

THE CONNECTION

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PUBLISHED BY SGS PETROLEUM SERVICE CORPORATION FOR ITS EMPLOYEES

SHARING LESSONS LEARNED TO IMPROVE SAFETY

Some of life's toughest lessons come via trial and error. Like the toddler who is told that the stove is hot but touches it anyway, we often don't appreciate the importance of the safety directives we're given until we experience first-hand the negative consequences of disregarding them.

In the industry in which we work, however, the trial-and-error learning process often comes with a high price tag – a costly hazardous spill or derailment, or even worse, a serious injury or death. So when an incident occurs, our primary focus is to immediately correct the problem and minimize the impact, and second, to capture what we've learned and share it with others to prevent similar incidents from happening.

While the idea of learning from the experiences of others is certainly not a new training concept at PSC, a safety initiative launched this spring under the direction of Plant Operations Training Manager **Glenn Gillaspia** and Marine Operations Training Manager **Jo Ann Fridge** is helping to create a more standardized process for sharing the "Lessons Learned." Each month, Glenn and Jo Ann prepare a package of case studies focused on rail switching, overland loading/unloading, and marine operations. The case studies are sent via email to all the site supervisors along with questions specific to each case/incident to be discussed at monthly safety meetings.

"This initiative is one way we feel that the company can reach out and give support to our sites, to help them learn from each other," said Glenn.

"The lessons are very easy to use, and the discussion topics help to lead the work groups in talking about their own issues that might lead to similar incidents, or about what procedures they have in place or can put into place to prevent similar problems. Using these packages in a safety meeting setting encourages group discussion, which is vital to improving our job performance and safety."

Rodney Plauche, Director of HSE and Compliance, has participated in some of the "Lessons Learned" safety meetings. "It is amazing to me to see how our employees can pick out what went wrong, discuss those issues, and then relate those circumstances to their own particular situations," he said. "The other value is in helping new employees realize what can happen when people don't properly assess hazards and how that applies to the work they will be doing."

While the primary goal of the "Lessons Learned" training program is to raise safety awareness and reduce incidents, the program has also given work groups a platform for sharing best practices.

"Since this program was launched in March, Glenn and I have been following up with the field supervisors to ensure that the lessons are being used in an effective manner and to get feedback



Tankerman Supervisor Rob Hardy leads a discussion of a dock spill "Lessons Learned" case study with (l. to r.) Garry Wheeler, Jason Reynolds, Stanley Suggs, and other employees from the Louisiana Tankerman Group.

from them regarding action items and best practices discussed in their safety meetings," said Jo Ann. "We are encouraging them to communicate any best practice ideas to us or to their operations managers, so that the ideas can be put into use in other similar operations."

For example, a "best practice" discussion held at a safety meeting for PSC employees at ExxonMobil in Baytown, TX, focused on eliminating problems related to what Site Supervisor **Chris Meyer** called "tag teaming," when one employee tries to help another employee with a task.

"We reviewed an incident in which an employee tried to help another co-worker by turning on the flow to a railcar, but the other employee forgot

Continued on page 3

SGS



AS I SEE IT . . .

By Brian Haymon, CEO
SGS Petroleum Service Corporation

In my last column, I talked about the recent significant downturn in our industry due to the economy, the impact of this on PSC, and our plan to respond and move forward. The economy is still front page news, so I want to update everyone on where things stand and what we anticipate over the next several months.

According to one published observer, late last year the U.S. chemical industry didn't just suffer a downturn, "it fell off a cliff." This is due to the industry's reliance on housing and automotive, the two sectors hardest hit by the current recession. As production began to drop late last year, PSC was forced to reduce the number of employees assigned to several plant sites. This was unfortunate, but not unexpected, given the economic and industry conditions.

As the industry has continued to contract this spring, we have seen some further reduction in the size of our plant workforce. Our tankerman and on-call dock work have also felt the impact. Although the work can be busy one day and slow the next, overall the volume is down. Our barge towing customers tell us they are experiencing the same level of reduced work activity.

Once it became clear that our industry was in for a prolonged period of reduced output and demand for our service, we implemented a cost reduction plan. The purpose of the plan is to reduce expenses in proportion to our lower revenue. I am pleased to report that our plan is working, and expenses are now lower across the board. We are monitoring our costs very closely, and we will continue to adjust as needed to keep PSC financially strong.

By far the most difficult decisions have involved reducing the size of our workforce. For PSC employees assigned to a plant, the layoff decisions are effectively made when the customer calls to say the plant is shutting down or scaling back production, meaning fewer shipments and therefore a reduced need for PSC. In some cases we have been able to reassign employees to other plant sites, but since there are few job openings around the industry, this is not always easy.

We also recently laid off 12 tankermen and dock operators in Texas. This was a big disappointment, not only on a personal level, but also because of the extensive training these positions require, and the significant time and money it will take to replace them when demand increases.

A shrinking workforce in the field also forced us to reduce the size of our office staff. Although these were difficult decisions, everyone has pulled together to take on new responsibilities so that we can continue to get the job done as efficiently as possible.

So far PSC has lost about 12% of its workforce. This is consistent with the overall industry downturn, and better than what we hear some companies are experiencing. We have not reduced wages or benefits, and we have no plans to do so. Our management is meeting regularly with our customers to help fend off further erosion of PSC jobs, but that is no guarantee there will not be more, particularly if the economy continues to remain weak.

There is good news. We continue to have a very robust business development effort, and we see increased interest in our service around the industry. PSC has a lot to offer in terms of service quality and value, which is what the industry wants and needs especially in these times. We are hoping for some

new work soon and anticipate more growth once the economy picks up.

Another bright note is our safety performance. So far in 2009 we have had only one (1) OSHA recordable injury, for a recordable rate of 0.20. Given the changes and distractions everyone is facing, this is a remarkable record.

How does our performance remain strong despite the current distractions? I believe a big reason is our training. Last year we invested over 250,000 hours in employee training. We use our own in-house training programs, developed by PSC men and women who represent some of the most knowledgeable and experienced professionals in the industry. Examples include our Coast Guard-approved Tankerman Career Academy; Dock Operator Training System; Fundamentals of Locomotive Operations; Rail Switching; Railcar Loading; Tank Truck Loading; and Hopper Car Loading. We also have Supervisor and Leadership Development programs tailored to current and future PSC leaders.

Customers have come to recognize PSC for its expertise, and our training is a major contributor to their confidence in our service. Our goal is to create the most qualified and dependable workforce in the industry. Good training also helps us perform the work more efficiently, which is an important part of the cost savings we generate for our customers.

Our 2009 Business Plan has three major components: continued excellence in safety and operating performance; cost reductions that reflect current revenue reduction; and a strong business development effort. I am very pleased at the progress we are making in each of these areas. Together we are building an even stronger PSC that is poised to seize the opportunities that lie ahead.

SHARING LESSONS cont. from page 1

about the extra help, and the end result was a spill," said Chris. "When we discussed that incident, we talked about how important it is for the employee with primary responsibility for the job to go back and double-check everything the other employee did to help."

The case studies will soon be available, organized by topics, on an Internet-based Safety and Training Library. "This library has been designed exclusively for our supervisors and managers to access resources to help them be more effective in their training programs," added Jo Ann. "We delayed implementation of the library in order to create case studies based on our own incidents. We felt the 'Lessons Learned' case studies were too valuable to launch the site without them. I hope our supervisors will find the site to be useful, and we encourage their feedback after they begin using it."

SEEING THE RESULTS

"This training program has been a big benefit in our safety communications process," said **Billy Bridges**, Site Supervisor for PSC's rail switching operation at the ChevronPhillips Chemical Cedar Bayou plant in Baytown, TX. "Especially helpful are the drawings and diagrams that the employees can relate to their daily tasks and duties."

We use these in our monthly safety meetings, and I also put them into our Communications book where I share news and information relating to operations of the site, of the company, or general safety issues, concerns or announcements." (*james todd sr*)

Billy and the employees in his work group at the Cedar Bayou operation have been working very hard over the past year to make some significant improvements in their operating and safety performance. The "Lessons Learned" safety discussions have certainly contributed to their efforts.

"I am very proud of our operation and the fantastic improvements that the employees have made. As of the end of May, we had worked 267 days without any type of man-failure incident, with less than 100 days to go to reach our one-year goal and beyond," said Billy.

The work group is also nearing the milestone of working four years injury-free (in July). "They are really looking forward to setting a new record. They proudly mark it on the calendar each day," he added.

That's the ultimate goal of the "Lessons Learned" program – to support our employees as they work to mark off another date on the calendar as incident-free and injury-free. □



Shown are members of the Unit Safety Involvement Team working in the shipping area at Georgia Gulf in Plaquemine: (front row, l. to r.) Raymond Pelotto, Andy Bucher and Todd Messina; (back row, l. to r.), Thomas Gegenheimer, Jonathan Leigh and Andre Walls.

A TEAM EFFORT TO IMPROVE SAFETY PERFORMANCE

One of the other ways in which PSC employees are working to improve safety performance in their work areas is through the implementation of safety teams which meet on a regular basis to identify and address job hazards.

Andy Bucher, PSC Safety and Training Coordinator for our work group at Georgia Gulf in Plaquemine, LA, worked with PSC Site Supervisor **Fabian Hebert** and Georgia Gulf Shipping Manager Rodney Gremillion to establish a Unit Safety Involvement Team (U-SIT) focused on the plant's shipping operations. The team has been meeting on a monthly basis since February 2008.

"Georgia Gulf has their own safety teams for the various areas within the plant, but our team is the first one organized here that includes just PSC employees," said Andy. "We are still conducting Job Hazard Analysis (JHAs) for all the shipping functions, but we've also put some procedures in place to address some of the hazards we've identified."

Andy reported that the team had implemented a new procedure to improve safety at two rail crossings in the plant that didn't have barrier arms. "These crossings just had stop signs and road bumpers, and so now we make sure that posts and chains are put up at these crossings when there is rail traffic in those areas," said Andy.

We tip our hardhats to the dedicated, hard-working PSC employees at Georgia Gulf in Plaquemine and at our other job sites who are working together to continuously improve our safety and environmental performance.

SAFETY CORNER



The photo shown above was taken at an awards banquet held recently during the NPRA National Safety Conference. This conference was attended by plant managers and safety professionals from all over the United States, and Louisiana Operations Manager **Rustin Mickles** and I were honored to attend and represent PSC and our employees. We are pictured with NPRA President Charlie Drevna who recognized PSC as the winner of 10 Contractor Merit Safety Awards for 2008 on behalf of the following work groups:

- ExxonMobil BRPO – Baton Rouge, LA
- ExxonMobil Chemical – Baton Rouge, LA
- Solutia Chocolate Bayou – Alvin, TX
- Motiva – Convent, LA
- Shell Chemical – Geismar, LA
- OxyVinyls – Pasadena, TX
- OxyVinyls – Deer Park, TX
- CITGO – Lake Charles, LA
- Dow – St. Charles Operations, LA
- Dow – Texas City, TX

To be nominated for this award, the work group must have worked at least 20,000 hours during 2008 and achieved an OSHA recordable injury rate of less than 1.0. It is amazing to note that these 10 work groups exceeded that high standard by working throughout 2008 without any OSHA recordable injuries!

The PSC employees at these sites logged in over 850,000 work hours during the year, and they are a great example of the safety culture and attitude that is at the core of our organization. Please join me in extending our congratulations to these workers.

Each year, PSC has been nominated for more of these NPRA awards. Our total has grown from six awards to ten in the last two years. It is only with hard work and a focus on safety that we can continue this trend. The challenge is to continue that growth next year and beyond. ▣



By Rodney Plauche
Director of HSE and
Compliance

RECENT SAFETY MILESTONES

No Recordable Injuries

<i>Motiva – Convent, LA</i>	<i>13 years</i>
<i>ExxonMobil Chemical – Baton Rouge, LA</i>	<i>9 years</i>
<i>Valero – Texas City, TX</i>	<i>8 years</i>
<i>LBC – Houston, TX</i>	<i>2 years</i>
<i>CF Industries – Donaldsonville, LA</i>	<i>1 year</i>
<i>Georgia Gulf – Plaquemine, LA</i>	<i>1 year</i>
<i>Terra – Donaldsonville, LA</i>	<i>1 year</i>

No Spills

<i>Upper Ohio Tankerman Group</i>	<i>10 years</i>
<i>Flint Hills Resources – Corpus Christi, TX</i>	<i>8 years</i>
<i>Louisiana Dock Group</i>	<i>7 years</i>
<i>Motiva – Convent, LA</i>	<i>6 years</i>
<i>Valero, L.P. – Texas City, TX</i>	<i>4 years</i>

Employee Close-Up



Billy Osborn

Meet Billy Osborn, one of the more than 1,200 men and women who are SGS Petroleum Service Corporation. Billy works for PSC at the ChevronPhillips Chemicals operation in Orange, TX.

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

BO: I started working here in June 2008. Before that I had been working for 10 years switching railcars. As a leadman, I'm responsible for moving the flow of railcars in and out of ChevronPhillips, maintaining a track list along with a yard master list, and spotting both plastic cars and tank cars. I'm dual-qualified to run both the engine and work the ground, and we're responsible for both the inbound and outbound cars we get from the Union Pacific railroad.

The Connection: What do you like best about your job?

BO: What I like best is the freedom of movement. I'm constantly moving from one side of the plant to the other, and I'm never in one place for too long.

The Connection: What are your biggest challenges?

BO: That would be making sure the right outbound goes out and making sure that the yard master is always up to date. That's ChevronPhillips' billing and tracking system. It is what their staff use to maintain the yard count and keep up with what products they have in the yard, which cars they want to ship, and which customers to bill for each shipment. That system is vital to their operation, and we play an important role in maintaining that information.

The Connection: And when you're not working, what do you enjoy doing?

BO: I work a rotating shift, and when I'm not working I enjoy reading and outside activities like fishing and hiking. I read a little bit of everything – horror, mysteries, fantasies, Westerns, anything with

a good plot. I just finished the *Gunslinger* series by Stephen King. I started them a long time ago but never finished them. I'm on the last of the seven books now.

The Connection: What would you like your fellow employees to know about your family life?

BO: I'm single, and I'm raising my 16-year-old niece, Brittany. That's been a bit of an adventure, but I've learned to talk pretty straight-forward to the boys that come around here looking for her. I ask them what time they're planning to be home, and I let them know that I'll be here waiting for them! □

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.

SAFETY RECOGNITION AT SHELL

Congratulations to the employees in our work group at Shell Chemical in Geismar, LA. They were recognized recently for working 79,556 hours in 2008 with zero OSHA recordables. Shown with a safety award certificate presented during a recognition event held in March are (l. to r.) **Ricky Sims, Phil Payton, Brian Haymon** and **Chris Garon**.



FIRST IN LINE

Brandon Swain from our Port Arthur Tankerman Group and **Patrick Dupin** from the Louisiana Tankerman Group were among the first PSC tankermen to receive the new Merchant Mariner Credential (MMC) issued by the U.S. Coast Guard. This passport-style document replaces the Merchant Mariner's Document (MMD) and Merchant Mariner's License under new regulations put into effect on April 15, 2009. Patrick is shown at right with Tankerman Supervisor **Jack Miller**.



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). Photos will be returned following printing of the newsletter.



A PGA Team in the PSC

Family...No, they're not quitting their day jobs to play golf for a living. PGA in this instance is short for the "Pathetic Golfers Association" team comprised of **Jimmy Stockton, Kevin Martin, Rodney Plauche** and **Don Richardson** (shown left to right). They recently teamed up for a Cinco de Mayo golf tourney at City Park in Baton Rouge, and they are currently trying to land some sponsorships and product endorsements to help support their future golfing pursuits. Any takers?

T-Ball Champions...When not at work in our Dispatch Department, **Heath Knight** can often be found during these dog days of summer out on the t-ball field with his sons, six-year-old Kason and four-year-old Kade. Heath recently coached his kids and their team to another t-ball championship. Kade won the league MVP award out of 14 teams and 160 kids. Congrats!



GREAT GENEROSITY IN TRYING TIMES

For years now, many PSC employees in the greater Baton Rouge area have contributed a percentage of their pay to support the Capital Area United Way. During the 2009 giving campaign, our employees and SGS joined together in pledging a record total of \$124,383!

This amount represents an increase of nearly \$19,000 over the amount pledged by our employees in 2008, a very generous outpouring of support given the current economic conditions. But then again, it shows that our employees understand so well that there is an even greater need for the critical community services provided through the United Way network, and they want to do their part to help people during these trying times.

Thanks to all who pledged their support, and a special word of thanks is extended to our Campaign Team (pictured top right) for working so hard to raise awareness of the programs and services the United Way provides and the need for ongoing support from our PSC family. □



PSC's United Way Campaign Team included (l. to r.): Lamonica Antoine, Glenda Lyssy, Jamie Kuhns and Brigette Major from our Baton Rouge Office. Not shown is Michelle Rivet who works for PSC at Dow Chemical in Plaquemine, LA.

ANOTHER TOP RAIL SAFETY AWARD FOR CHEVRON-PASCAGOULA

CSX Transportation, a major U.S. railroad, recently announced the winners of its Chemical Safety Excellence Award for 2008. One of PSC's customers, Chevron Refining, was one of 64 companies honored with the award. The award was based on the work of PSC employees at Chevron's Refinery in Pascagoula, MS, who shipped 866 railcars in 2008 without a spill or release.

"Throughout the challenging economic environment these CSEA winners have remained focused on the safe loading and unloading of their fleet, and maintaining their fleet in safe working condition," said Dean Piacente, CSX Vice President-Chemicals and Fertilizer, in presenting the awards at a banquet held in Atlanta in April.

AND THE WINNER IS...

Nobody! 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.



Shown accepting the Chemical Safety Excellence Award presented by CSX Transportation officials are Ed Gaborski, Chevron-Pascagoula's Commercial Transportation Manager (second from left), and PSC Site Supervisor Jason Bowling (third from right).

WELCOME NEW EMPLOYEES

**CF Industries -
Donaldsonville, LA**
Kellan Templet

**Dow Chemical -
St. Charles Operations, LA**
Heath Boudreaux
Darian Clayton
Keeno Fuqua
Ricky Guidry
Lawrence Luquette
Jesse Robinson
Gabriel Smira

**Dow Chemical -
Plaquemine, LA**
Rodney Beard
Jeffery Booth
Brennan Huter
Kermit Jackson
Courtney Jones
Shane Potter
Eddie Starks
Matthew Verret

**Marathon Petroleum -
Garyville, LA**
Edward Cadow
Nicholas Falgoust
Christopher Keller

**Mosaic - Louisiana
Operations**
Matthew Labiche
Neil LeBlanc

**Flint Hills Resources -
Corpus Christi, TX**
Lorenzo Trevino

**ExxonMobil Chemical -
Baton Rouge, LA**
Diane Murff

**Dow Chemical -
Texas City, TX**
Ashton Dimmick
Cody Rosier

Georgia Gulf - Aberdeen, MS
Timothy Wilson

**OxyVinyls - Deer Park/
Pasadena, TX**
Francisco Chavez

Celanese - Clear Lake, TX
James Poole

Chevron - Pasadena, TX
Allen Godfrey

PRECIOUS CARGO ARRIVALS

It's a Girl! Lindsay Jones (Dow St. Charles, LA) and her husband Zachary are pleased to announce the birth of their daughter Lanie Reneé. She was born on February 16 weighing in at 8 lbs 3 oz.

It's a Boy! Congratulations to Deon Singleton (Houston Dock Group) and his wife LaShanta upon the birth of their son on March 12. DeShaun Deon weighed in at 8 lbs.

It's a Boy! Ronald Williams (Dow St. Charles, LA) and his wife Darla welcomed a baby boy to their family on April 6. Ethan Joseph weighed in at 7 lbs 9 oz.

ANNIVERSARIES

15 YEARS

Lamonica Antoine – Baton Rouge Office

10 YEARS

Clint Brown – Dispatch
Jamie Chabaud – Occidental, Convent, LA
Darrell Reulet – Dow St. Charles Operations, LA
Ricky Thomas – ExxonMobil Chemical, Baton Rouge, LA

5 YEARS

Louis Adler – ExxonMobil BRPO, Baton Rouge, LA
Jarrod Bourgeois – Louisiana Tankerman Group
Wilson Bower – Dow St. Charles Operations, LA
Lance Catlett – Dispatch
Bryant Hollier – Louisiana Tankerman Group
Brian Main – Houston Tankerman Group
Garland Johnson – MS/AL Tankerman Group
Roosevelt McKenzie – Oxyvinyls, Deer Park, TX
David Parker – ExxonMobil BRPO, Baton Rouge, LA
Robert Pierce – MS/AL Tankerman Group
Brian Roy – CITGO, Lake Charles, LA
Marcus Schuessler – Flint Hills Resources, Corpus Christi, TX
Stanley Suggs – Louisiana Tankerman Group

In Memoriam

We express our heartfelt sympathy to the family of Greg Browden who died on April 2, 2009. Greg had been working for PSC since July 2008 as a member of our work group at Dow in Plaquemine, LA.

From Our Customers

- I observed **Kevin Rodgers**, Railcar Loading Technician for SGS Petroleum Service, working in the Methanes Plant (CMP) practicing extremely well thought out work practices. Kevin was working by himself in a remote area of the plant (railcar loading rack). All of the fall prevention equipment was in its proper place and position. Housekeeping was absolutely outstanding, every tool that was used frequently was stored properly, and nothing was out of place. Kevin was very knowledgeable and pleasant to talk to. Please join me in thanking Kevin for an extremely well done job, work ethic, and work attitude.

*Chris Hunter
Senior Leveraged Safety Technologist
The Dow Chemical Company
Plaquemine, LA*

Editor's Note: The note below was sent in recognition of the safety performance of PSC employees working in the Marine, Rail and Truck Control Operations areas at Dow Chemical in Plaquemine, LA. They recently reached the milestone of working five years without an OSHA recordable along with a new record for working spill-free for more than 1,044 days and counting.

- What a pleasure to have such a SAFE, PROFESSIONAL team handling the HANDS ON, AT RISK, OFTEN HAZARDOUS job of

loading our marine vessels, railcars and trucks. This is an outstanding accomplishment and one that I know each person on the team contributed to. Thanks for that focus every day, every vessel. 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.

*Sharon Cole
Site Director, Louisiana Operations
The Dow Chemical Company
Plaquemine, LA*

- I just wanted to let you know that the SGS tankerman, **Matt Wahl**, on the K-15427 at ExxonMobil Beaumont was really on his toes 5-22-09. He was paying extra attention to the engine, concerned with it overheating, so he doubled his check times. During one of his extra checks he noticed a drip from the main header pipeline. Moving toward the pipeline the drips picked up, and he immediately shut down the transfer. A small amount of product escaped through a weld that fractured. Due to Matt's extra vigilance, this was a minor problem that could have been a major situation.

*Keith Adams
ExxonMobil Beaumont Site Representative
Kirby Logistics Management
Beaumont, TX*

- I just wanted to thank you for your efforts prior to and during the VPP Recertification efforts. The auditors were very impressed with the cleanliness of the refinery, inspections of equipment, condition of the shop and process units, openness of the employees, and the pride they exhibited during the walk-through periods. Though it is a prideful moment for all of us, it is really you guys at SGS that make it happen day in and day out. It is not only about safety, but housekeeping and attitude as well. I thank each of you for your effort and the effort of your teams.

*Rob Hill
Director of Maintenance
Valero Refining Company
Texas City, TX*

- We appreciate your team's work in helping us achieve this recertification. The dock area received good marks. Pass on to your team members our appreciation and thanks for making sure their work area is always clean and tidy. A clean work area is a safe work area.

*Sammy Villarreal
OMCC Dock Superintendent-
Energy Coordinator
Valero Refining Company
Texas City, TX*

ARE YOU READY?

Hurricane season is officially underway, and with such a large percentage of PSC employees living and working in the Gulf Coast region, we want to encourage everyone to take the time NOW to make the appropriate plans to ensure you and your family are prepared for whatever Mother Nature may send our way. Here are some helpful tips from the Department of Homeland Security:

Get a Kit/"To Go" Bag - Put together an emergency supply kit which includes items like non-perishable food, water, a battery-powered or hand-crank radio, extra flashlights and batteries. Have a supply of bedding and clothing, sleeping bags and pillows ready to go in the event you have to evacuate. Include copies of your important documents (Social Security cards, driver's license, proof of residence, insurance policies, wills, deeds, birth and marriage certificates, tax records, list of medications/prescriptions, etc.).

Make a Family Emergency Plan -

Your family may not be together when disaster strikes, so it is important to know how you will contact one another, where to meet, etc. Make an updated list of emergency numbers and distribute to immediate and extended family and neighbors.

For emergency supply checklists, forms, a sample family emergency plan, emergency contact wallet cards and other helpful hurricane preparedness resources, visit the website www.ready.gov.

Congratulations to the Class of 2009

These graduates are the immediate family members of SGS Petroleum Service Corporation employees. Each received a \$100 gift from SGS-PSC in recognition of their hard work and achievement. We extend our congratulations and best wishes to these new grads and their families.



HIGH SCHOOL GRADUATES

AT THE HEAD OF HER CLASS

Chelsea Davis deserves a little special recognition for her outstanding academic achievements. She was the valedictorian of her graduating class after earning a 3.991 grade-point average for her high school coursework and was also named as the "Teenager of the Year" by the Donaldsonville Area Chamber of Commerce.

She plans to major in chemistry and pre-pharmacy at Xavier University in New Orleans, where she has been awarded an academic scholarship. Great job, Chelsea!



Austin Bucher
French Settlement High School
Son of Andy & Cindy Bucher
Georgia Gulf – Plaquemine, LA



Trey Cortez
Hahnville High School
Son of Jamie & Rachel Cortez
Dow St. Charles Operations, LA



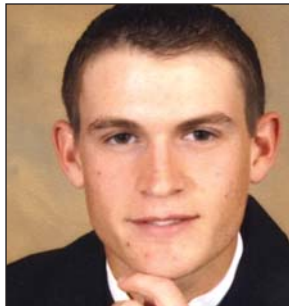
Chelsea Roycel Davis
Donaldsonville High School
Daughter of Roy & Katherine Davis
Georgia Gulf – Plaquemine, LA



Shauna Marie Dowell
Frederick Fraize High School
Daughter of Clifford Dowell & Pamela Hanks
Kentucky Tankerman Group



Laurel Fridge
Central High School
Daughter of Jo Ann & John Fridge
Baton Rouge Office



Jacob Granier
Lutcher High School
Son of Scott & Lisa Medine
Occidental – Taft, LA



Siedda Herbert
Port Allen High School
Daughter of Chester & Delois H. Wolf
Dow – Plaquemine, LA



A.J. Hughes
Dutchtown High School
Son of Dave & Diane Hughes
Rubicon – Geismar, LA



Jacob Seth Lavergne
Belle City High School
Son of Randy Lavergne
Port Arthur Tankerman Group



Russell James Lyle
Richard King High School
Son of Richard & Gabriela Lyle
Blaylock
Flint Hills Resources –
Corpus Christi, TX



Charley Dawson Moore
 Archbishop Rummel High School
 Son of Jeffery & Gerette Moore
 Louisiana Tankerman Group



Veronica Royall
 Deer Park High School
 Daughter of Andra & Randy Royall
 Pasadena Office

CONGRATULATIONS TO OUR COLLEGE GRADUATES!



Joshulan Allen
 Louisiana State University
 B.S. in Elementary Education
 Daughter of Steven &
 Charlene Allen
 ExxonMobil BRPO –
 Baton Rouge, LA
 Graduated Dec. 2008



Kasey Daniels
 Louisiana State University
 B.S. in Accounting
 Daughter of Eric & Karen Spriggs
 ExxonMobil BRPO –
 Baton Rouge, LA



Dorothy Siros
 Hardin Jefferson High School
 Daughter of Deloris Mitchell
 Motiva – Sour Lake, TX



Quinesha Turner
 Zachary High School
 Daughter of Calvin &
 Veronica Hilliard
 Rubicon – Geismar, LA



Dawn Landry Kenworthy
 Our Lady of the Lake College
 A.S. in Arts & Sciences
 Wife of Marcus Kenworthy
 Louisiana Tankerman Group



Meaquell Lewis
 Dillard University
 B.A. in Sociology
 Daughter of Michael Lewis
 Georgia Gulf – Plaquemine, LA



Jasmine Walls
 Lee High School
 Daughter of Andre Walls Sr.
 Georgia Gulf – Plaquemine, LA

SNAPSHOT GALLERY:

Shown below are photos from an Administrative Professionals' Day Ice Cream Social held at the Baton Rouge Office, and a crawfish boil at the Pasadena Office that also featured a baby shower.



Jillian Granger, Tracy Jackson & Laurence Williams



Steve Owens



Brigette Major & Jamie Kuhns



Janet Rowan & Amanda Stark



Diapers for new dad Deon Singleton



The "Boil Masters" – Robert Neuman and Roman Firmin



SGS Petroleum Service Corporation
 P.O. Box 3517
 Baton Rouge, LA 70821-3517

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In This Issue ...

Safety Corner	4
Employee Close-Up	5
Sports Section	6
Babies & Anniversaries	8
2009 Grads	10-11

HR HOTLINE

BenefitsAssist – A Great Benefits Resource 1.877.879.7817

BenefitsAssist replaces BenefitsVIP as our new toll-free helpline providing a broad range of services to SGS employees and their families. Call 1.877.879.7817 to speak with an experienced representative for assistance with your benefits questions regarding coverage and service for Care24, Medical, HSA, Dental, Disability, Life and AD&D, Vision, and FSA. BenefitsAssist offers assistance with claims resolution services, participating provider searches, and qualified life event questions.

BenefitsAssist hours of operation are Monday through Friday, 8:30 a.m. to 5:00 p.m. EST. All calls are strictly confidential.

Added Support with NurseLine/Care24

In addition to having experienced registered nurses and master’s level specialists to assist you with your health-related questions, the NurseLine/Care24 benefit has been improved to include the free services of **Access Support Advocates** to help you schedule doctor appointments, find relevant community resources and provide referrals into these resources, coordinate medical records, and access health plan network information and quality programs such as the UnitedHealth Premium designation program. NurseLine/Care24 can be reached 24 hours a day by calling **1.888.887.4114**.

Listed below are some other important phone numbers and websites related to SGS employee benefits:

Medical/Prescription

UnitedHealthcare (UHC)	www.myuhc.com
Choice/Choice Plus	1.800.228.7573
Medco Pharmacy	1.877.842.6048

Dental

CIGNA	www.mycigna.com
DPPO/DHMO	1.800.244.6224

Vision

UnitedHealthcare	www.myuhc.com
UHC Vision	1.800.638.3120