

Newsline

Norco Manufacturing Complex





REFLECTIONS & Thoughts

DON WEAVER MOVING ON TO NEW ASSIGNMENT

For the past six years, Don Weaver has led the Norco Manufacturing Complex through challenges, successes and one of the largest turnarounds in Shell history. As he leaves NMC for a new assignment, he took the opportunity to review the past year and share a few memories about the site and the community.

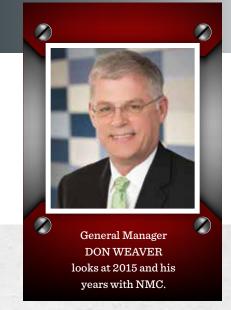
The past year has been a busy one, with a wide range of challenges, projects and as always, changes in the business environment, such as the drop in oil prices. We have welcomed new employees and said goodbye to many experienced individuals who are now enjoying their lives as retirees. NMC has maintained its reputation as an industrial leader, being a great place to work and very important to me, being a good neighbor.

Leadership at all levels has been vital in weathering the challenges of the past year. At NMC, we focus on what is important and on understanding the priority that incident free work is required. That means that our employees, in all areas of the site, are stepping up to stop work if necessary to ensure that work can be performed safely and without incident.

In 2015, there has been a 40 percent reduction in the total number of injuries with significant improvement in the total number of recordable injuries and illnesses. That is the result of ensuring further improvement in creating a Goal Zero Mindset in each and every person working on the Norco site and sustaining this mindset to deliver Goal Zero. How does this happen?

- CHALLENGING SUPERVISORS
 to stay connected and engaged with
 their people to deliver safe and
 incident free work.
- CHALLENGING PEOPLE to stay engaged and connected; thinking ahead and anticipating what may or could happen, and making the necessary course corrections to ensure incident free work.

Working every day with a Goal Zero Mindset is living up to the commitment to operate our facility in



a safe, reliable and environmentally sound manner. That is what being a good neighbor means to all of us who work at Norco.

There is no question about it. Norco is a great place to work. Why? The people! At NMC, employees want to come to work to perform their roles in delivering our business priorities and delivering our business plan. There is a plant culture of unity, family and wanting to do the very best job possible. We take pride in all that we do for our employees, our community, our company, our owners, and our customers. All of us at the site make a difference for our business. For many of us, we are making a difference in our own neighborhoods and community. Twentyfive percent of NMC employees live in St. Charles Parish, and another 21 percent are from St. John and St. James Parishes.

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Working safely and reliably is not only a good neighbor commitment but also directly impacts our own family members.

Over the past six years, there have been numerous community projects that I will always remember - one of which was working with our employees the day we built an inclusive playground supporting the community and its children. The site's energy and spirit of giving around our annual United Way Campaigns to truly make a difference in the lives of the people in St. Charles Parish has been impressive year after year. The annual United Way drive and our participation in the Battle for the Paddle and the United Way Bridge Run will live in my memories forever. I also greatly enjoyed participating in the Norco Community Advisory Panel (CAP) meetings - building relationships with the people who attended and having the opportunity to talk with them, laugh with them, teach them about our business, and learn more about living in the unique town of Norco.

As I think about the years ahead, I see the Norco site and the Norco community working together to move our business forward for decades to come. The Norco Manufacturing Complex is integral to St. Charles Parish and the state of Louisiana.

It is important that NMC stays engaged with the community, continually building relationships especially as people change in the community and at the plant. NMC's success remains in its ability to strengthen and reinforce a community connection.

Thank you, for welcoming me into your community for the last six years. It has been an honor and a pleasure leading the Norco site. Best wishes to you and your family this holiday season and many blessings in the New Year.

Donald W. Wrower



NMC General Manager Don Weaver welcomes St. Charles Parish President V.J. St. Pierre to the Norco Community Advisory Panel meeting.

V.J. St. Pierre Addresses Norco Advisory Panel

It was a little bit nostalgic, a lot of good news and plenty of the humor that St. Charles Parish President V.J. St. Pierre is known for. Just seven weeks before he retires as a two-term leader, St. Pierre provided a glimpse of St. Charles Parish activities for members of the Norco Community Advisory Panel at the group's annual Thanksgiving meeting.

Thanking the community for its support over the years, St. Pierre emphasized his Norco roots. "My grandfather worked at the Norco Manufacturing Complex and I had good times as a child on the grounds," he said. "The area has been good to me from giving me a big parade when I came home from the military to helping me get started in business. God has given me opportunities and I have tried to give back through my government service."

> The parish recently completed the addition of 3,000 feet of rock along Lake Pontchartrain and is preparing a bid for the construction of a salinity barrier to halt saltwater intrusion into the Lake. Barriers along the parish line canal are expected to assist in building more wetlands. St. Pierre thanked the Town of Norco for the old sidewalk material it moved to the Wetland Watchers Park for erosion control.

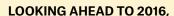
"We are also working with the Corps of Engineers to place limestone on top of the levee from the Spillway going back to the Wetland Watchers Park," St. Pierre said.



IN RECREATIONAL NEWS, funding has been



allocated to build a handicapaccessible fishing pier by the Boat Club. Bethune Park will see several improvements over the next year and a half including the construction of another small field; concession stands, batting cages, and upgrades to restroom facilities.



St. Pierre announced that St. Charles Parish residents would see a slight reduction in sewerage rates. He also noted a five-year project to build a Veteran's Memorial Park on nine-acres behind the Community Center. "Similar to a mini-Lafreniere Park, plans call



for a wall honoring deceased veterans, a dog park, a 2500-seat amphitheater, skateboard and sprinkler parks, and three sand volleyball courts.

The parish continues to grow with several new facilities and industries locating in St. Charles.

- A Berger Marine and Training facility under construction in the St. James Business Park is projecting 200 new jobs with starting salaries at \$100,000.
- AM Agrigen is planning a \$1.2 billion fertilizer plant, with a projected 100 new jobs, on the westbank on the St. Charles Parish and St. John Parish line.
- Little Gypsy, Valero and Monsanto are also planning significant expansion projects.

In presenting a brief state-of-the-parish message, St. Pierre noted that the Public Works Department is working on such projects as:

- Repairing the canal base between homes and the railroad tracks in Highland Estates to prevent ditch collapse;
- Installation of larger culverts on Pine and Sixth Streets:
- Cleaning the canal near Spruce Street, and cleaning culverts and ditches in numerous locations in the Norco area.
- The parish is also preparing to install another pump in Engineers Canal.
- Additionally, permitting is underway to clean Engineers Canal from Third Street to the levee, cleaning the land between the railroad tracks, and lowering the canal bottom by two feet.





Steven Lafleur, left, and Christopher Nelson, right, discuss the qualifications needed to work in the petrochemical field and opportunities available.

ecently, Lafleur
welcomed Norco
resident and Junior
Destrehan High School
student Christopher
Nelson, for a Job
Shadowing experience
in the NMC Quality
Measurements Lab.

"I actually learned a lot about the oil refining process and how much work goes into testing the products (gasoline, diesel, kerosene, etc.)," explained Nelson, a 4.0 Honors/AP student who belongs to the Mu Alpha Theta club and National Honor Society. "Mr. Lafleur pointed out to me the different parts of the Motiva Refinery and then explained what each part does in the refining process. In addition, I learned about how much laboratory testing goes into making sure products meet the specifications required."

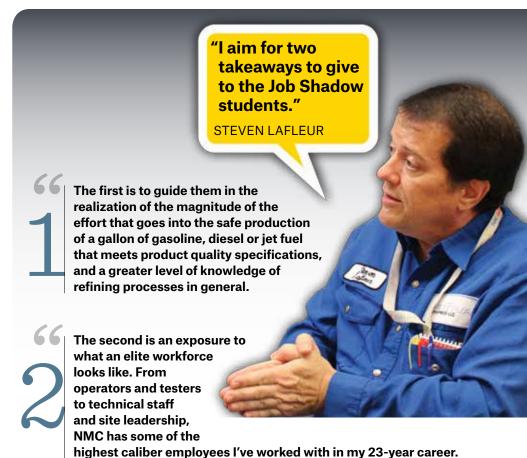
Looking ahead to pursuing a Ph.D. in Mathematics with a career as a Math professor, Nelson was intrigued with the amount of math used in the industry. "All of the Statistics and Calculus that go into the refining and testing processes surprised me," he noted. "I was able to see the real-life application of abstract math concepts that I read in textbooks. This math goes into both the chemical reactions that go into refining oil and the testing procedures that make sure the refined products are of a high quality."

Such comments reinforce Lafleur's commitment to Job Shadowing and reinforce that his messages are falling on the right audience.

On-the-Job Learning WITH JOB SHADOWING

Steven Lafleur has something important to tell you about the younger generation. "The negative stereotypes portrayed in mainstream media regarding today's youth simply don't tell the entire story," he emphasized. "The majority of the students I've met are insightful, talented, inquisitive and very intelligent."

He's encountered quite a few of the area's students in recent years. The Norco Manufacturing Complex Senior Process Chemist has volunteered to host students participating in the St. Charles Parish Public Schools Job Shadowing program. "I enjoy learning from the high school students myself as I share information about careers in the petrochemical industry from my perspective as a chemist," he continued. "I don't have children of my own, so I miss out on many opportunities to have a long-term impact on the course of a young person's life. The Job Shadowing program affords me a chance to present a real-world demonstration of choosing a career in science. It's an opportunity to influence, create interest and encourage the next generation of STEM (Science, Technology, Engineering, Math) professionals."



It's my hope that the memory of that level of skill and work ethic

serves as a guide and an example as the students pursue their

individual career paths.

A FORMAL SALUTE AND THANK YOU TO:

A MILITARY SALUTE and thank you!

Serving the country as a member of the Armed Forces is one of the most precious and priceless gifts an individual provides in his or her lifetime. In this holiday issue of the Newsline, the Norco Manufacturing Complex recognizes employees and relatives of employees who have served or are currently serving as members of the United States Military.

★ James D. Acosta

Son of James Acosta Army National Guard • 2001-2009

\star Marcus Adams

Son of Timmy Adams Army • 2015-Present

★ Ronald J. Allen

Brother of Donald Allen Army/Army Reserves • 1970-1977

Angel L. Alvarez Sr.

Father of Angel L. Alvarez Marine Corps • 1965-1967

\star 🛚 Art Armenta

Army • 1986-1993

Jessie Arriaga

Navy/Navy Reserve • 1976-1989

Shawn Arriaga

Son of Jessie Arriaga Navy • 2006-2011

Nick Avocato

Marines Corps • 1996-2004

Russell Avocato

Brother of Nick Avocato Navy • 1990-present

Vincent Avocato

Brother of Nick Avocato Navy • 2000-2006

Gail Babineaux Jr.

Son of Gail Babineaux Army National Guard • 2001-2014

★ Karl Barrett

Marine Corps • 1982-1988

\star Mark Batiste

Navy • 1987-1995

Ronda Bennett Fiancé of Richard Riley

Navy • 2010-2014

★ Douglas Bergeron Army • 1989–1992

\star Eric Billingslev Army • 1991-1997

Wilbert Blanchard Jr.

Brother of Clifford J. Blanchard Army • 1971–1974

Wilbert Blanchard Sr.

Father of Clifford J. Blanchard Army • Served during WWII

Johnnie Bonds

Army National Guard • 1985-1992

Robert Bordelon

Air Force • 1976-1979

Micheal Boyd

Army Reserve National Guard 1989-1995

Tyrell Braud

Marine Corps • 1993-1998

Carl Breaux

Brother of Lynn Breaux Marines Corps • 1982-1987

Ken Breaux

Army/Army National Guard 1983-1988

Ellery Bridges

Navy/Army/Army Reserves 1988-2005

Damone Brignac

Army • 2001-2004

Dawn M. Brooks

Granddaughter of Ellen Brooks Marine Corps/Reserves • 2011-2015

Ben Canales

Navy • 1984-2008

Gilbert Casimire

Air Force • 1992-1996

Ronald Chiasson Father of Karl Chiasson

Air Force • 1966-1970

Mike Cisneros

Air Force • 1988-2002

David Clouate

Air National Guard • 1991-2007

Gregory Cooper

Marine Corps • 1978-1983

Gerald Cosentino

Father of Jason Cosentino Navv • 1969-1974

Christopher Costanza

Army • 2002-2005

Christopher Cousler

Son-in-law of Ronnie Millet Air Force • 2008-Present

Christopher David

Coast Guard • 1986-1990

Keenan DeFrisco

Son of Roy DeFrisco Air Force • Currently Serving

★ Gary Disotell

Army National Guard 2010-Present

***** Barry Domio

Marine Corps • 1984-2000

Elizabeth Dow

Sister of Landon Melton Army • 20+ years of service

Jesse Dunn

Navy • 1977-1983

Vince Edwards

Army • 1982-1992

Lorenzo Ennis

Army • 1993-1997

Bill Faulkner Sr.

Father of David Faulkner Navv • 1950-1972

Francis J. Flood Father of Gerald Flood Army WWII • 1941-1945

± E.J. Francis

Navy • 1987-1995

Harold "Johnny" Fussell

Grandfather of Joshua Hinton Army • 1944-1946

Norman (Trey) Gaubert III

Son of Leslie and Pee Wee Gaubert Army National Guard • 2002-present

Cliff Gendron Jr.

Father of Cliff Gendron Marine Corps • 1954-1956

Charles Georgel

Navy • 1993-1997

J. Kirby Giroir Sr.

Father of John K. Giroir Jr. Navy • 1943-1946

Wes Gripshover

Navy • 2001-2008

★ Mark Guarino

Army/Army Reserve 1984-1990

X Edwin Guidry

Father of Susie Bivona Navy • 1943-1946

John Guillot

Marine Corps • 1975-1979

\star Kevin Harrell Army Desert Storm • 1989-1993

Kita Harry

Army Reserve • 2002-2006

t Ed Hetherington

Air Force • 1970-1974

Robinson Hetherington Father of Ed Hetherington Air Force • 1949-1953

★ Jordan Hill

Army Rangers • 2006-2011

\star Robert Hill

Navy • 1963-1967

🗯 Jason Hull

Air Force • 1973-1979

Kim M. Jackson

Army Reserve • 1991-1995

Robert Max Jenkins

Son of Don Weaver Army • 2008-present * Stanley Johnson

Army National Guard • 1980-1986

★ Kyler Keegan

Son of Michael Keegan Air National Guard • 2009-present

- ★ Michael Keegan Army • 1968–1969
- * Albert Kelly Marines • 1982-1988
- ★ Dale Koontz
 Air Force (LA Air National Guard)
 1991-2012
- ★ Lisa Krupa Air Force • 1990-1999
- ★ Larry LaBorde Father of Michele Carmouche Air Force • 1965-1969
- **Paul Lacy**Navy 1984–1990
- ★ Shanon Laiche Army • 1993-1997
- ★ Lionel J. Lassere Father of Lionel Lassere Navy • 1952–1956
- **Jamie Latiolis**Air Force 1995–2001
- ★ Cameron Laurent Son of Marcel J. Laurent Army • 2014–Present
- * Stacey Leathers
 Wife of Asa Leathers
 Navy Desert Storm, DAV
- ★ Blaise LeBlanc Navy • 2000–2005
- Anthony Lech
 Brother of David Lech
 Army 2003–2012
- ★ Lonnie Lemoine Navy • 1997–2001
- ★ Cory Lemonier Army • 1996-2004
- ★ Gary Levron
 Son of Katrina Levron
 Marine Corps Reserves
 2010-2013
- ★ LeVar Lewis Navy • 1997–2005
- ★ Stephen Lewis Army • 1990–1998
- Curtis Lloyd III
 Son of Curtis Lloyd
 Air Force 2008-present

* Christopher Louque

Son of Dale Louque Air Force • 2008-present

- Noel Louviere

 Army National Guard 1998–2006
- **★ Paul Madere**Armv 1985-1989
- **★ Frank Matherne** Army Reserve • 1988–1994
- ★ Michael McIntosh Brother-in-law of Sandra Louis Marine Coros • 1980-2010
- **★ Patrick Meche**Army 1986–1995
- ★ Landon Melton Marine Corps • 1970–1974
- ★ Robert Metcalf
 Son-in-law of Bradley Emerson
 Air Force 2011–present
- ★ Travis Mitchell

 Marine Corps 2003–2007

 Army National Guard 2012–present
- ★ Chris Newman

 Navy 1989–1995

 Air National Guard 1998–present
- Romie Newman
 Wife of Chris Newman
 Air Force/Air National Guard
 1986-2014
- ★ Thomas Parsons
 Air National Guard 1993–1996
- ★ David Pfeifer
 Navy 1997-2001
- ★ Robert Plaisance Marine Corps • 1978–1982
- **Edward Resh**Father of Kyle Resh
 Navy 1974
- ★ Carl Richards Jr. Army • 1992–1996
- Raymond Richard Jr.
 Father of Ray Richard III
 Navy 1987-2000
- ★ Richard Riley
 Navy 1997-2012
- Ricky Rivas
 Brother of Robert Rivas
 Army 1967–1969
- ** Rudy Rivas
 Brother of Robert Rivas
 Army 1969–1971
- ★ Stanley Robert Father of Melissa Robert Navy • 1972–1974

\star Brian Robin

Brother of Kenneth Robin Navy • 1993–1995

★ David Robin

Brother of Kenneth Robin Navy • 1994-1996

* Kenneth Robin
Navy/Army National Guard
1990-1994/1999

Whitley Robinson
Daughter of Edward Robinson
Navy • 2007–Present

- ★ Willie Robinson Army • 1982-present
- Raymond Roussell
 Father of Lynn Breaux
 Army 1967–1969
- ★ Junior E. Ruiz Father of Ellen Brooks Navy • 1945-1947
- ★ Lonnie Smith Army • 2003–2012
- Mike L. Smith
 Army Reserves 1989-1997
- **Stephen Smith**LA Army National Guard
 1990–1998
- ★ Mike Spanier
 Brother of Jeff Spanier
 Army 1987–2007
 Air National Guard 2007–Present
- ★ Kevin Sparacello Navy • 1990–1998
- Ronald Spears
 Navy/Reserve 1986-1994
- ★ Kyle Storjhann Army • 2007–2014 Army Reserves •2014–Present
- **★ Louis Swann** Army 1990–1993
- Arthur Swiber, Jr. Father of Dianne Swiber Army National Guard • 25 Years
- ★ Matthew Swiber Brother of Dianne Swiber Navv • 1998-Present
- ★ Lionel Tamplain Father of Bertis Tamplain Navy • 1959-1962
- Myron Tamplain
 Brother of Bertis Tamplain
 Air Force 1989–1993
- ★ Micheal Teas Brother of Philip Teas Navy • 1976–2000

- Armond Thomatis
 Navy 1974–1978
- ★ Brandon Thompson Son of Robert Thompson Army • 2005–2011
- Chris Touchard
 Husband of Rochelle Touchard
 Army National Guard 1990–2003
- ★ Rochelle Touchard
 Army National Guard 1990–2002
- ★ Jeffrey Tucker Army • 2008–2012
- ★ Cody Tudor
 Son of Joe Tudor
 Marine Corps Reserve 2002-2008
- ★ John Turcich
 Father of Johnnie LeBlanc
 Marine Corps WWII
- **Edward Vinnett**Army National Guard 1997–2006
- ★ Eric Von Wagoner Marine Corps • 1997–2001
- ★ Thomas J. Waller Jr.

 Marine Corps 2002-present
- ★ J. D. West
 Father of Suzanne West
 Navy 1951-1955
- ★ Joe Whitney
 Marine Corps 1985-1989
- ★ Micheal Williams Army • 1989–1991
- **★ Ryan Willis**Navy 1993–2013
- ★ Damon Woodfork Army • 1988–1996
- ★ David Wright Marine Corps • 1983–1987





A Beautiful Day in the Parish

This was a great opportunity to help St. Charles Parish with fall 'house cleaning,' and a good reminder that a cleaner environment also includes a trash-free environment."

MICHAEL MCNALLY | NMC Environmental Manager

The NMC Environmental "Clean Up Crew" headed to the Norco Community Park on Good Hope Street as participants in the Trash Bash of St. Charles Parish beautification project.



NMC'S ENVIRONMENTAL DEPARTMENT stepped out of

the office and onto the playground for a couple of days this fall. They weren't playing around, however. The group was an active participant

in the Trash Bash of St. Charles Parish, a month-long project to clean up and beautify the outdoors throughout the parish.

"Our clean up crew took on several beautification projects at the Norco Community Park at Good Hope Street and Fifth Street in Norco," said Environmental Manager Michael McNally. "We cleaned out flower beds, added new soil, flowers, bushes, and mulch; repainted sign posts along the walking trail; pressure washed and cleaned two pavilions, and collected several bags of trash. This was a great opportunity to help St. Charles Parish with fall 'house cleaning,' and a good reminder that a cleaner environment also includes a trash-free environment."



NMC's class of new hires gets ready for extensive training before heading out to their job assignments. The recently hired employees include 11 operators, two lab technicians and one heavy equipment and rigging operator.

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Pictured in the class photo are: FRONT ROW Linda Martinez-Finney, Niesha Francois, Ryan Marse, Jody Troxclair, Jason Smith, Joshua Hinton, Trung Vu, and Instructor Larry Russell; BACK ROW - Dewitt Buckhanan, Daniel Johnson, Kyle Steib, Steven Biggers, Matthew Arcuri, Kevin Lawrence, and Bryan Anthony.

You're Hired! Welcome Aboard







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

Rochelle Touchard, External Relations Manager 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 PRSRT STD U.S. POSTAGE **PAID** NORCO, LA PERMIT #50

POSTAL PATRON

UP AND RUNNING

More than 2000 contractor employees were on site at the height of activity during NMC's most recent turnaround. Units are now up and running, marking the end of a busy year of scheduled maintenance and repair. The site continued an outstanding safety and environmental record throughout the year, with more than 12 million safe hours worked with no lost time injuries.



NMC employees who served in the military gathered on Veterans Day for an on-site reception to recognize their contributions to the country.

Service ANNIVERSARIES

Someone You Know

Works for Norco

30 Years Philip Teas

25 Years

Kyle Abadie
Jeffrey Aubert
Elvis Bowen
Travis Chaisson
Errol Dufrene
Carmine Frangella
Jeffrey Kraft
Wilton Ledet
Jean Matherne
Russell Noles
Gregory Richoux
Donald Surmik
Brent Waguespack

20 YearsRodney Scallan

10 Years Robert Hughes

5 Years

Mark Benigno
Joe Cisneros
Charles Ford
Bangon Malathong
Jeffrey Maynor
Shane McCully
James O'Donnell
Sarah Oertling

Stuart Williams
Damon Woodfork
Luis Zambrano