

# The *Flow Informer*

*your resource to eliminate turbulence*

VOL. 3, ISSUE 2

SEPTEMBER 2008

## ***It Takes Planes, Trains and Automobiles***



Above is a bird's-eye view of the Jutlandia transloading base in Denmark. CSPI has been shipping flow improver products through Jutlandia for more than 20 years.

ConocoPhillips Specialty Product Inc.'s (CSPI's) Global Supply team works day in and day out to get flow improver product to every corner of the world. Currently, CSPI's Global Supply team transports flow improver products to more than 35 countries around the globe. It takes a team of 12 people in both our Houston and Brussels offices to ensure your product is delivered when you need it.

The global supply chain begins with the management of raw materials. Purchasing and qualifying raw materials for manufacture is an undertaking handled by a team of CSPI professionals dedicated to ensuring that superior quality product is consistently maintained.

"It is my goal to make certain that CSPI's contracts with raw material providers allow for the best quality at

the best price," said James Diarte, contracts specialist. "The right selection of raw materials affects not only the performance of the product in our customer's application, but also our bottom line."

Management of CSPI's raw materials is an ongoing operation. "Each day, our quality team tests and retests our flow improver products for optimum quality. As raw material contracts come up for renewal, or as pricing or supply changes, I am always looking for high-quality alternatives," Diarte said.

When an order is placed, it is the responsibility of the team to ensure sufficient product volumes are being manufactured at the Bryan, Texas,

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# You Heard it Through the Pipeline

## Meet Anita Hendricks!



Anita Hendricks is a graduate of Arizona State University and holds a Bachelor of Science degree in purchasing materials management. Anita has been with ConocoPhillips for nearly 20 years. She has been with CSPI for three years, serving as director of global supply and procurement.

Since I began my role as director of global supply and procurement three years ago, a lot has changed. Stringent global regulations, rising raw material costs and product demand are just three of the ever-changing scenarios I manage on a daily basis. Arranging the shipment and delivery of millions of gallons of flow improver each year to more than 35 countries around the world is a daunting task. Luckily, I have a team of professionals across the globe that plan, execute, scrutinize and track daily product deliveries and customer needs.

In the U.S., there are professionals dedicated to every aspect of the global supply chain. This includes customer liaisons, transportation scheduling, export compliance, procurement and inventory control. Each individual has responsibility for a portion of the global supply chain. Together, as a

team, the group works to ensure that the task of delivering product from the manufacturing facility to your injection site is a seamless process.

In our Eastern Hemisphere office in Brussels, Belgium, there are three professionals responsible for managing our transloading bases, as well as maintaining customer relationships. CSPI has transloading bases in every major region around the world to expedite the product delivery process. Our bases in Norway, Denmark, Spain, Turkey, Azerbaijan, Singapore and other countries receive and ship product to our customers worldwide. The entire team works closely with the manufacturing facility in Bryan, Texas on product inventory and scheduling.

As a team, we have been focusing on finding opportunities to increase efficiency. With the rising global demand for flow improvers, we are looking for ways to make each delivery more efficient and each order of product more timely. Our managed inventories, monitoring of tank levels and scheduled deliveries have an exceptional on-time record, but we are looking for ways to improve even more.

Recently, our team completed a series of site assessments of the North

American skid locations, ensuring specific safety and environmental requirements were met. The assessments included specifications for driving surfaces and unloading procedures for an efficient delivery process. In addition to being an overall safer operation, the locations now have a diminished risk for potential environmental exposure.

Some of our current projects include examining transportation optimization opportunities with global freight organization and keeping abreast of global export compliance regulatory standards. We also have been busy with the global supply of our newest product, ExtremePower™ Flow Improver, as well as looking at ways to optimize our transloading base locations geographically.

As the days go on, we are seeing more and more progress in our operations, along with new challenges and opportunities to better serve you. If you have any questions or concerns about your supply of LiquidPower™ or ExtremePower™ Flow Improvers to your application site, please feel free to contact me via e-mail at [Anita.K.Hendricks@ConocoPhillips.com](mailto:Anita.K.Hendricks@ConocoPhillips.com).

We hope you enjoy this issue of *The Flow Informer*. If you would like to be added to or removed from our distribution list, please contact Monica Silva at [Monica.Silva@ConocoPhillips.com](mailto:Monica.Silva@ConocoPhillips.com). Feel free also to contact Monica with story ideas, feedback or comments. All issues of *The Flow Informer* are available on our Web site, [www.LiquidPower.com](http://www.LiquidPower.com).

## PowerQuestions

**Q** Some DRA suppliers are focused on offering the lowest-cost DRAs available and suggest that their customers secure their own injection equipment and other services independently. Can this approach save money?

**A** The exclusive focus on product cost only has led some operators to adopt a “do-it-yourself” approach to flow improvement. In practice, operators pursuing this method experience cost escalation and unplanned expenses that diminish or eliminate the savings they initially sought.

CSPI is focused on providing the best overall value to our customers by offering the full spectrum of flow improvement, including product, equipment and service. We strongly advocate having a single provider of DRA and associated services and equipment. We have found that downtime is caused by a number of issues, such as equipment malfunction, product problems and supply chain disruptions, to name a few. By sourcing all these elements from one provider, there is no finger-pointing or dodging of responsibility as to why the applications failed. Problems are addressed quickly and resolved competently.

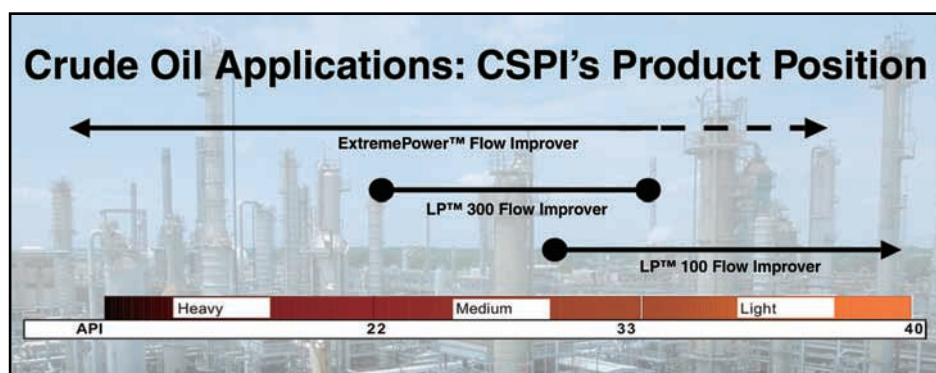
The do-it-yourself approach forces operators to, in a sense, run their own DRA business. The costs associated with this undertaking are hidden from procurement and transferred to unplanned operations expenses. Customers also find themselves operating less reliably, compromising the revenue generation DRA is called upon to deliver.

At CSPI, we do the work for you and charge one inclusive price upfront, for a committed contract term with no surprises, giving our customers the value they expect.

Keep your questions coming! We'll answer another tough question in the next issue of *The Flow Informer*. To submit a question, send an e-mail to [LiquidPower@ConocoPhillips.com](mailto:LiquidPower@ConocoPhillips.com). Put *PowerQuestions* in the subject line.

## CSPI Clarifies Flow Improver Product Line for Heavy and Medium Crude Oil

Recently, CSPI launched ExtremePower™ Flow Improvers, our solution for heavy crude oil flow improvement. Field success has proven the outstanding capability of ExtremePower™ Flow Improvers in crude oils with an API gravity of 25 or less. Since then, CSPI has reassessed our crude oil product portfolio and found that while ExtremePower™ Flow Improvers is best suited for heavy crude oil applications, LP™ 300 Flow Improver is best suited for medium crude oil applications and LP™ 100 Flow Improver for lighter crude oil



applications. Consequently, the need for LP™ 400 Flow Improver has diminished and this product will be discontinued.

CSPI regularly evaluates our product portfolio to ensure we offer our cus-

tomers the products with the highest performance available. If you have any questions about this change, please contact a member of your customer focus team.

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manufacturing facility.

“With nine products in our product line, our manufacturing process is completely streamlined to ensure our lower volume products are manufactured with the same urgency as our higher volume products,” said Sharon Feenstra, scheduling and shipping and receiving resource.

Once the flow improver product is made, the storage and delivery process begins. North American deliveries are trucked directly from the manufacturing facility to each individual site by Sentinel Transportation, a ConocoPhillips subsidiary. This undertaking requires several tanker and flatbed trucks to travel an average of 150,000 miles (241,402 km) a month, to approximately 300 North American injection skid locations. Product deliveries are managed to be an efficient process. Often, compartment trucks are utilized to be able to deliver both LP™ and RP™ products simultaneously.

“We know that timing is of the essence. Our customers expect their product to be there when they need it,” said Transportation Analyst Stephanie Zwick. “When a product is not delivered at precisely the right time, it could affect our customer’s complete operation and pipeline throughput.”

Eastern Hemisphere and South American shipments of LiquidPower™ and ExtremePower™ Flow Improver products are exported in tote tanks or ISO containers that



An ExtremePower™ Flow Improver injection system sits in the lush landscape of Colombia.

are shipped via the Port of Houston to transloading bases around the world. In all, CSPI manages more than 700 containers for flow improver shipping, supplying more than 100 Eastern Hemisphere injection skid locations.

“Our products ultimately end up in six continents around the globe,” said Nyota Vuemba, Eastern Hemisphere Customer Service Representative. “CSPI’s flow improvers travel thousands of miles to very remote locations.”

After almost 30 years of flow improver manufacture and supply, some deliveries have been quite challenging. Some product deliveries have to be air freighted or flown in via helicopter into the injection location, because the landscape would not allow for traditional shipping.

“Over the years, we’ve run into some interesting obstacles,” said Rob Lujan, export coordinator. “But we’ve always been able to get the product where it needs to be – even if we have to get creative.”

CSPI’s extensive distribution system takes a team effort to ensure our global operations are supplied with flow improver product and equipment for every application. For inquiries on your specific application and supply, please contact Anita Hendricks, CSPI’s director of Global Supply and Procurement, at [Anita.K.Hendricks@ConocoPhillips.com](mailto:Anita.K.Hendricks@ConocoPhillips.com).

# A Passport to the World



In rural Nigeria, a CSPI injection skid and tote tank of flow improver sit above the swamps. Workers kayak down Nembe Creek during “rush hour” in the remote region.



A tank of LiquidPower™ Flow Improver sits at an injection site in the bitter cold of Nizhnevartovsk, West Siberia, Russia.

Tanks of LiquidPower™ Flow Improvers sit at the Jutlandia transloading base on the North Sea.



PASSPORT

**Look for CSPI at this upcoming industry event ...**

**International Pipeline Conference & Exhibition**

Sept. 29 – Oct. 2, 2008  
Calgary, Alberta, Canada

Ray Johnston, Principal Engineer, will present at the conference.



For more information on these events, visit our Web site ([www.LiquidPower.com](http://www.LiquidPower.com)) for a direct link to the conference Web sites.

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