

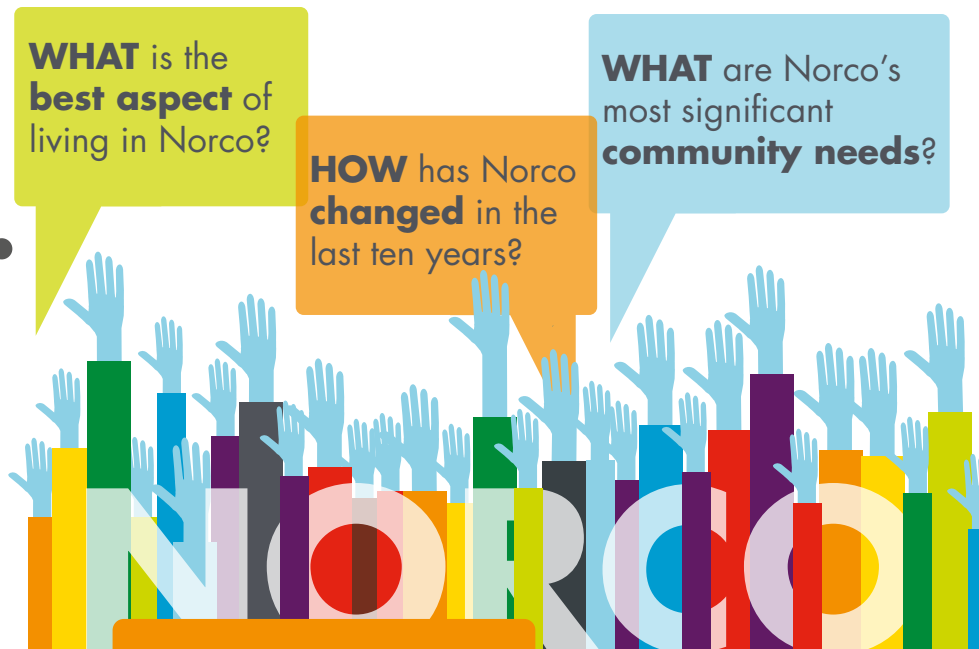
Norco NEWSLINE



AND THE People Say...

Norco Community Fund and Norco Economic Development Fund Sponsor **Community Survey**

A Norco community assessment is being conducted by Brickman Nonprofit Solutions. The needs assessment is sponsored by The Greater New Orleans Foundation along with the Norco Community Fund (NCF) and the Norco Economic Development Fund (NEDF).



According to NCF and NEDF Representative **Lily Galland**, the assessment survey will help shape future grant-making direction and priorities for the two Norco funds.

“Over the past 15 years, more than three million dollars in grant funds have been invested in diverse programs directly benefiting Norco,” she explains. “Schools, non-profit organizations, the Norco Revitalization Project, the Norco Community Health Center and the Norco Christmas Parade have benefited from grants.

“In a goal to make a positive impact on Norco, we want to make sure that specific needs from a community perspective are addressed,” Galland continues.

The survey process, which kicked off in late September, was conducted among Norco non-profit organizations, educators, and business leaders through focus groups and an online survey.

The NCF and NEDF were established with respective one million and five million dollar endowments by Shell to sustain and enrich the quality of life in the Norco community.

Members of the Norco Community Advisory Panel composed one of the first focus groups to participate in the needs assessment. Brickman Non-profit Solutions President **Alan Brickman** facilitated a

discussion about community needs, gaps in services, the needs of area non-profit organizations and Norco-based businesses. He also asked for recommendations focusing on the best ways to use dollars available through NCF and NEDF.

The NCF and NEDF were established 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. The Greater New Orleans Foundation manages the Donor Advised Funds.



The Sky's the Limit for Devin Rome

Norco Production Team Lead DEVIN ROME might not have started her career at Shell until 2008, but she knew long before that the company was a good place to work.

“My mom, **Yvette Malancon**, works as an operator in the Ethylene Oxide department at Shell Geismar,” she says. “Growing up as a ‘Shell Baby,’ I saw that the company really took care of its people, especially during disasters like Hurricane Katrina and last year’s recent flooding in south Louisiana. I wanted to work for Shell because I saw that it was a company that

went out of the way to care for its employees.”

Originally enrolling at Southern University, Rome pursued an Electronics Engineering major, recognizing that engineers could find good jobs in her native St. James Parish. Along the way, she decided to take a slight detour and transferred to Baton Rouge Community College where she graduated in Process Technology.

“I was one of the fortunate students to land an operations internship at the Shell Geismar plant in 2008,” she says. That internship prepared her for an outside operator position with Criterion Catalyst and Technology and soon after she assumed the role of Production Team Leader. She transferred to Shell Norco in 2015.

Rome credits her mom for inspiring her to be who she is today. “My mom is my everything,” she emphasizes. “As a young single parent, it was just her and me for a long time and she was the epitome of strength my entire life. My entire existence is to make her proud. Her career inspired my career. When I was ready to go to work, I figured she had a good job as an operator and I could do that and have a good life.”

Having a strong female role model helped her face some of the challenges she encountered as a female in a non-traditional career path.

“When I was first hired as an operator, it seemed that I got all the traditional female roles, such as taking notes in a meeting,” she remembers. “I was one of only two females at Criterion so it was different for everyone. I had to prove myself that I was willing to go out and work alongside the guys, just as hard as they did. It was tough when I moved to the Norco site because some of the operators there had more years of experience than I had been alive. It was challenging, but I did whatever I was asked and assigned to do. Once the long-time employees realized I was going to carry my own weight, things were easier. The culture has definitely changed since I started. Female operators are becoming more common throughout Shell.”

“My mom is my everything. As a young single parent, it was just her and me for a long time and she was the epitome of strength my entire life. My entire existence is to make her proud. Her career inspired my career. When I was ready to go to work, I figured she had a good job as an operator and I could do that and have a good life.”

DEVIN ROME

Last year Devin was invited to speak at Date with Destiny, an innovative career forum for women that introduces, educates and increases awareness of career opportunities for women in the petrochemical industry. This year, she attended the forum to further inspire and assist the women who attended. “I think it’s very valuable for women to talk with women who are already in the industry about what they need to do to get a job and what they would experience. I learned from this event how fortunate I am. I had my mom to talk to. Other women might not have that opportunity.”

Between working, building a new house, and going back to school to earn a Bachelor of Science in Operations Management, Rome doesn’t have a lot of free time these days, but she thinks it’s important to take the time to inspire women as her mother did for her. “I would tell anyone, the sky’s the limit!” she says. “The opportunities are in front of you and everything is right there at your fingertips. Do what you need to do to be prepared for these opportunities because this can change your life.”

Service ANNIVERSARIES

SOMEONE YOU KNOW WORKS FOR NORCO

40 Years

Donald Allen

35 Years

Lynnette Hidalgo

25 Years

Joseph Whitney

20 Years

Jesse Dunn
J.J. Milioto
David Weber

15 Years

Christine Arceneaux
Joe Tudor

10 Years

Todd Anderson
Kerry Bailey
Anthony Cooper
Christopher David
Brett Guidry
Kita Harry
Matthew Horne
Ajay Jain
Anthony Lassere
Christopher Pearson

Seth Rizzuto
Stephen Scholle
Ronald Spears
Richard Turner

5 Years

Robert Almo
Donald Bartholomew
Wendell Beck
Mitch Bernard
Chris Borgeson
Donald Borne
John Bourgoyne
Toby Cambre
Cody Cortez
Kenneth Fields

Thomas Furtick
Bob Griffin
Corey Jacob
Derrick Jefferson
William Jenkins
Wilbert Jones
Kenyeta Joseph
Robert LeBlanc
Paul Madere
Carlos Monk
Paul Rome
Chris Schrock
Albert Smith
Stephen Smith
Brina St. Romain
Corey Taylor
Christopher Whatley



30 SHELL NORCO VOLUNTEERS

FILLED

1,000
BACKPACKS

United
Way



4,000
Bags of Food



400,000+
Individuals
Struggling with Hunger



Shell Volunteers Help Kids Stay Healthy and Energized

Ethan used to look forward to Friday afternoons. The third-grader's weekend was filled with shooting hoops with his friends, riding his bike, watching videos and maybe going out to eat with his mom, dad and two sisters.

That was before his dad stopped working. Soon, weekends were just two days of being hungry. He couldn't wait for Monday morning so he could have breakfast and lunch at school.

"No one should have to go hungry," says **Carmine Frangella**. He was one of more than **30 Shell Norco employees** recently volunteering their time at one of United Way of St. Charles' partner agencies - Second Harvest Food Bank. Working together, they filled **1,000 backpacks** with over **4,000 bags of food** for children in St. Charles Parish. Backpacks are distributed every Friday afternoon during the school year to the more than **600 deserving kids** in the area.

"The school lunch program is a blessing for more children than we realize," explains Shell Norco General Manager **Brett Woltjen**, who also serves as co-chair of the 2017 United Way of St. Charles campaign. "When school is out for the weekend, many kids go home to a family that can't afford to keep food on the table. We want to make sure the children in our community have enough to eat to stay healthy and ready to learn."

"You never know when you might be the family that needs help," Frangella adds.

There are a lot of good people out there who need help," says Shell volunteer **Kenny Werhan**. "Giving a little time, a little bit of your money to help others get a hand up is a worthwhile effort."

According to Second Harvest representative Lindsay Hendrix, more than **400,000 individuals in southern Louisiana struggle with hunger**. "It's important to meet that need so that no one goes hungry. United Way of St. Charles Backpack Program is making a difference to support the community."



Carmine Frangella



Brett Woltjen



Kenny Werhan



600
Deserving Kids

ACROSS THE GENERATIONS

ACROSS THE GENERATIONS, NORCO BUILDS A LEGACY OF FAMILY PRIDE.

THREE GENERATIONS OF THE GIROIR FAMILY ARE PART OF SHELL NORCO HISTORY.

Not too long ago, KASSY GIROIR drove into the Norco Manufacturing Complex to begin her shift as a process operator. She got out of her car and took a look around at the columns, the pipes, the tanks and buildings shaping the facility. She saw a few of her co-workers heading into the unit. “That’s when it hit me,” she remembers.

“This is mine; my responsibility to keep the site running safely and reliably for our company, our community and our family.”

Kassy has a special reason to take pride in the place where she works. She represents the **fourth generation** of the Giroir family to wear the Shell uniform. That includes her dad Production Supervisor **John Giroir**, her beloved Grampy and retiree **John Kirby Giroir**, and her maternal great-grandfather. They are part of a distinct living legacy; one of several families who contributed several generations of effort to shape the company’s growth and future.

Kirby Giroir (no one calls him John) married a girl from Norco in 1949 so of course, he says, he settled there and still lives there today. “My father-in-law worked at Shell and I was anxious to get on, but it took me awhile,” he smiles. A Navy veteran who remained in the Reserves for several years, Kirby enrolled in Baton Rouge Trade School and worked as a mechanic until he got on with Shell. It took him two years of persistence to get the “you’re hired” call. “I used to ride my bicycle over to the Shell site to see

“I used to ride my bicycle over to the Shell site to see how my application was progressing. The personnel office told me I didn’t have to check every day. Finally, I got on.”

KIRBY GIROIR

how my application was progressing,” he says. “The personnel office told me I didn’t have to check every day. Finally, I got on.”

“I started as a pipefitter helper and I went up to first class. I gave Shell a good day’s work every day and hardly ever turned down any overtime,” he says. “One weekend, my unit was down. I was supposed to work until 11 that night. We couldn’t get anyone to take our places, so our group stayed there until 7 o’clock in the morning to get things running.”

While many people are not anxious to work overtime, Kirby’s memories of those extra hours are good ones. “When we worked overtime, the company would bring all of us supper,” he says. “You know, I paid off my house with all that overtime.”

Filled with recollections of his days at Norco, Kirby emphasizes that Shell was a very good place to work. “Everybody was equal. Everybody got along with one another. That’s the main thing. I knew just about everybody at the plant. I remember the faces, but not the names any more, I’m 92 years old.

“We used to have plant days every year at Shell,” he says. “It was a big picnic. A lot of food, a lot of rides, and everything for the kids. My father-in-law was one of the employees who fried fish on those days.”

Kirby’s son John remembers those plant days, like many of his generation who grew up as a Norco kid. “I remember the music and the rides on plant days,” he notes. “There were carousels and Ferris wheels on the grounds for plant days. And then there was the swimming pool on the site. My mother would pin a little Shell Pecten on my black bathing suit to show that I was a Shell kid. It was really fun family time around then. Unfortunately, things have changed in recent years because of security – but we would all rather be safe. That commitment to safety for employees and the community is one of the things that make Shell as great as a place to work now as it was in the ‘fun’ days.”

And just like his dad, John has never complained about working hard. “My dad taught me that whenever you do something, you do it right. Do the best you can with what you have and never give up he said. He was a very hard worker. He didn’t stop, he didn’t wait for someone to tell him what to do next. He taught me to work hard. There’s never a nine-hour day for me. It’s always longer.”

“My dad taught me that whenever you do something, you do it right.”

JOHN GIROIR



"I love working at Norco. This is where my family has always been. Norco has been my backyard, my home."

KASSY GIROIR

St. Rose Contractor Stops at the Beginning

Jerry Bickham was there at the very beginning. When the St. Rose Refinery opened as an IMTT-owned asphalt plant 40 years ago, he was a member of the construction crew and a brand new contractor employee. Now he is retiring from the construction business - right where he had his first assignment.

"The site has transformed a few times," the Turner Maintenance Foreman says. "St. Rose originally opened as an asphalt plant. Shell purchased the facility to be a crude unit in 1995 and in 2013 Shell began asphalt production. I've had the pleasure of being at the refinery over the years during outages and other work. It's always great to be in this area and in such a welcoming community. It's why I drive a couple of hours a day to work in St. Rose."

Things have changed in other ways as well. "With Shell, the working conditions are so much better than before," Bickham explains. "The safety emphasis is there every day and every minute you are working. Employees and contractors are encouraged to stop work if they recognize a safety risk. That's progress."

Ready to enjoy retirement, Bickham will not be driving a hundred plus miles a day from his home in Washington Parish to St. Rose, but he'll be taking a drive in every now and then to see if anything has changed.



1955



1961



1971



1999

John and his daughter Kassy are also following Kirby's lead as volunteer members of Norco's Emergency Response Team. "Dad used to fight fires," John says. "Back in his day, there were no text messages. The pagers and sirens would go off and a blasting tone would tell you what unit needed help. I remember looking out of our door to see the fire glow. As I got a little older, dad would let me sit in the parking lot while he was working a fire. I guess that work kind of got my fancy. I've been part of the response team since I started at Norco more than 25 years ago."

Although John originally worked at Norco as a contractor employee after his 1977 graduation from Destrehan High School, he had a diverse career with Brown & Root before becoming a Shell employee. "Dad wanted me to get on with Shell. So, just to keep peace in the family I came out, applied and was hired as an operator."

Keeping peace was not on Kassy Giroir's mind when she decided to pursue a degree in Process Technology. It was more about finding a good job that would provide a good life and good future for her family. And her decision was not influenced by her grandfather or dad, who initially wanted her to pursue a healthcare career.

It was a Destrehan High field trip to a vo-tech school in her junior year that first sparked her interest. "When we got to the process technology part of the day's presentation, we had a woman speaker. I remember thinking 'wait a minute, a female operator?' She told me women had always been in the field, but just not too many. I thought that was cool especially when I got to see how a distillation system works. I mean, I loved it. I ran straight home from school and told my dad, 'I want to be an operator like you.'"

"To be honest, I never dreamed that one of my three girls would be working at Norco and as an operator," John states. "I knew it was a good place for women because Shell is a diverse company. But when she told me she had enrolled in a PTech program, I didn't know what to say. She's a winner in everything she does. I'm very supportive of her goals."

There was no question in Kassy's mind when it came time to apply for a job after Ptech graduation. Shell Norco was the place she wanted to be. "Just hearing how much my Grampy talked about Norco and seeing how well my Dad provided for us was definitely a factor in working at Shell," she explains. "I love working at Norco. This is where my family has always been. Norco has been my backyard, my home."





RACING TO THE TOP

with Pot, Paddle, Jambalaya and Gumbo, Too

IS IT MORE FUN TO COOK JAMBALAYA OR TO EAT JAMBALAYA?

Shell Norco employees have a hard time answering that question. But they do have a message for you. "If you are cooking jambalaya or eating it to help the community, that's when the fun really begins."

Shell Norco jambalaya and gumbo chefs demonstrated that message at the site's Annual Jambalaya and Gumbo Cook-off, kicking off the HERO campaign benefiting the St. Charles United Way and other area non-profit organizations. This year's theme "Racing to the Top" reflected Norco's drive to beat last year's record donation of more than **\$1,068,149**.

"Shell Norco employees demonstrate their commitment to helping those in the community repeatedly," said General Manager **Brett Woltjen**, who serves as Co-chair for the 2017 United Way of

St. Charles Fall Campaign. "Whether it is raising money, delivering school supplies to youngsters, packing boxes at a food bank, or serving on a non-profit committee, the Norco family takes an active role in community

involvement. Last year, our site was a leading contributor to St. Charles United Way, helping our area neighbors. Once again, we are racing to the top and getting close to that finish line. I am

honored to represent Shell Norco as we continue our legacy of giving back to a community which has supported us for many decades."

"Congratulations and thank you to all our super gumbo and jambalaya cooks who started cooking before

"I am honored to represent Shell Norco as we continue our legacy of giving back to a community which has supported us for many decades."

BRETT WOLTJEN

the sun came up to help kick off Shell's HERO campaign," Woltjen continued. "Judging this event is a challenge - all Norco cooks are great."

United Way of St. Charles Executive Director **John Dias** added his thanks to the cook-off teams, noting their generosity of time. "The United Way of St. Charles invests more than \$3.2 million to support 30 local agencies and more than 100 programs to assist more than 40,000 individuals each year," he said. "Your contributions are helping your neighbors in St. Charles parish become more independent and self-reliant as well as providing resources in times of emergencies and natural disasters."

RACING TO BEAT 2016 CONTRIBUTIONS

\$1,068,149

JAMBALAYA CATEGORY



JAMBALAYA 1ST PLACE

"Kast Iron Krooks"

- Jay Alleman
- Lonnie Boudreaux
- Wade Spears
- Gerard Borne



JAMBALAYA 2ND PLACE - Tied

"The Construction Guys"

- Joe Bob LaFleur
- Kevin Massett
- Brent Duhon
- Doug Skarke



JAMBALAYA 2ND PLACE - Tied

"The Last Chance"

- Jody Borne
- Bobby Dufresne
- Mark Batiste
- Mike Arcement



JAMBALAYA 3RD PLACE

"Three Phase"

- Danny Landry
- Gordon Ortego
- Joseph Tanner

GUMBO CATEGORY



GUMBO 1ST PLACE

“Prestige Worldwide”

- David Marse
- Ricky Bourgeois
- Brent Torres



GUMBO 2ND PLACE

“Break Time”

- Kenny Levert
- Mike Duhe
- Ben Vial
- Keith Simon



GUMBO 3RD PLACE

“Pot Lickers”

- Lyle Bourgeois
- Lee Clement
- Chad Raiford
- Ronnie Trosclair



BATTLE FOR THE PADDLE

United Way of St. Charles 2017 Campaign Co-chairs Angela Golden of Child Advocacy Services CASA and CAD and Brett Woltjen of Shell Norco received the Pacesetter Award at the United Way’s Battle for the Paddle and campaign kickoff celebration. The award recognized companies who hold United Way fundraising events before the official kickoff to generate momentum for the campaign.



FIRST PLACE GUMBO

Shell Norco General Manager **Brett Woltjen**, far right, is pictured with the **BREAK TIME** team of **Mike Duhe**, **Kenneth Levert**, **Keith Simon** and **Ben Vial**. The team won First Place for their gumbo in the People’s Choice category at the United Way of St. Charles Battle for the Paddle. The event is the official kickoff for the United Way campaign.



SECOND PLACE JAMBALAYA

Second to none, almost! **THE LAST CHANCE** team of **Mark Batiste**, **Jody Borne**, **Michael Arcement** and **Bobby Dufresne**, pictured with Shell Norco General Manager **Brett Woltjen**, won Second Place in the People’s Choice Jambalaya category at the United Way of St. Charles 16th Annual Battle for the Paddle.



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**

www.shell.us
www.norco-air.info

POSTAL PATRON

THE INVITATION IS IN THE MAIL

Norco residents, check the mail. You will be receiving a special invitation to Connect to Norco and directions to do so if you are not yet connected. Connect to Norco is a program which keeps area community members and businesses up-to-date about Shell events via email, text or phone.

The invitation to connect includes a magnet listing important phone numbers along with the diverse methods of learning more about Shell Norco.



COUNTDOWN to Norco Noel

Santa Claus is coming to town soon.

The holidays are just around the corner. That means it is almost time for Norco's Christmas Parade. Gather your family, friends and neighbors and start planning for an afternoon of fun on Sunday, December 3 as Santa Salutes our First Responders. The parade rolls at 2 pm., but come early to see Santa and Mrs. Claus arrive by helicopter.

Visit norconoel.com for additional information and route map.

