



ACS Division of Chemical Technicians, Inc
2010 NATIONAL CHEMICAL TECHNICIAN AWARD CANDIDATE FORM

Thank you for your participation. To be considered for the 2010 National Chemical Technician Award, a nomination packet is required. The packet should include this completed Candidate Form, and at least one letter of nomination from someone familiar with the candidate's work as a chemical technician. The nomination packet, including the form and letter(s) of nomination, should not exceed 6 pages. Pages should be single-sided, and minimum 10 point font. When filling out the candidate form, it is acceptable to adjust space in the categories as needed, providing the entire packet remains 6 pages or less. This paragraph can be deleted to make more room. **Packets should be received by September 30th 2009.** If e-mail or FAX is the preferred method of submission, a hard copy should be received by mail within 7 days of the September 30th deadline, including the original signed letter(s) of nomination. Remember to clear the content for external release outside your organization. Nomination packets should be submitted to

W. Ken Burchett
Eastman Chemical Company
PO Box 1972
Kingsport, TN 37662
Phone (423) 229-8357 Fax (423)229-4558
wburchett@eastman.com

CANDIDATE FORM

NAME: Terry Charles TITLE: Sr. Technical Associate
COMPANY NAME: Shell Global Solutions Downstream
COMPLETE WORK ADDRESS: Westhollow Technology Center
3333 Highway 6 South
Houston, Texas 77082

WORK PHONE: 281 544 9201 E-MAIL: terry.l.charles@shell.com
Confirmation that nominee is currently working as a chemical technician and has done so for at least five years (type yes or no): YES
CANDIDATE'S IMMEDIATE SUPERVISOR: Liliana Minevski
SUPERVISOR'S PHONE: 281-544-8291 E-MAIL: liliana.minevski@shell.com
NOMINATOR'S PHONE: 281-544-8183 E-MAIL: tze-lee.phang@shell.com

Candidate's Contribution in six areas of Award Criteria

Make space as necessary under each category. Total packet including nomination letter(s) must not exceed 6 pages, minimum 10point font.

1. TECHNICAL ACHIEVEMENTS

Terry is supporting/leading air freshener testing project, dynamic heat transfer project, ASTM coolant testing methods, FZG test rig for industrial gear oil project, FAF long term storage project, and R&D lubricants/elastomers strategic project. In supporting these projects, he has demonstrated his willingness to stretch and excel to the next level.

In air freshener project, there is a huge increment in the samples to be tested (due to the acquirement of a major licensee business, change manufacturing sites, cost saving initiatives). It is a big challenge. Last year, Terry designed and developed special sample holders to increase the sample testing productivity from an average 60 samples/month (2008) to an

average of 200 samples/month (2009). Terry continues to find ways to accommodate more samples to be tested, by

- **excellent planning** of what and when the products are going into and coming out of ovens
- **rearrange** the oven spaces (to accommodate more samples)

Therefore, 276 samples were tested in July 2010. This action clearly showed that he is willing to stretch and is not complacent with the previous achievement.

Furthermore, he took time to learn the air care business and to teach a scientist, who just entered this field, about the air care experiments. His knowledge in this area has grown so much that he was able to see an odd trend in the experiments and determined that the oven was off-spec (see criteria 5, #3).

In dynamic heat transfer testing project, he was offered the opportunity to write a research report of the experiments that he carried out. He learned to define a problem, compile the data, plot graphs, interpret the results, and recommend a viable solution. He embraced the opportunity. He demonstrated he would like to continue to grow.

There are many more examples. In brief, he is a dedicated and committed person in projects that are given to him. He accepts ownership for projects and performs them well. He always keeps the team leaders and project leaders aware of the progress of the projects. Since he is doing so well in his projects, a lot of good written feedback came from managers and colleagues throughout his career.

A Few Examples of Remarks from Manager and Colleagues:

Lucinda Moore, Technical Manager in Air Care (2010): Terry makes my job as a technical manager so much easier. He is self-sufficient, works independently, is a quick learner and does all of that with a smile on his face. Terry has made the air care stability-testing lab into a well-oiled machine. He has also taken on generating data reports for a major licensee. If there is a special request, or a report that is needed quickly, Terry will come in on his off day to finish it up. As of June 30, Terry has completed testing on 530 samples and generated 2826 data points.

Maggy Schlink, Lubricant Manager, (2005): In addition to his assignment in the Industrial Oil team, he expanded his horizons by volunteering for a temporarily assignment on the Coolant team. This assignment entailed helping to set up brand new Coolant laboratory at WTC and turned into a permanent assignment. He benefited from numerous training courses and visits to Southwest Research Institute to observe Coolant test rigs. Terry visited Houston Lube Plant for 3-days of hand on testing.

Fran Bove, Lubricant Manager, (2002): Terry is an excellent technician. He has very good productivity and accuracy. Terry is always willing to help and has a terrific attitude. He has been instrumental in helping to get the testing laboratory up and running in a timely manner. Terry was the first technician to complete the HSE laboratory audit. Terry has been effectively learning new tests. He highly motivated and willing to learn.

Alen Hewson, Sr. Associate Engineer, (2001): Terry was able to incorporate the testing samples from the Universal Asphalt IPSI work into his testing schedule allowing significant progress in this area as well. It has been a pleasure to have Terry work within this laboratory.

Raymond Paggi, Lubricant Manager,(2001): Terry stepped up and accepted the small temporary assignment when no one else would. (Some, who also don't have a full plate of work, did not step forward. He changed his vacation plans to accommodate the needs of the project). He quickly learned all of the crucial tasks we needed and was working on his own almost immediately. He has provided high quality data to help us move the IPSI PMA project forward.

2. LEADERSHIP/MENTORING

Terry demonstrates his leadership/mentoring skills as follow

1. Served as a site safety chair (two years)
2. Served as departmental safety chair (three years)
3. **Leads many customer tours for coolant labs and air freshener lab (on-going)**
4. Did many tours for distributor training in gear oil and power steering fluids (previous years)
5. Transferred knowledge to our summer interns (David Abram – 2008) & **(Michael Clarke – 2010)**
6. Submitted many intervention forms and actively cares for others
7. **In-charge of 3 labs: EC-207, MR-107, and MR-111 (on-going)**

3. COMMUNICATIONS/PUBLICATIONS

2010

- 1 internal GS report
- 1 external presentation
- 2 internal presentations

Terry's contributions (all the previous years) in this area are as follows:

- 7 SOPs (internal)
- 2 external presentations
- 10 or more internal presentations

4. CONTRIBUTION TO QUALITY, SAFETY, AND OTHER INITIATIVES

2010

1. Worked with scientist/engineer to identify hazardous materials that are rated 3 & 4 according to HMIS and NFPA for labs EC-207, MR-107, and MR-111.
2. Currently spends significant amount of time on lab move activities for MR-107 and MR-111. He works with various project move teams to make sure the moving process of these labs is safe and to minimize the impact on the delivery of on-going testing.
3. Suspected the oven #1 in MR-107 was off-spec when working on SSCI gel project. The weight loss of the samples in this oven (T= 110 F) was much lower than the samples in oven #3 (T =101). He felt this should be reversed as samples at higher T should have more weight loss. Hence, Terry used a calibrated thermometer and found that oven #1 was off-spec. Terry demonstrated a good catch on the off-spec oven by paying attention to the weight loss trend with temperature! The catch came with knowledge, good analyzing skills, and paying attention to the details.

Terry's contributions (all the previous years) in this area are as follows:

He was the departmental safety chair for Lubricants Technology in 1999 and 2006. He was also the site safety chair from 2003 to 2005. He submitted many intervention forms to the WTC site. He volunteered when asked by the 2009 departmental safety chair to come on stage to help to convey a safety message to the group. He helped write the standard operating procedures for the dynamic heat transfer test, FZG, PMODT, and Vickers Vane Pump.

5. AWARDS

1. WTC - Technician Affiliate Group (TAG) 2010 Technician Achievement Award (1st Place). This is the highest award given to technicians employed by Shell Oil Company and CRI International at the Westhollow Technology Center.
2. WTC - Technician Affiliate Group (TAG) 2009 Technician Achievement Award (3rd Place)
3. Guerzoni, Felix (Team Leader) - Terry – you did a great job in cleaning up the PMODT and putting up the posters on the wall – I have never seen that rig look so nice and shiny new! (2010)
4. Awarded D/I recognition award for positive influence on globalization at CIP in England (2005)
5. Awarded the People's Choice Award for being able to complete blends in a timely manner (2000)
6. Star Performance on suggestions on cooling towers and company vehicles (1997)
7. Site Safety Chair Award (2003-2005)
8. Department Safety Chair 1999-2000 and 2006

9. Most experienced WTC technician at running the FZG, PMODT, and Vickers Vane Pump tests (1998-2010)
10. Self training on the ASTM D2570, ASTM D4340, and ASTM D1384 tests (2003 -2010)

6. PROFESSIONAL AND COMMUNITY ACTIVITIES (ACS, AICHe, etc)

2010

1. Joined the 2010 UNCF – Walk For Education (as walker, donor, and promoter).
2. Participated in SAPENG May Heritage by helping the Malaysia group perform a skit on conducting business in Malaysia.

Terry's contributions (all the previous years) in this area are as follows:

1. Taught drug prevention to young adults for 4 yrs.
2. Began 6 yrs tour with the National Guard and completed the tour with the Army Reserve.
3. Several years as a TAG member and also served as an officer.
4. Chairman for AA
5. Workshop seminar on Drugs and Alcohol for 100 kids during a Saturday weekend
6. Adopt-A-Highway
7. Beach cleanup

September 29, 2010

Tze-Lee Phang, Ph.D.
3333 Highway 6 South,
Houston, TX 77082
281-544-8183

W. Ken Burchett
Eastman Chemical Company
PO Box 1972
Kingsport, TN 37662
Phone (423) 229-8357 Fax (423)229-4558
wburchett@eastman.com

Sir,

Nomination of Terry Charles for 2010 National Chemical Technician Award

We the undersigned would like to nominate Terry Charles for this award. In addition to the qualifications enumerated in the Candidate Form, we wish to offer our personal feelings about him. Terry is always willing to assist others, and be an inspiration for the company's success. He is a role model and initiator. Terry's omnipresent smile and good humor and are widely recognized as perpetual morale boosters.

Terry is pleasant to work with. He demonstrates a very strong desire to learn new skills. He learned how to plot graphs using Excel, how to analyze the graphs/data, how to use different computer software, and other new technologies. He takes ownership of his work. He has good communication skills. He is a good multitasker. He take instruction well. He is very organized. His labs are clean and well kept. He does not procrastinate.

We heartily recommend Terry for the 2010 National Chemical Technician Award, and we trust you will concur with our recommendation after review of Terry's many qualifications.

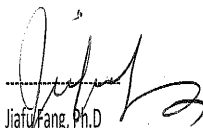
Sincerely,



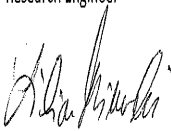
Tze-Lee Phang, Ph.D.
Research Engineer




Anthony Skrobul, Ph.D.
Advisor



Jiafu Fang, Ph.D.
Sr. Product Development Scientist



Liliana Minevski, Ph.D.
Team Leader & Technology Manager



Lucinda Moore
Air Care Technical Manager



Fred Alverson
Advisor