

Norco NEWSLINE



VICTORY CELEBRATION *is*

BIG WIN *for* COMMUNITY



Shell Norco General Manager **Brett Woltjen** displays the United Way of St. Charles Spirit Award as members of the Norco United Way committee join in the celebration. The site was honored for having the best overall campaign.

Shell Norco took home the United Way of St. Charles Spirit Award in recognition of the best overall United Way campaign. Norco Manufacturing Complex General Manager Brett Woltjen, who served as co-chair for the United Way 2017-2018 campaign, accepted the award at the annual UWSC Victory Celebration in March.

"This is a good day for Shell Norco and a great day for the community," Woltjen said. "Shell Norco employees and matching funds from our company broke our campaign record with a \$1,158,978 contribution. It's extra special and meaningful to us because the United Way of St. Charles is also celebrating its best campaign ever with \$3,375,810 in donations that impact our community."

Shell's "Racing to the Top" campaign kicked off with the site's annual gumbo and jambalaya cook-off. The racing theme was carried out in departmental meetings, posters and banners throughout the site.

In addition to the **UWSC Spirit Award**, Shell Norco was honored with the following distinctions:

- **Top 10 Campaign Award**, recognizing the 10 companies who raised the most funds in 2017-2018
- **Campaign Achievement Award**, recognizing total campaign improvement
- **Community Leadership Award**, recognizing the highest employee per capita giving
- **Corporate Leadership Award**, recognizing companies making the greatest corporate gift per employee
- **Good Neighbor Award**, presented to companies with the most employees giving \$500 or more.
- **7-Up Achievement Award**, recognizing campaign or participation improvement of 7% or greater.



Shell Norco was one of the ten area companies honored for raising the most money for the United Way of St. Charles.



Brett Woltjen, far right, and **Jerry Ford**, fourth from the right, represented Shell in accepting the United Way's 7-Up Achievement Award.



Norco External Relations Manager **Rochelle Touchard**, left, was honored as a "Rock Star" for her enthusiastic participation in United Way 2017-2018 campaign activities.

Students Learn Hands-On Skills at Shell's Robert Training Center



ST. CHARLES PARISH HIGH SCHOOL STUDENTS ENTERED THE SHELL ROBERT TRAINING SURVIVAL CENTER WITH CURIOSITY.

They had been a quiet group previously as they respectfully listened to industry professionals share experiences and demonstrate equipment the students had only read about in text books. This stop was different.

First, the 75 miles-per-hour wind machines were turned on. Then, the water in the pool became choppy with waves high enough to reach a helicopter shell that was slowly lowered into the rough water. The sound was intense as the Helicopter Underwater Egress Training (HUET) demonstration continued, simulating what could happen if a helicopter over open water went down in storm conditions.

Nothing like this has ever happened back in the Instrumentation Technology classes these students attend on the Destrehan campus. Survival Theater opened their eyes, helping them to relate what they learn in the classroom to the real world.

In an effort to encourage young people to consider a career in instrumentation, Shell Norco provides support and resources to St. Charles Parish Schools curriculums, including a full tour of the Training Facility. Maintenance Supervisor **Frank Matherne** is excited about the opportunity it affords local youth.

"When I was younger, we didn't have the opportunities these kids have now to get a jump start on their careers. I wish it was something we had years ago," Matherne said. "Before I got into the field, I didn't have any guidance, I just landed in it. I like to ask them 'What do you like to do? Do you like fixing things?' If they do, this is for them because that is what we do every day. I like playing a part in the opportunity that is being given to them by Shell and the industry as a whole."

"I was always a hands-on kind of person," said Destrehan High School senior **Samson**. "This experience is showing me what to expect when I go into the field and I'll be able to jump right in. It will help me be a better instrument tech."

"I like getting first hand experience, hands-on experience that will help me in the future," added **Dion**, a junior at Destrehan High School.

Students also toured the Production and Electrical Labs where **Phil Rogers** of Total System Instrumentation went over each piece of equipment. He stressed that industries such as Shell still need trained operators in the field because, even as jobs are being replaced by automation, people are still needed to maintain that automation.

It was a day of fun with lots of learning. Shell Norco employees and Robert Training Center staff welcomed Destrehan and Hahnville High School students to the training facility with a behind-the-scenes look at the instrumentation field.



"I like to ask 'What do you like to do? Do you like fixing things?' If they do, this is for you because that is what we do every day. I like playing a part in the opportunity that is being given to them by Shell and the industry as a whole."

Frank Matherne
Maintenance Supervisor

Destrehan High School's Career Development Facilitator **Stefanie Ward** explained it's a career that students are eager to get into. "Last year was our first year teaching the course," she said. "We are seeing seniors who graduate in the program move forward to a technical college to finish their certification. This year, the number in the instrumentation class has grown, so interest is starting to grow."

Shell Learning Advisor **Curt Bourgeois** introduced them to BOOST, or Basic Offshore Operations Skills Training. Students gathered in the high-tech control room to learn just how important the math and science they were learning in school is in the Instrumentation and Electrical fields.

Destrehan High School and Hahnville High School students saw equipment and discussed processes used in the petrochemical industry during a recent visit to Shell's Robert Training Center.

"Hands-on experience, trouble-shooting skills and technology are important," he said, "but you have to understand Engineering and the process to do the job well."

Shell Learning Advisor **Larry McGill** emphasized the importance of getting a good foundation to work in the industry when he took them on a tour of the Offshore Platform Simulator. "Instrument people are hard to find," he noted. "It's a good job to have though, and it has high job security." He emphasized the importance of safety and regulation, something that stayed with a lot of the students.

"Shell's attitude towards safety may be strict, but strict saves lives," Hahnville High School senior **Jayvon** said.

Safety was also a priority when the students observed a fire fighting demonstration by Assistant Center Manager **Dylan Sanchez** at the RTCC Fire Field, then again during the Life Boat Demonstration, in which the students suited up in life vests, safety goggles and helmets to take a short cruise around the man-made lake.



"The boat ride was my favorite part of the day even though it got me a little sick," laughed **Jarmon**, a senior at Destrehan High School. "But I still liked it because they taught me how they saved people."

"I liked riding in the boat," added **Brock**, Destrehan High School junior. "You would never think that it fits 64 people!"

"I would like to express my complete gratitude for giving us this opportunity," said Instrumentation Course teacher **Jamie Wilson**. "These field trips help the students to see what they can do with the things they learn in my class to help them pursue so many different careers."



"This has been a worthwhile experience," said Destrehan High School junior **Contrelle**. "I didn't know they had different instrument techs for different things, but now I do!"

Stefanie Ward agreed. "It's my experience that being 20 years old and going immediately into a career in this field with the pay structure, the benefits, the schedule, it's going to change their lives because it affords them opportunities that their peers going to four-year university won't be able to tap into for another six years."

"I would like to thank the school system for giving me the opportunity and Shell and all the mentors they have," says Jayvon, a senior at Hahnville High School. "Big thanks to Shell for the opportunity to come here!"

Norco Honored with Top Awards



Executive Vice President, Shell Global Manufacturing, **Lori Ryerkerk** presents Norco General Manager **Brett Woltjen** with four prestigious 2017 Manufacturing Excellence awards. The site was recognized with top honors in Refining Personal Safety, Chemical Personal Safety, Reliability and Margin. Norco received the highest number of awards among all 17 of Shell's global manufacturing sites.



EVP **Lori Ryerkerk** takes a tour of the Norco facilities during a recent site visit and awards presentation. In meeting with employees in the field, Ryerkerk not only congratulated them on their performance, but also encouraged them to take pride in their world-class achievements.

Norco and Wetland Watchers

The sky was overcast, but there were sunny smiles on the faces of more than 800 St. Charles Parish fourth graders who attended the annual Wetland Watchers educational and fun event this spring. This year Wetland Watchers Park, located in Norco on the shore of Lake Pontchartrain, was not accessible due to the spillway being opened, so the St. Charles Parish Government generously offered the Dufresne Community Center parking lot in Luling for the event. As a major sponsor of the activity, Shell Norco organized the alternative location. Harry Hurst Middle School, home of the Wetland Watchers, is one of Norco's Partner in Education schools.



"Wetland Watchers is based on getting kids excited about science. Everything they touch and everything they see out here is science. They get to come out and see these cool activities. They can hold a crab or touch a snake or hold a baby alligator - experiences they probably wouldn't get anyplace else."

Barry Guillot
Harry Hurst Elementary science teacher and Wetland Watchers Project founder

Now in its 20th 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. Sharing their knowledge with younger, elementary schoolers, the Wetland Watchers students emphasized the importance of learning about the environment and becoming stewards of Louisiana's wetlands. Along with student presentations, a variety of interactive displays, staffed by area industries and government entities, educate and entertain the participants.

Harry Hurst Middle eighth grade science teacher and Wetland Watchers Project founder BARRY GUILLOT is proud of what his program accomplishes.

"Wetland Watchers is based on getting kids excited about science," he said. "Everything they touch and everything they see out here is science."

Fourth graders get excited about eventually being a Wetland Watcher and this is the first taste of the fun. They get to come out and see these cool activities. If they never held a crab before, they can hold a crab or touch a snake or hold a baby alligator - experiences they probably wouldn't get anyplace else. We give them a chance to experience that."

As founder and coordinator, Guillot tries to get the program to every student in the parish. "I'm trying to involve as many kids as I can," he explained. "We did Wetland Watcher nights with Shell at every one of the elementary schools this year, which I'm really proud of. Some of the nights we had up to 75 kids volunteer, representing all four middle schools, our two high schools as well as St. Charles Borromeo and St. Charles Catholic."

Teachers appreciate the experiences Wetland Watchers provide to students outside of the classroom. "Mr. Guillot has given us an opportunity to be a part of the Wetland Watchers along with his students at Hurst," stated Albert Cammon Middle School Science teacher **Jennifer Fos**. "They have participated in several of the elementary school nights where the Wetland Watchers participated and they were excited to



Celebrate the Environment



A performance by Cajun fiddler and singer **Amanda Shaw** is one of the traditional highlights of Wetland Watchers' outdoor event for area fourth grade students.



Marty Duhon of Norco's Instrument Engineering Department explains the distillation process to participants in Wetland Watchers' annual educational experience.

be invited to come and be a part of the Wetland Watcher celebration to assist in the booths and also to engage in some of the educational activities."

"This is a great opportunity for fourth-graders to learn about this very unique place that they live and get real hands on experience," adds Norco Elementary fourth-grade English Language Arts teacher **Jessica Thomas**.

Employees from Shell Norco enjoy sharing their knowledge by demonstrating science activities. **Marty Duhon** of the Instrument Engineering Department has been volunteering for over 10 years. "I have a lot of fun running this and I think it's great when the kids come and ask us questions. They show interest because they see things going on and they enjoy learning something new. This distillation exhibit looks like a science experiment, but it's the same process we use where we work. It teaches them things we use every day."

Pressure Equipment Engineer for the Projects Department and Sight Depths Coordinator **Jolene Page** is also a long-time volunteer. "I enjoy telling the kids about science and seeing their faces when they learn something new. I think they learn a lot of different things and hopefully want to be some type of scientist or find something they want to do in the future."

Ready for Some Jazz, Food and Fun?

Shell is the presenting sponsor of New Orleans



If you're like most Louisianans - and outsiders, too - you have great big circles on your calendar for the last weekend in April and the first weekend in May. It's Jazz & Heritage Festival time.

Shell is the presenting sponsor of the international event at the Fairgrounds in New Orleans.

"We are excited to partner with the Jazz & Heritage Festival again this year," said Shell Norco General Manager Brett Woltjen, adding that the company has been a leading sponsor since 2006. "Experiencing the music, food and crafts in the outdoor venue is not easy to describe. It's an entertainment adventure that you don't want to miss."

Woltjen emphasizes that Shell's partnership extends far beyond a fun way to spend a weekend. "The Jazz & Heritage Foundation is active throughout the year, and Shell's sponsorship of Jazz Fest contributes directly to community

grants and the Foundation's programs in the areas of education, economic development and cultural enrichment. That community support aligns with Shell's commitment to community."

Shell Norco employees will be among those volunteering during the Festival.

This year's Jazz & Heritage Festival will include a salute to Fats Domino and a celebration of New Orleans' tricentennial.



Exploring Career Options

Shell Norco Learning Advisor **Kim Duet** represents the petrochemical industry at career and college fairs throughout Louisiana. A variety of “give-aways” help to initiate information exchanges. At right: a P-tech student from Fletcher Community College, left, and Norco Internal Assurance Focal Point **Linda Hymel**, right, join Kim Duet at a career fair on the Fletcher campus.



What do you want to be when you grow up? It’s amusing to hear a six-year-old answer “a princess,” or “You Tube star.” The question gets a little more on the serious side, however, ten years down the road.

Shell Norco Learning Advisor **Kim Duet** is helping young adults (and their parents, too) consider career options in the petrochemical field in a proactive outreach program. He represents Shell Norco at career and college fairs and personal visits to area schools. Experienced in both the upstream offshore and downstream manufacturing aspects of industry, he explains opportunities, describes pathways to employment, and answers questions.

“Not everyone can be a doctor, lawyer or the next Bill Gates,” Duet says. “Not everyone needs to go to

a four-year college. If you want to be a professional such as an engineer, that’s great, if you want to be an accountant, that’s great, you want to be in Human Resources, that’s good, too. Business and industries need people in those areas, but such positions are often few and far between locally. My outreach role is to encourage interest in operator and craftsperson jobs. There is a definite need there.”

“We want to get people interested in coming to work in the petrochemical industry,” he continues. “If they are coming out of high school, for example, we point out the advantages of attending a technical college for a two-year degree in Process or Maintenance Technology.

And of course, we want the best and brightest to see Shell as the employer of choice once they have that degree.”

Duet acknowledges that most families and students in the River Parishes understand the benefits of not only working in this industry, but also recognize the diverse curricula in area technical colleges. “Others not from this immediate area hear ‘Shell’ and they think about working in a gas station or taking a helicopter to work offshore,” he says. “They don’t realize the many

different opportunities along the river not just with Shell, but with all our industry neighbors.”

“We want to get parents as well as students to understand that petrochemicals are a great industry and that two-year associate degrees are

valuable tools toward a good career,” Duet emphasizes. “Too often, parents and counselors think a student is unsuccessful if he or she has to ‘settle for’ a two-year associate degree versus a four-year bachelor degree. However, that two-year degree can lead to a career straight out of college starting at just under a six-figure salary, with substantial time off.” He encourages a visit to the Shell booth at upcoming college and career fairs or contacting an area technical college for additional information about career options.

See “Students Learn Hands-On Skills at Shell’s Robert Training Center” in this issue of Newsline to learn more about Norco’s outreach to area students.

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Kim Duet
Shell Norco Learning Advisor

Shell Retiree Honored for Environmental Leadership

ENVIRONMENTAL ENGINEER **FRED GOODSON** MAY BE RETIRED, BUT HIS CONCERN FOR THE ENVIRONMENT REMAINS STRONG, AND HIS IMPACT ON RECYCLING, REPURPOSING, AND PROPER DISPOSAL OF HAZARDOUS WASTE CONTINUES TO EXPAND IN THE RIVER PARISHES.

TWENTY YEARS AGO, GOODSON PROVIDED THE INITIATIVE AND COORDINATED HOUSEHOLD HAZARDOUS MATERIALS COLLECTION DAY (HHMCD) FOR ST. CHARLES, ST. JAMES AND ST. JOHN PARISH RESIDENTS. This year, Goodson was honored for his initial vision and leadership for the concept and organization of the event representing a collaborative effort among area industries, the Louisiana Department of Environmental Quality and Louisiana Department of Agriculture & Forestry. In an early April presentation, HHMCD committee members presented him with a certificate of appreciation in honor of his many years of dedication, diligence and energy which laid the strong foundation for our success as we sponsor our 20th annual collection day.

“It’s good to see that the event not only continues but is well-supported, with many residents storing hazardous wastes until the collection day,” Goodson said. “The idea was well-received by the community when we first started in 1998. My biggest challenge then was logistics and coordinating the industry partners. We did have great cooperation and participation from the start. It is rewarding to see that spirit of working together remains today.”

HHMCD provides households an opportunity to properly dispose or recycle materials that are inappropriate for curbside pickup such as aerosol cans, fluorescent lamps, pesticides, herbicides, major appliances and used electronics including used computers, copiers, printers, radios, and TVs.

“Sponsors of this year’s event are excited to achieve 20 consecutive years of providing this community service,” said Shell Norco Environmental Manager Michael McNally, who serves as one of the event coordinators. “This 20th event is quite special to all of us, especially for the Shell family which takes pride in Fred Goodson’s recognition.”

This certificate is awarded to
FRED GOODSON
In Recognition of Your Valuable Contribution



In grateful appreciation for your initial vision and leadership in 1998 for the concept and organization of the **Household Hazardous Materials Collection Day** event. Your many years of dedication, diligence and energy laid the strong foundation for our success as we sponsor our 20th annual collection day.

Lynette Currier, left, and **Jay Lambremont**, right, present Shell Norco retiree **Fred Goodson** with a certificate of appreciation on behalf of the industries participating in Household Hazardous Materials Collection Day in the River Parishes.

“The idea was well-received by the community when we first started in 1998. My biggest challenge then was logistics and coordinating the industry partners. We did have great cooperation and participation from the start. It is rewarding to see that spirit of working together remains today.”

Fred Goodson
 Shell Retiree

Service ANNIVERSARIES

SOMEONE YOU KNOW WORKS FOR NORCO

30 Years

John Olson

20 Years

Linda Scharwath

10 Years

Celeste Jefferson
 Elizabeth Weber

5 Years

Rusty Barras
 Dustin Cole
 Jeremy Dutsch
 Tammie Forbes
 Sylvester Quainton
 Brian Robin
 Court Sheppard

Manny Tejada
 Tammy Toups
 Albert Volion
 Sumedh Warudkar
 Jason Wells
 Victor Yee



Norco NEWSLINE

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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**

POSTAL PATRON



NEVER

Forgotten

A Remembrance ceremony, by invitation only, will be held at Shell Norco on May 3 in recognition of the 30-year anniversary of the Cat Cracker explosion and in honor of the seven Norco employees who lost their lives in the on-site event May 5, 1988.

“Ernie Carrillo, Bill Coles, Lloyd Gregoire, John Moisant, Jimmy Poche, Joey Poirrier, and Roland Satterlee Jr. will never be forgotten,” emphasizes Norco General Manager Brett Woltjen. “We encourage everyone on our site to remember these seven employees and respect their lives by keeping safety first and foremost in every activity, every day.”
