

# Norco NEWSLINE



## Shell Pecten Returns to Norco Manufacturing Complex

**IT'S OFFICIAL.** THE NORCO MANUFACTURING COMPLEX IS NOW A FULLY-OWNED SHELL SITE. THE REFINERY AND CHEMICAL PLANT, WHICH COMPRISE THE COMPLEX, WILL OPERATE AS SHELL NORCO.

As of May 1, the refining business, which operated as a Motiva Enterprises site, re-joined the Shell family with the dissolution of a 20-year joint venture between Shell and Saudi Aramco.

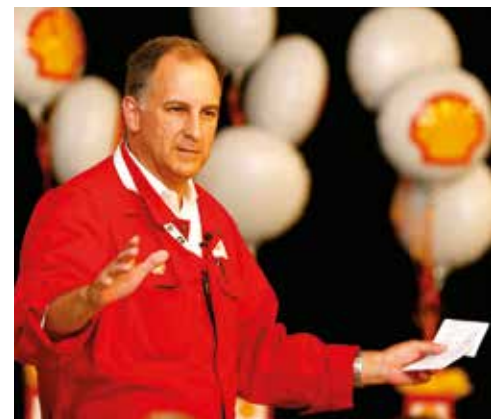
"The name 'Shell' and the pride that name generates is special, especially for those of us who live and work in Norco," says Shell Norco General Manager **BRETT WOLTJEN**.

"It represents a return to our roots that began almost 90 years ago with Shell's acquisition of the New Orleans Refining Company. For most of the community, our site has affectionately been known as the 'Shell plant' for several generations.

"The history of Norco solidly leverages us to progress into the future," Woltjen continues. "Now, we are standing on the shoulders of a giant and moving forward. Our role as a part of the Shell family is to run the plant safely, cleanly, reliably and efficiently to create greater value for the company."

"I am thrilled to be a Shell employee. It means working together and greater job security. I can say 'Shell Norco' with pride," says Operator **DREW LANDRY**.

"For me, the return to Shell centers around the Shell brand gas and the Pecten," adds Process Safety employee **TIM AYMOND** who has worked for both Shell and Motiva during his career. "I am proud to be wearing the Shell Pecten on my chest again - it is a globally recognized logo."



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BRETT WOLTJEN,  
Shell Norco General Manager

**WELCOME  
HOME**



Norco  
Manufacturing  
Complex



Employees enjoy snowballs and camaraderie and a visit from Shell CEO **Ben van Beurden** in celebration of Norco's "welcome home" celebration in May.



Employees exchange a few thoughts about Norco's return to the Shell family.



**Robin Mooldijk** and **Lori Ryerkerk** thank Norco employees for their outstanding performance over the years.



Production Manager **Dai Nguyen**, left, begins a tour of the Chemical Control Room for **Robin Mooldijk**, **Bruce Culpepper**, and **Ben van Beurden**.



Shell CEO **Ben van Beurden**, center, receives a warm welcome to Norco and Louisiana from the site's leadership team.



**“Norco is a jewel in Shell’s crown and we look forward to progress and growth in the years ahead. Norco will be an important building block in our family for years to come.”**

Ben van Beurden,  
ROYAL DUTCH SHELL CEO

**Ben van Beurden** greets Shell operators during a visit to the Chemical Control Room.



## The Leader Comes to Town

In April 1937, President Franklin D. Roosevelt rode through the streets of Norco on his way to visit the newly dedicated Bonnet Carré Spillway. School children lined the streets, waving American flags to greet the president. A reporter from the *Shell Bulletin* was on hand to record the historic event. It was an exciting day for Norco.

More than 80 years later, Shell Norco celebrated another top-level visit. This May, Royal Dutch Shell CEO **BEN VAN BEURDEN** made a special visit to the Norco Manufacturing Complex in recognition of the site's return to Shell. "It is great to be in Norco at this special time," said van Beurden, who addressed employees and toured the facilities. The CEO emphasized the importance of welcoming Norco to the Shell family. "I wanted to be here in person to welcome you," he said. "It is definitely a great day for Shell and hopefully you feel the same."

US Country Chair and President of Shell Oil Company **BRUCE CULPEPPER**, who started his Shell career at the Norco site (and married a St. Charles Parish native), accompanied van Beurden on the site visit.

The CEO emphasized his areas of focus for Shell noting that he is looking forward to Shell regaining the best in industry investment and moving into the number one spot. "I am excited and motivated that we will make it work with the people and assets that we now have and with a strong Shell presence on the Gulf Coast."

van Beurden highlighted several focus areas for the company, including the massive energy transition and its related challenges, such as climate change. "The energy transition is all about how you can make the global energy supply twice as big, but half as impactful when it comes to greenhouse gas emissions and environmental footprints. Society and government both expect us to drive this transition. This will be a long-term focus," van Beurden said. "The challenges are credible and it is our responsibility to ensure that we come out a clear winner."

He also emphasized the importance of maintaining the social license to operate by being a good neighbor in all areas of operation as well as community support.

"Royal Dutch Shell very much wanted all of the Norco complex in Shell to ensure our important foothold in the Gulf Coast," van Beurden said, noting that the Gulf of Mexico is one of three major trading hubs in the world along with Rotterdam and Singapore. "Norco is a jewel in Shell's crown and we look forward to progress and growth in the years ahead. Norco will be an important building block in our family for years to come."

"Norco has come a long way over the years, but your focus on sustaining the quality of operations in a safe way remains the overriding priority. We cannot have a sustainable future if we are not safe. There are no shortcuts when it comes to safety," he concluded.



Robin Mooldijk greets Henry Flowers during a Welcome to Shell Town Hall celebrating the site's full-return to the company.



Lori Ryerkerk welcomes Russell Braud back to Shell.

# Shell Principals Visit Norco

"It is a great day for Shell," said Executive Vice President, Shell Global Manufacturing, **LORI RYERKERK** and Shell Vice President Manufacturing Americas, **ROBIN MOOLDIJK**.

Just days after the refinery became a full member of the Shell family, Ryerkerk and Mooldijk visited the site to celebrate the event.

"I am delighted to be able to welcome the newest members of my family to Shell and to welcome back many of you who have worked for Shell in the past," Ryerkerk stated in her remarks to employees. "The reason we are here today comes from the strategic decision to generate more value for downstream. As part of the Shell family, Norco helps us to complete a total integration package that did not exist previously. It is no accident that you are Shell. Shell is an amazingly strong brand with a world class trading organization and we

were not taking advantage of that.

"We brought you in to grow you and are already aggressively looking at opportunities for further growth," she continued. "This is an exciting and great time to be part of the Shell family as the best refining complex in Louisiana and the United States," she continued. "I am thrilled with Norco's safety and reliability process. I am proud to say 'Shell Norco'."

"It is awesome to see all the Pectens today," said Mooldijk referring to the red and yellow Shell logo on employee uniforms. "I extend a very warm welcome to you. It is great to have all of Norco as part of the Americas region."

Mooldijk specifically noted Norco's potential for growth and applauded the site's commitment not only to safety but also to continuing to implement innovative safety programs.



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LORI RYERKERK, EVP, Shell Global Manufacturing

Smiles, handshakes, and red and yellow popcorn were on the agenda as Shell Norco celebrates visits from Shell leadership.



# SHELL NORCO HONORED WITH SAFETY AWARD

Shell Norco Chemical USW Health & Safety representative **Carmine Frangella**, left, and Shell Norco General Manager **Brett Woltjen**, third from the left, accept a Safety Achievement Award from the American Fuel & Petrochemical Manufacturers (AFPM) at the group's Annual Conference in San Antonio this May. The award reflects the site's outstanding safety performance in 2016. The award is part of the AFPM's program to promote safety performance achievements in the petroleum refining, petrochemical manufacturing, and contracting industries and to publicly recognize excellent safety records. Standing to the right of Woltjen is Process Safety Manager, **Jody Licatino** and second from right is Process Safety Specialist, **Allen White**.



# SHELL NORCO WINS TOP HONORS



**LORI RYERKERK**, Executive Vice President, Shell Global Manufacturing presents Shell Norco with the 2016 Executive Vice President Award for Personal Safety in recognition of the Chemical Plant's outstanding performance. Accepting the award is **TROY JOHNSON**, left. Ryerkerk also recognized Shell Norco Chemical Plant employees with the Executive Vice President Award for Margin. The award honors the site's commitment to operating economically in a reliably sound manner. **STEVE SHALLY**, right, accepted the award for the facility.

# THANK YOU, CONTRACTORS



Shell Global Manufacturing Executive Vice President **LORI RYERKERK** and Shell Vice President Manufacturing Americas **ROBIN MOOLDIJK** joined Shell Norco General Manager **BRETT WOLTJEN** and Contractor Safety Manager **JERRY FLOOD** in thanking Shell Norco contractor employees for sustaining an outstanding, incident-free safety performance during the past year.

# Service ANNIVERSARIES SOMEONE YOU KNOW WORKS FOR NORCO

## 40 Years

Craig Calcagno  
Jay Millet

## 35 Years

Gregory Jones

## 25 Years

Timmy Adams

## 15 Years

Antoine Morris

## 10 Years

Michael Troxclair

## 5 Years

Richard Guercio  
Ken Jones

Caitlin Justin  
Joycelyne Kerkoff  
Fernando Lopez

# Across the generations, Norco builds a *legacy* of family pride

As Shell assumes sole ownership of the Norco Refinery, site employees and retirees reflect on a unique living legacy

**FRANK MATHERNE** still remembers that rush of excitement he felt when he saw his father's workplace for the first time.

"I was just a kid, and in those days we were allowed to tour the control room at the annual Family Day at the Norco site," he recalls. "I just felt a sense of awe. And for so many of us growing up in the town of Norco, we knew that Shell's Norco site was a great place. So to become an adult and get a job there was like winning the Super Bowl."

Frank, a Supervisor in Norco's Maintenance Department, is part of a unique living legacy. At a site that traces its roots back to 1920, many employees can point to generations of family that have played a part in building that history.

"If you worked for Shell," says Frank's father **MAT**, who worked at Norco from 1968 to 1999, "you were part of something special."



**Frank Matherne**, left, and **Mat Matherne**: a son and father taking part in 'something special' at Norco

"As a kid I would go to the Norco site for all kinds of activities. There was a swimming pool, a tennis court, a bowling alley, and a football field. There was a Shell village on the site. People walked or rode their bikes to work."

MAT MATHERNE, Shell Retiree

## BUILDING COMMUNITY SPIRIT

At its start in the second decade of the 20th century, the plant took its name from the original operators: **N**ew **O**rleans **R**efining **C**ompany, or Norco. The town that grew around it took that name as well. When Shell acquired the refinery in 1929, the fabric that connected site and community grew even stronger.

"As a kid I would go to the Norco site for all kinds of activities," says Mat. "There was a swimming pool, a tennis court, a bowling alley, and a football field. There was a Shell village on the site. People walked or rode their bikes to work."

For **BRION BROUSSARD**, who had a father and many other relatives working at the refinery, the site had a powerful appeal.

"I learned to swim at the Norco site," he says. "So it drew me there as a kid, and then as I heard from my father and relatives about the work they were doing, that seemed like something I wanted to do, too."

Brion, who developed an interest in instrumentation, began his career at Norco in 1977.

"My dad had a big work ethic," Brion recalls. "So I always wanted to live up to that high standard."

With that strong work ethic, Brion would go on to a long career at the site and won a national safety award from the American Petroleum Institute. He retired in 2015—and, just like his father, had his son follow in his footsteps.

## EXTENDING THE LEGACY

The pride that Norco employees and retirees feel in their history is more than matched by their focus on a great future—for their own families, for their site, and for their community.

Frank channels his interest in instrumentation to help the next generation of Norco residents.

"Job training is so important," he notes. "We work with the local high school to develop instrumentation programs for students. We also work with the local technical trade schools to help with the curriculum and training of local persons interested in pursuing jobs in our industry."

And when nature delivers its worst, those that live and work at Norco band together to give their best.

"I think about how Shell responded after Hurricane Katrina and beyond," Brandon states. "It's another reminder that Shell is a true friend to this community."



Pride in the Pecten pictured standing, left to right, are Stevie, Brandon, Brion and Kenny and seated, Marion. Across the generations with the **Broussard family**.

## PRIDE IN THE PECTEN

As Shell assumed full ownership of the Norco Refinery after the completion of the transaction to end the Motiva joint venture, these generations of Norco colleagues and family members felt optimistic about this new chapter for the site.

"I always had pride in the Pecten," says Brion. "That's how you feel when you work for Shell."

"Dad can fix anything and has great troubleshooting skills," says **BRANDON BROUSSARD**, Brion's son. "So from an early age I knew that I wanted to work for Shell as well."

Today Brandon is a Supervisor in the Production department. His wife, Angela, works in HR at the nearby Convent Refinery—and, yes, her grandfather and great-grandfather both worked at Norco. That family connection keeps Brandon focused on the most important task at hand every day — staying safe.

"You want to do everything you can to keep the site safe so your own kids can work there," he says. "Operating our facility with the Norco community literally along our fence line is something that none of us take lightly. We understand the responsibility we have to the Norco community and I'm proud to work for a company like Shell which has exhibited genuine care and support for its employees and surrounding communities."



A photo from the Shell Norco scrapbook shows kids having a good time on the site grounds during a summer afternoon.



**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 number(s) and e-mail address(es).

This system enables us 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 the Shell Norco Manufacturing Complex, your caller ID will display (504) 465-6667.

Shell Norco Manufacturing Complex is honored to be a part of the community and we believe this technology will help us keep you safe and informed. We look forward to staying connected with you!



# 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**

[www.shell.us](http://www.shell.us)  
[www.norco-air.info](http://www.norco-air.info)

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## POSTAL PATRON



## CAT CRACKER MEMORIES FUEL SAFETY COMMITMENT

Seven Shell Norco employees forever hold a special place in the history of the complex. On May 5, 1988, Ernie Carrillo, Bill Coles, Lloyd Gregoire, John Moisant, Jimmy Poche, Joey Poirrier, and Roland Satterlee Jr. lost their lives in an on-site explosion.

**“There is nothing that can minimize the impact of such a loss on families, friends and co-workers,”** said Shell Norco General Manager **BRETT WOLTJEN** in an address to employees recognizing the event. **“What we can do, however, is to honor those lost lives by working safely and learning how to continually improve our safety efforts. I ask that each Shell employee and each Shell contractor employee remember those seven employees and respect their lives by keeping safety first and foremost in every activity, every day.”**

A special memorial ceremony will be held next year to mark the 30th anniversary of the explosion.

- **ERNIE CARRILLO**
- **BILL COLES**
- **LLOYD GREGOIRE**
- **JOHN MOISANT**
- **JIMMY POCHE**
- **JOEY POIRRIER**
- **ROLAND SATTERLEE JR.**



## It's Hurricane Season

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](http://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](http://www.stcharlesparish-la.gov/hurricane)
- FACEBOOK: [www.facebook.com/stcharlesgov](http://www.facebook.com/stcharlesgov)
- YOUTUBE CHANNEL: [www.youtube.com/stcharlesgov](http://www.youtube.com/stcharlesgov)
- TWITTER: [www.twitter.com/stcharlesgov](http://www.twitter.com/stcharlesgov)
- LOUISIANA STATE EMERGENCY BLOG: [emergency.louisiana.gov](http://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](http://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](http://scpemergencyalerts.com) or click on [www.stcharlesparish-la.gov](http://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](http://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](http://www.facebook.com/stcharlesgov) and hovering over the “Like” button on the parish page and then clicking **“Get Notifications.”**



## CHILD FRIENDLY WEATHER RESOURCE

Child Advocacy Service is offering a free, education resource to assist children prepare for severe weather conditions including hurricanes and tornadoes. Copies of **Prepared Not Scared** are available at the St. John the Baptist Public Library, any of the Child Advocacy Services offices ([www.childadv.net](http://www.childadv.net)), or by calling 1-800-798-1575.