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P. E. KRAMME
Incorporated

Monroeville, N. J.

August 20, 1937

Mr. J. H. Schaefer, Manager,
Ethyl Gasoline Corporation,
Wilmington, Delaware.

Dear Mr. Schaefer:

I acknowledge receipt of your letter of August 18, which has reference to the unloading of tank truck, T-6, at the Emlenton plant of the Quaker State Oil Co., on August 10th.

I have called Mr. Chenoweth and Mr. Sahms into my office for a thorough discussion of the events which transpired on this delivery and at the plant in question. Mr. Chenoweth tells me that he did make the pipe connection in the dome of our tank and opened the valves at that location, all under the supervision and consent of one of the Refinery's employees, who was charged with the unloading of the tank.

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The boys arrived at the plant at 9:30 A.M. on August 10th and consumed some twenty minutes in placing the unit properly under the pipe lines. Our men being more nimble than the employee, who weighed 260 pounds or more, made the connections in the presence of the employee, who appreciated the cooperation. They were then told to open the valves, which they did and after which they immediately left the unit in the hands of the plant personnel. This is definitely all our men did do. A short time later, it was ascertained that the fluid was going into the proper receiving tank and our men relaxed near the truck. After several minutes elapsed, one of the plant's superintendents, according to the story, came to the unit and exchanged sharp words with our men who claimed they made the connections and opened the valves on the say-so of the employee, and did no more. The superintendent in talking to his employee, thought there was water in their circulating gasoline line and suggested that they turn over to another tank. This did not concern our men and they did not become involved in the controversy. The tank was finally unloaded and the weights checked, which revealed a shortage of twenty-six pounds, as good or better than average. In the earlier discussion, and while our men were being reprimanded by the plant superintendent for making the connections, words were exchanged and our Chenoweth stated that he was assisting only in a cooperative way and he felt there was no harm in making the dome connections. The superintendent allegedly remarked that our men must be in a terrible hurry and in reply, our men stated that they have strenuous runs and the equipment being busy, wished to return as soon as possible, and occasionally if they did not offer advice to the plant personnel, they would be in their yard all day. It is true that our boy's advice is often solicited in unloading these tanks at numerous plants where the regular men being absent, or the man on duty may not be familiar with the unloading procedure. Their advice oftentimes prevent hours of delay and it is generally appreciated.

I have repeatedly instructed our drivers to avoid any activity in connection with the unloading of compound at any bulk plant, or where tank deliveries are involved. They should be thoroughly familiar with the consequences which may result from their assistance, or even their advice on these deliveries.

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I have warned them that they expose themselves to entanglements and likewise involve myself and your company in reverberations which can result from being "too cooperative". I fully realize the hazards involved in mistakes on delivery or reception of these fluids, and have endeavored to pass on expressions from time to time, to indelibly place on the minds of the men these hazards and the catastrophes which can result.

As you know, Chenoweth and Sahms are pioneers in these tank movements and are two trusted employees. They have witnessed unloading of hundreds of these tanks and have oftentimes observed faulty connections, and have asked to be permitted to make suggestions which were found to be correct, and for which they were thanked, but at no time did they go beyond the dome of the tank truck.

Our men left Monroeville at 5 A.M. on the 9th, and arrived at Brookville, Pa. at 9:30 P.M. the same date. They arrived at Emlenton on the 10th at 9:30 A.M. and stopped duty that evening at 9:30 at Harrisburg, Pa. They cleared Harrisburg at 6:30 A.M. on the 11th and arrived at Monroeville at 2 P.M. the same date. We must confess that under the terrific heat and strenuous duties involved in these deliveries, our men can lose their patience and can make remarks that could be taken as offences, but not at heart. When they allegedly made the remark that "they didn't want to be here all day", it was immediately capitalized and resulted in the slight friction with the plant superintendent.

I exceedingly regret this situation and have been at a loss to know what action to take in penalizing these two employees. We know they meant well, but have been warned not to engage with the unloading of tank trucks. I am satisfied that no loss of compound resulted in this affair, and I am also satisfied that if anything went wrong, it was strictly on the plant's side of the operation. Any water in their gasoline line was there before we arrived and if the plant personnel did not know there was water in their line, that is not our hardship.

I can see now that our men should not have touched a thing, but when an employee asks for some assistance, it does seem hard to refuse them, and if their request is rejected, that also seems to create hard feelings.

As a result of this situation, I have again instructed each and every driver to place their unit at the pipe lines and refrain from touching a single thing and if delays result, they will have to adjust their running time accordingly, even tho it should result in an additional day in returning.

I will welcome your further comments on this matter, and will take such action as you may deem expedient in the light of the comments made, and again I wish to express my regrets in this situation.

Very truly yours,

P. E. KRAMME, INC.

(Signed) P. E. Kramme
President