2010 NPRA Reliability & Maintenance Conference and Exhibition: Advance Program

Henry B. Gonzalez Convention Center
San Antonio, TX
May 25 – 28, 2010
## Schedule at a Glance

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
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<tr>
<td><strong>Tuesday</strong></td>
<td>May 25, 2010</td>
</tr>
<tr>
<td>9:00 am – 5:00 pm</td>
<td>Professional Development Seminars</td>
</tr>
<tr>
<td>1:00 pm – 8:00 pm</td>
<td>Registration</td>
</tr>
<tr>
<td>6:00 pm – 8:00 pm</td>
<td>Opening Reception in Exhibit Hall</td>
</tr>
<tr>
<td><strong>Wednesday</strong></td>
<td>May 26, 2010</td>
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<tr>
<td>7:30 am – 6:00 pm</td>
<td>Registration</td>
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<tr>
<td>8:30 am – 9:45 am</td>
<td>Keynote Session</td>
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<tr>
<td>9:45 am – 10:00 am</td>
<td>Coffee Break</td>
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<tr>
<td>10:00 am – 11:15 am</td>
<td>Concurrent Workshops</td>
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<tr>
<td>11:15 am – 1:00 pm</td>
<td>Lunch – Exhibit Hall</td>
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<tr>
<td>1:15 pm – 2:30 pm</td>
<td>Discussion Session / Concurrent Workshops</td>
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<tr>
<td>2:30 pm – 2:45 pm</td>
<td>Coffee Break</td>
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<tr>
<td>2:45 pm – 4:00 pm</td>
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<td>4:00 pm – 6:00 pm</td>
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<td>8:00 am – 8:30 am</td>
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Cover photograph courtesy of Flint Hills Resources
In 2009 the U.S. economy and our industry hunkered down to survive the downturn. Although very little is certain for 2010, there is some hope that the economy will begin to grow again. Even now, while it is still in survival mode, our industry needs to lay the groundwork that will enable it to emerge stronger and prepared for future challenges. This has to include taking care of our assets and the proven practices of preventive maintenance, reliability engineering, and equipment health monitoring. To meet your needs, the 2010 NPRA Reliability & Maintenance Conference program emphasizes productivity and the effective use of resources to keep your equipment ready to perform when it is needed and emerge stronger and ready to take advantage of future opportunities.

The Conference is all about sharing improvements and learning from others’ experiences. In each workshop, presenters will describe their reliability and maintenance challenges, how they selected a solution, and the ups and downs of implementing that solution. The lessons they have learned – the positives and negatives – are a powerful tool in improving the productivity of your workforce and the competitiveness of your facility. This year the program has almost 40 workshops organized in eight topic tracks: Analyzers/Electrical/Instrumentation (AEI, half day); Maintenance Strategies; Maintenance Tools; Procurement; Projects (half day); Reliability; Safety & Mechanical Integrity (SMI); and Turnarounds. The workshops will be interactive and attendees will be encouraged to ask questions and share their own experiences and challenges.

The Q&A sessions on Maintenance, Reliability, and Turnarounds are being reformatted to make them even more interactive and they will offer attendees the opportunity to discuss specific issues with experienced practitioners.

Attendees interested in a specific topic will find that the program schedule allows them to focus on the area that best aligns with their interests. To see a more complete description of each workshop, visit http://www.npra.org/RMC and click on Workshop_Descriptions.pdf.

**Discussion Sessions**
(replacing the Q&A Sessions)
The program includes three Discussion Sessions where subject matter experts will provide a starting point for a small group discussion of high priority issues. Each session will break down into four subtopics:
- **Maintenance:** Inspection; Planning & Scheduling; Productivity; and Tanks.
- **Reliability:** Corrosion Under Insulation; Fixed Equipment Reliability; Knowledge Retention; and Rotating Equipment.
- **Turnaround:** Front End Loading; Improving Productivity; Planning & Scheduling Processes; and Safety.

In each session, the attendees will split up into small groups where a subject matter expert will initiate a dialogue with the attendees on one of the subtopics. Attendees will be able to explore the topic in depth and benefit from the other attendees’ broad range of experiences. The discussion sessions will conclude with a summary of significant learnings which will be shared with all attendees.

To preview the subtopics that will be addressed in the Discussion Sessions, visit the NPRA web site at http://www.npra.org/RMC and click on Discussion_Session_Topic.pdf and then come prepared to participate.

**Professional Development**
Attendees also have the opportunity to acquire additional training by registering for one of the four Professional Development Seminars which will be held on Tuesday before the conference. Full-day seminars will be offered on “Design and Siting of Facilities – Changes to API RP 752” by Baker Engineering and Risk Consultants; “Fitness for Service” by Equity Engineering Group; “Craft Training Best Practices” by Change Catalysts; and “Creating a Sustainable Reliability Culture” by Aerospace Testing Alliance. There is an additional registration fee for each of these seminars.

**Exhibition**
The Conference Exhibition provides an opportunity to evaluate the equipment, services, and technologies of more than 230 companies. These companies are specialists in a specific aspect of reliability or maintenance and can be valuable resources in solving plant problems and improving performance. Many of the exhibitors are first-timers offering novel solutions to your persistent problems. The 10-plus hours of exhibition time also offer an excellent opportunity to network with others and focus on your plant’s particular needs.
Creating a Sustainable Reliability Culture

*Ramesh Gulati, Aerospace Testing Alliance (ATA)*

How do you define a best practice or excellence in maintenance and reliability? What are the elements of a best practice? How do you implement best practices in your facility to impact the bottom line? What barriers, including cultural issues, do you need to overcome to implement them successfully? How do you use metrics to measure the effectiveness of these practices?

This workshop will address cultural elements – reliability culture; maintenance and reliability best practices; and barriers to implementing best practices and sustaining a reliability culture.

Each participant will receive a recently published book titled “Maintenance & Reliability Best Practices” by Ramesh Gulati as well as PowerPoint slides for the seminar.

$450 (by April 26)

Design and Siting of Facilities – Changes to API RP 752

*Tom Rodante, Baker Engineering and Risk Consultants*

API RP 752 provides guidance for managing the risk from explosions, fires and toxic material releases to on-site personnel located in new and existing buildings intended for occupancy. It was developed for use at refineries, petrochemical and chemical operations, natural gas liquids extraction plants, natural gas liquefaction plants, and other onshore facilities covered by OSHA 29 CFR 1910.119. A new edition of API 752 was published in late 2009. Significant research and development of technology pertinent to building siting evaluations have been performed since the publication of the previous editions of API RP 752. This seminar will provide an orientation to the recommended practice and highlight the changes in 752 that one must know.

$400 (by April 26)

Craft Training Best Practices

*Barbara Trautlein, Change Catalysts*  
*Clarence Trowbridge, BP*

This seminar is a hands-on experience for maintenance and reliability professionals and leadership who want to know how to manage the non-technical side of change. Using information from a recent survey on the “state of learning and development” in NPRA member companies, this seminar will identify pressing needs and opportunities, and best practices to meet skill and performance demands. It will also discuss the scope and specifics of the issues involved and then suggest targeted solutions and processes.

$400 (by April 26)

Fitness for Service

*Equity Engineering Group*

This seminar will provide a general overview of API 579 “Fitness for Service” which describes standardized fitness for service assessment techniques for pressurized equipment used in the petrochemical and petroleum refining industries. Fitness for service is defined as the ability to demonstrate the structural integrity of an in-service component containing a flaw.

$400 (by April 26)

Keynote Speakers

**Wednesday**

**May 26, 2010**

**8:30 am – 9:45 am**

**Can Refineries Survive the Next 10 Years?**

*Lynn Westfall*

Senior Vice President, External Affairs, Tesoro Corp.

Petroleum refining companies have not been immune to the economic downturn and margins have narrowed as fuels demand has dropped. Today’s questions are about whether our industry will emerge stronger when the overall economy starts growing again or remain weighed down by low fuels demand, punitive energy legislation, and competitive imports. What does the future look like from an economist’s point of view and what will it take to survive the next ten years?

**Making Connections That Move People**

*Mark Scharenbroich*

Founder, Scharenbroich & Associates

Mark Scharenbroich focuses on how to achieve results by connecting people to people, team member to team member, management to front line production, and company to customer. He uses an unconventional approach, knockout humor, and personal stories with universal appeal to demonstrate the power of relationships in the workplace.

Mark’s “Nice Bike” concept (illustrated with the help of half-a-million Harley Davidson enthusiasts) catalyzes a stronger, more unified team by helping people find a greater passion for their work and a deeper connection to their company.

**Thursday**

**May 27, 2010**

**8:30 am – 9:45 am**

**Craft Training Best Practices**

*Barbara Trautlein, Change Catalysts*  
*Clarence Trowbridge, BP*
Workshop Sessions by Subject and Date continue on next page.

**Wednesday Track 1: Projects**

**Thursday Track 1: Analyzer, Electrical & Instrumentation**

**Track 2: Maintenance Strategies**

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**Wednesday May 26, 2010**

10:00 am  **Track 1: Projects**

Improving Productivity on Union Projects and Labor Supply / Demand Forecasting Model

*Ron Weatherred, Fluor Corporation  
Eddie Clayton, Southern Company*

1:15 pm  **Maintenance Discussion Session**

2:45 pm  **Track 1: AEI**

Smart Instrumentation within an Asset Management Architecture

*Emerson Process Management*

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**Thursday May 27, 2010**

10:00 am  **Track 1: AEI**

Refinery Asset Virtualization Environment

*Kevin Renner, Chevron*

1:15 pm  **Track 1: AEI**

Improve Your Company’s Profitability with a Comprehensive Motor Maintenance Program

*Joe Geiman, Baker Instrument Company  
Noah Bethel, PdMA Corporation*

1:15 pm  **Maintenance First Level Leaders – Need Some New Ones?**

*Clarence Trowbridge, BP  
Barbara Trautlein, Change Catalysts*

2:45 pm  **The LOPA Report’s Done – Now What?**

*Edward Marszal, Kenexis*

2:45 pm  **Increasing Profitability and Competitive Position by Comparing the Maintenance Effectiveness of Process Plants Based on All Plant Factors**

*Richard Jones, Solomon Associates  
John Colosimo, BASF*

Program subject to change.
Check for updates at [www.npra.org/RMC](http://www.npra.org/RMC)
### Workshop Sessions by Subject and Date continued

<table>
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<tr>
<th>Time</th>
<th>Track 3: Procurement</th>
<th>Track 4: Maintenance Tools</th>
</tr>
</thead>
</table>
| 10:00 am | **Tools for Contractor Service Entry**  
Jacquie Mitchell, Chevron Phillips Chemical Company | **Root Cause Failure Analysis for Dummies**  
William Turner, Jacobs Consulting |
| 1:15 pm | **Maintenance Discussion Session**                                                   |                                                                  |
| 2:45 pm | **Increase Your Reliability, Reduce Your Inventory, and Save Money**  
Sandy Hunter, Hunter Hawk | **Proactive and Strategic Equipment Maintenance:**  
Changing the Game of Equipment Reliability and Maintenance Costs  
Craig Harclerode, OSI |

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<th>Track 3: Procurement</th>
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</table>
| 10:00 am | **Reducing MRO Expenditure Through RFID Technology**  
Robert Holmes, Win Ware | **Revisions of ASME PCC-1 Bolted Joint Recommendations**  
Scott Hamilton, Alltite  
Rick Scott, Frontier Oil |
| 1:15 pm | **Supplier Evaluation Process – How Do You Comprehensively Evaluate Supplier Performance?**  
John Moreland, PICS  
Bonnie Fischerkeller, Tesoro | **Forgotten Metrics of Planning & Scheduling**  
Dan Glossner, BP Chemical (retired)  
Glyn Thorman, ABB Reliability Consulting |
| 2:45 pm | **Maximizing Your Value From Suppliers**  
Scott Grassmann, A Grassmann Company | **Heat Exchanger Efficiency Recovery by Non-Mechanical Means**  
Peter Shirley and Cindy Mason, United Laboratories |

Program subject to change.  
Check for updates at www.npra.org/RMC

### Face-to-Face Fair:
**Attend this conference for free!**

NPRA is excited to announce a new, unique and economical opportunity for select operating company personnel. The Face-to-Face Fair provides a chance to receive a complimentary conference registration in exchange for one hour of your time. Simply identify 4 exhibiting companies of interest to you and meet with them “face-to-face” for 15 minutes each. Your semi-private office and schedule will be provided by NPRA. Qualified personnel are limited to an engineering, maintenance, or reliability manager/director, or project/turnaround manager. Limit one complimentary registration per plant. This offer is valid for Operating Company Employees only and is not transferable to non-company employees working at the facility, i.e., contractor employees, vendors, etc. Space is limited so apply early. To learn more, click [here](#).
<table>
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<th>Track 5: Safety &amp; Mechanical Integrity</th>
<th>Track 6: Reliability</th>
<th>Track 7: Turnarounds</th>
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<tr>
<td><strong>API Fatigue Management Standard Update</strong>&lt;br&gt;Ron Chittim, API</td>
<td><strong>BP – Texas City Reliability Accelerator Effort</strong>&lt;br&gt;Rauldel Vela, BP&lt;br&gt;Tim White, Management Resources Group</td>
<td><strong>Long Range Turnaround Plan, Conceptual Development and Work List Development</strong>&lt;br&gt;Stephen Coffee, Axis Global Consulting</td>
</tr>
<tr>
<td><strong>The Blame Virus and Its Antidote</strong>&lt;br&gt;Robert Nelms, Failsafe Network</td>
<td><strong>Gas Plant Improves Asset Efficiency and Value Through Integrated and Predictive Facility Integrity</strong>&lt;br&gt;Horia Orenstein, SAS Institute</td>
<td><strong>Turnaround Peer and Readiness Reviews</strong>&lt;br&gt;Al Thibodeaux, KBC Advanced Technologies</td>
</tr>
<tr>
<td><strong>Sunoco Ethylene Unit Fire: Lessons Learned</strong>&lt;br&gt;Art Jensen, Sunoco</td>
<td><strong>Strategy for Site-wide Performance Improvement in an Integrated Production Facility</strong>&lt;br&gt;James Feeney and Paul Bowman, Bayer MaterialScience</td>
<td><strong>A New Perspective to Turnaround Preparation and Execution</strong>&lt;br&gt;Bobby Vichich, AP-Networks&lt;br&gt;Joe Luciano, Shell Oil</td>
</tr>
<tr>
<td><strong>How to Achieve World Class Maintenance Safety Performance</strong>&lt;br&gt;Art Poling, Society for Maintenance and Reliability Professionals</td>
<td><strong>Erase Risk of Repeat Pump Failures</strong>&lt;br&gt;Heinz Bloch, Process Machinery Consulting</td>
<td><strong>Turnaround and Small Capital Projects Integration</strong>&lt;br&gt;Hardy Kemp, Flint Hills Resources</td>
</tr>
<tr>
<td><strong>Facility Siting: Beyond Compliance to Creating Business Value</strong>&lt;br&gt;Michael Goldsworthy, Facility Siting Associates</td>
<td><strong>Organizational Integrity: Achieving Sustainable Improvements in Asset Performance and Reliability Across BP’s Texas City Refinery</strong>&lt;br&gt;José Rivera Silva, BP</td>
<td><strong>Transitioning to World-Class Turnaround Management: Step by Step Journeys to Successful Turnarounds</strong>&lt;br&gt;Bobby Singh, Project Assurance</td>
</tr>
<tr>
<td><strong>The Top 10 Reasons Why the Best Operating Sites Have Few Mechanical Integrity Failures</strong>&lt;br&gt;John Reynolds, Pro-Inspection&lt;br&gt;Dave Wang, Shell Global Solutions&lt;br&gt;Mark Geisenhoff, Flint Hills Resources&lt;br&gt;Clay White, ConocoPhillips&lt;br&gt;Mike Urzendowski, Valero Energy</td>
<td><strong>Operator-Driven Reliability at Tesoro’s Golden Eagle Refinery</strong>&lt;br&gt;Larry Houchins, Tesoro</td>
<td><strong>Improving Turnaround Productivity Without Increasing Risk</strong>&lt;br&gt;Shell Oil</td>
</tr>
</tbody>
</table>

**Friday May 28, 2010**

- 8:30 am Reliability Discussion Session
- 8:30 am Turnaround Discussion Session
- 10:15 am – 11:30 am Ethics Workshop

Program subject to change. Check for updates at [www.npra.org/RMC](http://www.npra.org/RMC)
Exhibitor List

Exhibitors from approximately 220 industry service companies will participate in the NPRA Reliability & Maintenance Conference and Exhibition. (as of February 25, 2010)

A & A Machine & Fabrication, LLC
A and L Industrial Services, Inc.
A Box 4 U
ABB
ABS Consulting
Access Plug Flange, Inc.
ACSI Industries, LP
Acuren Inspection, Inc.
Adhesive Services Company
Advanced Reliability Technologies, LLC
AIMM Technologies, Inc.
All Tech Inspection
AllairStrickland
American Alloy Steel
AMISTCO Separation Products, Inc.
Apex Engineering Products Corporation
Aquilex
Aspen Aerogels
Asset Performance Networks
Auburn Manufacturing, Inc.
Austin Industrial, Inc.
AZZ/RAL Rig-A-Lite
Babbitt Steam Specialty Co.
BearCom
Bierlein Companies, Inc.
BLAC INC
Boardman, Inc.
Bolttech Mannings Inc.
Bonney Forge Corporation
Brand Energy and Infrastructure Services
Brock Group
Burckhardt Compression
CAR-BER Testing Services
Carboline Company
CATSI, Inc.
CB&I
CDI Engineering Solutions
CEDA/Catalyst Services, Inc.
Century Elevators
CETCO Oilfield Services Company - Nitrogen Services Division
Cetek Ltd.
CH2M Hill
Clean Harbors Environmental Service, Inc.
Conco Industrial Services
Conex International Corporation
Consulting & Field Services (CFS)
Contract Fabricators, Inc.
Cooling Tower Depot, Inc.
COT-PURITECH
Crane Flow Solutions
CribMaster/WinWare, Inc.
CTI Industries, Inc.
Cudd
Curran International, LLC
Cust-O-Fab, Inc.
D. D. Technology, Inc
DeAngelo Brothers, Inc.
Deep South Crane and Rigging
Delta Rigging & Tools
Delta Tech Service, Inc.
Deltak Manufacturing Inc
DeltaValve
DSI Valve
Dunn Heat Exchangers
EIMCO
Ellett Industries Ltd.
Emerson Process Management
EnviroCon Systems, Inc.
The Equity Engineering Group
EST Group, a business unit of Curtiss-Wright Flow Control Company
Everlasting Valve
Excel Scaffolding
Flexitallic
FLIR Systems
Fluid Defense Systems
FLUOR
Foster Wheeler USA Corporation
Garlock Sealing Technologies
GE Energy - Bently Nevada Asset Condition Monitoring
General Marine Leasing
GEO Heat Exchangers
Godwin Pumps
Graphite Metallizing Corp.
Hagemeyer North America - Technical Services
Hahn & Clay
Harsco Infrastructure
Hason Steel Products Inc.
Hendrick Screen Co
Hertz Equipment Rental Corporation
Hi-Tech Industrial Services, Inc.
HOERBIGER Compression Technology
America Holding, Inc.
Hotwork-USA
Hunter Buildings & Manufacturing, LP
Hydratight
Hydro, Inc.
InduMar Products, Inc.
Industrial Ceramics Ltd.
Industrial Gunite, Inc.
Industrial Insulation Group, LLC
Industrial Surfacing Corporation
Infinity Maintenance Services, LP
Innoplant Inc.
Innov-X Systems Inc.
INOVx Solutions
Intsituform Technologies, Inc.
Integrated Service Company LLC (InServ)
International Paint, LLC
InterPlan Systems Inc.
Intertek-Aptech
J.J. White, Inc.
Jacobs
Jayne Industries, Inc.
JV Industrial Companies
KBC Advanced Technologies, Inc.
KBR
KE-Burgmann EJS
Kitz Corporation of America
KnightHawk Engineering, Inc.
Koch Specialty Plant Services, Inc.
KTI Corporation
Lamons Gasket Company
Life Cycle Engineering
Lloyd's Register Capstone, Inc.
Lubrication Systems Company
M.E.A., Inc.
Maintenance Enterprises, Inc.
The Manufacturing Game
Mascot Products
Mass Transfer Limited
Matrix Service Company
MB Industries
McJunkin Red Man Corporation
Meridiun Inc.
Microtherm Inc.
Exhibitor List  
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MOGAS Industries, Inc.  
MOST  
Mourik LP  
The Mundy Companies  
NDT Seals  
NEWAY VALVE USA  
The Newdell Company  
Nooter Construction Company  
Novinium  
Nutec Fibratec  
Obetego Inc LLC  
Ohmart/VEGA Corporation  
Ohmstede, Ltd.  
Oilind Safety  
Onis Inc.  
P.A. Inc.  
Packgen  
PdMA Corporation  
PECOFacet  
Peinemann Equipment  
Petro-Chem Development Co., Inc.  
PetroChem Field Services  
PetroChem Inspection Services  
Process Industry Practices (PIP)  
Pro-Inspect  
Quest Integrity Group  
Rain for Rent  
Raschig-Jaeger Technologies  
Reliability Management Group  
REMOSA - UNITED VALVE  
Remote Access Technology USA  
Rentech Boiler Services,Inc.  
Repcon, Inc.  
Resco Products, Inc.  
RHII  
Robert J. Jenkins & Co.  
Royal Purple  
RSC Equipment Rental  
Safway Services, LLC  
Satellite Shelters, Inc.  
Scaffold Engineering Inc.  
Selas Fluid Processing Corporation  
Sentinel Integrity Solutions  
Service Rentals Inc.  
SKF USA Inc.  
SNC-Lavalin  
Spirax Sarco

SRR-IBS (Service Radio Rentals / Industrial Blind Solutions)  
Standard Alloys  
STARCON  
Stress Engineering Services  
Sulzer Chemtech USA, Inc.  
Superheat FGH Services  
T. F. Hudgins Inc.  
TapcoEnpro  
Taper-Lok Corporation  
TASC  
Team Industrial Services  
Technip-Coflexip® Products  
TEI Struthers Wells  
Thermal Ceramics  
Thermbond Refractories/Stellar Materials Inc.  
Thermo Scientific Niton Analyzers  
TIC - The Industrial Company  
TIMEC Company, Inc.  
Tool Center, Inc.  
Total Industrial Plant Services, Inc.  
Total Industrial Services  
Total Safety U.S., Inc.  
TRACERCO  
Tray-Tec, Inc.  
Tristar Global Energy Solutions, Inc.  
TurboCare  
Turner Industries Group  
Universal Plant Services, Inc.  
UtilIX Corporation  
Vapor Point, LLC  
Velan Valve  
Visionary Industrial Insulation  
Waukesha Foundry, Inc.  
Wood Group Field Services, Inc.  
Wyatt Field Service Company  
Zachry Industrial, Inc.  
Zeeco, Inc.  
Zimmermann & Jansen, Inc.

Ethical Responsibility and Professional and Personal Conduct Code

The National Petrochemical and Refiners Association ("NPRA") has adopted the following "Ethical Responsibility and Professional and Personal Conduct Code" (hereinafter, "the Code"). Every member of NPRA, their designat-ed representatives, and non-member attendees at all NPRA meetings and forums agree to abide by the Code as a condition of membership in NPRA and attendance and participation at NPRA meetings and forums.

The Code requires the following of all individuals attending NPRA meetings and forums:

• Adherence to the NPRA bylaws and the NPRA policies and procedures, as adopted by NPRA's Board of Directors
• Strict compliance with federal antitrust laws.
• Adherence to all applicable federal and state laws.
• Maintenance of the highest level of professional and personal ethical behavior while attending NPRA meetings and forums.
• Prevention of certain behaviors, including harassment, violence, intimidation and discrimination of any kind involving race, color, religion, national origin, gender, sexual orientation, age, disability or, where applicable, veteran or marital status.
• Assurance that conduct at all times and in all professional and personal dealings with each other and other attendees with the highest level of integrity and courtesy.
• Sharing of knowledge and expertise as speakers at NPRA educational events and sessions whenever practicable, without soliciting or explicitly promoting their own organization's products or services.
• Working to instill public and consumer confidence in the petrochemical and refining industries, its member companies, and its professionals, avoiding any action conducive to discrediting members of NPRA.
• Refraining from scheduling general attendance meetings, receptions or other events at times that conflict with substantive programming or social events at NPRA meetings without express written permission of NPRA.

Failure to abide by the Code may result, for the first offense, in informal censure of a company or individual by the NPRA Executive Committee. If violations of the Code continue after such an informal censure, a company may be subject to expulsion from NPRA, or an individual to exclusion from participation in NPRA activities, by the Board of Directors.
**How to Register**

1. **Conference Registration and Professional Development Seminars**
   Log on to [www.npra.org/rmc](http://www.npra.org/rmc) and select “Register Now” or complete the enclosed registration form. Full registration includes admission to the Tuesday, Wednesday, and Thursday receptions and the Wednesday and Thursday luncheons in the exhibit hall; the Keynote Sessions; and the Workshop Sessions. Spouse registration includes all of the above. Plus, you’ll save $100 on full conference registration if you register by April 26!

2. **Hotel Reservations**
   Reserve your hotel on-line when you register at [www.npra.org/rmc](http://www.npra.org/rmc) and receive an immediate acknowledgement of your reservation. Or, fill in the appropriate space on the enclosed registration form. Hotel reservation requests will be processed in the order received by the NPRA. Get immediate acknowledgement on-line but allow 2 weeks if submitted to NPRA. Support your Association and help keep meeting fees low by using the NPRA contracted hotels.

   Please see chart below for hotel options.

   The hotels require a deposit equal to one night room rental plus tax to guarantee your room. Hotel-specific cancellation policies will be printed on your email registration confirmation from NPRA and should also appear on your hotel confirmation. April 26, 2010, is the cut-off date for making hotel reservations, cancellations or substitutions through NPRA or on-line. Beginning May 3, reservation changes, substitutions, or cancellations must be made through the hotel directly.

3. **Payment**
   Pay by credit card. NPRA accepts American Express, MasterCard and Visa.

4. **Travel**
   AVIS is the official rental car agency for the RMC. Call 800.331.1600 and refer to AWD#:B761399 to receive discounted rates.

5. **Suites and Meeting Rooms**
   Call Mallory Jones at 202.457.0480 or email at rmjones@npra.org.

6. **Confirmation**
   Your registration will be confirmed via e-mail if you provided us your email address. Otherwise, your confirmation will be sent via U.S. mail.

7. **Attire**
   Business Casual – shirts with collars; no ties, jeans, sneakers or shorts.

   **Cancellation Policy:**
   Registration cancellations can be made online or submitted in writing, faxed to 202.835.0467 or e-mailed to RMC@npra.org. Substitute conference registrations may be made in advance or on arrival with no penalty. Substitutions must be submitted in writing to RMC@npra.org.

   Cancellations may be made by April 26, 2010 with no penalty. Written cancellations post-marked, faxed, or emailed between April 27 and May 11, 2010 will receive a refund of fees, less a $50 processing fee. No refunds after May 11, 2010. No telephone cancellations.

   This cancellation policy applies to full conference registration, one day pass registration, and Tuesday professional development seminar registration.

   **Fee Policy:**
   Eligibility for member rates is based on membership information currently on file with NPRA. If your company is not currently a member, the non-member fees will be charged to your credit card.

   **Registration Policy:**
   Those who are present at the site of an NPRA meeting and/or occupy a hotel room in the NPRA room block to conduct business with industry personnel gathered for that meeting are expected to register for that meeting and pay the registration fee, whether or not they attend a specific function.

   **Spouse / Guest Policy:**
   A guest is a spouse/significant other, friend or an adult child (18 years old or older) who is not in an industry-related occupation. A co-worker, an associate or spouse who works within the industry may not use the Spouse/Guest Registration category. Guests are not permitted to work in the exhibit booths. Children under 18 are not permitted in the exhibit hall.

   **No Suitcasing Please:**
   Please note that while all meeting registrants are invited to the exhibition, any non-exhibitor registrant who is observed to be soliciting business in the aisles or other public spaces, in another company’s booth, or in violation of any portion of the NPRA Exhibition Policy will be asked to leave the show floor. Please report any violations you may observe to show management.

   **Entertainment Policy:**
   We ask your cooperation in observing Association policy on activities held in conjunction with any NPRA meeting:

   - Meetings or social activities should not be scheduled that take registrants away from NPRA programs and NPRA-sponsored activities;
   - Any company sponsoring a function to which 25 or more people are invited should outline its plans for advance approval by NPRA. In general, such functions will be approved if they do not unduly take registrants away from NPRA-sponsored activities;
   - All representatives of companies sponsoring hospitality activities are expected to register for the meeting;
   - Hospitality suites are expected to close by 1:00 a.m.;
   - Food, beverage and service personnel (bartenders, hostesses, etc.) must be obtained through the hotel catering department;
   - Suit promotional activities are to avoid the use of elaborate entertainment, expensive door prizes, suite attendance solicitation by individuals who are not full-time employees of the sponsoring company, or other similar activities.

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**RMC10 Hotel Options**

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Hotel Code</th>
<th>Single Rate</th>
<th>Double Rate</th>
<th>On Riverwalk?</th>
<th>Blocks to Conv.</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Hyatt San Antonio</td>
<td>GHS</td>
<td>$189</td>
<td>$189</td>
<td>Yes</td>
<td>&lt; 1</td>
<td>210.224.1234</td>
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<tr>
<td>Marriott Rivercenter</td>
<td>MRC</td>
<td>$178</td>
<td>$178</td>
<td>Yes</td>
<td>1</td>
<td>210.223.1000</td>
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<tr>
<td>Marriott Riverwalk</td>
<td>SAM</td>
<td>$178</td>
<td>$178</td>
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<td>&lt; 1</td>
<td>210.224.4555</td>
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Meeting Registration

<table>
<thead>
<tr>
<th></th>
<th>By April 26</th>
<th>After April 26</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (all)</td>
<td>$ 450</td>
<td>$ 550</td>
</tr>
<tr>
<td>Non-member Exhibitor</td>
<td>$ 895</td>
<td>$ 995</td>
</tr>
<tr>
<td>Non-mem. Non-exhibitor</td>
<td>$1195</td>
<td>$1295</td>
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One-day Passes

<table>
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<tr>
<th></th>
<th>By April 26</th>
<th>After April 26</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (all)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>$ 50</td>
<td>$ 75</td>
</tr>
<tr>
<td>Wednesday</td>
<td>$ 225</td>
<td>$ 275</td>
</tr>
<tr>
<td>Thursday</td>
<td>$ 225</td>
<td>$ 275</td>
</tr>
</tbody>
</table>

Non-member Exhibitor

|                  |             |               |
| Tuesday          | $ 100       | $ 125         |
| Wednesday        | $ 450       | $ 500         |
| Thursday         | $ 450       | $ 500         |

Non-member Non-exhibitor

|                  |             |               |
| Tuesday          | $ 150       | $ 175         |
| Wednesday        | $ 600       | $ 650         |
| Thursday         | $ 600       | $ 650         |

Spouse / Guest

|                  |             |               |
| Spouse           | $ 100       | $ 100         |

Total Amount Due

|                  | $           | $             |

Hotel Selection

Hotel reservation requests must be accompanied by paid conference registration to be processed.

Arrival Date ________________________ Departure Date ________________________

If no dates are indicated, we will assign arrival Tuesday, May 25 and departure Friday, May 28.

Enter the three letter code from the hotel list on previous page for your preferred properties. Please fill in a different hotel for each choice and fill in all three choices.

1st Choice 2nd Choice 3rd Choice

Frequent Guest Number

Room Type:  □ One Bed  □ Two Beds
Number of People in Room: ________________________

Special Requests:  □ Disability  □ Other
Room Guarantee:  □ AMEX  □ VISA  □ MasterCard  □ Discover  □ Diners

Name of Member Company
Not sure if your company is a member? Go to www.npра.org

Payment Information

Payments to NPRA are not deductible as charitable contributions for federal income tax purposes. However, they may be deductible under other provisions of the Internal Revenue Code.

Card Types:  □ VISA  □ MasterCard  □ American Express

Credit Card Number ________________________ Exp. Date ________________________

Name of person on card (Please print) ________________________

Signature (Required, authorizing charge & acknowledging cancellation/refund, fee, registration, & spouse policies) ________________________

Register by Fax:
Fax your form with credit card information to 202.835.0467

Register by Mail:
NPRA, 1667 K Street, NW Suite 700 Washington, DC 20006