W M
MANAGEMENT
K M
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JULY 19, 1968

FOR WGK MANAGEMENT PERSONNEL

...FOR THEIR INFORMATION
...TO PASS ON TO HOURLY PERSONNEL
...TO ASK QUESTIONS ABOUT

No More Receptionist at WGK

What do I do if I want--

- TYPEWRITER AND CALCULATOR REPAIRS
  ↳ CALL HAROLD ANDREWS - STA. 407
- TELEPHONE MOVES, INSTALLATION, PROBLEMS, ETC.
  ↳ CALL HAROLD ANDREWS - STA. 407
- OFFICE FURNITURE FOR BUILDING BK
  ↳ CALL HAROLD ANDREWS - STA. 407
- TO SCHEDULE THE NORTH CONFERENCE ROOM
  ↳ CALL DONNA KEISTLER - STA. 2126
- TAXI CAB SERVICE
  ↳ TAXI SERVICE WILL BE ARRANGED BY THE SECRETARY OF THE GROUP NEEDING THE SERVICE.

  "CAB SERVICE CHARGE TICKET" CARDS WILL BE AVAILABLE IN THE STATIONERY AND PRINTING SECTION.
- TO MAKE SURE VISITORS DON'T GET LOST
  ↳ SEE PAGE 4 OF THIS ISSUE.

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PROBLEM:

AIR EMISSION COMPLAINTS FROM PEOPLE OUTSIDE OF THE PLANT ARE NOT BEING HANDLED CORRECTLY.

So how do you handle external complaints?

PLANT PROCEDURE S2 SAYS THAT ALL EXTERNAL COMPLAINTS OF AIR POLLUTION ARE TO BE DIRECTED TO THE SAFETY DEPARTMENT DURING NORMAL WORKING HOURS. AT OTHER TIMES, THE COMPLAINTS WILL BE DIRECTED TO THE NIGHT SUPERINTENDENTS. (SEE FLOW SHEET ON OPPOSITE PAGE.)

LISTED BELOW ARE THE TYPES OF CALLS THAT MIGHT COME INTO THE PLANT AND WHAT SHOULD HAPPEN TO THEM:

- A PERSON CALLS AND COMPLAINS OF AIR POLLUTION...

  The operator will switch the call to the Safety Department.

- IF THERE IS NO ANSWER AT THE SAFETY DEPARTMENT...

  The operator will switch the call to the Pollution Control Group.

- A PERSON CALLS AND ASKS FOR STATION "A-I-R."

  The operator explains that A-I-R is only a recording device, and switches the call to the Safety Department, unless the caller merely wishes to record a complaint.

- A PERSON CALLS AND ASKS FOR POLLUTION CONTROL GROUP...

  The operator places his call - and the pollution control group later notifies the Safety Department.

- A PERSON ASKS FOR A SPECIFIC STATION NUMBER...

  The person answering the station number should transfer the call to the Safety Department once the nature of the call is known.

- A PERSON ASKS FOR A PARTICULAR DEPARTMENT OR INDIVIDUAL...

  Again, this call should be transferred to the Safety Department once the nature of the call is known.

Air Pollution
External Complaints Flow Diagram

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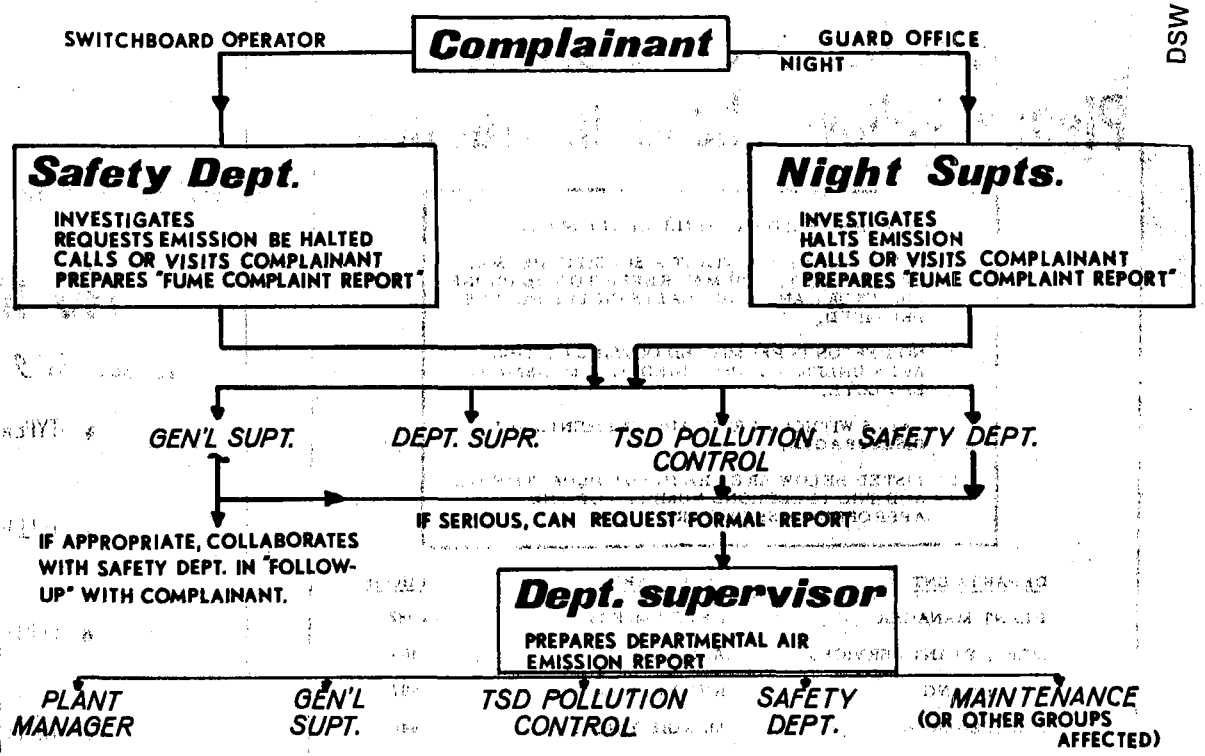

- CALLS FROM THE PRESS.

  If possible, transfer the call to the Communications Supervisor. If not possible, the person receiving the call should acknowledge it - get the person's name and phone number. Tell him you will look into it and call him back. Then notify the plant Communications Supervisor, who will work with Monsanto Public Relations to answer the call.

AND, ONE FINAL POINT...

If someone contacts you with an air pollution complaint, remember that to the caller you are the Krummrich Plant or Monsanto Company. Handle all complaints courteously.

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Reproduced here is a copy of the sign that will be placed temporarily on the desk in the reception area. It is the responsibility of the appropriate secretary to make sure that visitors or salesmen are directed to the proper people in their group.

NOTICE TO VISITORS
Please Follow These Instructions

1. SIGN THE REGISTER---FILL IN ALL SECTIONS.
2. IF YOU WISH TO CONTACT A SPECIFIC PERSON IN THE PLANT, YOU MAY REFER TO THE PHONE DIRECTORY AND MAKE CALLS ON THE PHONES PROVIDED.
3. NO PERSON IS PERMITTED OUTSIDE OF THIS AREA UNLESS ACCOMPANIED BY A MONSANTO EMPLOYE.
4. CALLS WITHOUT PRIOR APPOINTMENTS ARE DISCOURAGED.
5. LISTED BELOW ARE THE PLANT DEPARTMENTS AND THE TELEPHONE NUMBERS OF THE APPROPRIATE SECRETARY:

DEPARTMENT	SECRETARY	PHONE
PLANT MANAGER	HELEN McKAY	2082
MGR., PLANT SERVICES	ALICE PARLE	309
PURCHASING	RUTH ANN LEVAN	587
MAINTENANCE	MARGIE YINGST	440
ACCOUNTING	JANET GOEWERT	606
PERSONNEL	GLORIA MONDY	580
DISTRIBUTION & SERVICES	MARY DILL	358
MANUFACTURING GROUP I	GERRY WAPPEL	2064
MANUFACTURING GROUP II	MARY DEMETRULIAS	352
MANUFACTURING GROUP III	MARGIE HOFFMAN	388
MANUFACTURING GROUP IV	BETTY PIXLEY	387
MANUFACTURING GROUP V	GLENNA STREIF	402
TECHNICAL SERVICES	NORA ZYSK	585
SAFETY DEPARTMENT	JOYCE EVERSMAN	2092

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