

Norco NEWSLINE



Community Advisory Panel Goes Behind the Scenes



Norco ranks 27th
in size among the
137 refineries in
the United States.

Community Advisory Panel members learned a few facts and figures about Shell Norco during a tour of the site. Left: tour guides and CAP members are pictured during a stop in the Maintenance Shop. **Vic Adams**, second from the left, escorted the group through the shop.

Norco Community Advisory Panel (CAP) members toured Shell Norco last month for a special behind-the-scenes look at the manufacturing complex.

Plant Manager **Brett Woltjen** and Production Manager **Jack Holden**, who escorted the CAP members on an early evening bus-ride through the facility, identified specific units explaining their functions and end products.

Woltjen welcomed the CAP members to the site and explained that Shell Norco is essentially two world-class complexes. "One is the refinery making fuel products including the gasoline you use," he said. "The other is a chemicals facility generating products which then go into plastics and other polymers for manufacturing. And to give you an idea of how big the site is, Norco ranks 27th in size among the 137 refineries in the United States."

The group made a stop in the Chemical Control Room to meet with operators and view the site's advanced operating systems. After putting on safety glasses, the community members were also invited into the Norco Maintenance work area.

"Looking at the many towers and vessels we have in the refinery and chemical plant is always interesting," said Holden. "But it's also nice to give you the opportunity to talk to operators and observe them at work. All of our operating positions are considered safety-critical, which means that there's a qualified operator at each position 24/7. It's reassuring to see people at work, the people who are making sure things are running safely and reliably, especially for those of us who are living right across the fence line." Holden and his family are Destrehan residents.



Norco General Manager **Brett Woltjen** shows CAP member **Marie Villere** machinery used to repair and clean site machinery.

A highlight of the tour included a look at Norco's water cooling and water treatment equipment. "Shell brings in Mississippi River water to use in the production process, and then returns it," Holden said. "When we take that water in, it contains silt and debris. But when we run it through our water treatment process, it goes back much cleaner."

The group also viewed the site's new flare vapor recovery unit which minimizes Norco's fingerprint on the environment. "This unit captures gases that used to go to our flaring systems, processes the gases and puts them back into the facility," Holden explains. "Instead of flaring it and releasing that material, we're able to capture it and put it to use."

"Things have definitely changed," said Audrey Brady, a Shell retiree who worked on-site in the fifties. "The refinery is bigger and quieter than I remember."

CAP members, who are long-time Norco residents, also added to the historical aspects of the tour. **Camille Cambre, Theresa Ferraro, Josie Mire and Alice St. Ament** shared their memories and family stories about the times when employees lived on the grounds with a full range of services including a school house, movie theatre and swimming pool.



Brett Woltjen points out production units and processes to CAP members **Alice St. Ament, Clarence Moore** and **Steve Robicheaux**.

Norco Production Manager **Jack Holden** invites CAP members to take an up-close look at the Chemical Control Room.

ONE DAY AT NORCO

THE REFINERY PROCESSES

250,000

BARRELS OF **CRUDE OIL**



150,000

BARRELS OF **GAS TO FUEL**



80,000

BARRELS OF **DIESEL TO FUEL**



30,000

BARRELS OF **JET FUEL**

SHELL NORCO IS THE SOLE SUPPLIER OF JET FUEL FOR MSY AIRPORT TO OPERATE 241, 737s WITH A RANGE OF 3,000 MILES A DAY



1,000

FULL-TIME **EMPLOYEES**

1,600

AVERAGE **CONTRACTORS** WORKING ON SITE



Service ANNIVERSARIES » SOMEONE YOU KNOW WORKS FOR NORCO

40 Years

Chris Babin

15 Years

Thomas Abreo
David Ballam
Patrick Beard
Beth Bourgeois
Henry Flowers
Quienna Jackson
Melvin Johnson
Jolene Page

Dianne Swiber
Tranetta Weber

10 Years

Gerald Ballas
Caitlyn Conklin
Chris Petit

5 Years

Kenyatta Barnes
Melvin Bradley
Michael Casciato

Christopher Costanza
Laurie Curole
Kyle Douglas
Shane Duhon
Dustin Easley
Darren Esteve
Nicholas Fedele
Roger Gill
Kris Harrison
Gina Hollins
Julie Kern
James Le
Jonathan Lucio

Eric Menendez
Jignesh Patel
Tony Perez
Donald Perret
Carl Richards
Richard Riley
Shawn Roberts
Dustin Sampey
James White
Steven Wyman

Shell STEM Camp Fuels Creativity

A Destrehan High School Robotics Team member helps a STEM camper with one of several science projects offered during a week-long program this summer.

There's an empty feeling in most schools every summer, but not at Destrehan High School. There was an echo of laughter and the sound of excited voices at the Shell Norco-sponsored STEM (Science, Technology, Engineering and Math) Camp.

Norco Elementary School students in grades three through five were building simple machines from brightly colored connecting blocks in one classroom. Across the hall, Harry Hurst Middle School sixth through ninth graders learned about circuits. Students from the Destrehan High School Wildcat Robotics team and teachers from the respective schools served as counselors, joining Shell employees who took on the role of chemistry teachers. The Shell STEM Camp is a true community effort to show students how rewarding a STEM-focused career can be.

Norco External Relations Advisor **Ken Jones** likes that the camp is run by the people who live nearby. "We get our employees from our community," he says. "So, it's logical that we would bring our elementary, middle and high schools, our Partners in Education, together. The sooner you start teaching kids about STEM, the sooner they're interested in it. You can talk and talk but, until you make it hands-on, the kids don't really take an interest."

The five-day camp introduced students to robotics, coding, basic electricity, automation and more, utilizing programs such as Ozobots, littleBits, Vex, Makey Makey, Scratch Coding and Arduino.



A hands-on approach to scientific principles is the foundation for learning at STEM Camp.

THE PRESENCE OF THE WILDCAT ROBOTICS TEAM brought another dimension to the camp. "The kids relate differently to a student just a few years older than them," says Destrehan High School Career Development Facilitator **Stefanie Ward**. "Our students are not just going to tell you and show you, they're going to get you in there and have you do it while they explain."

"I love that moment when the kids realize that something works," says Sophomore **Kate Beske**. "That 'a-ha!' moment just makes me happy."

"I think this camp is exactly what we need," says Harry Hurst science teacher **Karen Nagele**. "It helps our students understand how their everyday life is touched by math and science."

The campers were all smiles while they worked on their projects. "I want to be a programmer so I thought this would be a good camp," says **Reid, 11**. "I think camps

like this will help me figure out what type of engineer I want to be. It's been a lot of fun," agrees **Carli, 9**.

"This is the real world," adds **Brian Young**, Team Coach for the Destrehan High School Robotics Program. "Cell phones, laptops and PlayStations all use this technology. If we can get a small percentage of these kids interested in STEM careers, then our job is done."

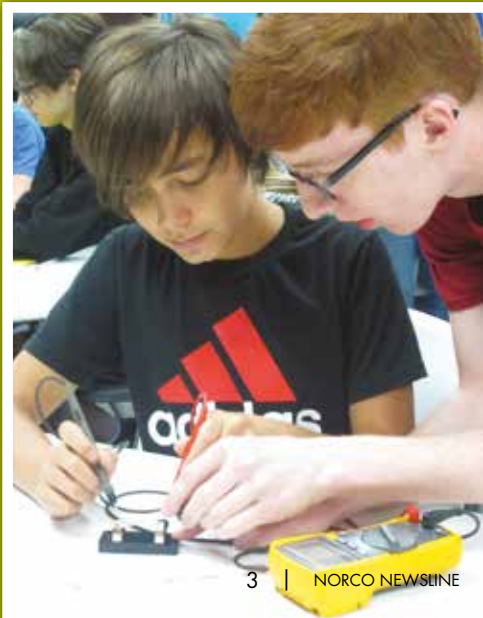
"We would not have this camp if it was not for Shell," Ward explains. "We are continuously improving science standards and our community partners are essential to that."

"We want to make sure our community understands the kind of corporation we are," Jones emphasizes. "We don't just give money. We get involved and grow as our community grows."



"The sooner you start teaching kids about STEM, the sooner they're interested in it. You can talk and talk but, until you make it hands-on, the kids don't really take an interest."

KEN JONES
Norco External Relations Advisor



No man is an island

No man stands alone
Each man's joy is joy to me
Each man's grief is my own.

We need one another
So I will defend
Each man as my brother,
Each man as my friend.

THOMAS MERTON

Teens Learn Leadership Skills at Summer Camp

Imagine teens without a smart phone in hand. Imagine them looking you in the eye and sharing ideas about team building or respect for others. That's a little challenging, isn't it? Imagination can become reality, however, when high school students detach from technology and engage in discussions and activities as they take the first steps to leadership by attending the annual Louisiana Youth Seminar.

Twenty students from St. Charles Parish Public Schools and St. John Parish Public Schools joined more than 300 campers attending the 48th Annual Louisiana Youth Seminar (LYS) this summer. Sponsored by Shell Norco, the teens participated in the week-long program on the Louisiana State University campus. Shell's Convent Refinery, Deepark Manufacturing, Geismar Chemicals, Mobile Chemicals, and New Orleans E&P also sponsored students from their respective communities.

Shell Oil Company has been the major corporate sponsor of the event for more than 40 years.

The students participated in five days of activities focusing on the theme "No Man is an Island" including:

- Setting and Achieving Goals
- Solving Problems
- Communicating Effectively
- Building a Team
- Conducting Meetings
- Understanding & Accepting Themselves and Others
- Developing Self Confidence and Believing in Themselves



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

"This was probably one of the most life-changing programs I've ever been a part of," said East St. John student **Kaitlyn Gomez**. "What I learned at LYS is persistence. As a leader, no matter how different you are with the people in your group, you always need to learn how to work with people and keep going towards your goal, no matter how many times you fail."

Niall Pierce of East St. John High School added "we learned there's not always just going to be one leader in a group. All can contribute multiple ideas to come up with the bigger solution to whatever you are working on." On returning to school, Pierce will "be more confident to lead others, to share my ideas and to contribute to everything."

For Hahnville student **Alexus Dukes**, the LYS experience is helping him to feel more comfortable about speaking up in front of people. "When I go back to school, I am going to work more on learning how to talk in front of my peers without being afraid," he said.

"As a second-year delegate to LYS this year, I really learned the importance of surrounding yourself with good people," said Destrehan High student **Kaci Waguespack**. "You'll be 10 times more successful if the people around you genuinely care about you and have good intentions for the things you believe in. This school year, I am placing emphasis on meeting new people because you never know if the person beside you, who you don't know, is going to be your new best friend. The things that make us so unique also bring us together."



Terrence Simien not only shared his extensive experiences traveling the world, he taught LYS delegates a few French phrases and instilled pride in the great state of Louisiana. He enlisted two delegates to join him on the rub board and entertained the delegation with a little Zydeco! Thank you **Terrence Simien** for sharing your time and talent with LYS!

Individuality unites us as a community. If we can keep the good attitude we are surrounded with at LYS, and use that positive attitude to unite our schools and our parishes, we will make a profound impact on the world."

KeRon Jackson of Destrehan High School shared his thoughts with a salute to Shell for sponsoring students from St. Charles and St. John parishes. "I'm thankful for your sponsorship," he said. "Of all the camps that I've been to in my high school career, LYS is the best program. One thing I learned this week is that a good leader knows when to step down. A good leader knows when he has to be a team player and let someone else take charge because he can be more beneficial at a lower position. I'm okay with that."

"Thank you for your incredible enthusiasm and thoughts about your experiences at LYS," said Woltjen. "Shell is pleased to sponsor you at this unique summer camp. Shell is dedicated to making a difference in the world. Our company recognizes that if each and every person helps one another then, as a team, we can make the world a better place. You are clearly demonstrating that you understand what it takes to make a difference in your school, your home and in the world. You recognize that what it's really about is learning and growing as an individual. Sometimes, you learn from failure. Sometimes, you need to learn from a really neat environment like LYS."



Students and counselors sponsored by Shell's Norco Manufacturing Complex, Convent Refinery, Deerpark Manufacturing (Texas), Geismar Chemicals, Mobile Chemicals (Alabama), and New Orleans E&P are pictured.

After one last time singing the theme song "No Man is an Island" everyone shared some bittersweet goodbyes as LYS 2018 came to a close.

"Shell is dedicated to making a difference in the world. Our company recognizes that if each and every person helps one another then, as a team, we can make the world a better place."

BRETT WOLTJEN
Norco General Manager

"I am so glad that you took advantage of this opportunity to attend LYS," Gomez-Walker told the students. "It's very important for you to keep learning. I have noticed what great attitudes you have. You've focused on positivity, being yourself, being unique and caring for one another. All of

those things are attributes you will bring back as leaders. That will serve you well not only in school but also in life. Our schools don't prepare you for graduation. We prepare you for life."

"What I've heard from all of you is really profound and semi-life-changing for the majority of you," added Trosclair. "I challenge you guys to go back to your schools and really do what you have talked about and learned at LYS. Shell invested in you because you are part of St. John, St. Charles - the River Parishes. We're a place to be proud to live in. And you are going to be the people who are our future leaders. Take the hope that you demonstrate today and the confidence that you've gotten this week. Go back to your schools and to your communities and really make a difference even if it's just a small one."

"LYS is a strong family," added former Shell employee Jo Pease who founded the leadership program with two of her college friends to assist junior and senior high school students in learning more about effective communication skills, setting and achieving goals, team building, understanding and accepting others, developing self-confidence, and conducting effective meetings.

"Many of our counselors and group leaders are former LYS campers who continue to support us with their volunteer hours. But we also exist today because of the strong support of Shell. The company has shown its long-term commitment to developing young leaders because it believes that, through this commitment, the state will be a better place. Whether you will be working for Shell or elsewhere, whether you're going to run for governor or senator, or whether you're going to be a doctor, a lawyer or a school teacher, you will have leadership skills. Senior leaders from Shell, such as Brett Woltjen, are with us today because they believe in you. Thank you, Shell."

JO PEASE | Co-Founder of Louisiana Youth Seminar

Meet the New Generation of Leaders



Norco General Manager **Brett Woltjen** is pictured with students from St. Charles and St. James parishes who attended the Louisiana Youth Seminar this summer. Shell Norco sponsored LYS campers: **Chrystell Adams, Kelly Dempsey, Cayla Dent, KeRon Jackson, and Kaci Waguespack** from Destrehan High School; **Alexus Dukes, Maggie Gomez, La'Chele Green, Rontre Hardy, and Brennan Smith** from Hahnville High School; **Leah Brown** of West St. John High School, and **Brandon Alleyne, Mal'Ron Carter, Alyssa Duhe, Jose Folgar, Kaitlyn Gomez, Jennifer Lopez-Avila, Niall Pierce, Cornelius Johnson, and Durintay Myers** from East St. John High School.



It's Tutu Fun at Summer Dance Camp

"It is all for fun, isn't it?"

It didn't matter to the 11-year old young girl that she was "graduating" from the River Region Ballet's summer dance camp to the more intense summer dance workshop. She was looking forward to improving her dance technique, performing on stage and having fun.

"That's the outlook we want in our summer program participants," says Summer Camp and Workshop Director **DeAnn Sullivan**. "Children and youth learn best when they are having fun."

Shell Norco is one of the sponsors for this year's program, which originated in 2015 with a morning dance camp for children 4 to 11 years old. The following year, River Region Ballet added an afternoon workshop for those 11 and older.

"Our goal is to provide an opportunity for children and youth with various dance skill levels to learn classic ballet as well as other forms of dance," explains Sullivan. "For some dancers, our camp/workshop is the first time they have tried a dance class while others attend to continue their skills."

In addition to a week of dance classes, crafts, and fun, the dancers perform a mini-showcase for their family and friends. This year's performance, 2018 Rock Around the Clock Mini Showcase, was held at the end of July on the Destrehan High School stage.

"Dancing, ballet especially, offers many lessons such as how to move gracefully through time and space to music; to analyze one's self and his or her work; to accept and correct criticisms; to accept responsibility, and to learn to work with others. For the dancer to truly derive these benefits, they need the opportunity to experience the art of performance."

DEANN SULLIVAN
Summer Camp and Workshop Director



CELEBRATE HISTORY SEPTEMBER 15 AT

Bousillage – it sounds fancy and extravagant, doesn't it? The French word is actually another way of saying walls made of mud with a heavy mixture of Spanish Moss. The unique-to-Louisiana method of building was traditionally used in the construction of small cottages as well as plantations in the 18th and 19th centuries including Destrehan Plantation.

You can learn more about bousillage, African American herbal remedies, 1700s and 1800s fashion, and historical facts about the south during a Destrehan Plantation Open House on September 15, 2018. Members of the St. Charles Parish community are invited to explore the home, cottages and exhibits and enjoy an outdoor concert.



Destrehan Plantation

For details and schedule of activities, check out Destrehan Plantation on Facebook or go to Destrehanplantation.org.

Grants Enhance Norco Legacy

THE COMPETITION WAS **intense.**

THE REQUESTS WERE **significant.**

THE RECIPIENTS **thankful.**

THE COMMUNITY BENEFITS ARE **awesome.**



Norco community members are happy. Pictured here are representatives of the non-profit organizations who received NCF and NEDF grants.

NEDF grants were presented to the following groups:

- **Norco Civic Association** for Phase IV of the Norco Revitalization Project.
- **Destrehan Plantation/River Road Historical Society** for the development of a small event facility as part of the organization's Master Plan.
- **River Parishes Community Development Corporation** for technical training and education.
- **Good Work Network** for a pilot training program assisting four Norco businesses.



Volunteers at Matthew 25:35 Food Pantry prepare food packages for community members in need.

NCF Grants were presented to the following organizations:

- **Access Health Louisiana** Norco Health Center for community outreach programs.
- **American Legion Post 195** for flooring in the group's building.
- **First Baptist Church of Norco** for signage emphasizing the church's counseling services.
- **Knights of Columbus-3634 Red Church Council** for air conditioning.
- **Norco Civic Association** for the purchase of a commercial stove.
- **Norco Elementary School** for several programs addressing special needs students including playground equipment, alternative seating and Chromebooks.
- **Sacred Heart Church** for the parish food pantry.
- **Sacred Heart School** for renovations to the school gym.
- **St. Charles Parish Public School Foundation** for Pop-up performances.
- **River Road Historical Society** for a Norco Elementary School third-grade heritage education program.
- **River Region Ballet** to replace Nutcracker Ballet costumes for its annual performance.
- **River Region Drama Guild** for the group's summer musical theatre rental.
- **St. Charles Senior Citizens Club** to provide programs, transportation and entertainment for community members.
- **Matthew 25:35 Food Pantry** for generators and outreach to support the group's mission to feed those in need.
- **Boy Scouts** to assist in the establishment of a Cub Scout program in Norco.
- **Girl Scouts** to fund Lego League Robotics teams, introducing more girls to STEM projects.

"The largest number of grants were awarded this year since the funds were initiated in 2001."

LILY GALLAND | NCF and NEDF Representative

The Norco Community Fund (NCF) and the Norco Economic Development Fund (NEDF) recognized **22 non-profit organizations with more than \$310,000** for projects enhancing the quality of life and economic development in the Norco area at a recent celebration dinner at Ormond Plantation.

The NCF and NEDF were established with respective one million and five million dollar endowments by Shell and Motiva 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. The Greater New Orleans Foundation manages the Donor Advised Funds.

"The Knights of Columbus have been fortunate to receive grants from the Norco Community Fund over the years," said Deputy Grand Knight, Knights of Columbus, **John Campo**. "This year's grant will be used to replace a more than 30-year old air-conditioning system in our building. The Knights of Columbus Home on Spruce Street has become very much a part of the community, serving as a place for receptions and special events. We are very thankful for a grant that will keep our home thriving and available to the community."

Mary Anne Schindler, who represented the Matthew 25:35 Food Pantry, noted that the NCF grant will help the organization continue its mission to provide for families in need. "When the Food Pantry opened about a year ago, we assisted 10 families a month," she said. "Today, more than 250 families are receiving food each month. We appreciate the generous grant to answer the distinct need in our community."

"Within the last 16 years, the Norco Community Fund has distributed

more than **\$726,403**; the Norco Economic Development Fund more than **\$1,611,302**; for a grand total of **\$2,337,705**," said Shell External Relations Manager **Rochelle Touchard**. "Congratulations to all grant recipients who are working diligently to make Norco a better place to live and work today while establishing a legacy for the future. The diverse grants reflect many of Shell's core values including economic development, education, cultural heritage, and the arts. Thank you for the great work in all of the different segments and variations of what you do to support your individual communities. It only strengthens Norco as a whole."



Girl Scouts participate in a Lego Robotics competition.



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



Thursday, October 4, 2018

**Edward A. Dufresne
Community Center**

Norco is Ready to Battle for the Paddle

WHAT'S THE MOST IMPORTANT INGREDIENT IN GUMBO?
HOW LONG DO YOU COOK A POT OF JAMBALAYA?

Ask a Shell Norco employee for the answers. Some of the best gumbo and jambalaya cooks in the River Parishes can be found throughout the site. This month they're getting ready for Norco's Annual Jambalaya and Gumbo Cook-off to determine the best of the best. The cook-off is the official start of Shell Norco's fundraising campaign to support the United Way of St. Charles and other community organizations.

The top chefs in the Norco competition will represent the site at the United Way of St. Charles Battle for the Paddle Thursday, October 4, at the Edward A. Dufresne Community Center.

"Last year was a great year for Norco and a great year for the United Way," says General Manager **Brett Woltjen**. "Our teams took top honors at the Battle for the Paddle and our site broke a record in donations in the United Way campaign. Can we do it again? No question about it. Nothing is impossible when you start off with a bowl of gumbo and a plate of jambalaya."



The Norco Team "Last Chance" of **Mike Arcement**, **Mark Batiste**, **Jody Borne** and **Bobby Dufresne** will be looking for another win at the 2018 Battle for the Paddle.



Competitors be prepared. Shell Norco chefs are bringing their secret recipes for preparing gumbo and jambalaya to the United Way cook-off. It's possible the cooks will share a few of those secrets with you at this year's United Way battle.