the scales, which is a considerable help to us in catching errors before it gets to the customer. We all need to continue to work together to make sure what we send our customers is the correct product and the correct weight. I am looking forward to beginning to scan our inbound as well as our yard here at Cedar. It will be a change from the way we performed in the past, but this group has been very receptive to new ideas and improvements. I do not see anything to hold us back from being able to do this task to improve our ability to track cars in the plant... I truly believe that the people actually doing the job have some of the best first-hand knowledge for us becoming better.

*Bernadette Ashley  
Operations Training Coordinator  
Materials Handling Department  
Chevron Phillips Chemical -  
Cedar Bayou Plant  
Baytown, TX*

# THINKING “OUT OF THE BOX” FOR PSC’S RECRUITING EFFORTS

In 2005, HR Recruiter **Laurence Williams** developed a partnership with the Louisiana Technical College’s Process Technology (P-Tech) Program. The purpose of this partnership was to raise awareness about PSC’s job opportunities for P-Tech students in south Louisiana.

“I thought that the P-Tech students could meet our business objective of providing superior job candidates to our customer base while giving these students the much needed plant experience they desired,” said Laurence. “This has been a win-win relationship so far for both SGS and the technical schools.”

With the recent downturns in the nation’s automotive industry, Laurence thought that some of the automotive students at Louisiana Technical College might be considering career alternatives, so he started making plans for a meeting with them. On December 8th, he teamed up with Staffing Manager **Sosha Record** and HR Assistant **Alicia Earlycutt** to visit the LTC campus in nearby Hammond where they talked to the students about careers in rail switching. The students were also informed about career opportunities within the SGS Automotive Inspection Division.

We tip our hats to Laurence, Sosha and Alicia for doing a great job of reaching out to young people in our area who represent the future of PSC’s workforce!



*Automotive students at LA Technical College had an opportunity to learn about job opportunities with SGS during a presentation by members of our HR staff.*

## ANNIVERSARIES

### 30 YEARS

Phil Johnson – Pasadena Office  
Wallace Vicknair – Marathon, Garyville, LA

### 25 YEARS

Jack Berry – Corpus Christi Office

### 20 YEARS

Mark McElveen – Dispatch

### 10 YEARS

Glenn Contreras – Marathon, Garyville, LA  
Ryan Dejean – Dow St. Charles, LA  
Relby Lamb – Houston Dock Group  
Theron Stein – Marathon, Garyville, LA

### 5 YEARS

Rodney Batiste – Dow St. Charles, LA  
Jan Cressionie – Dow St. Charles, LA  
Jason Dufrene – CITGO, Lake Charles, LA  
Larry Glynn – Dow Plaquemine, LA  
Joseph Insley – Kentucky Tankerman Group  
Andre Walls – Georgia Gulf, Plaquemine, LA



*Dispatch Manager Clint Brown presented Mark McElveen with a watch in recognition of his 20th anniversary with PSC.*



*Wallace Vicknair from our Marathon work group (center) was presented with a gift in recognition of 30 years of service by Operations Manager Terry Montz and Marathon Site Supervisor Mike Ellis.*

### In Memoriam

Joe Mabile, a retired PSC product handler with more than 25 years of service at CF Industries in Donaldsonville, LA, passed away on February 12, 2009. We express our heartfelt sympathy to his wife Yvonne and his family, friends and former co-workers.

# WELCOME NEW EMPLOYEES

**Georgia Gulf -  
Plaquemine, LA**  
Kyle Albarado  
Barry Hymes  
Thomas Waldrop

**Praxair - Moss Bluff/  
Westlake, TX**  
Donald Theriot

**Motiva - Convent, LA**  
Nicholas Braswell  
Kyle Campbell

**Dow Chemical - St. Charles  
Operations, LA**  
Henry Reyna

**Marathon Petroleum -  
Garyville, LA**  
Charles Chase  
Scott Jenkins  
Perry Scioneaux

**Texon - New Iberia, LA**  
Kaylib Hajeira  
Jacob Jacomine

**Corpus Christi  
Tankerman Group**  
Thomas Repka

**Shell Chemical -  
Geismar, LA**  
Marsha Gamel

**ExxonMobil BRPO -  
Baton Rouge, LA**  
Will Borne  
Aaron Broussard  
Wilbert Mackey

**TOTAL Petrochemicals -  
Carville, LA**  
Troy Darville

**ChevronPhillips Chemical  
Cedar Bayou - Baytown, TX**  
Joshua Zuluaga

**ChevronPhillips Chemical -  
Orange, TX**  
Kevin Hensley

**ChevronPhillips Chemical -  
Pasadena, TX**  
Allen Derosssett

**Baton Rouge Office**  
Alicia Earlycutt  
Jillian Granger

**Helen G/Fleet 166**  
Christopher LaBar

## PRECIOUS CARGO ARRIVALS

**It's a Boy!** Cliff McCartney (BASF – Pasadena, TX) and his wife Rachel are the proud parents of a son born on February 27. Wyatt Evan weighed in at 8 lbs 8.6 oz.

**It's a Girl!** Jason Brown (Chevron Cedar Bayou – Baytown, TX) and his wife Kassi are pleased to announce the birth of their daughter Jaydin Rae. She was born on December 10 weighing 7 lbs 5 oz.

**It's a Boy!** Jan Cressionie (Dow St. Charles) and his wife Renee are the proud parents of a son born on December 16. Alex Michael weighed in at 8 lbs 12 oz.

**It's a Girl!** John Harris (Corpus Christi Tankerman Group) and his wife Nichole have a new daughter born on December 17. Jordyn Rae weighed 7 lbs 1 oz.

**It's a Boy!** Dana Reynolds (Houston Tankerman Group) and Katie Gazaw are pleased to announce the arrival of their son Jake Thomas. He was born on January 12 weighing 8 lbs 8 oz.

### COULD YOU BE THE LUCKY WINNER?

This doesn't happen often, but our "hidden" name went unnoticed in our last issue! Another name is hidden in this issue of *The Connection*, and a prize package is waiting to be claimed. If you find your name printed in *lowercase italic letters* (in parentheses), please contact the Human Resources Department in Baton Rouge to claim your prize.

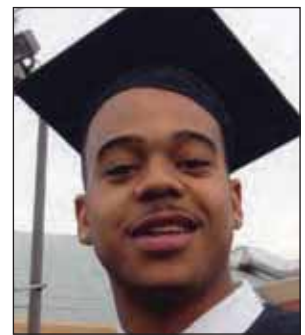
### DID YOU KNOW?

Since Petroleum Service Corporation was acquired by SGS in 2004, the question often arises regarding the SGS name. Do you know what the SGS stands for?

The name originated in 1878 when the company was established under the name "Societe Generale de Surveillance." At that time, the company offered agricultural inspection services to grain traders throughout Europe. From those early beginnings, SGS grew in size and scope as their inspection services spread around the world.

During the mid 20th century, SGS began to diversify and started offering inspection, testing and verification services across a variety of sectors, including industrial, minerals and oil, gas and chemicals, among others. The company went public in 1981, and it now employs over 50,000 people worldwide.

### ANOTHER 2008 GRAD



**Travis Knighton**

B.S. in Mechanical Engineering  
Georgia Tech  
Son of Archie & Tracy Knighton  
Houston Tankerman Group

*Congratulations to Travis upon his college graduation in December. He received a \$100 gift from PSC in recognition of his academic achievements. We wish him much success in his future endeavors.*

## SNAPSHOT GALLERY:

Shown below are photos taken at employee recognition events for our TOTAL, CF, Mosaic and Dow Railroad work groups in Louisiana.



Shauna Abner & Patrick Clements



Richard & Kristin Adams



Sam Ashe, Chris Morris, Jonathan Landry & Eric Roberts



Cody Laws



Chad Collins & Dane Babin



Sheila & Hudson Billingsley



Lionel Baker, Trent Becht & Vence Wafer



Felicia & Leon Smith



Layne & Courtney Medine



Willie & Kathleen Mickens

## SNAPSHOTS FROM OUR 2008 LEADERSHIP SOCIAL



Glenn Gillaspia & Lernetta Patterson



Rod & Beth Kay with Scott Derbyshire



Kim & Paul Ontiveros, Eric Garon & Rhianna Sharp



Wilson & Brandy Bower



Philip & Antoinette McMasters with Sherie Faulkinberry



Paul & Amber Walker

## WHAT'S WITH ALL THOSE TIARAS?

Did you notice the women wearing sparkly tiaras in the photos from our Leadership Social? If you weren't in attendance that night, you're likely wondering why there appeared to be some "royals" in the crowd.

The pageantry was motivated by the Queen herself...The "Sweet Potato Queen," that is, also known as Jill Conner Browne, the *New York Times* bestselling author and humorist who's the force behind the Sweet Potato Queens cult movement that's swept the Deep South and parts beyond. It just so happened that the Queen was making a special appearance in Baton Rouge on January 29th at a fundraising luncheon benefiting the American Cancer Society. The PSC spouses and significant others who were in town that day for the Leadership Social made a special

field trip to join the Queen for lunch and soak up some of the funny nuggets of wisdom shared by Her Royal Highness.

After motivating her subjects to "do what makes your heart sing" and encouraging them to be the "queen of whatever you choose," the author closed out the event by autographing complimentary copies of her latest book entitled *American Thighs: The Sweet Potato Queens' Guide to Preserving Your Assets*, and posed for photos with her fans.

After making a detour to a local party store to pick up some tiaras for the evening's festivities, the group returned to the hotel in time for a little beauty rest before the social. All in all, it was a great day for our Queens of PSC!



*The PSC "Queens" posed together at the Leadership Social. They include (front row, seated, l. to r.) Marilyn Foster, Erin Shaw, Erin Domingue, Angela Gollihare, Amber Walker, Lisa Comeaux and Bridget Montz; (back row, l. to r.) Sheila Settoon, Letty Ruiz, Melissa Charlet, Vivian Madison, Sharla Bridges, Emma Bowling, Beth Kay, Barbara Haymon & Rosa Berry.*

## ALL RISE FOR THE KING OF LOLLAPALOOZA!

Not to be outdone by the Sweet Potato Queens, Cordell Haymon was also seen parading around recently in royal attire after being crowned as the King of Lollapalooza, a street party held in downtown Baton Rouge to celebrate the arts. The event was held on January 9th.



*King Cordell is shown celebrating his coronation with Barbara and Brian Haymon.*

## CALLING ALL GRADS!

SGS Petroleum Service Corporation is pleased to continue our Graduate Recognition Program by honoring the sons, daughters (spouses, too) of SGS-PSC employees who will be graduating from high school or college in 2009. These graduates will be featured in the next issue of *The Connection* and will receive a check for \$100 in honor of their hard work and achievement.

To participate, please send the name and a picture of the graduate, school name and city, the names of both parents, and college degree earned (if applicable). Please send the photo and information to Jody Scott, SGS Petroleum Service Corporation, PO Box 3517, Baton Rouge, LA 70821. A digital photo (high resolution - 300 dpi preferred) may also be sent via email to [jody.scott@sgs.com](mailto:jody.scott@sgs.com). Please note that photos printed on inkjet printers do not reproduce well in the newsletter, so please provide an original photo or digital file, if possible. Photos will be returned following printing of the newsletter.

**Deadline is Monday, May 11th for our Summer 2009 issue.**



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 Baton Rouge, LA 70821-3517

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## A SALUTE TO OUR NEWEST MASTER/SENIOR TANKERMEN

In 1998, the designations of Master and Senior Tankerman were created to recognize our tankermen for exemplary performance, technical skills and work history. Qualification as a Senior Tankerman requires a solid track record of personal safety and environmental performance, employment for at least three years, and proven technical skills in the core areas of SGS Petroleum Service Corporation’s tankering operations.

Master Tankerman status is awarded only to those employees who have reached the highest levels of the profession. Unsurpassed technical skills, safety performance, outstanding customer service, and seven years of experience are required. SGS-PSC Master Tankermen represent the best of the best.

Congratulations to the following Senior and Master Tankermen who achieved these designations in 2008:

**Senior Tankermen**

- Josue Almanza
- Odley Banks
- James Comeaux
- Charles Cross
- Chad Kingston
- David Leahy
- Rene Martinez
- Jeffrey Moore
- Jason Reynolds
- Paul Seyler
- Chad Stokes
- Benjamin Thompson Jr.
- Gabriel West

**Master Tankermen**

- Hans Holzberg
- Howard Maddox
- Joseph Olivarez

## A SPECIAL THANK YOU

**Lernette Patterson**, the manager of our Pasadena Office, took the initiative during the holiday season to organize a community outreach project to benefit The Bridge, an area non-profit crisis intervention agency which offers services to survivors of domestic and sexual violence as well as homelessness.

The Bridge sets up “Santa’s Storeroom” each year so that their clients have the ability to “shop” for their children, and the children are able to “shop” for their parents, thanks to

donations from local businesses and individuals. Lernette set up a donation box in the Pasadena Office and asked employees to make donations of toys, clothing, shoes, toiletries, etc. Below is an excerpt from a thank you note that was sent to PSC by The Bridge’s Executive Director Deborah Moseley:

*The year of 2008 presented many obstacles for our community. We were faced with a challenging economy and the effects of a horrific hurricane. We cannot begin to thank you enough for seeing past these events to partner*

*with The Bridge in providing our best Christmas ever. Many of our employees were quoted as saying, “We had more toys and gift items this year than we have in the past.” Because of your thoughtful expression of Christmas spirit, we were able to brighten the holiday season for over 70 families...*

Lernette reports that plans are in the works for a toilet paper drive, so start stockpiling the Charmin!