



INTERNAL
CORRESPONDENCE

RECEIVED
AUG 16 1982
R. L. FOSTER

UNION CARBIDE CORPORATION P. O. BOX 8004, SOUTH CHARLESTON, WV 26033
SILICONES AND URETHANE INTERMEDIATES
SOUTH CHARLESTON PLANT

To (Name)	Shift Superintendents	Date	August 11, 1982
Division		Originating Dept.	S&UI - Distribution Services
Location		Area	Bldg. 82-5
Area		Subject	Complaint Procedure from <u>the North Charleston Community</u>
Copy to	See Attached		

Gentlemen:

Attached is the final draft of the subject which we discussed in your meeting of 8/10/82. Mike and I look forward to working with you and and if you have any questions, please call either of us.

Very truly yours,

R. O. Cavender

ROC/ba
Attachment

UCC 099160

LINE OF COMMUNICATION

1. Encourage North Charleston residents to call the UCC operator at 747-7000 and ask for the shift superintendent to discuss complaints.
2. UCC operator either:
 - a. Notifies shift superintendent within five minutes or
 - b. notifies the caller there is a plant emergency and the shift superintendent will return the call when the emergency is over.
3. The shift superintendent will investigate the complaint and perform the normal duties in trying to correct the problem.
4. The shift superintendent then calls either:
 - a. Bob Cavender extension 2108 or 768-6120.
 - b. Mike Lipscomb extension 3277 or 776-6396.If no answer at either number, leave until following workday.
5. Bob and/or Mike will discuss the problem with the shift superintendent.
6. Bob and/or Mike will work with the North Charleston Bulk Terminal foreman, if appropriate, and visit the area to talk with the complainant, if possible.
7. The North Charleston board operator will notify the shift superintendent by telephone prior to loading/unloading acrylates.

DISTRIBUTION LIST

TO: Shift Superintendents

E. R. Burke
C. L. Hendricks
R. L. Janney
A. E. Thompson
J. E. Workman

CC: Steering Committee

R. N. Bates
R. L. Foster
R. W. Holland, M.D.
G. M. Lipscomb
B. D. Tissue
J. L. Worstell

J. H. Austin
W. E. Ballard
C. E. Fry
C. W. Heidenreich
R. E. Jarrett
R. G. Link
J. R. Soice
H. L. Wise

UCC 099162