

Norco NEWSLINE



SUSTAINING THE Rhythm OF LA

WETLAND WATCHERS FEATURED IN CREATIVE ENERGY OUTREACH

The Wetland Watchers Service Learning Program at Harry Hurst Middle School takes the spotlight in the third phase of Shell's Creative Energy multi-media promotion highlighting the company's Louisiana refineries and chemical plants. Shell's ongoing support of education that sustains the environment is the highlight of the current focus, "Creative Energy – Sustaining the Rhythm of Louisiana."



Barry Guillot and Milton Cambre are pictured with 8th Grade Wetland Watchers from Harry Hurst Middle School.



Multiple individuals and organizations partner with Wetland Watchers to make event days successful. Pictured are from left, back row: St. Charles Parish Parks & Recreation Director **Duane Foret**, community conservationist, **Milton Cambre** and teacher **Barry Guillot**. Front row: **Anne Barrett** and **Laine Farber** of the Lake Ponchartrain Basin Foundation; UNO Pontchartrain Institute for Environmental Sciences Director of Coastal Education Program, **Dinah Maygarden**, St. Charles Parish President **Larry Cochran**, and **Lacy Bellanger** and **Jeremy Rodriguez**, of the LA Department of Agriculture & Forestry.

Founded by Harry Hurst teacher **Barry Guillot** and community conservationist **Milton Cambre**, Wetland Watchers educates students about the Louisiana coast with hands-on activities and visits to the LaBranche Wetlands on the shores of Lake Pontchartrain. Shell was the first to recognize the value of this program and has proudly supported Wetland Watchers for over 20 years.

"Shell is proud to make the future by helping to develop student ambassadors for Louisiana wetlands and sustaining the Rhythm of Louisiana," says Norco External Relations Manager **Rochelle Touchard**. "In addition to supporting this unique St. Charles Parish Public Schools program, our employees are active

volunteers with Wetland Watchers events throughout the year."

"By giving students an opportunity to get out in the wetlands and experience it, I think that's how we are sustaining the rhythm of Louisiana," Guillot adds.

In the current phase of the Creative Energy outreach, Shell employees and the Wetland Watchers are featured in billboards, print advertising and radio spots emphasizing Shell's commitment to the environment. Guillot and Harry Hurst students, along with Shell volunteers, are also featured in a video that can be viewed at www.shell.us/louisiana.

For more information on Shell and Creative Energy – Sustaining the Rhythm of Louisiana: www.shell.us/louisiana, #creative energy or Shell Norco Manufacturing Complex on Facebook.



Shell volunteer **Fred King** helps Wetland Watchers students examine aquatic life on-site at Wetland Watchers Park.



Billboard right: Shell volunteer **Steven Shally** is pictured with **Barry Guillot** and Wetland Watchers students.

A DONATION FOR THE FUTURE

Shell recently announced a \$100,000 contribution to River Parishes Community College (RPCC) to assist in the development and construction of a one-of-a kind, full-scale process equipment trainer (PET) for students in the River Region.

Shell Convent Refinery General Manager **Allen Pertuit** and Shell VP of Gulf Coast Manufacturing Operations **Rhoman Hardy** were on hand to deliver the good news and affirm Shell's commitment to the school's PET project. The Shell leaders made the announcement during a recent visit by Louisiana Community and Technical College (LCTCS) and RPCC leadership to Shell's Convent Refinery in St. James Parish.

Shell's donation will be used to facilitate the civil work, including construction management of the foundation, for the extraordinary training unit that is strategically located at RPCC's campus

in Gonzales near three large world-scale Shell Manufacturing facilities in the River Region.

Working to construct the Gulf Coast's premiere industrial training facility, RPCC is building the full-size, fully functional glycol distillation tower designed specifically to train process technicians and other industrial maintenance and craft specialists. The facility will give students a training experience in an outdoor industrial setting, unique for a community college, and reflects industrial operations throughout the region.



President of RPCC **Dale Doty**, Shell VP of Gulf Coast Manufacturing Operations **Rhoman Hardy**, Shell Convent Refinery General Manager **Allen Pertuit**, and LCTCS President **Monty Sullivan** participated in a check presentation for the development and construction of a process equipment trainer at the Shell Convent Refinery.

Non-profit Organizations Invited to Submit Grant Proposals

Non-profit organizations with programs, projects or potential projects which would make the Norco community better now and in the years ahead are invited to submit a grant application to the Norco Community Fund (NCF) or Norco Economic Development Fund (NEDF).

The Greater New Orleans Foundation, which manages both donor advised funds, is accepting proposals from **February 22 through March 22, 2019**.

The NCF and NEDF were established 16 years ago with respective one million and five million dollar endowments by Shell to sustain and enrich the quality of life in the Norco community. The NCF was initiated to improve the quality of life for Norco residents. The NEDF addresses social and economic issues designed to support economic development. Both funds are community driven.

Applicants must apply online through The Greater New Orleans Foundation's at www.gnof.org. Guidelines for both funds can be found online.

The Norco Community Fund will consider funding for programs that serve Norco in the areas of: arts/humanities; community development; education; environment; human services; health and youth development.

The Norco Economic Development Fund will consider funding for programs that support: small business retention; new job creation; career development and training; quality of life and youth opportunities.

Only grant applications submitted online will be accepted for consideration.

Who Dat Crackin

Starts with Safety and Environment Focus

Maintenance work is now underway at Norco's Cat Cracker and Ethylene Units in one of the larger turnaround events at the site in recent years. Beginning March 7 and continuing through early May, the planned "Who Dat Crackin" event prepares the Cat Cracker unit to run successfully for the next two or three decades.

According to Norco Production Manager **Jack Holden**, in addition to inspecting, repairing and cleaning equipment, the turnaround provides an opportunity to upgrade and replace major equipment to renew the life of a significant site asset. "Our major focus throughout the turnaround, as with all the work we do on our site, is to get the work done efficiently, in a timely manner and with a Goal Zero mindset," Holden emphasizes. "That means working with no safety or environmental incidents."

More than 3,500 additional contractors will be on-site during peak activities periods with a little more traffic coming and going around Norco. However, Shell has ample secure parking for additional cars and the site is working with the St. Charles Parish Sheriff's Department to ensure that the traffic flow keeps moving with little impact on area residents.

For additional information or questions concerning the turnaround, call the Site Team Lead at 504-465-7342 and check Norco's Facebook page for updates.



"Our major focus throughout the turnaround, as with all the work we do on our site, is to get the work done efficiently, in a timely manner and with a Goal Zero mindset."

JACK HOLDEN
Shell Norco Production Manager



Ready, Set, Go

IT'S TIME TO REGISTER FOR THE UNITED WAY OF ST. CHARLES

23RD ANNUAL BRIDGE RUN. THIS YEAR'S RACE IS

SATURDAY, APRIL 6, 2019 STARTING AT 8:30 A.M.

AT THE EAST BANK BRIDGE PARK IN ST. CHARLES PARISH.

Early registration by February 28 \$35

AGES 17 AND UNDER/65 AND OVER \$15

Registration by April 1 \$30

AGES 17 AND UNDER/65 AND OVER \$20

(END OF ONLINE REGISTRATION)

April 6 (Race Day) \$40

AGES 17 AND UNDER/65 AND OVER \$30

The 23rd Annual United Way of St. Charles 5K Bridge Run offers a panoramic view from atop the Hale Boggs Mississippi River Bridge. Presented by Shell Norco, the United Way of St. Charles Bridge Run is the largest road race across the Mississippi River. Runners and walkers will have a panoramic view of the river and the parish.

If you are an avid race participant or looking for a challenge, the run is a good place to start. It is the kick off event of the Louisiana Bridge Run Series. If you're a serious senior runner, the run is also the deciding event for the Louisiana Senior Olympics Games 5K State Championship.

Early registration is now open at \$30 by February 28, \$35 by April 1 (the end of online registration), \$40 at packet pickup and on the day of race for ages 18-64.

Registration for those 17 and under or over 65 is \$15 by February 28, \$20 by April 1, \$30 at packet pickup and on the day of race.

Go to www.nolarunning.com or www.uwaysc.org for details and registration information.

New Faces in the Neighborhood

Look for the Coastal Spray crew around Norco. Shell's new grounds keeping company is now working inside and outside the fence line to maintain the property.

Residents will easily recognize Coastal Spray employees in their khaki shirts and white vans clearly marked with the company logo.



ROAD STARS, Relatively Speaking

When YVETTE MALANCON and DEVIN ROME signed on as members of the Shell family they had no idea employment would also involve a little modeling. The mother and daughter duo are among the several dozen Shell Louisiana employees featured on billboards and in print advertisements in the company's Creative Energy – Fueling the Rhythm of Louisiana promotion.

A nine-year Shell employee, Rome is a Utilities Production Team Lead at Norco. You saw her featured in billboards along the road to and from St. Charles Parish. Malancon is a Senior Operator in Geismar's EO/EG unit with 19 years of Shell service. She was highlighted on the road in the Ascension Parish Baton Rouge area.

"Although they say it was a coincidence that they were selected to appear in the promotion, Devin and her mom are outstanding examples of all Shell people who work hard, supporting the company and their community," says External Relations Manager **Rochelle Touchard**. "We are particularly proud of Devin and Yvette who also serve as role models for women interested in operations and maintenance positions."

Not surprisingly, both mom and daughter express similar thoughts about their participation in the Creative Energy promotion.



MOTHER

YVETTE MALANCON

"Shell is an important part of our state and it is an honor to be a part of the campaign. I'm very blessed and proud to share this spotlight with Devin."

YVONNE MALANCON
Geismar Senior Operator EO/EG Unit



DAUGHTER

DEVIN ROME

"I always try to make my parents proud in everything I do and sharing this campaign with my mom makes the experience more exciting."

DEVIN ROME | Norco Utilities Production Team Lead

"I've been all smiles," Rome says. "I am extremely humbled and blessed to have the opportunity to be a part of the re-imagining of such a great company in Louisiana. And grateful! I always try to make my parents proud in everything I do and sharing this campaign with my mom makes the experience more exciting."

"It feels awesome," Malancon echoes. "Shell is an important part of our state and it is an honor to be a part of the promotion. I'm very blessed and proud to share this spotlight with Devin. Family is most important to us."

Malancon emphasizes her pride in being a Shell employee. "I've worked for other chemical companies in my career and none compare to Shell, especially when it comes to community involvement," she explains. "That is very

near and dear to me. Last year, for example, Shell helped me to give back to my community by donating school bags and supplies during the National Night Out Against Crime."

"I've grown up in the Shell family and have seen over the years how the company takes care of employees and the community," Rome adds. "Community involvement is very important. Louisiana has experienced several disasters in the past few years, including floods and hurricanes. Shell stepped up and helped out when needed."

Although she is delighted to share the spotlight with her daughter in the campaign, Malancon says sharing her experience in the field has special significance. "My advice to Devin when she entered the business as well as for everything she does is to always be true to yourself in everything you do."

"I think the most important thing I've learned from my mom was to always be strong in the face of adversity," Rome adds. "Everything won't always go your way. Don't take it personal and work harder next time. That helped me tremendously in my early operator years."



1-310 South of Luling Bridge: Left to right: Devin Rome, Matt Adams



Hwy 30 west of Hwy 73 | Left to right: Scott Waggenpack, Yvonne Malancon

Find out more about Creative Energy at www.shell.us/louisiana, #creative energy or Shell Norco Manufacturing Complex on Facebook.



Norco Supports STEM at Destrehan High School

When FIRST® (For Inspiration and Recognition of Science and Technology) began in 1989, founder Dean Kamen hoped to inspire young people's interest and participation in science, technology, engineering and math (STEM). He recognized that many kids didn't have career interests in those fields and found a "fun" way to introduce career options – robotics.

The first robotics competitions were held in 1992 with 28 national teams. Today, FIRST® reaches over 400,000 young people annually, inspiring them to use STEM to "solve the world's greatest challenges, be strong citizens and build a brighter future", all while having a little fun along the way. It would not be possible without the generous support of companies like Shell.

Locally, Shell Norco has been sponsoring the Destrehan High School Robotics Team for the past ten years. The support covers the entrance fee for a tournament and for STEM outreach, such as the STEM camp for elementary school children that was held at the high school this past summer.

Destrehan High School FIRST® Robotics Competition coach **Brian Young** appreciates the opportunity Norco's participation makes possible. "The support Shell gives us allows us to get kids involved at an early age," he says. "This leads our kids to bigger opportunities such as building a basketball shooter for the New Orleans Pelicans and running a STEM Zone in the Smoothie King Center before every home game. Robotics isn't only the future, it's here right now and our kids are making it happen."

Destrehan High School Principal **Jason Madere** sees the value of having robotics at his school. "As a former science teacher, I love having robotics in my school because it brings out all the different aspects of science," he states. "Kids take initiative in hands-on projects. They build it, put it together, run it and do it all themselves. It's phenomenal what our kids are doing."



"Robotics takes kids from all backgrounds and teaches them to work together using problem solving and communication skills," says Destrehan High School FIRST® Tech Challenge Coach **Daniel Martin**. "The students become a family. After they get their engineering degrees, the kids come back and help the next generation."

Destrehan High Senior **Rebekah Fortes** is excited by the possibilities that have opened up to her and the others who participate. "My dreams of being a computer engineer have formed because of this program," she says. "When we do

outreach programs, I love the look on the kid's faces when they play around with the robots. It can change their future. It's amazing!"

Senior **Daniel Floyd** is thankful that Shell Norco has invested in not only their futures, but the futures of the kids that come behind him. "When we first began we only had the funding to do competitions. Shell has allowed us to do that and to go out into the community and show other kids how amazing STEM is."

Fortes agrees. "We couldn't do all this stuff without our sponsors. The more they support us, the more we can engage and learn and educate."

"Robotics takes kids from all backgrounds and teaches them to work together using problem solving and communication skills."

DANIEL MARTIN
Destrehan High School FIRST® Tech Challenge Coach





Shell Celebrates Jazz and Louisiana Roots

The Rolling Stones, Diana Ross, Amanda Shaw, Aaron Neville, Katy Perry, Better Than Ezra, Kermit Ruffins ... and the list goes on. The entertainment lineup for the 2019 New Orleans Jazz & Heritage Festival is bigger and better than ever in celebration of its 50th anniversary. Shell continues its presenting sponsorship of the internationally-acclaimed event and recently announced its ongoing support through 2024.

The long-term alliance with Shell first began in 2006 in the aftermath of Hurricane Katrina, when Shell stepped up as the lead sponsor to ensure the survival of the city's signature celebration of music and culture. The official name of the event will remain the New Orleans Jazz & Heritage Festival presented by Shell.

In announcing a multi-year sponsorship extension, past U.S. Country Chair and President of Shell Oil **Bruce Culpepper** said, "Shell has deep roots in Louisiana. We've been here for over a century and nearly every aspect of our business is represented here. Our continued sponsorship of Jazz Fest through 2024 shows our commitment to building a strong future in this place we call home."

Jazz Fest Producer/Director **Quint Davis** said, "Shell's generous support of Jazz Fest and the culture of New Orleans and Louisiana has been vital to the revival and growth of our cultural economy. We thank the thousands of employees at Shell for their steadfast commitment to the progress of the New Orleans community and the entire region."

In recognition of the 50-year milestone, the Festival has added an extra day to the event which is traditionally held over two weekends in the spring. This year, the gates open on Thursday, April 25 with activities taking place Thursday through Sunday, April 25 - 28 and May 2 - 5.

The Festival also announced that the new day will be "Locals Thursday," which allows anyone with a valid Louisiana ID to purchase up to two discount tickets for \$50 each at the gate on that day.



A study of the 2018 event estimates the New Orleans Jazz & Heritage Festival presented by Shell annually generates over \$400 million in economic impact and tax revenues for New Orleans and Louisiana.

In celebration of the 50 years of Jazz Fest, the Festival is producing a weekly look back at the people, places and things that have helped make the event part of the culture it presents including footage from the first Jazz Fest and images of Festival favorites through the years. Look for Jazz Fest Memories and #JazzFest50 social media posts on most social media platforms.

The New Orleans Jazz & Heritage Festival and Foundation, Inc. is the nonprofit organization that owns the New Orleans Jazz & Heritage Festival presented by Shell. The Foundation uses the proceeds from Jazz Fest, and other

raised funds, for year-round activities in the areas of education, economic development and cultural enrichment. A study of the 2018 event estimates the New Orleans Jazz & Heritage Festival presented by Shell annually generates over \$400 million in economic impact and tax revenues for New Orleans and Louisiana.

"Shell's generous support of Jazz Fest and the culture of New Orleans and Louisiana has been vital to the revival and growth of our cultural economy. We thank the thousands of employees at Shell for their steadfast commitment to the progress of the New Orleans community and the entire region."

QUINT DAVIS | Jazz Fest Producer/Director

USW and Shell Reach Contract Agreement

The United Steelworkers International (USW) union and Shell have reached an agreement on wages, benefits, and working conditions.

According to Norco General Manager **Brett Woltjen**, Shell is pleased with the agreement which respects the needs of our employees and ensures the economic health of Shell's facilities while emphasizing the company's resolute commitment to safety.

"We reached a tentative agreement because of our members' solidarity and the industry's willingness to negotiate a contract

that is fair to both parties," said USW International President **Leo Gerard**. The three-year agreement was reached just ahead of the deadline for the previous contract expiry, at midnight January 31. It affects more than 30,000 oil refinery, petrochemical plant, pipeline and terminal employees in 220 USW bargaining units.

Someone You Know Lives and Works in Norco

A New Newsline Feature



Long-time Norco residents and Shell employees **Leslie** and "**Pee Wee**" **Gaubert** pose with Tigger during one of their many visits to DisneyWorld.



BOBBY DUFRESNE

Want to know something about life in Norco? Robert "Bobby" Dufresne is your go-to resource. He and his brother Doug are third generation Norco citizens and his family includes more than a handful of aunts, uncles and cousins who call Norco home. Read more about the Turnaround Planning Operations Coordinator who has worked at Norco for more than 42 years in this NEWSLINE article.

Q: DID YOU GO TO SCHOOL IN THE AREA?

I attended Sacred Heart of Jesus in Norco for grade school, graduated from Destrehan High School and received a degree from Jefferson Parish Vocational-Technical school.

Q: WHAT MAKES NORCO A GOOD PLACE TO LIVE?

I have a great and a special time living in Norco with family and so many great friends. Many of us went to school together, worked together and spend time hunting, fishing and boating in the Spillway. My great friend from very early childhood, a life-long Norco resident and Shell retiree Steve Robicheaux and I share countless great experiences about the town.

Q: WHAT HAS KEPT YOU WORKING AT SHELL FOR SO MANY YEARS?

Working for such a great company as Shell Norco has been a blessing. Over the years my parents and many family members retired from Norco or still work here. As many of my co-workers would say, the people here at Shell Norco are our family, too. I recall times back to my childhood when my grandparents lived on-site in the Shell Village in the River Road gate area. My uncle Romeo Dufresne had a Shell gas station on Goodhope Street, and my grandfather raised cattle and horses in the refinery tank farm site many years ago. We are definitely a Norco and a Shell family.

Q: HOW IS LIFE IN NORCO THESE DAYS?

We are planning to stay. In fact, my wife Rebecca, daughter Harley, mother-in-law Charlene and I are in the process of building a new house here.

Q: WHAT DO YOU DO WHEN YOU ARE NOT WORKING?

I always enjoy spending time with my stepson Trevor and heading out to with the family to Cajun Hideway, our weekend/summertime home in Mississippi. Rebecca and I are also Harley motorcycle riders.

Q: THAT HAS TO BE WHY YOU NAMED YOUR DAUGHTER HARLEY, RIGHT?

Eight-year-old Harley is a Sacred Heart of Jesus student. I enjoy taking her around Norco, the River Parishes and New Orleans area, explaining the history and significance of the many wonderful places around us including the opportunity to live in such a resourceful community and industrial area.

Harley, Bobby and Rebecca Dufresne are close to home as they stand outside the Shell Norco fenceline.



LESLIE GAUBERT

Leslie Gaubert has been a Norco resident for 41 years and a Shell employee for 18 years. Get to know a little more about the former Kenner resident who lives and works in Norco.

Q: HOW DID A JEFFERSON PARISH GIRL FIND HERSELF IN ST. CHARLES PARISH?

I married a Norco resident and we knew that Norco is where we wanted to live. Our first house was a rental house, two houses from my husband's parents.

Q: WHERE DID YOU GO TO SCHOOL?

I attended Grace King High School in Metairie but completed my senior year at Destrehan High School. I also hold a degree in Process Technology from River Parishes Vo-tech in Reserve.

Q: WHAT IS YOUR POSITION WITH SHELL NORCO?

Today, I am a Learning Advisor on the Learning and Development Team. Before that I was an Alky Operator and a TOP (Triangle of Prevention) Representative conducting safety investigations.

Q: HOW DO PEOPLE IN NORCO KNOW YOU?

I used to be highly involved with the Norco Booster Club. I was a coach and the Treasurer of the club for years. My husband and I developed many friendships through the Booster Club. It is funny that when I see kids, who are now adults, who played sports for the Norco Booster Club back then. They still call me "Coach". I have also been called "Ms. PeeWee." My husband was born and raised in Norco and is known by many people. He is still called "Coach PeeWee" by many of the players that he used to coach.

Q: WHAT IS THE BEST PART ABOUT LIVING IN NORCO?

The best part is that my kids got to grow up in Norco. It was awesome when my children were young; we had so much fun. We were highly involved with the Norco Booster Club, my kids loved riding their bikes to SunVilla for swimming. We were always in the Spillway – crabbing, crawfishing and fishing. The kids would even sleep out in the Spillway with their friends. Today, since the kids are grown, and it is just my husband and I, it is still an awesome place to raise a family. Because it is a small community, everybody knows everybody and looks out for one another. You don't have the crime that you hear about in the city and you can feel comfortable letting the kids outside to play. You can go outside and talk with the neighbors in the street. People help each other. One of my neighbors cuts my front yard whenever he cuts his and trims my tree when needed. How often do you see that? I am sure that I don't say it enough, but "Thank you, neighbor."

Q: WORKING CLOSE TO HOME IS A BENEFIT. WHAT ELSE DO YOU ENJOY ABOUT WORKING FOR SHELL?

I love the drive to work – 4 minutes to work and no traffic. I have met so many wonderful people over the years. What I like best is that Shell is always looking out for the community. Employees can help at the schools, they send employees to help when houses are flooded, they help after hurricanes and contribute many more hours of volunteer work. I have had the opportunity to volunteer for several projects and I am proud to be representing Shell when I do.

Q: WHAT DO YOU DO WHEN YOU ARE NOT WORKING?

I like to do all kinds of crafts, follow the Saints and LSU football teams, and I love going to Disney World. Hanging out with my four wonderful kids and watching eight beautiful grandchildren. Watching the grandkids follow in their parent's footsteps playing sports is also a favorite activity.

Q: ANYTHING NEW AND EXCITING IN YOUR LIFE?

My husband is retiring this March and I am moving closer to that time, too. We will be moving to Loranger and preparing a home to become a farm with cows, chickens, pigs and a big garden. I am sad to say that we will be leaving Norco but hoping that whoever buys our house has many wonderful years in it like we did.



Norco NEWSLINE

PRSR STD
U.S. POSTAGE
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NORCO, LA
PERMIT #50

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



Shell Joins Community in United Way Support

The final count is in and the numbers are impressive. Shell Norco employees contributed **\$1,130,468** to community support in the site's annual United Way and HERO campaign. The donations supported the United Way of St. Charles in its largest campaign in history.

"Shell maintains a pledge to be a good neighbor and a good member of the community," says Norco General Manager **Brett Woltjen**. "A contribution to the United Way is one of the best ways to ensure that the people in our area not only have access to services in time of need but also benefit from the many educational and healthcare programs the United Way facilitates."

3X Woltjen noted that Shell triples employee contributions during the HERO campaign to maximize giving.

