

Norco NEWSLINE



Shell and Wetland Watchers Share Dedication to the Environment

The rising waters of the Mississippi River and the opening of the spillway made the Wetland Watchers Park on the shores of Lake Pontchartrain in Norco inaccessible. But that didn't put a damper on this year's United Way Wetland Watchers Celebration. More than 800 St. Charles Parish fourth graders attended the event in the parking lot of the Dufresne Community Center in Luling. Shell Norco was a major sponsor of the event.

Welcome to the Wetlands. Shell Norco volunteers pose with the Wetland Watchers mascot as they prepare to serve lunch to fourth graders.



Make your own volcano. Area students learn about chemical reactions while watching a Norco volunteer trigger a "lava" explosion.

Now in its 22nd year, Wetland Watchers is a nationally recognized school-based service-learning project for middle schoolers who participate in a variety of service activities to improve their local habitat and community. The Wetland Watchers Celebration features corporate, non-profit, state, local and national organizations who provide interactive displays and activities designed to teach the students about the environment and how to become stewards of Louisiana's wetlands.

Harry Hurst Middle School eighth grade science teacher and Wetland Watchers Project co-founder **Barry Guillot** believes that students benefit from seeing how members of their own community are involved.



"We have such wonderful partners with all kinds of interactive exhibits," he says. "I want the kids to see what these partners do on a daily basis and why these wetlands are valued, whether it's for the animals, for the resources or for the seafood. I want them to see that when we do Wetland Watchers, it's not just something we're making up, these are things that happen in real life and these are the people that work these jobs and tend to the things we care about on a day to day basis."

"It's all about teaching the kids why it's important to take care of our environment. Our stance on that is keeping it clean and doing our part to educate the students to do the same."

ANGELE CHAUVIN
Shell Norco Senior Administrative Associate

Barry Guillot with Wetland Watchers mascot.



Jolene Page engages students with an easy-to-do-at-home experiment to demonstrate that science can be fun.



Kids look a little skeptical as they try to figure out what will happen as a Norco volunteer **David Faulkner** gets ready to uncover a beaker.

Norco employees enjoy volunteering at the event. “We come out to support Mr. Barry, not only with science experiments, but we also support him with set up and getting all the kids here,” Senior Administrative Associate **Angele Chauvin**, who coordinated the event for Norco, says, “it’s all about teaching the kids why it’s important to take care of our environment. Our stance on that is keeping it clean and doing our part to educate the students to do the same.”



Can you guess what this is? Norco Learning Advisor **Kim Duet** engages youngsters with a product sample display.

Emergency Response Technician **Albert Volion** and Instrumentation Planner **David Faulkner** spent the day demonstrating the effects of oil spills on the ocean and how Shell

cleans it up. “I volunteer at this event for the kids,” Faulkner says. “You can see the crowd that we have and I’m just happy to be a part of it.”

Pressure Equipment Engineer **Jolene Page** enjoys educating the students about the world around them. “The more information they learn about it, the better they can prepare for what is going to happen. Today we’re showing them the weather, specifically tornadoes and hurricanes. They learn about air pressure and the water and the temperature and how all that works together.”



Norco Administrative Associate **Jane Weinert** entertains fourth graders with an example of modern technology – robotics – used in the oil and gas industry.

After a day of learning, listening to music, including a performance by **Amanda Shaw**, St. Rose Elementary fourth grader **Abigail** summed up her experience. “I learned that it’s important to protect the environment. This event is really cool, especially because we can see what is really happening by talking to everyone who works to make the environment better.”

Norco volunteers included **Louise Aucoin, Butch Carrone, Angele Chauvin, Rebecca Cooper, Destiny Duvic, Kim Duet, Marty Duhon, Jared Deslatte, David Faulkner, Eddie Hernandez, Linda Hymel, Brandon Levet, Michael Lanier, Jolene Page, Rochelle Touchard, Albert Volion, Joe Waits, Jane Weinert, and Andrew Williams.**

The Wetland Watchers were recently featured on billboards, radio spots and in a video as part of Shell’s Creative Energy campaign: www.shell.us/louisiana.

Long-time Wetland Watchers volunteer and Norco employee **Marty Duhon** uses a mini-distillation unit to explain the refining process to fourth-grade students.



Someone You Know Lives and Works in Norco

ALLISON MCDONALD REMEMBERS THE NOON WHISTLE

Want to know why Allison McDonald returned to Norco after a few years away from her hometown? The answer is not that surprising. She wanted the best for her family and great education for her daughter.



Todd and Allison McDonald

“I grew up in Norco and have lived here most of my life,” she explains. “I briefly moved out when I married Todd, but came back to be close to work and family, and to have our daughter attend St. Charles Parish Public Schools.” That daughter, Amber, is now married and living in Luling. Allison and Todd will celebrate their 30th wedding anniversary this summer.

A Sacred Heart of Jesus Elementary School student who attended St. Charles Catholic High for two years and graduated from Destrehan High School, McDonald has strong ties to the community and to Shell. The Scheduling & Payroll Subject Matter Expert, with 30-years of Shell service, is the daughter of Norco retiree **Norman “Cut” Hymel**, a 30 year+ employee. “As a child, I can remember when the noon whistle at Shell would blow every day” McDonald says. “My sister Cindy and I would wait outside for my Dad to turn the corner on his Shell scooter – he was coming home for lunch.”

Like most Norco residents, McDonald enjoys the town’s small community atmosphere where everyone looks out for each other. The central location between New Orleans and Baton Rouge is also a plus. “If there is one thing I would like to see in Norco however, is a good day care facility that residents as well as employees of the local plants could utilize,” she adds.

When it comes to working at Shell Norco, McDonald says, “I think we have the best employees and we work for a great company. The safety culture at Norco also reassures me that the community’s safety, as well as our employees’ safety, is a top priority.”

An active volunteer with the First Baptist Church of Norco, McDonald has also dedicated time to the Shell sponsored Partner in Education events and United Way activities. “We have been blessed so much by living in this area that it is important to give back to the community,” she explains.

When the McDonalds are not working or taking care of their four-legged babies – Ella, a Boxer and Bella, a Yorkie – you may find them relaxing in their Mississippi hunting camp, spending a weekend in Grand Isle or escaping to Walt Disney World in Orlando, one of their favorite places to visit. But when it comes to a favorite activity, McDonald doesn’t hesitate a second. “Spending time with my family is my favorite pastime,” she emphasizes.



Ella and Bella McDonald

Fun Fact: McDonald bakes and makes decorative cookies.

Norco Wins Safety Achievement Award

Shell Norco was honored with a prestigious Safety Achievement Award by the American Fuel & Petrochemical Manufacturers (AFPM) at the organization's recent National Occupational and Process Safety Conference and 2019 Safety Awards Event in Dallas, Texas.

AFPM is a trade association representing high-tech American manufacturers of virtually the entire U.S. supply of gasoline, diesel, jet fuel, other fuels and home heating oil, as well as the petrochemicals used as building blocks for thousands of daily life products.

The AFPM Safety Awards Program is part of a comprehensive safety program developed by AFPM's Safety & Health Committee to promote accident prevention in the petroleum refining and petrochemical manufacturing industries as well as the contractors supporting them.

According to Strategic Safety Advisor **Travis J. Chiasson**, who accepted the award on behalf of the site, AFPM recognizes the safest companies in the industry. "It was a pleasure and honor to represent our site and company at this event which acknowledges our continued progress in the Goal Zero journey," he said.

TO WIN THE AWARD A SITE MUST MEET SEVERAL STRINGENT REQUIREMENTS, such as having an employee total recordable incident rate (TRIR) of 0.35% or less and experiencing no employee workplace related fatalities and no non-employee (contractor, visitor, etc.) workplace related fatalities.



Norco Strategic Safety Advisor **Travis Chiasson**, center, accepts a Shell Norco AFPM Safety Achievement Award from representatives of the organization at a recent National Occupational and Process Safety Conference.



Norco Honored with Manufacturing Excellence Awards

Norco General Manager, **Brett Woltjen**, left, recently accepted Manufacturing Excellence Personal Safety and Margin Awards from Shell Manufacturing Executive Vice President **Robin Mooldijk**, right. The awards are one of the highest forms of recognition in the company. Norco was honored for its safety performance including the implementation of a behavior-based safety observation program as well as its financial performance.

Shell Celebrates Industry at Oil and Natural Gas Day

Shell Louisiana, the Destrehan High School Robotics Team and a championship NASCAR racing car made a spotlight statement at the Grow Louisiana Coalition's Oil and Natural Gas Industry Day on May 1 outside the State Capitol.

The annual event celebrates the growth and economic opportunities the oil and gas industry bring to Louisiana. In addition to showcasing the petrochemical field, Industry Day is an opportunity for businesses to speak with fellow industry professionals as well as elected officials and candidates about industrial issues.

Shell representatives showcased different lines of company business through interactive activities that included illustrating how refinery operations work using a distillation model, highlighting pipeline safety, and taking participants on a Gulf of Mexico tour via virtual reality goggles.

Destrehan High School's Robotics Team joined Shell at the event to demonstrate their accomplishments as well as the company's commitment to STEM (Science, Technology, Engineering and Mathematics).



Shell's Gulf Coast presence was well represented at Grow Louisiana's Oil and Natural Gas Industry Day. Employees from all Louisiana-based company sites were available to meet and greet legislators and business leaders.

Destrehan Robotics Team members showcased their skills and scientific knowledge at Louisiana's Oil and Natural Gas Day. The team is shown with NASCAR champion Joeey Logano's racing car, which was on display for inspection and photo-opportunities during Oil and Natural Gas Day outside the State Capitol.



HURRICANE SEASON AHEAD

You've made your lists, checked them twice and are ready to take action if a hurricane heads your way this season, right? If not, visit the St. Charles Parish Department of Homeland Security and Emergency Preparedness at www.stcharlesgov.net/departments/emergency-preparedness for information, guidelines and safety tips. Be sure to stay connected during storms and other emergencies.

INTERNET

- WEBSITE: www.stcharlesparish-la.gov/hurricane
- FACEBOOK: www.facebook.com/stcharlesgov
- YOUTUBE CHANNEL: www.youtube.com/stcharlesgov
- TWITTER: www.twitter.com/stcharlesgov
- LOUISIANA STATE EMERGENCY BLOG: emergency.louisiana.gov

TELEVISION

- St. Charles Parish TV is available to Cox subscribers as Channel 6, U-Verse as Channel 99, or view online at www.scp-tv.com.

RADIO

- 1370 AM transmits emergency information during and after hurricanes.

PHONE

- Emergency Information Line: 1-888-SCP-9EOC
- Emergency Operations Center: (985) 783-5050
- Parish President and Council Main Line: (985) 783-5000

NEWS & EMERGENCY MESSAGING

- Visit scpemergencyalerts.com or click on www.stcharlesparish-la.gov to sign up for the Emergency Alert System (texts and phone calls).
- The E-newsletter at www.stcharlesparish-la.gov/news includes emergency news, community news and road closure information.
- Receive parish Tweets via text message by texting "follow stcharlesgov" to 40404.
- Get Facebook updates by visiting www.facebook.com/stcharlesgov and hovering over the "Like" button on the parish page and then clicking "Get Notifications."

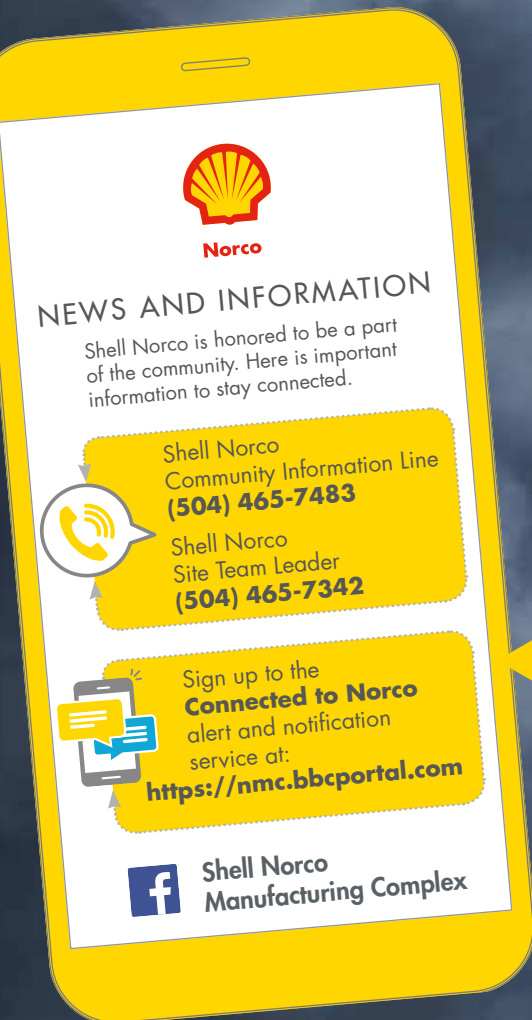
CONNECTED TO NORCO Shell Norco Alert and Notification Service

To ensure that you receive important notifications, it's essential that Shell Norco Manufacturing Complex has your telephone numbers and email addresses.

This system enables Shell to:

- Communicate important events and urgent situations.
- Send calls to your home, work or cell phones, as well as messages via email and text.
- Keep you informed and up-to-date on issues that matter to the community.

Please visit: <https://nmc.bbcportal.com>. Click on the link that says "Sign Me Up." Here, you can register your contact information and message preferences. If you do not have internet access, please call (504) 465-6667 to sign up. Please note: When a call comes from Shell Norco, your caller ID will display (504) 465-6667.



Coloring Book Helps Kids Prepare for Bad Weather

#BePrepared

St. Charles Parish and The Department of Homeland Security are focusing on getting kids ready for hurricane season, by kicking off a new campaign called **#BePrepared** with an emphasis on educating area kids. Shell Norco is joining in the campaign as the sponsor of "The Adventures of Charlie and his Preparedness Pals," an activity and coloring book for children.

The book, which includes educational activities and learning resources, follows Charlie and his fellow animal friends as they help children understand the importance of being prepared for any weather emergency.

"Shell is proud to partner with the parish's **#BePrepared** campaign to educate children on the importance of preparedness at an early age," says External Relations Manager **Rochelle Touchard**. "This fun learning tool will show them how they can play a role in ensuring the safety of their families in the event of an approaching storm."

"It has been 11 years since the last major hurricane made landfall here in the U.S. (Hurricane Wilma)," said Homeland Security and Emergency Preparedness Director **Joe Ganote**. "It is our goal each and every year to combat any complacency that may have set in with our residents."

Go to the St. Charles Parish website to find out more about Charlie and his pals.

Throughout hurricane season, the St. Charles Parish Public Information Office will air emergency preparedness videos on SCP-TV and an updated version of the Be Prepared Guide can be found on the parish website at www.stcharlesparishla.gov. Hurricane information and tips on social media will be shared using the hashtag #BePrepared.



By: St. Charles Parish and the
Emergency Operations Center

PLAN ON IT!
In case of a disaster, be sure you know who to call and where to meet.

Family Member's Work # _____
Neighbor's Name and Contact # _____
Out-of-Town Contact # _____
Near Home Meeting Place: _____
Cross Town Meeting Place: _____

SUPPLY KIT
Do you have a Family Ready Plan or a Family Preparedness Kit? Are your pets a part of your ready plan? Make a list with your ready prepared for any type of emergency.

Use the items below to help Charlie's Preparedness Pals fill in the blanks!

- 1) Wrap yourself in a _____ to stay warm.
- 2) Turn on the _____ to hear the latest news.
- 3) Have a stack of _____ to read and stay entertained.
- 4) Turn on a _____ when you get thirsty.
- 5) Drink _____ with your family to have a great time.
- 6) Play _____ when you go to sleep.
- 7) Rest your head on a _____ to power your flashlight.

When you get hungry, eat some _____

PET EVACUATION KIT
Fill in the blanks to complete your pet kit.

1) S_H _____ 2) C__LL__R 3) T__G _____ 4) C__RR__ER _____

PREPAREDNESS PALS

River Region Leadership Looks to the Future

Emile Broussard knows about life in St. Charles Parish – he is a lifelong resident. He understands the complexities of the manufacturing industry – it’s not only his career focus but also a family tradition. “My dad retired from Shell after 39 years of service, so having the opportunity to continue his legacy makes working for Shell a very personal commitment for me,” explains the Norco Contract Specialist.

Broussard is taking that legacy to another level with his recent graduation from Leadership River Region, a 10-month River Region Chamber of Commerce program designed to educate and to engage area residents in identifying needs, resources, and opportunities for the River Region with an emphasis on developing future community leaders. He was one of 23 participants in the elite program’s second year in the River Parishes and the first Shell graduate.

Program Director **Ronnie Slone** notes that the select group are introduced to regional perspectives, quality of life issues, culture and tourism, diversity, education,

industry, economic and community development, and River Region Parish Government. “Leadership River Region helps to cultivate and strengthen both future and current leaders so that they can best represent the River Region Parishes,” he says. “The class not only produces more informed citizens through education, but also engages its participants through leadership development to remain active and involved through collaboration and service opportunities.”

“I appreciate Shell and the many people who have invested in me during my career. As a leader, I now have an obligation to ‘pay it forward’.”

EMILE BROUSSARD
Shell Norco Contract Specialist

“The program has been an incredible learning experience,” Broussard says. “To me, it represented an opportunity to reflect on the pivotal role that we, as Shell, play in Tri-Parish area. This program was an important step forward in our company’s Social Performance journey and I am excited about the opportunity to be an integral part of it.”

“The Leadership program is a tremendous opportunity for Shell to develop one of our future leaders,” says Norco General Manager **Brett Woltjen**. “Emile’s opportunity to experience our community in a unique way

is a valuable asset for him and for our company.”

A University of New Orleans graduate with a degree in Finance, Broussard worked as a contractor while pursuing his degree.

“My first job in manufacturing was as a hole watch for the Maintenance group at Norco,” he remembers. He also worked as a boilermaker and pipe-fitter helper before assignments in the warehouse, performing receiving and material handling duties and moving up to a Senior Buyer position. A full-time Shell employee for almost six years, he is responsible for managing the contract portfolio for local, community and supplier spend in the Contracting and Procurement group.



River Region Leadership graduate **Emile Broussard**, center, is congratulated for his community commitment by Shell Gulf Coast Contract & Procurement Manager **Todd Arnold**, Norco Contract & Procurement Manager **Jordan Hill**, retiree **Kevin Petit** and General Manager **Brett Woltjen**.

Shell’s Contracting and Procurement management are recognizing the benefits of Broussard’s leadership experiences.

“This was an amazing opportunity for a young leader, with a bright future to grow with our company and grow with the community where he lives and works,” says Shell Gulf Coast Contract & Procurement Manager **Todd Arnold**.

“As a former military leader, I recognize the importance of taking advantage of leadership opportunities,” adds Norco Contracting & Procurement Manager **Jordan Hill**. “Emile recognizes that as well. As a St. Charles Parish native, he has a new perspective and better understanding of the community. His application of his learnings will benefit all of us.”

“As author and Facebook executive Sheryl Sandberg says, ‘Leadership is about making others better as a result of your presence’,” Broussard says. “I appreciate Shell and the many people who have invested in me during my career. As a leader, I now have an obligation to ‘pay it forward’.”

Inspired by River Region Leadership, he will be increasing his activity in community programs and encouraging others to follow his lead.

For more information about River Region Leadership call 985- 267-4346 or email: leadership@riverregionchamber.org

CONGRATULATIONS to the recipients of the Shell Science Lab Challenge award, **KRISTIN SURMIK** of Ethel Schoeffner Elementary School and **LAUREN WAGUESPACK** of Harry Hurst Middle School. Each teacher will receive a \$10,000 prize package to include science lab materials, professional development and a trip to the STEM Forum in San Francisco. Thank you for your passion to enhance teaching and learning in the classroom and getting your students excited about science. For more information visit nsta.org.



Schoeffner Elementary School Science teacher **Kristin Surmik**, center, was honored at a recent St. Charles Parish School Board meeting as the recipient of a Shell Science Lab Challenge award. Norco External Relations Manager **Rochelle Touchard**, left, and Schoeffner Elementary Principal **Vanessa Treuting Terry**, right, took part in the recognition.



Harry Hurst Middle School Principal **David Schexnaydre**, left, and Norco External Relations Manager **Rochelle Touchard**, right, congratulate Hurst Science teacher **Lauren Waguespack**, center, for winning a Shell Science Lab Challenge \$10,000 STEM prize package.

One Turnaround Ends and Another Begins

2 DAT CRACKIN STARTS UP IN JULY

The biggest turnaround in Shell Norco's 90-year history is now complete. According to General Manager **Brett Woltjen**, the \$200 million turnaround included a rebuild of cat cracker reactor segments and upgrades to improve the unit's production. Additionally, the site also added oxygen enrichment equipment to improve Norco's flexibility to run a variety of diverse crude oils.



The "Who Dat Crackin'?" turnaround was completed with no environmental incidents and minimal flaring at shutdown and startup.

Expect to see flaring in early July however, as Norco begins **2 Dat Crackin** turnaround. The community will see heavy flaring during the first few days as the unit is preparing for shutdown with intermittent flaring as the unit goes fully offline. But look for a "flying saucer" to address future flaring issues. "We've replacing the flare tip during the upcoming event with new equipment," Woltjen says. "The flying saucer design is a bit unusual, but it significantly decreases the smoke and noise aspects associated with flaring. It's my dream that we would not ever flare, but if we do, I want to make sure that we minimize impact to the community."

If you have questions about the upcoming turnaround or other activities at Norco, contact the Site Team Lead at 504-465-7342.

Dat's Good Crawfish

Peeling and eating crawfish is an art in Louisiana. Norco employees displayed their mastery of that art – with a few lessons for newcomers – at the site's recent Annual Crawfish Boil. The event, which featured several thousand pounds of the hot and spicy mudbugs, celebrated the site's successful completion Who Dat Crackin, its largest turnaround ever, as well as Norco's commitment to working safely.





Norco NEWSLINE

Norco Newsline is published regularly to inform the community about activities at the Shell Norco Manufacturing Complex. Please address inquiries to:

Rochelle Touchard, External Relations Manager
Shell Norco Manufacturing Complex
15536 River Road | P.O. Box 10 | Norco, LA 70079
504-465-6667

Numbers and Addresses to Know:

St. Charles Emergency Operations Center..... **985-783-5050**
Shell Norco Site Team Lead **504-465-7342**
Shell Norco Community Information Line..... **504-465-7483**

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DR. RODNEY R. LAFON PERFORMING ARTS CENTER

2019-2020 SEASON of MUSIC • DANCE • THEATRE



Experience World-Class Performances In
THE SHELL THEATRE

SEASON SHOWS

- Not So Classical | SEPT. 7
- The Improvised Shakespeare Company | SEPT. 21
- The Wizard of Oz | OCT. 4-6
- Louisiana Philharmonic Orchestra Presents Harry Potter | OCT. 10
- The Summer Club | NOV. 8-9
- River Region Ballet's The Nutcracker | DEC. 14-15
- Artrageous | JAN. 10
- Step Africa | MARCH 21

LAGNIAPPE LINEUP

- Brit Beat | AUG. 17
- Lightwire Theatre Presents A Very Electric Christmas | DEC. 7
- Voctave | JAN. 28
- Ken Waldman: A Night of Fiddle & Poetry | JAN. 30
- That Golden Girls Show: A Puppet Parody | FEB. 8
- Ailey II | FEB. 14

PALSS CHILDREN'S THEATRE

- The Three Little Pigs | SEPT. 28
- Charlotte's Web | OCT. 26
- A Charlie Brown Christmas | NOV. 16
- Pinocchio | FEB. 1
- Rapunzel | MARCH 28



VISIT

lafonartscenter.org

Or call **985-331-3670** during box office hours.
for more information, seating options, and ticket purchase.

See you at the Center!