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New Team at Employee Service Center | BY KIMBERLY O'QUINN

With the company's HR business partners and HR managers focused on more strategic roles, the days of sauntering into your local HR department, pulling up a chair and casually discussing various benefit options has gone the way of the manual typewriter. Today, when employees have a day-to-day HR question, they are encouraged to contact the Employee Service Center.

When employees call the Employee Service Center, they have access to a team of Chevron Phillips Chemical HR specialists ready to answer questions on a variety of topics:

- Compensation
- Timekeeping
- Payroll (deductions, vacation, sick pay, etc.)
- HR policies
- SAP
- Short term disability questions
- Employee data changes (addresses, W-4, emergency contact)
- Vacation accruals
- Direct deposit deductions
- Verification of employment
- Career Navigator
- Health and benefits welfare plans*

A call center is an efficient way to fill requests for information in a large and decentralized environment.

"Instead of having to make an appointment with a person in the HR department, employees can call the Employee Service Center at their convenience," said Lisa Zurita, Employee Service Center manager. "Tapping into relevant data, the Employee Service Center rep can provide personalized information immediately. And if the Employee Service Center does not have the answer on hand, they will respond back within 24 hours," Zurita said.

Ultimately, the Employee Service Center is changing the structure of the company's HR department.

"Just as the ATM brought greater convenience to banking, call centers are bringing greater convenience and flexibility to HR," Zurita said. "We have a new, but very talented Employee Service Center team that puts a high priority on

customer service. We always ask how we are doing and the response has been that the group is performing great and responding to employees' requests accurately and immediately. We are in the midst of redesigning our customer service process in order to continue to improve the employee experience" Zurita said.

Pasadena HR Manager Joe Pyner said the Employee Service Center is a valuable tool because it can be used by all employees, regardless of where they're located.

"I don't hesitate to ask the Employee Service Center for help because the center's employees demonstrate a consistent willingness to help address my needs," Pyner said.

To reach the Employee Service Center, dial 800-446-1422 between 7:00 am and 5:00 pm CT, Monday through Friday. Questions can also be e-mailed to CPC RA HR Service Team@cpchem.com. @

*Health and benefits welfare plan questions are routed to the Benefits Service Center, which can be reached by dialing the same phone number and choosing option 1.

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Borger's GRAD Program Puts New Employees on the Frontline

| BY KIMBERLY O'QUINN

Chevron Phillips Chemical's Borger facility faces an uphill battle in efforts to recruit recent college graduates.

"For starters, hardly anyone knows where Borger, Texas, is," said Doug Digman, Borger plant manager. "Secondly, even if they *have* heard of it, it's still hard to compete with larger cities where there's more for young professionals to do outside of work."

The GRAD Program

But thanks to a lucrative new recruiting tool — the Graduate Rotational and Development (GRAD) Program — Borger may not be a well-kept secret much longer. The GRAD Program was borne out of a desire to provide new college graduate employees with the challenges and change needed to maximize their career potential.

"We expect a lot from GRAD participants, because people learn faster when given responsibility. In my experience, our new college graduates have always risen to the challenge, Digman said. "They are always psyched to get on the front lines quickly, so Borger's GRAD program provides customized training that is specific to our facility's processes and procedures. These are not skills they would have learned at a university level. They bring their

knowledge and we supplement it with practical applications," Digman said.

Experience on the Job

Nick Spencer is a process engineer at Borger who says the opportunity to rotate to different job functions through the GRAD program was his main reason for choosing to come to work at Chevron Phillips Chemical.

"The GRAD program has allowed me to gain experience and diversify my knowledge base at an accelerated rate," Spencer said. "My first position was as a process engineer, where I worked directly with the unit team leader as well as the senior engineer and unit operators. I do not know of anywhere else I could gain that level of experience this early in my career," said Spencer.

The GRAD program provides the tools and training new hires need to rapidly integrate and become more productive employees.

Aiding Recruiting Efforts

"This program is setting a standard in the industry and has rapidly become a recruiting tool for us," said Maricela Caballero, learning, development and strategic staffing manager. "When I recruit for Chevron Phillips Chemical, more and more students are aware of the program and are

asking for details on how the program works."

That is music to Digman's ears.

"The Borger facility has always been a great place to grow a career. It is about time the rest of the world figured it out, too," Digman said. @



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Breaking Down Barriers

| BY KIMBERLY O'QUINN

A diversified workforce is built on three principles: affirmative action, equal opportunity and diversity. And while each is different, they are all interrelated to achieve a fair and inclusive workplace. To understand how each of these principles works together, it is important to examine how each element interacts with the others.

Equal Employment Opportunity

Equal Employment Opportunity (EEO) is based on the premise that people who are given equal access to job opportunities will be able to achieve economic and social standing in civic life.

“Originally EEO laws were initiated so racial/ethnic minorities, women and persons with disabilities would have equal access to the benefits and privileges of employment based on their qualifications, and that race, color, gender, religion, age, ancestry or disability would not be a discriminatory factor used against them in the employment process,” said Karen Monroe, labor and employment counsel. “EEO promotes equal access and non-discrimination in all employment practices.”

Affirmative Action

Affirmative Action (AA) was developed so that extra steps would be taken to correct the present effects of past discrimination. AA is a set of results-oriented procedures designed to increase the representation of minorities and women in all jobs. AA programs are meant to break down

barriers, both visible and invisible, to level the playing field and to make sure everyone is given an equal break.

Diversity

If AA brings in targeted groups and EEO makes them equal, then what does Diversity do? Virginia Hubbard, an HR specialist whose focuses is on AA and EEO, said the concept of diversity encompasses both acceptance and respect.

“Diversity is all the ways we differ, but also the ways we are similar,” Hubbard said. “It means understanding that each individual is unique. At its most basic, diversity is when *they* become *we*.”

Diversity can encompass race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs or other ideologies. It allows the exploration of these differences in a safe, positive and nurturing environment with the understanding that everyone’s differences allow problems to be examined from unique

perspectives. This increases the probability that someone, somewhere, will create a solution for a difficult issue or solve a problem not yet discovered - based on that person’s unique perspective.

However, none of these principles can stand alone. Each works in synergy to reinforce the end goal: achieving a strong and viable workforce.

“At Chevron Phillips Chemical, we are committed to a workplace of inclusion, diversity and mutual respect, said Greg Garland, president and CEO. This commitment means we embrace diversity in all of its forms because it is not just the right thing to do; it is what we want to do. Teams perform better when everyone is respected and able to bring their unique characteristics, backgrounds and ideas to the challenges and opportunities we face as a company. Simply put, valuing diversity makes good business sense,” Garland said. @



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Taking Time Off to Care

| BY KIMBERLY O'QUINN

You are working along happily at your job when the phone rings — it is the adoption agency with the news that you and your spouse are finally about to become parents. Or maybe the news is not quite so joyous. It could be that your widowed father is on the line explaining that he needs open heart surgery — now. Or maybe you are not at work at all. You could be at the hospital with your premature baby when you realize what you thought would be enough maternity leave, clearly will not be. What happens next?



Perhaps your stress level skyrockets as you try to figure out how to juggle work on top of these added responsibilities. But there's no reason for that added stress, because Chevron Phillips Chemical has you covered. With Chevron Phillips Chemical's family leave policy you can take up to 12 weeks of unpaid leave to spend time with a newborn, a newly adopted child or placed foster child, or to care for a family member with a serious health condition.

Caring for a newborn or an ill family member can be overwhelming. There is a lot to figure out, and because in situations like this, sleep is often measured in minutes, not hours, you are not going to be operating at full capacity.

Family Leave Policy

"We want our employees to be efficient and productive — and it is impossible to be either when you are burning the candle at both ends," said Don Kremer, vice president of human resources. "The more we looked at it, the more we realized that, to attract and retain the best people possible, we needed to be able to provide our employees with various flexible work solutions. Our Family Leave Policy is just one of the ways we provide employees the opportunity to take time away from work when they need it," Kremer said.

Benefits Manager Jerry Zimmerman said employees taking time off for family leave who continue to pay their

portion of premiums, will continue to receive company contributions for their basic life and basic accidental death insurance plans, as well as for medical and dental benefit plans.

"Additionally, credited and continuous service will accrue, provided the employee returns to active service at the end of a family leave," Zimmerman said.

Covering Responsibilities

Human Resources Manager Norm Berkley said employees who need to take Family Leave should first fill out the Family Medical Leave Form and allow for sufficient notice to their supervisor before the start of the leave, so that responsibilities can be reassigned.

"Then you can take your leave and focus on your family, knowing that your work responsibilities will be handled," Berkley said. @

There are eligibility requirements that need to be met prior to requesting family leave. For detailed information on the company's family leave policy, visit the HR section of nSight and click on the HR Guidelines link. Contact your local HR Business Partner for questions.

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Friendly Faces in New Places: The New Hire Network

| BY KIMBERLY O'QUINN

When Joy McAlister was recruited by Chevron Phillips Chemical, she found the prospect of working for the company exciting, yet terrifying at the same time.

"I'm from Washington, Oklahoma, population 500-something," McAlister said. "The Houston area was huge to me. As I walked through the impressive glass entry doors and sat in my new office I realized I was really on my own. That's when I thought, 'what the heck have I gotten myself into?'"

New hire Nervousness

To help reduce new hire uncertainty, newly-launched New Hire Networks at Headquarters and Sweeny are picking up where orientation leaves off.

"The goal of the New Hire Network is to cultivate lasting work relationships with other like-minded employees through orientation, community service and social interaction," said Mark Blake, operational excellence advisor and New Hire Network Sponsor.

Peer Guides

New Hire Network members include experienced employees new to the Company, transfer employees who

have been at HQ less than two years, employees who graduated from college less than five years ago and summer intern or co-op students. Sometime during a new employee's first week, a member of the New Hire Network (called a Peer Guide) welcomes them.

"Peer Guides provide the new employee with quick reference materials on commonly used information — how to contact IT, industry acronyms, building or facility layouts, things to do after work — and spend one-on-one time answering questions," said Mallory Nelson, logistics account coordinator.

Information Sessions

Blake said the New Hire Network meets quarterly for information sessions covering new hire topics of interest.

"For example, in Sweeny, a representative from the credit union might come to address the group about personal finance issues," said Blake.

Wellness Coordinator April South said the New Hire Network members do more than simply act as tour guides.

"In addition to the quarterly meetings, New Hire Network works together on community service activities such as the YMCA Dragon Boat Races, judging county science fairs, building bikes for disadvantaged children, and volunteering on beach cleaning days," South said. "We

also participate in various social and sports-related activities, such as inter-facility softball tournaments and happy hours," South said.

The New Hire Network provides a balance between work-specific orientation and the more personal side of the process that addresses corporate culture and how the new employee fits into it. @



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