



# Shell Shares

NEWSLETTER **Issue 13**



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**Shell Carson Distribution Facility**  
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### Manager's Message

Hello, my name is Michael Huang and I am the new Facilities Manager for Shell in Southern California and I'm responsible for the operations at the Carson Distribution Complex. I want to introduce myself and provide a few thoughts to the Carson community.

At Shell we believe that safety is a top priority. It is also my top priority. I will work diligently to make sure that our facilities are well designed, properly maintained and are safely operated in the communities in which we are located. You are our neighbor and we want to be good corporate citizens. We have a "Goal Zero" mentality which means zero injuries and zero releases to the environment. Each and every day we will work to ensure we meet our Goal Zero commitment.

I also want to work to make sure that we are an integral part of the great community in Carson. We will continue to work with organizations and the community through our Social Performance Plan. However, it is not just about sponsorships, I want to encourage our employees to be part of the community by volunteering and serving on boards to make a more meaningful contribution to keeping Carson a great city.

I have been with Shell for approximately 10 years and have held several positions throughout the United States. Prior to accepting the position in Carson I was the Manager for Shell terminals in Seattle and Anacortes, Washington and Portland, Oregon. When I am not working and have spare time I enjoy trying out new fitness programs and spending time with my wife and two kids. I am excited to be in Carson and I look forward to continuing the great work in Carson and strengthening our partnerships that make Carson a great place to live and work.

*Michael Huang*

**Michael Huang**  
Facilities Manager  
Southern California Distribution Complex

HONESTY RESPECT  
INTEGRITY

## Community Corner

### Job Shadow Program

On Wednesday, April 4, two students from Carson High School's Global Business Academy were selected to job shadow the Business Development and Environmental Departments at the Shell Carson Distribution Facility. They were selected by how well they completed the job application process including cover letter writing, resume preparation, interviewing and professionalism.

They learned about career opportunities, the professional skills necessary to succeed in various job functions and the leadership and teamwork skills needed to thrive in a professional setting. Mat Melendez, Business Development Project Lead, and Noel Kurai, Environmental Lead, were integral in demonstrating how to build relationships, resolve conflict, negotiate, cooperate with others and make decisions.



We feel confident that the job shadowing experience will help them develop work-readiness skills that will prove to be invaluable for their future success. They stated although they pass by the facility on a daily basis, they never knew how large of an operation it was or the variety of positions that could be available. We wish them the best of luck for their future and thank them for their ongoing interest in education and personal advancement.



## Halloween – Think Safety First!

Safety is very important at Shell and we take pride in operating safely in the communities in which we are located. We believe that safety must be a mindset that is practiced everyday and all day. We also know that safety is about the entire community working together and putting safety as a top priority.



On October 31, 2012 many families will be celebrating Halloween with their children. For children Halloween is about costumes and candy but it should also be about safety. The following are a few reminders that may help in keeping the evening safe and accident free:

- Make sure costumes are made of flame retardant material;
- Make sure costumes fit properly to avoid any accidents like tripping over a cape or long dress;
- Make sure children can see and breathe properly if wearing masks;
- Wear reflective clothing or tape and carry a flashlight or glow sticks; and
- Always use established cross walks when crossing the street.



## Future of Energy – People and Planet

### Energy-Water-Food

The world's growing population and rising prosperity will put pressure on global energy, water and food supplies in the coming decades. It is going to take many entities working together to address the complex relationship, called the energy-water-food nexus. Shell is preparing for future challenges facing our planet and its resources by taking action today. We have joined with academics, specialists from the energy, water and food industries, along with experts from governments and non-governmental organizations, to discuss how to help tackle this challenge.



### Energy Efficiency

Learning to use energy more efficiently will help to conserve resources and reduce greenhouse gases for the future health of the planet. Shell is continuously looking for ways to make our operations and processes more energy efficient and limit our CO<sub>2</sub> emissions. We design new projects from the beginning to use energy efficiently. We continue, for instance, to use new approaches and advanced technologies aimed at reducing the amount of fresh water we need for our operations.

We recognize the importance of the "Future of Energy" and will continue to collaborate with others to make a positive contribution to the communities where we operate and aim to limit the environmental impact of our operations.

## Working to Prevent Pipeline Damage

In Southern California, the 405 freeway is one of the most travelled highways in the United States and has earned its place as one of the busiest and most congested freeways in America. Currently, the 405 is going through a \$1 billion improvement project. Since the project started two years ago, Shell has been working with the appropriate regulatory authorities and contractors to ensure its pipelines are protected.



To prevent damages, Casey Halstead, Right-of-Way (ROW) Technician, and Louie Cervantes, Pipeline Technician, locate Shell's pipelines with an electronic probe rod then permanently or temporarily mark them so everyone can stay safe while digging occurs around the system. During any activity within 10 feet of Shell pipelines, company technicians monitor the excavation work.

The ROW and Pipeline Technician's knowledge of construction, utility/pipeline drawings and schematics are crucial to protecting the asset, the people and the environment. In addition, they help increase awareness of damage prevention activities to regulatory agencies, landowners, schools and community groups.



### New Community Hotline Number

The Shell Carson Distribution Facility has a new Community Hotline. If you have inquires related to our facility, employment, media relations, community outreach, gas stations, credit cards, gift cards, or lubricants, please dial (310) 816-2000.

The following are excerpts from Public Awareness Representative Jessica Neil's (JN) interview with ROW Technician Casey Halstead (CH) and Pipeline Technician Louie Cervantes (LC) regarding their work on the 405 improvement project.

**JN: How long have you been working on the 405 Freeway project?**

**LC:** I've been working day and night shifts for the past three years.

**JN: How many contractors are working on this project?**

**CH:** Approximately thirty to forty contractors.

**JN: How do you work to help contractors stay in compliance?**

**LC:** After introducing myself as a Shell Representative, I educate them on 811 Government Code 4216. Additionally, I give them literature on suggested marking guidelines as well as location request forms and business cards for future reference. I work to build trust and let them know I am here to help keep them safe and protect Shell assets from damage caused by not following one of the established guidelines.

**JN: What is the motto you work by?**

**LC:** Since I have been on this project, I've been reiterating the three golden rules: **Intervene, Comply and Respect.** I've had laborer's intervene telling the foremen they cannot dig or expose Shell's pipe without my presence. Also, I've had a subcontractor refuse to work until I was notified and on-site.

A big thank you goes out to the Maintenance Department for working around the clock to prevent damage to Shell assets involved in this project. Through frequent ground surveys along the right-of-way and standbys to observe excavation activity, Shell continues its commitment to operating safely.

### Shell Carson Distribution Facility

If you have questions regarding the Shell Southern California Distribution Complex, please contact Southern California Communications Manager, Alan Caldwell at (310) 816-2056 or via email at alan.caldwell@shell.com.

### Receive your newsletter electronically

To receive your Shell Shares newsletter electronically, please contact Jessica Neil at (310) 816-2087 or via email at jessica.neil@shell.com.