Contractor Employees Are Working Safely

SHELL NORCO CONTRACTORS AND THEIR EMPLOYEES HAVE WORKED MORE THAN 2.5 MILLION CONSECUTIVE WORK HOURS WITH NO RECORDABLE INJURIES AND ONLY SEVEN FIRST AID CASES SINCE LAST YEAR. THAT’S AN IMPRESSIVE STATISTIC AND ONE THAT COMES WITH HARD WORK.

According to Norco Contractor Safety Manager Jerry Flood, the commitment to safety is one of the most important factors in selecting contractors to work at the Norco Manufacturing Complex. “Contractors partner with us in protecting our neighbors, all individuals who work on site, and our site assets,” he told members of the Norco Community Advisory Panel (CAP) at a recent meeting. “As we strive toward Goal Zero with no one getting hurt ever, we are working with contractors to eliminate tolerance risk.”

Flood explained that tolerance risk is doing something questionably unsafe. You say to yourself, “You know what? I’ve always done it like this. I’ve never gotten hurt before, so it must be safe to do because I never got hurt.”

“You were lucky,” he said. “You took a chance and didn’t get hurt. So the next time you do that same task, you might cheat a little bit more because you didn’t get hurt the last time. You’ve increased your tolerance to risk and you are counting on luck to keep you safe.”

“At Norco, we emphasize the importance of not taking any kind of risk whatsoever, even if it means stopping work to ensure safety,” Flood continued. “There is a three-step process Norco follows when we choose our contracted companies.”

The three-step process includes:

- **Reviewing the data** and safety logs of potential contractors
- **Onboarding contractors** to emphasize safety expectations at our site and answer questions
- **Ensuring that all contractor employees** are appropriately credentialed and oriented to the Shell Norco way of working. Orientation includes discussions about hazard mitigation and elimination, as well as protecting themselves and their co-workers.

“Contractors play a very important role in keeping products in the pipes,” Flood said. “As good neighbors, we want you to know that we are taking a close look at the people who come inside our fence and that they are doing the right thing when they are here.”
Kassy Giroir and her two sons are moving into a new home this summer — a home she is building. “Every time I walk into the doorway or any time I drive by during construction, I’m just amazed,” she says. “I’m doing this. My job at Shell is allowing me to do this. For the first time, my kids will have their own room. They won’t have to share. It is definitely a personal accomplishment.”

Giroir is a Shell Norco process operator and a full-time Louisiana State University student. Five years ago she entered a male majority and still male-dominated field. She is holding her own, but also achieving personal, professional and financial success. And, she is pleased to say, she has earned respect from the men she works with.

The Shell employee was one of several women sharing insights to the challenges and benefits of an industrial career at the 9th Annual Date with Destiny, a technical and career forum encouraging women to consider more non-traditional roles in the workforce. Sponsored by Shell and hosted by the Norco Manufacturing Complex, the event provides information and assistance to inspire women to consider careers in the oil and gas industry as an operation technician or maintenance craft professional.

More than 100 women recently attended the free all-day forum at the Edward A. Dufresne Community Center in Luling featuring career awareness sessions such as resume building and interviewing skills, hands-on equipment demonstrations, and testimonies from women in the industry.

According to Shell Norco Learning Manager Theron Williams Sr., Date with Destiny introduces women to the responsibilities and educational requirements necessary to work in the oil and gas industry as well as the job skills that will help them to best secure a position.

Shell Convent Human Resources Account Manager Angela Broussard, who served as one of the day’s speakers, encouraged job-seekers to brag about themselves a little on their resume and in interviews. “Don’t sell yourself short,” she said, “Showcase what you can accomplish and what your skills are.”

Ensure Safe Production Regional Lead Julie Acosta and Shell Convent Health, Safety, Security and Environment Manager Susan Kliebert, who served as featured speakers and masters of ceremonies for Date with Destiny, shared their personal journeys from operations to management positions. They emphasized the importance of being yourself, believing in yourself, volunteering for tough assignments and willingness to help co-workers.

“All you need to do is do your job and do that job well. Just as it is in any career, you will quickly gain respect when you work hard.”

JULIE ACOSTA

“Once hired, you will always be the diversity candidate in this business,” Kliebert said. “But never believe you were hired because you are a woman, you were hired because you bring diversity of thought to the workplace. You are adding value to the business.”

“Don’t take things personally,” Acosta emphasized. “All you need to do is do your job and do that job well. Just as it is in any career, you will quickly gain respect when you work hard. Female operators and maintenance technicians, however, have an extra challenge that comes with taking on a non-traditional role.”

Acosta and Kliebert both emphasized the value of supporting other women in the workforce.
A highlight of the event was the concluding panel discussion and questions and answer session featuring operators and former operators who had transitioned to supervisory and management positions. Participants included Liz Wahl André, Kassy Giroir, Kita Harry, Regina Hollins, Linda Martinez-Finney, and Julie Kern of Shell Norco; Lakeisha Cooper and Elisa Laphand of Shell Convent, and Gina Lipps, Suzanna Shine and Sue Snider of Shell Geismar. The women answered questions and presented highlights of their experiences in previous careers including the race track circuit, education, graphic design, banking, nursing, the military, and hair styling.

“I look forward to this event every year,” said Shell Norco Human Resources Account Manager Lizette Vallejo, who represented Shell Norco during the day. “I grew up in New Orleans I had no idea that all these great careers and good-paying jobs were available just 20 minutes down the river. These are careers for life. Date with Destiny is an opportunity to educate women that these jobs are here.”

“I want to see people leave Date with Destiny encouraged and ready to go and do,” said Shell Norco Learning Advisor Deidra Alexis, who coordinated the forum. “If they are in school, they should take the next step to find internships and apply for jobs. Destiny is all about learning something that will help women better themselves.”

Women interested in the process technology or maintenance craft field are advised to contact area colleges about associate degree programs. Additional information is available at:

- www.shell.us/careers
- www.shell.us/jobs
- www.shell.us/energizeyourfuture
- www.naptaonline.org
- www.shell.us/careers/students-and-graduates/scholarships/associates-degree-students
- www.shell.us/careers/operations-and-maintenance
- www.shell.us/hydrocarbonhunt
- www.shell.us/careerquiz
It’s easier to talk about cancer these days. Years ago the word “cancer” was whispered and the diagnosis was synonymous with a death sentence.

We’ve come a long way in awareness, diagnosis and treatment. But there is a long way to go in understanding the disease and debunking cancer myths according to Mary Bird Perkins Center Vice President for Cancer Support, Outreach and Clinical Research Renea Austin-Duffin. She provided an update on cancer and its impact in Louisiana, with an emphasis on St. Charles Parish, during a recent meeting of the Norco Community Advisory Panel (CAP).

“Cancer is a group of more than 100 diseases characterized by uncontrolled growth of abnormal cells in the body,” Duffin explained. “If you don’t control the growth of those cells, the result could be fatal. So you want to catch it as early as possible. If you catch it at stage zero or one, there is less chance of the disease spreading. When it is at stage four and invading your body, it is much more difficult to beat.”

While not all cancers can be prevented, there are numerous factors that have the potential to prevent or minimize the impact including:

- Obesity
- Insufficient Physical Activity
- Diets Low in Vegetables and Fruits
- Tobacco
- Genetics
- Alcohol
- Sun Exposure
- Diets High in Red Meat
- Processed Meats
- Coffee

“Tobacco use is one of the leading causes of cancer,” Duffin said. “A lot of people think lung cancer is the only result of excessive tobacco use. That is a myth. Tobacco really impacts a number of different parts of the body - kidneys, bladder, cervix, ovaries in the urogenital system.

In the head and neck it impacts the nasal cavity, oral cavity, larynx, hypopharynx, oral pharynx, nasal pharynx, esophagus, stomach, liver, pancreas, and colon cancers are all linked to tobacco use. If you use tobacco, smokeless tobacco, dips and chews, they have a significant impact on your risk of developing head and neck type cancers as well.”

Women are lung, breast, and colorectal cancers; for men new cases are lung, prostate, and colorectal cancers.

Over 600,000 people will die from cancer in the United States this year - an average of 1,650 people every day. In Louisiana, it is estimated that 9,240 will die from cancer - an average of 25 people per day.

Looking at the average number of new cancer cases per year in St Charles Parish:

- White males represent 41% of all new cases and deaths
- Black males represent 17% of all new cancer cases and 18% of deaths
- White females represent 31% of all new cancer cases and 28% of deaths
- Black females represent 11% of new cases and 12% of deaths

The statistics for St. Charles Parish reflect similar statistics for all of Louisiana.

What can you do to prevent cancer?

Duffin states that nearly 50% of the most common cancers can be prevented if you exercise, maintain a healthy weight, protect yourself from the sun, eat a healthy diet, avoid tobacco, conduct regular self-examinations and screenings, know your family history, get immunized for applicable cancers and avoid risky behaviors.

For additional information on cancer awareness visit the Mary Bird Perkins Cancer Center website at www.marybird.org.
The safety journey is never over.

That’s not breaking news. Former Shell Regional Manager/HSSE Americas Mike Gallagher did not have to emphasize that message to participants in Shell’s 2017 All Sites Joint Health & Safety Conference.

“We know that health and safety is the top priority,” he said. “Now it is all about finding ways to continually improve our safety performance.”

Representatives from Shell Norco, Albian Sands, Convent, Deer Park, Geismar, Mobile, Puget, Sarnia, and Scotford attended the 21st annual joint meeting among Shell North American sites to share successes and discuss new methods for engaging the workforce in a safety mindset.

The Norco Manufacturing Complex hosted this year’s conference which featured a safety speedway racing theme.

Norco General Manager Brett Woltjen, who welcomed the participants, noted that the All Sites Conference is a significant part of Shell’s safety journey over the years.”

“We have to take care of each other,” said RVP Americas Region Robin Mooldijk, adding that working together is one way to achieve safety success.

The two-day health and safety meeting included a presentation from the Norco Joint Health and Safety Committee, “Keeping the Four Halves on Track.” Committee members presented information on promoting and monitoring the sites’ designated four halves - personal safety, process safety, environmental performance and transportation. The committee also highlighted the site’s Drive 365 Walk Around process designed to eliminate traffic incidents, the addition of housekeeping to weekly safety sweeps, and the development of a hand safety card.

Site presentations included topics such as the power of using potential incidents to drive performance, safety suggestion programs, turnarounds safety improvement, and a safety and production partnership.

“The All Sites Joint Health and Safety meeting is not just a safety conference,” Gallagher said. “It is all about sharing successful practices, replicating them and returning next year to share how those practices are working.”

According to ACC executives, the site was recognized for the prevention of occupational injuries and illnesses. The plant was acknowledge for implementing Responsible Care initiatives which drive performance and demonstrate a commitment to employee health and safety, product safety, process safety and security.

In 2016, the site experienced zero fatalities, zero days away from work cases, and zero job transfer or restriction cases for both employees and contractors.

Since 1988, Responsible Care has helped ACC member companies significantly enhance their performance, discover new business opportunities and improve employee safety, the health of the communities in which they operate and the environment as a whole, moving toward a safer, more sustainable future. As a participant in the program, Norco pledges to improve environmental, health, safety and security (EHS&S) performance for the facility, processes and products throughout the entire operating system.

- Responsible Care is a global initiative that began in Canada in 1984 and is practiced today by 60 national and regional associations in more than 65 economies around the world.
- The U.S. chemical industry invested more than $13.3 billion in EHS&S programs in 2015.
- Since 1974, the U.S. chemical industry as a whole has improved its energy efficiency by 49 percent.
- Responsible Care companies have invested almost $14 billion to further enhance security at their facilities in the past decade.
- Responsible Care companies are committed to worker and plant safety. Responsible Care companies have an employee safety record that is five times better than the average of the U.S. manufacturing sector as a whole, and three times better than the business of chemistry overall.
- Responsible Care companies have reduced process safety incidents by 51 percent since 1995.
- From 1988 to 2014, Responsible Care companies have reduced hazardous releases to the air, land and water by more than 74 percent.
Each team worked to get their dishes cooked and plated within 90 minutes before being judged on taste, presentation and creativity.

Participants followed the Ochsner “Eat Fit Nola” nutrition guidelines for healthy meals. The judges had a hard time choosing the best dish, but declared Technical Safety Specialist LeVar Lewis and his wife FOX 8 meteorologist Nicondra Norwood Lewis the winners. The judges enjoyed their Spicy Lamb Burgers on low-carb buns and watermelon salad.

Lewis is a longtime fan of competitive cooking shows and cooks something every day at home. “Who doesn’t love a good burger?” he asked. “Everybody loves a sandwich. It’s a universal food!”

The Lewis family eats healthier these days since Nicondra was diagnosed a diabetic. Her low-carb bun recipe is one way she can enjoy the foods she loves without sacrificing taste. “Being diabetic changes everything,” she said. “Thank goodness for the internet! It’s easy to find recipes that fit into my diet and this one is an awesome compromise for a bun. I love the competition aspect of this event. We try to make things we have eaten at home but to come into an industrial kitchen with a time limit, that puts an extra kick to it.”

Shell is dedicated to creating a “Culture of Health” at the worksite, improving the health and well-being of the employees, their families and the communities they live in.

KIRK VIDRINE

Team Norco Chefs Advance to Regional Competition

FIVE SHELL NORCO TEAMS COMPETED IN A FAST-PACED COMPETITION THIS SUMMER TO SEE WHO COULD CREATE THE TASTIEST DISH WHILE KEEPING WITHIN HEALTHY COOKING GUIDELINES DURING THE SHELL HIGH OCTANE COOKOFF AT THE ST. CHARLES PARISH PUBLIC SCHOOLS SATELLITE CENTER IN LULING.

Every dish was a winner. Machinists Mike Duhe and Trey Haydel offered Jerk Chicken Wings and a Broccoli Crunch. Operators Mark Alexander and Stevie Sims created Trout Alexander: speckled trout with shrimp and roasted vegetables which was paired with a watermelon gazpacho. Electricians Jared Deslatte and Danny Landry cooked Chicken Lettuce Wraps with Roasted Cauliflower and Green Beans on the side. Operator Dale Koontz and Operator of Utilities Craig Brouillette concocted a classic dish with a Cajun twist: Barbeque Shrimp Ratatouille.

“I think the healthy cooking aspect of this event is great,” Brouillette said. “It’s amazing how good the food is and that’s it’s healthy for you!” Koontz added.

Judges for the event were Registered Dietician for Ochsner Fitness Center, Rebecca Miller, Norco Site General Manager Brett Woltjen, and Jarred Zeringue who is the Owner/Operator/Chef of Wayne Jacob Smokehouse in LaPlace and Eat NOLA, Café Conti and Vacherie Restaurant in New Orleans.

Shell is dedicated to creating a “Culture of Health” at the worksite, improving the health and well-being of the employees, their families and the communities they live in. “The hope is to change the narrative,” Shell Health Wellness Coordinator Kirk Vidrine said. “When you talk about changing the health of a population, you can’t just educate. You have to change the environment where the default setting is healthy. These competitions prove that can be done. Healthy eating becomes the norm and not the exception to the rule.”

Norco’s winning team will compete against winners from other Shell sites in a regional cookoff in late August.

A healthy watermelon “star” salad was the first place side dish in a recent cookoff among Shell Norco employees.
LYS was originated by former Shell employee Jo Pease and two of her college friends to assist junior and senior high school students to learn more about effective communication skills, setting and achieving goals, team building, understanding and accepting others, developing self-confidence, and conducting effective meetings.

This year Shell Norco sponsored Destrehan High School students Mckenzie Erwin, Kyler Thomas, Kaci Waguespack, Layla Ruffin, and Kate Lougon; Hahnville High School students Toi Jackson, Lucy Barre, Cassidy Cancienne, Makaila Carter, and Rachel Yiu; East St. John High School students Genesis Malave, Jenise Muse, Taylor Smith, Danielle Robertson, Kenneth Frank, Alyssa Duhe and Ordaijah Henyard, and West St. John High School students Dominique Lewis and Jalen Walker.

Shell’s Convent Refinery, Deerpark Manufacturing, Geismar Chemicals, Mobile Chemicals, and New Orleans E&P also sponsored students from their respective communities.

The Norco-sponsored students shared their learnings and comments about the program with Norco General Manager Brett Woltjen, St. Charles Parish Schools Superintendent Felicia Gomez-Walker and St. John Parish Public Schools Assistant Superintendent Dr. Quentina Timoll during a closing ceremony on the LSU campus.

Dr. Quentina Timoll, Not Extinct in LYS World 2017 – Leadership is Not Extinct, a week-long program on the Louisiana State University campus. Shell Oil Company was the major corporate sponsor of the event.

Students from St. Charles Parish Public Schools at this summer’s Louisiana Youth Seminar with Shell Norco General Manager Brett Woltjen and St. Charles Parish Public Schools Superintendent Felicia Gomez-Walker during a closing ceremony on the LSU campus.

“In the development sessions, I learned how to behave as a leader; to make sure you keep eye contact and to make sure you’re facing your audience when you speak,” said Lucy Barre of Hahnville High. “I feel like these skills can be brought back into our parish and school to make communication easier among students as well as the faculty.”

For Rachel Yiu of Hahnville High, learning the value of teamwork was a high point during the LYS experience. “I’m usually an independent worker,” she said. “But it was really amazing to see random strangers work together to get a project completed. As you work, you learn that you can’t be strangers. You have to get to know people in order to work cooperatively as a group to complete the task.”

“A leader needs good communications skills, but she just doesn’t have to be vocal,” said Kate Lougon of Destrehan High. “It’s very important for the leader to listen to what others have to say and take that into consideration.”

“The most important thing I learned this week was that listening is equal to leading,” added Mckenzie Erwin of Destrehan High. “Everyone has valuable insight. Even the shyest person in the room might have something to say, but she’s just too shy to say it. A good leader would ask her to join in and to include everyone.”

“Keep building on what you have learned during this unique program and opportunity. Just keep putting yourself out there. Keep taking chances and you are going to do some amazing things in your life.”

BRETT WOLTJEN

“Keep building on what you have learned during this unique program and opportunity,” advised Norco General Manager Brett Woltjen. “Just keep putting yourself out there. Keep taking chances and you are going to do some amazing things in your life. Now that my daughters are out of college and into their careers, they ask my advice on how to face the challenges of leadership. I tell them to show up every day to make a difference. That applies to you as well. Whoever you are, just try to make it better, make a difference every day. Show up positive and contribute in a positive way. My challenge for my daughters, and for you, is to show up and be that person because you have it in you.”

“One thing resonated with me is that not only are these leadership skills that you have learned in LYS, but also life skills,” Dr. Timoll told the students. “There’s something in my mind that I want to share, that the first place that you lead is at home. If you have siblings, a church community, or even with your parents, there are opportunities in your home to be a leader, to model all of those things that you all have learned at LYS.”

“I’m going to challenge you not to forget about what you learned at LYS this week and to use those things to better yourself, your organizations that you’re associated with, and your school, because you have great things to offer,” added Superintendent Gomez-Walker. “Thank you to Shell for the generosity to sponsor students for a great leadership opportunity.”
According to Shell Norco External Relations Manager and RPEF President Rochelle Touchard, the foundation awarded $72,000 in scholarships to St. Charles, St. James and St. John Parishes students entering college or to those pursuing an associate degree in process technology (PTEC).

“Encouraging the younger generation to continue learning after high school ensures a strong workforce for the community in the future,” Touchard said. “But education can be expensive. The $3,000 RPEF scholarship helps to minimize some of the costs while honoring students for academic excellence and extracurricular activity.”

ST. CHARLES PARISH RPEF COLLEGE SCHOLARSHIP recipients include Victoria Corley and Logan Tauzin of Hahnville High School, and Dillon Deshotel and Jordyn Vicknair of Destrehan High School.

ST. CHARLES PARISH PTEC SCHOLARSHIP recipients are Dalton Bergeron and Blaise Boudreaux of Hahnville High School, and Zachary Becnel and Gavin Blakley of Destrehan High School.

ST. JAMES PARISH RPEF COLLEGE SCHOLARSHIP recipients are Paige Bivona and Allie Roussel of Lutcher High School, and Ty Lassere and Kenneth Nicholas of St. James High School.

ST. JAMES PARISH PTEC SCHOLARSHIP recipients include Chaz Rodrigue and Landon Rouge of St. James High School, Gage Gill of Lutcher High School, and Gustavo Franco of South Central Technical College.

ST. JOHN PARISH RPEF COLLEGE SCHOLARSHIP recipients are Glenn Grayman of West St. John High School, and Heather Hebert, Ta’Nia Higginbotham, and Whitney Joseph of East St. John High School. St. John Parish PTEC Scholarship recipients include Noah Duncan, Shantel Joseph, Veronnica Winters, and Natalie Wright of South Central Technical College.