



NORCO

Newsline

Norco Manufacturing Complex



NMC and EOC | *Preparing and Working Together*

Emergency preparedness is a phrase that comes as naturally to Louisiana residents as “making groceries.” From hurricanes and flooding to a road-blocking accident, the next emergency could be just around the corner.



24 / 7 / 365

The St. Charles Parish EOC is one of the leading EOCs in the country and the only one in the state that functions 24 hours, seven days a week ... no exceptions.



St. Charles Parish Department of Homeland Security and Emergency Preparedness Director **Joe Ganote** updates members of the Norco Community Advisory Panel about the parish’s emergency operations plans and facilities.

St. Charles Parish residents are ready to face diverse emergencies with the benefit of ongoing communications from business and industry, frequent emergency drills, a wealth of plan-ahead resources, and the knowledge that the St. Charles Parish Emergency Operations Center (EOC) is on top of every situation. The St. Charles Parish Department of Homeland Security and Emergency Preparedness maintains one of the leading EOCs in the country and is the only one in the state that functions 24 hours, seven days a week with no exceptions.

visit to the EOC in Hahnville. Director **Joe Ganote** welcomed the CAP to the spacious, fully equipped and highly durable facility located along the River Road.

Opened in 2013 across the street from its original small, basement offices, the EOC is designed to enable easy workflow with communications, operations, and a conference room. Built to withstand more than 100 mile per hour winds with impenetrable windows and doors, the center also includes a media room for reporters, press conference area, bunkrooms for emergency staff, and a sizable kitchen for sustained feeding of workers.

Norco Community Advisory Panel (CAP) members recently learned more about the parish’s emergency capabilities, facilities, and staff in a

Ganote reported that the EOC staff and industry work closely together to prepare and protect the people and property of the community.



Sr. Emergency Coordinator (Homeland Security & HAZMAT) **Jim Polk** shows Norco CAP members the St. Charles Parish Emergency Operations Center media room during a recent tour of the center.



A layered EOC warning system utilizes the best tools appropriate to each situation including:

- » **FIXED SIRENS**
- » **GOVERNMENT ACCESS CHANNEL**
(COX 6, ATT 99)
- » **COX CABLE EMERGENCY ACCESS SYSTEM**
- » **TELEPHONE ALERTING SYSTEM**
(CONNECT-CTY)
- » **INDUSTRIAL HOTLINE**
- » **SHERIFF'S OFFICE / LOCAL FIRE DEPARTMENTS**
- » **1-888-SCP-9EOC**
- » **AM 1370**

Jim Polk answers questions about emergency preparedness from members of the Norco CAP.

In addition to providing a centrally located emergency facility, Ganote explained that the parish is responsible for maintaining an emergency staff, preparing emergency plans, utilizing a warning system and coordinating emergency exercises.

At noon on the first Thursday of every month, the St. Charles Parish Emergency Operations Center performs a one-minute test of the parish's outdoor warning sirens.

EOC staff also facilitates a Mutual Aid System in which industry and EOC personnel support each other with supplies and manpower in hazardous emergency situations. "To that extent we participate in

a variety of exercises and drills with area industries," Ganote said. "These drills range from an assisted evacuation exercise to a Waterford 3 exercise as well as regular hazmat and hurricane drills."

The Norco Manufacturing Complex is obligated to communicate several points of information to EOC staff. In addition to notifying the EOC of an incident or situation, the site is expected to provide emergency classification, meteorological data, recommended protective actions, media information, and technical advice or an advisor when requested.

"Notifications from industry occur if there is a chemical release, fire in the facility, or a security breach or suspicious persons," Ganote explained. "We also communicate with industry if there is a request for resources or mutual aid."

The St. Charles Department of Homeland Security and Emergency Preparedness maintains written plans for the preparedness, mitigation, response and recovery of any terrorist act, natural or technological disaster that may occur. The department coordinates the plans and operations of the various emergency response agencies such as fire, police, emergency medical services, public works, volunteers and other groups that respond to emergencies. It is also responsible for building St. Charles Parish's emergency plan as part of a national incident management system capable of responding not only to local or regional emergencies, but also to national security emergencies, such as a nuclear attack.

For further information on the St. Charles Department of Homeland Security and Emergency Preparedness as well as resources for home and business emergency preparedness visit: stcharles.gov.net.

"Notifications from industry occur if there is a chemical release, fire in the facility, or a security breach or suspicious persons. We also communicate with industry if there is a request for resources or mutual aid."

JOE GANOTE | EOC Director, St. Charles Parish

NMC United Steel Workers HONORED

United Steel Workers Local Union 13-750, District 13, which includes Norco Manufacturing Complex employees, has been honored with the A.Q. Evans Award for its outstanding accomplishments in safety and health. The award honors the memory of former President of USWA Local 5554 A.Q. Evans, whose courage and determination inspired the union's efforts to protect workers from the hazards of lead.



According to **Carmine Frangella**, who nominated USW Shell Norco and Motiva Norco Health and Safety Representatives for the award, the NMC Health and Safety Committee identified a hazard related to the performance of live flare line entries during normal run and maintenance operations. The USW members used their health and safety expertise to not only approach management but also to collaboratively design a solution to protect workers from injury risk.

A site wide team was formed to develop and implement a Flare Line Opening Elimination Project which was completed a year ahead of schedule and significantly reduces the potential for injury. Union Health and Safety representatives were significantly involved in driving the project as participants in project teams, job safety walks and turnaround work. NMC leadership took an active role in involving the union employees to build and engage in a positive safety culture.

Trust, Teamwork and Safety

At first a New York accent set him apart from his new Louisiana neighbors, co-workers and his team. It didn't take him long to learn Cajun ways and become a part of the Louisiana family, however. He was on the way to earning the title "a Louisiana legend."

SKIP BERTMAN is a Louisiana "favorite son," one of the most beloved coaches ever in Louisiana State University history who put LSU on the world baseball field.

Of course, things didn't happen over night. "When I first arrived on campus there were only two sports at LSU, football and spring football," Bertman likes to remind people. Even when the baseball team started to win a few games and gain a little recognition, there were challenges. "I would hear people say 'Hey Bertram' – I was Bertram for quite some time – 'we're down by one point' or 'those referees

"You have to be able to see it; to see anything at all that you want," he said. "If you ardently desire this thing and sincerely believe you are worthy, it absolutely positively will come to pass. Naturally, that applies to safety."

The Hall of Famer challenged NMC employees with a safety huddle message. "I don't know how many plants there are of this size that have 365 days of safety," he stated. "Somewhere it has been done, and if it hasn't we are going to do it here at Norco. Because we can, we are special, because no one has the gifts and talents that you have. There is no one with the safety knowledge and the technical skills that you have. You can do this."

He emphasized that making continuous improvements in small increments is the way to achieve success. "Do it one minute, one hour, one day at a time," he suggested. "Don't be afraid to make decisions and constant adjustments. Ask yourself what you can do to take things further. Always remember that the sum total of the group is more important than your one part."



Has been ranked the NUMBER ONE COLLEGE BASEBALL STADIUM in the nation.

sure are tough.' It took a while before people understood that points were really runs and referees were called umpires."

College Baseball, Louisiana Sports, and American Baseball Coaches Association Hall of Famer Skip Bertman addressed Norco Manufacturing Complex leaders and supervisors with a strong safety message during a recent presentation marking the site's more than 200 days with no safety incidents.

"You might say we are coming into the seventh inning stretch in our safety goal of 365 days plus with no injuries," said General Manager **Brett Woltjen**, who welcomed employees to the special safety event. "This is the time to keep on batting strong and running toward the goal with extra care and caution."

Bertman used both humorous and serious baseball-themed examples to discuss safety, believing, and teamwork as he encouraged NMC employees to keep their eye on the ball and score 365. "You have to see it, want it and believe it, and you can do it," he said, emphasizing that winning in safety is much like coaching baseball. "You may be up, but you still have to figure out how to win, because everybody is counting on you, your team of co-workers and your fans in the stands, your family, are depending on a win."

"Sports really are like life. There are rules, boundaries, ups and downs, of course team work, and a conclusion," he continued. "Three things that I have learned in my 50 years of athletics which also relate to you are:

- always respect your opponent
- no job is too easy, there is always a risk, and
- don't celebrate until the game is over, play the full 60 or 90 minutes."

Bertman acknowledged the importance of safety in industry and its impact on individual families, the community and the business. "Fortunately, many of us grew up with safety in mind," he said. "You told your kids to look both ways before you crossed the street, just as your parents told you. Now, you are at the professional level, as high as it gets for safety awareness. I applaud the drive for 365. I know it is tough, but I think it can be done."

Bertman remembered, with humility and confidence, that it was easy for him to see that he could take a team from LSU to Omaha and win the College World Series.

YOU ARE SPECIAL

Retired LSU Baseball coach and Athletic Director Skip Bertman encouraged NMC employees to continue a drive for 365 days of safety by looking at the numbers and recognizing their unique and special gifts.

- **The odds of being struck by lightning are 567,000 to one.**
- **The odds of hitting a \$340 million jackpot are 100 in 175,000,000.**
- **The odds of being born in the United States, being able to have a job at NMC, and being promoted through the system to be at NMC, listening to Skip Bertman are about 400 trillion to one.**

"No one can take your place," Bertman said. "You can replace someone who can produce or perform the skills of the person before you. But you can't replace a person. There is only one of you. You are special and that makes your safety performance special."

A regular Newsline feature spotlighting NMC employees who have served or are currently serving the United States as a member of the military.

LOOKING AT LIFE FROM A DIFFERENT PERSPECTIVE



CHRIS NEWMAN lived all over the United States and visited 28 countries during his six-year career in the Navy and 19-year career in the Air National Guard. The Albuquerque, New Mexico, native entered the Navy right out of high school and though he hails from a military family that didn't make boot camp any easier.

I cried when I went to boot camp,” he laughingly remembered. “The military wasn’t what I expected. I thought it would be easier and I never got the impression otherwise from my father. He had a much harder life than I had and joined so that he could eat. The military I joined was not the military my dad joined, and the kids that have joined in the last ten years did not join the military I joined. When I joined, the Cold War was just finishing. Now we’re dealing with Al-Qaeda. It’s a different animal.”

The Norco Manufacturing Complex Information Technology Site Business Analyst entered the Navy in 1989 and made it to E3 as a damage controlman. He activated in 1991 to go to Desert Storm, but his unit was sent home before they reached the Persian Gulf. He also participated in Operation Southern Watch. After six years, he left the Navy to go to college. A couple of bachelor degrees, five associate degrees and some master certifications later he was inspired to return to the military, this time with the Air National Guard.

“I got addicted to school for a while,” he said. “After college I got a job at a Walmart distribution facility as a shipping manager.

“One of the biggest things I learned in my life is don’t be a buttercup. Nothing worth having ever came easy. Get out there and do the work.”

CHRIS NEWMAN | NMC Information
Technology Site Business Analyst

A gentleman I worked with was the maintenance squadron officer for the 150th National Guard unit, the Flying Tacos, a F16 unit out of Kirtland Airforce Base in Albuquerque. It took him a month, but after a couple of visits I signed up. My job was mostly plans and scheduling for aircraft maintenance. I was also a jet engine mechanic. I got to produce aircraft and watch them fly. I can say that I helped to make that happen.”

When Newman married, he transferred out of Albuquerque to a National Guard unit in upstate New York, then to one in Connecticut. When he met his second wife, a recently retired active duty Colonel with the 159th out of Belle Chasse, he would fly from New Orleans to

Connecticut to fulfill his duty one weekend a month. He worked hard, but he also had a lot of fun.

“In 2003 we were flying back from an operating location during the Iraqi War and we landed in Ramstein, Germany,” he stated. “We were there for two and a half days because of aircraft problems. I hadn’t had a beer in a month, so we went out on the town and got a beer. We were there with a mix of service: Army, Marines, Air Force. It was my definition of “Good Americans,” we were just having a good time. Now I spend a lot of time making my own beer. I can make about 60 gallons at a time and it was because of stuff like that. That was one of the most memorable times I ever had.”

His life in the military has allowed him to see things that most people will never see and it has given him a unique perspective on life. “I was always a guy who supports folks. I was never a frontline warrior. I was stationed at an undisclosed location at Camp Scorpion where the planes would fly around and provide close air support for ground troops,” he added. “Early one morning Special Ops happened on an unoccupied dam. Well it turned out that they just got up earlier than the Red Army who soon showed up and a firefight ensued. They called for close air support and our guys did four fly-bys and annihilated the



In this group photo, **Chris Newman** is on the top of the plane on the left sitting between the engines and the two men standing.



Chris Newman, left, takes an “off-duty” shot with one of his National Guard buddies.

"My number one lesson is teamwork. No man is an island, it takes a village. The greatest things in life are accomplished by multiple perspectives. That's why you see a group picture because everybody says, 'it's all about the pilot.' Well that guy is only doing a small piece of the work."

Red Army, saving 30 American lives. When the planes landed I got to go to the hospital unit where 14 of the guys were. An Army Sergeant First Class called us over and asked if we were the ones who maintained those fantastic airplanes. He reached out and shook our hands and started bawling. Now, I don't do funerals, and this was nearly the same kind of thing. They were beat up pretty bad. It tore me up a little bit and I had some flashbacks when I came home after looking at those guys. That experience gave me the motivation to be better at what I do and gave me purpose beyond my patriotic duty."

Now that he is retired from the military, his life has slowed down a bit but his job at NMC is not that different from military life. "I went to work for Motiva because it's the best job you can get in the Gulf Coast region," he said. "The company offers a lot of opportunities in a variety of positions inside of the refinery and every refinery is like a small town. It's very much like a military base but without the shock and awe."

Newman now lives in Gretna. He has a 11-year-old son and enjoys outdoor activities as well as all the fun things that happen in New Orleans. Much like when he was in the National Guard, as a civilian he is always willing to lend a helping hand to anyone in need. "I'm a big fan of community, and of when the opportunity to educate yourself opens, you should take it," he emphasized. "One of the biggest things I learned in my life is don't be a buttercup. Nothing worth having ever came easy. Get out there and do the work."

Service ANNIVERSARIES

SOMEONE YOU KNOW WORKS FOR NORCO

35 Years

Mark Alexander
Wilbert Duhe

20 Years

Victor Bara
Barry Domio
Lance Dufrene
Marty Duhon
Larry Johnson
Emanuel McMillon
Chad Raiford
Kevin Roussel
Calvin Wright

10 Years

Henry Arnold
Ivory Brown
Jason Chauvin
Matthew Deslatte
William Howard
Lance Mahler
Todd Maise
Thomas Mixon
Bradley Oubre
Jason Roux
Keith Simon

5 Years

Barton Barrios
Ciarra Borne
Matthew Bowen
Chad Bowles
Angele Chauvin
Courtland Coleman
Tyler Creel
Gregory Duhe
Charles Harris
Nick Hartel
Jeffrey Henderson
Albert Kelly
Jared Lambert
Zachary Lemoine
Sandra Louis
Courtney Martin
Gregory Mitchell
Chad Plaisance
Raymond Richard
Courtney Sebest
Brent Spangler
John Terre



Matthew Horne's Prairieville backyard before and after historic flooding this year.

WATER, WATER and More Water

This year was going to be a special one for the Horne family. For the first and only time, all three daughters would be in the same school. Now, they are going to different schools, riding a long time on a school bus, and there is no time for recess. Not much fun for his ten, eight and almost six-year old girls.

"The girls are not happy, but they are coping," said Norco Manufacturing Complex Economist Team Lead **Matthew Horne**.

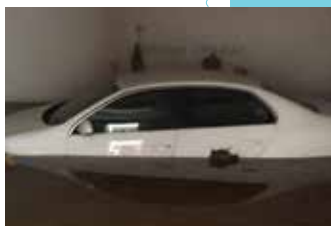
Long bus rides and new learning environments are just one part of the inconvenience and frustration the Hornes are experiencing these days. The family is one of the thousands flooded during the recent high water affecting homes, businesses and schools in Greater Baton Rouge and surrounding areas.

A Prairieville resident, Horne had up to 10 inches of water in his house, at least two feet in his garage and as many as five feet in a home office on the side of his house. But he is quick to point out that he is more fortunate than many. "We have insurance, we did not lose everything, we are safe, and we have a place to stay with my mother-in-law," he explained.

While Horne is counting his blessings, there are a few bumps on the road to recovery. Some eight weeks after the mid-August historic flooding, he is still waiting for a final insurance estimate and doesn't expect to return home until Christmas. "We're not even close to returning home," he reported. "We hope to get sheetrock in soon, and we can't even order new cabinets until sheetrock is up and then we hear that it takes several weeks for cabinet delivery. I do have contractors working on the house, but we can't go too far ahead because we don't know how much insurance will be allowed."



A view from the Horne's home before and after flooding.



Flood recovery and rebuild requires muscle power and determination. **Matthew Horne** is working hard to get his family back home before the holidays.

Then there is the traffic. "Since the flooding, the traffic has been a nightmare," he said. "By the time I leave work, stop in Prairieville to check on the house and then head into Baton Rouge, it is dark and almost time to start a new day. Thankfully, my job can be flexible and I can occasionally work remotely, so that is helpful. My boss and the company have been great. I am much appreciative of the support we received from consideration to actual assistance from the demolition crew NMC sent, and help from Shell Houston employees. Human Resources employees checked on us right after the flood and continue to make sure we are doing okay."

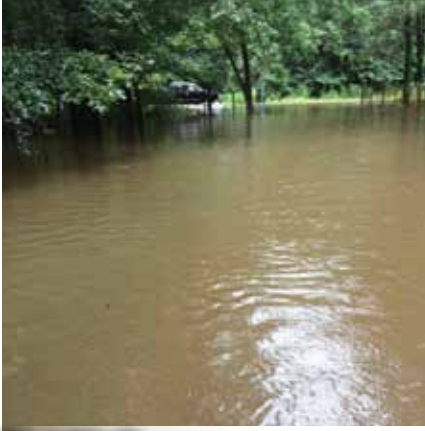
The Hornes were at home during the heaviest rains and saw the standing water in their backyard begin to recede. Then, the Amite River began to come up at the rate of about a foot every 25 minutes. "I told my wife to pack a bag and get the kids out," he said. "I stayed in the house for another hour or two and knew I had to get out. I left in my brand new truck, but could not get through the driveway. I cut across a neighbor's yard to get out. My house was an island."

The next day, Horne caught a boat ride back to his neighborhood to survey the situation. "Water stayed in the house for a little over a day and there was a lot of work to do," he added. "There was so much water around us that there was no place to haul the trash from the house. You know, you start to review things and you have the feeling of 'where do I start?' Fortunately, I have a friend who is a general contractor and he helped direct me to the first things that should be done.

"It's work, but we could be so much worse off," he emphasized. "It's just things that are gone."



It's coming,



... it's here



... no!

HIGH WATERS, GOOD SPIRITS

Tim Bush and his wife Kim watched cresting river water move up his driveway, during the mid-August flooding. Within minutes, it covered his driveway, reached the windows of his house and slowly came in from his back door.

It's a long way from Ponchatoula, Louisiana, to visit Niagara Falls in New York. **Tim Bush** and his wife **Kim** didn't have to go that far to see the natural wonder. **"It was like Niagara Falls,"** Bush recalled. **"We stood on the porch and just watched the water rise up."**



And here is the unwelcome guest.

A registered nurse with Shell Health, Bush is one of more than 70 Norco Manufacturing Complex employees who were affected by the mid-August flooding that contributed to several deaths and devastated parts of South Louisiana. Living in a low spot, close to I-12 and Highway 22, Bush said the river came up quickly. "My house was built up, and we did have some time to prepare, but we saw five inches in the house and two feet of water in my shop and on the carport," he stated.

Experienced with the power of rising water from Hurricane Katrina, the couple knew the benefits of preparing ahead. In the hours before the August flooding however, they were somewhat occupied helping others.

"We laugh about it now, but it wasn't at the time," Bush said. "For us, it all started with a phone call from my 65-year-old wife's uncle. He called us from a tree near Ponchatoula. The water came up quickly and swept his car off the road. He made it to a tree. I went out to help him out and fortunately someone had rescued him and I met him on the road. All he had was the clothes on his back and his phone."

By the time the two returned to Bush's home, he saw that the cousin, who lived

across the road was starting to get water and needed help. Taking the wood he had left from a deck rebuild, Bush cut planks to lift up his cousin's furniture. Forty-five minutes later he was cutting wood for his own house. "My wife and I worked for about another 45 minutes, lifting her antique furniture and storing photos," he added. "Then, we watched the water come up. At that time, I didn't think about my tools and all things in the shop."

"Overall, we are blessed," said Tim in the midst of the recovery and rebuilding process. "Our kids are out of the house and were not affected, my mother was safe, and even though we had no flood insurance we have reserves to cover our costs along with a little FEMA funds. Our friends, family and church have been helpful and supportive. The company has been fantastic. Within two days of the flooding, NMC Human Resources staff were at my house to see how I was and to tell me about the things the company was going to do to help."

A PALA construction crew came shortly after the HR visit to tear out damaged walls, carpet and flooring, and cart the trash away. Additionally, Bush, and other flooded NMC employees were offered days off with pay and temporary housing. "We were fortunate to be able to stay with my daughter, but still can't believe the support we received from Shell and Motiva," he noted.

Making the decision to do the repair and rebuild himself, Bush moved quickly. One of the first to get to Lowe's for materials, he was working just a week after the water subsided.

He and his wife are taking it one room at a time, completing each room in about a week. "We are almost finished, except for the kitchen which will take longer," he said in early October. "It's been chaotic and we know many other people in the same situation who are stressed, but we focus on recognizing our blessings."

"God has been good," he continued. "We couldn't do it without good friends, good family, a good church and a good company."

Recently, Bush had the opportunity to thank his church family for its support. His thank you included two observations. "We are not in control, we are subject to the whims of nature," he said. "Secondly, we all have way too much stuff. We have such abundance in this country. The flooding is just a stumbling block for us"

Bush continued to be optimistic. "I am going to get a new recliner out of this experience," he said. "So it's not all bad. I will be able to watch the Saints in style."

"We are not in control, we are subject to the whims of nature. Secondly, we all have way too much stuff. We have such abundance in this country. The flooding is just a stumbling block for us."

TIM BUSH | Registered Nurse, Shell Health

Norco Newsline is published regularly to inform the community about activities at the Norco Manufacturing Complex. Please address inquiries to:

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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

Norco Site Supervisor:
504-465-7342

NMC Community Information Line
504-465-7483

www.shell.us/norco
www.motivaenterprises.com
www.norco-air.info

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Battle for the Paddle to Support United Way

Four gumbo and jambalaya cooking teams from the Norco Manufacturing Complex were among the 145 teams kicking off the United Way of St. Charles fundraising campaign at its 15th annual Battle for the Paddle. The event was held in early October at the West Bank Bridge Park in Luling, with live music provided by Cowboy Mouth.

NMC teams, who won the site's competition in September included, Gumbeaux Du-eaux - Kurt Brignac and Ritney Bergeron; Cast Iron Kings - Ray Richard, Tom Hopkins and Mike Fabre, Pot Lickers - Ronnie Trosclair, Lee Clement, Chad Raiford and Lyle Bourgeois and Kast Iron Krooks - Jay Alleman, Lonnie Boudreaux, Wade Spears and Gerard Borne.



"Competing with other businesses, industries and families throughout St. Charles Parish in the Battle for the Paddle is a fun way to get the community together," said NMC General Manager Brett Woltjen. "Even better, it is a great way to emphasize the impact of a community working together to help each other through United Way programs and projects."

Santa Claus is Coming to Norco

Christmas is just around the corner and so is Santa.

Santa and Mrs. Claus arrive by a special delivery helicopter straight from the North Pole to Norco on Sunday, December 4, to participate in the Annual Norco Noel parade.

Come early, see Santa land on the levee, visit with friends and neighbors and kick off your holiday season with a Norco tradition.

The theme of the 2016 Norco Christmas Parade is: Santa Salutes Our First Responders. Parade participants will honor and salute the brave men and women who put their lives on the line for the community every day.

For parade time and route, visit www.norconoel.com.