GEARING UP FOR ECO-MARATHON

PAGE 3
A WORD FROM OUR EDITORS

Thank you to all who took part in our AlumniNews survey! A summary of the survey results can be found on page 13 of this issue. We’ve reviewed everything you have to say and are working hard to bring you more of what you want to see. That includes more on what alumni are doing in retirement!

We hope you will help us with a new section, called Noteworthy, located in the regional section of the magazine. Each issue, we are seeking your responses to a featured question. Answers can be emailed, along with a related photo of yourself, if you have one. We can’t promise to publish all responses and photos, but we will try to feature as many as we can!

While you’re flipping through the magazine, make sure to check out important stories on Shell, as well as a feature on Shell employee Donna Oberg, who shares about her life-changing Project Better World expedition. Also in this issue, alumnus Sandy Scott talks about what she and her husband, Rick, are doing to improve the lives of Romanian orphans, and 92-year-old alumnus Mike Yaschuk takes us into the world of hockey.

As always, we are always looking for story ideas for our Alumni Features section of the magazine. Our contact details can be found below.

Thanks again for all your responses to our survey. We look forward to hearing from you in the new year!

Natalie Mazey and Jackie Panera
Editors, AlumniNews magazine

CONTENTS

HIGHLIGHTS

03 Paving the way for Eco-marathon
Work accelerates in Shell mileage challenge move to Detroit.

04 One year later
Integrated Operations Center impacts performance.

05 Offering the best of performance and technology
Shell becomes BMW-recommended oil supplier.

06 Scaling new heights
Wind Energy vice president poised to meet new challenges.

11 An adventure fit for Harry Potter
Employee overcomes obstacles to take part in life-changing project.

12 Training a new workforce
Alumni discover rewards of teaching.

13 AlumniNews survey results
Read what fellow alumni have to say about AlumniNews.

14 Improving the lives of orphans
Alumnus and Shell employee help at-risk children in Romania.

15 A winning strategy
Alumnus hits the ice, stays active at 92 years.

STORY IDEAS WELCOME!

AlumniNews magazine is looking for recent story ideas for our Alumni Features section! In this part of the magazine, we highlight alumni who are staying active and making a difference in retirement. If you know of someone who would make a great profile for the magazine, please send us his/her phone number and email address, along with a brief description of the story idea. To submit story ideas for the U.S., email ShellUSAAlumni@shell.com or mail a letter to Shell Oil Company Communications – Natalie Mazey, P.O. Box 2463, Houston, Texas 77252-2463. To submit story ideas for Canada, email PublicAffairs-Canada@shell.com or mail a letter to Jackie Panera, Shell Canada Limited, 400 4th Avenue S.W., P.O. Box 100 Station M, Calgary, Alberta T2P 2H5, Canada.
Preparations are already ramping up for this spring’s inaugural Shell Eco-marathon Americas in the Motor City. Efforts include fixing up downtown streets to withstand the extreme efficiency cars planned, built and tested by thousands of students for the mileage competition. In all, more than 120 high school and university teams from across the Americas are expected to compete on those newly paved Detroit streets Thursday, April 9 through Sunday, April 12.

For more than 30 years, the Shell Eco-marathon series has challenged future engineers and scientists to go farther on less energy. Next year marks the first time this signature automotive competition will be held in the U.S. auto industry’s historic hometown.

“We’re looking forward to bringing the Shell Eco-marathon to Detroit—in part to highlight the role that young talent and high technology will play in the re-invention of this iconic American city,” says Niel Golightly, Shell vice president of external affairs for the Americas.

Investment in the future of Detroit and mobility
Students are highly motivated and often work long nights, weekends and holidays, fine-tuning their designs and building their concept cars. Many hope to one day work in the automotive and energy industries. Their goal is simple: to drive the farthest distance, over a closed downtown course, using the least amount of energy. Of course, setting a new record in the shadows of storied automotive headquarters, where mobility’s future is being shaped, would be icing on the cake. The economic and reputational impact of four days of events, which attract visitors and interest from around the world, is immense. Another, more visible benefit is the improvement to city street surfaces where the students will drive their low-slung, futuristic vehicles. Shell’s $450,000 investment in the streets around the Cobo Convention Center, a hip district known as Campus Martius, and historic Woodward Avenue, will smooth downtown driving for Detroit residents as well. Improved streets also create a safer place for crowds to watch and cheer on the teams.

Local civic and business leaders, including famed racing team owner Roger Penske, embraced and followed the annual competition long before Shell selected Detroit as its host city.

“We are excited that Shell chose Detroit to host its 2015 global competition. Not only is Shell bringing worldwide attention to our city, it is further showing its commitment to Detroit by investing in improvements to several of the streets that will be a part of the Eco-marathon route. We appreciate the benefits Shell’s partnership brings to Detroit,” says Mayor Mike Duggan.

Many in the region hope Shell Eco-marathon Americas encourages people to give Detroit another look and attracts future talent to the U.S. automotive businesses that call it home. “These students represent the next generation of the world’s future scientists and engineers. Being able to showcase the city of Detroit and the future of mobility in Detroit’s automotive industry will hopefully inspire these students to consider our city and state as a place to be educated and to live and work. I want to personally thank Shell for bringing this terrific event to Detroit and for helping improve our downtown’s infrastructure,” Penske says. «

VOLUNTEER AT ECO-MARATHON!

Take part in the inaugural year of Eco-marathon’s move to Detroit by volunteering at the event, held Thursday, April 9 through Sunday, April 12, at the Cobo Center. Multiple days and shifts are available. Some of the volunteer opportunities include serving on the technical team or safety team, as a VIP tour guide, Energy Lab ambassador and providing track assistance. For more information, contact Vicky Moreno at Victoria.Moreno@shell.com.

PAVING THE WAY

FOR ECO-MARATHON

Work accelerates in Shell mileage challenge move to Detroit
When 33-year Shell employee Sam Mabry found out he would be moving from his enclosed office to the new open Integrated Operations Center (IOC) for the commissioning of the Olympus tension leg platform (TLP) last year, he was one of the most outspoken critics of this new way of working.

“How am I going to work in an environment where people are all around, without a quiet place to think and work,” the senior facilities engineer remembers saying.

A year later, he’s singing a different tune. “I can’t say enough about it,” Mabry says. “We have much better access to each other. I didn’t think the change would be that dramatic,” he says of the IOC, an innovative, collaborative work environment that aligns people, work processes and technology so Gulf of Mexico (GOM) asset teams can better plan activities and improve decision-making.

The IOC—a key venue in Upstream Americas Deepwater Integrated Operations program—houses subject-matter experts, operations staff, surveillance staff and technical staff of an asset together at One Shell Square in New Orleans. A 24/7 remote control room (RCR) linked to the platform via fiber-optic cable allows the shore-based team to see the same data as their offshore counterparts.

“The RCR creates the same ‘situational awareness’ as in the on-asset control room. This is a new key enabler for the high-value, low-latency collaboration between technical/operational support and operations,” says Marc Chevis, Integrated Operations manager.

As the Olympus IOC marked its one-year anniversary in November, the results of this new way of working speak for themselves:

- Project startup six months earlier than originally proposed
- No lost-time or recordable injuries this year
- 98% runtime
- 46 days of continuous production without a process shutdown, only four months after startup
- Ramp-up of new wells faster than planned
- Elimination of 1,055 personnel-days offshore

“Those are world-class results,” says Jay Trussell, Olympus Operations manager. “We used the IOC/RCR to commission subsea equipment and two of the three subsea trees at Olympus. We opened downhole fluid loss isolation valves in the wells, optimized equipment operating conditions, reviewed bad actors in the alarm registers and ramped production in new wells. It is impossible to know how many platform trips were prevented by having those daily interactions, but there are key business results that indicate the IOC was a key enabler to our early success,” he says.

A step change

The IOC is a step change in how operations staff offshore work with a virtual asset team of technical and engineering staff onshore. “We’ve had a lot of visitors come and tour the facility, but the IOC is more than a place. It’s a change in how we work,” Chevis says. “The step change is how this model attacks the inefficiency of our deepwater geography by co-locating operations and supporting functions in One Shell Square. Its overall design and collaborative technology enables the field and office staff to work together as an integrated team.”

Technical and operational support personnel are collocated in six different work zones to focus on similar processes, such as production equipment, chemical and controls and automation.

“We found that in our old offices, we communicated by email and telephone too often. In sitting together and hearing conversations, communications is quicker and better. We’ve reduced email traffic and meeting times to make better, faster decisions,” Trussell says.

Olympus Subsea Engineer Caryn Bazzi can testify to that. “The IOC fits in the way we work naturally. You’re in close
Auger has served as a training ground for employees over the years and is credited with leading Shell—and the industry—into deepwater operations in the GOM.

Shell recently announced that it has been chosen by BMW AG as its only recommended global supplier for aftermarket engine oils for the following BMW brands: BMW, BMW i, BMW M, MINI and BMW Motorrad.

Beginning in 2015, premium engine oils manufactured by Shell will be available to customers at BMW’s network of more than 3,500 dealers, in more than 140 countries, including China, Germany, Russia, South Africa, South Korea, the United Kingdom and the U.S.

The collaboration means that Shell will produce and supply BMW’s branded engine oils. These products will meet the latest BMW engine specifications and are underpinned by Shell’s PurePlus Technology—a breakthrough in the formulation of engine oils.

The patented gas-to-liquids (GTL) process, developed over 40 years of research, converts natural gas into a crystal-clear base oil. Base oil, usually made from crude oil, is the main component of finished oils and plays a vital role in the quality of the finished engine oil. The base oil is produced at the Pearl GTL plant in Qatar, a partnership between Shell and Qatar Petroleum. From 2015, BMW service customers will benefit from the integration of Shell’s global lubricants supply chain with its gas value chain in Qatar.

“We are honored to become BMW’s recommended supplier of aftermarket engine oil. We look forward to jointly supplying, distributing and marketing these oils,” says Mark Gainsborough, executive vice president for Shell Lubricants.

He says that this is recognition of the benefits of Shell’s engine oil expertise and cutting-edge technology by one of the world’s leading premium manufacturer of automobiles and motorcycles. “This deal brings two leading brands together to offer the best of performance and technology to BMW service customers. Both companies have a very strong commitment to premium products and services, giving us much in common,” Gainsborough adds.

Mars Facilities Focal Point Scott Hyder says each day in the IOC begins with a morning videoconference with the platform to understand what they are working on and how the shore-based team can help. “It’s really powerful to see their faces and read the body language. It helps us connect at a different level,” he says.

Shell plans to implement Integrated Operations for other major brownfield assets, including Auger and Perdido in 2015, followed closely behind by Ursa and Brutus in 2016. “Based on the value delivery to date, this is just the beginning,” Chevis says. “We’re working with Appomattox and Vito projects to embed integrated operations in those new assets.

“We’re taking what we’ve learned over the past year from Olympus and Mars to improve on the experience. But fundamentally, we hit the mark. It really fits our business,” he adds.

OFFERING THE BEST OF PERFORMANCE AND TECHNOLOGY

Shell becomes BMW-recommended oil supplier

Shell recently announced that it has been chosen by BMW AG as its only recommended global supplier for aftermarket engine oils for the following BMW brands: BMW, BMW i, BMW M, MINI and BMW Motorrad.

Beginning in 2015, premium engine oils manufactured by Shell will be available to customers at BMW’s network of more than 3,500 dealers, in more than 140 countries, including China, Germany, Russia, South Africa, South Korea, the United Kingdom and the U.S.

The collaboration means that Shell will produce and supply BMW’s branded engine oils. These products will meet the latest BMW engine specifications and are underpinned by Shell’s PurePlus Technology—a breakthrough in the formulation of engine oils.

The patented gas-to-liquids (GTL) process, developed over 40 years of research, converts natural gas into a crystal-clear base oil. Base oil, usually made from crude oil, is the main component of finished oils and plays a vital role in the quality of the finished engine oil. The base oil is produced at the Pearl GTL plant in Qatar, a partnership between Shell and Qatar Petroleum. From 2015, BMW service customers will benefit from the integration of Shell’s global lubricants supply chain with its gas value chain in Qatar.

“We are honored to become BMW’s recommended supplier of aftermarket engine oil. We look forward to jointly supplying, distributing and marketing these oils,” says Mark Gainsborough, executive vice president for Shell Lubricants.
SCALING NEW HEIGHTS

Wind Energy vice president poised to meet new challenges

To understand employee challenges, some leaders take time to walk in their shoes, visiting or working onsite. For Johnna Van Keuren, walking in her employees’ shoes means learning to climb a 300-foot-tall tower.

The vice president of Shell WindEnergy recently found herself high in the air in Reno, Nevada. During a two-day climbing course, she trained to climb the giant wind turbine towers which house the generators that produce wind power.

Van Keuren, who took on the leadership role in Shell Wind a year ago, wanted to understand the challenges her team and contractors face on a daily basis. “I believe you don’t ask someone to do something unless you are willing to do it yourself. It’s important to understand the challenges and the environment these folks work in,” Van Keuren explains.

Shell Wind has eight joint-venture wind projects in the U.S. and one in Europe. All are non-operated ventures (NOVs), 50/50 co-owned by Shell with other partners. “Since they’re not under our operational control, we have to use our influence to coach and mentor our contractors,” she says.

The U.S. projects—two each in California and Texas and one each in Colorado, Iowa, West Virginia and Wyoming—have an installed capacity of approximately 900 megawatts of energy (Shell’s share is about 450 megawatts) from around 720 wind turbines.

The turbines include a rotor, consisting of a hub and three blades that sit atop a steel tower at an ideal height to catch the wind. Technicians who maintain equipment may have to climb multiple towers several times a day to work on the turbines. “They work in pairs, climbing up to 300 feet in a closed steel cylinder to get to the equipment. While the majority of our sites have climb-assist equipment, which helps alleviate some of the body strength needed to climb the distance, it’s still a physically demanding job in very tight quarters,” Van Keuren explains.

She found out just how physically taxing it can be during the training class, where students learn how to climb, as well as maneuver equipment to help rescue a work partner in the event of an emergency. “What took others in the class 10 minutes to do took me 30,” she says. “Believe me, it was not pretty,” she laughs.

Getting hands-on experience is not new to Van Keuren. As a project engineer prior to coming to Shell, she learned how to weld pipe, pour concrete and drive a backhoe. Since joining Shell 15 years ago, she has served in engineering and health, safety and environment (HSE) positions for Shell Pipeline. Five years ago, she moved into Upstream Americas to manage safety, environment and sustainable development for the Exploration and Commercial organization. In that role, she completed the Arctic Helicopter Underwater Egress Training (HUET), where students, wearing protective suits for cold water, are strapped into a helicopter simulator and dropped upside down in a pool to practice emergency survival procedures. “The recent climbing school was more challenging because it was so physical. I’m small and didn’t have the strength to do some of the rescue work,” says the five-foot, four-inch-tall Van Keuren. “I was so nervous after my first rescue attempt. My hands were shaking during lunch on the first day,” she recalls.

While she doesn’t ever plan to climb an actual tower, Van Keuren says the training experience has given her a completely different perspective on the challenges workers face. “It’s easy to sit in an office and expect people to do things. Once you’ve attempted their jobs on your own, you realize it’s not as simple as you may think.”

Getting back to basics

Van Keuren’s hands-on leadership style is helping Shell Wind Energy operate more efficiently and improve its safety culture. “A lot of people don’t realize Shell is [still] in this business, but the company has more than a decade of experience in wind energy. Our share of
MOUVEMENT CHEZ SHELL CANADA
47 000 $ pour la santé masculine

Novembre a été quelque peu échevelé à l’occasion de Movember, une campagne mondiale visant à financer des programmes améliorant la vie des hommes aux prises avec un cancer de la prostate, des testicules ou avec des problèmes de santé mentale. Les employés de Shell Canada y ont participé. Certains hommes ont décidé de devenir des « Mo Bros », arborant une moustache pendant 30 jours. D’autres employés ont fait de généreux dons s’élevant à près de 47 000 $. Les dons de Shell Canada ont surpassé tous les dons de Royal Dutch Shell ! Le défi lancé au secteur de l’énergie du Canada par Movember (« Oil Rig Rumble ») a permis d’amarasser plus de 1,1 M$, le Canada s’est hissé au premier rang (près de 22 M$ en dons).

CONTESTATION JUDICIAIRE REJETÉE
La décision de la Cour avalise les consultations paritaires de Jackpine

Près d’un an après le dépôt d’une contestation judiciaire par la Première Nation Athabasca Chipewyan (PNAC) au sujet de la décision fédérale quant au projet d’expansion de la mine Jackpine dans la région Athabasca de l’Alberta, la Cour fédérale a rejeté la demande de révision judiciaire du gouvernement fédéral.

« La Cour fédérale a estimé que le Canada a encouragé et facilité la participation de la PNAC aux consultations et a rejeté la demande de révision judiciaire de l’approbation du gouvernement fédéral. »


REMARQUE DU RÉDACTEUR
En raison d’un problème de traitement du courrier, certains numéros AlumniNews de décembre ont été adressés au mauvais destinataire. Seul l’envoi par la poste du numéro de décembre a été touché par ce problème. Nous avons travaillé avec l’imprimerie afin que cette situation ne se reproduise pas. Merci de votre compréhension; nous sommes désolés de tout désagrément occasionné.

LE POINT RÉGIONAL Canada

LE POINT RÉGIONAL

Bienvenue à Point de mire, une nouvelle section réservée aux commentaires des retraités sur des questions d’actualité. Répondez à la question ci-dessous et nous publierons le plus grand nombre possible de réponses dans le prochain numéro.

Envoyez vos réponses à PublicAffairs-Canada@shell.com. Si vous envoyez votre photo, la taille du fichier doit être d’au moins 1 Mo.

Et maintenant, notre question…

Comment gardez-vous la forme?
LES HEUREUX GAGNANTS DE 25 000 $ SONT...

Le 24 juin 2014, Shell Canada a lancé une campagne qui allait changer la vie de deux personnes. Le concours De l’énergie pour sept milliards de personnes a mis les employés de Shell et le grand public au défi de songer à une expérience, une initiative ou un projet qu’ils rêveraient de réaliser et de décrire comment l’énergie peut les y aider. Les deux meilleurs projets, soumis par un employé de Shell et par un membre du public, ont reçu 25 000 $ chacun.


Sa proposition : expédier 100 kilos de skis usagés à l’école de ski du Zanskar. Ce petit organisme à but non lucratif offre équipement et cours de ski à la collectivité pour faciliter les déplacements en hiver. En plus d’améliorer la mobilité, les skis favorisent l’activité physique hivernale des enfants et permettent au médecin de Padum de faire des consultations externes.

« Ce prix propulsera le ski au Zanskar à un autre niveau et nous rapprochera de notre but : envoyer un habitant du Zanskar pour représenter l’Inde aux Olympiques d’hiver en ski, dit M. Stephenson. Beaucoup plus d’enfants et d’adultes pourront apprendre à skier. » Grâce à ces fonds, il espère pouvoir jeter les bases d’une série de boutiques de ski au Zanskar. « Ces boutiques prêteraient des skis à ceux souhaitant se déplacer », a-t-il dit.

Le deuxième gagnant, Ian Jonsen, prévoit utiliser l’argent pour organiser une réunion de famille avec ses frères et sœurs qui vivent aux quatre coins du monde.

Pour savoir ce dont pourrait avoir besoin M. Stephenson, visitez : www.zanskarskischool.org.

SHELL NOMMÉE MEILLEUR EMPLOYEUR

Pour une 15e année, Shell Canada a été classée parmi les 100 meilleurs employeurs au Canada de 2015 : l’une des trois sociétés du secteur énergétique au palmarès.

Pour y figurer, une entreprise doit démontrer qu’elle offre un milieu de travail exceptionnel à ses employés. Sont notamment évalués : lieu de travail, atmosphère de travail et relations sociales, communications avec les employés, formation et perfectionnement professionnel, engagement à l’égard des collectivités.

« Il importe pour moi de valoriser et de favoriser la diversité sur le plan de la culture, de la parité des sexes et des idées, et de créer un milieu de travail inclusif libre de menaces, où les gens se sentent à l’aise dans leurs différences et libres de s’exprimer afin d’encourager des discussions saines et constructives, déclare Mme Mitchelmore, présidente de Shell au Canada et vice-présidente directrice – pétrole lourd. A titre de leader, une de mes plus grandes joies consiste à aider les gens à se dépasser. Cela permet d’ouvrir des portes et de gagner de nouveaux sommets. »

PROJET QUEST DE CCS : IMPACT MONDIAL

L’équipe du projet Quest laisse sa marque partout, en raison de son projet formidable, mais aussi de sa générosité. Pendant la réalisation des travaux d’ingénierie en amont en Inde, l’équipe a tissé un lien spécial avec la région. De retour au Canada, l’équipe tente de redonner à la collectivité en venant en aide aux orphelins à risque à Bangalore, en Inde.

En 2014, un membre de l’équipe et sa femme sont allés à l’orphelinat Angels (Bangalore) les valises pleines d’essentiels ramassés par l’équipe Quest et par Fluor : livres scolaires (valeur de 500 $), vêtements, fournitures médicales, matériel pour artistes, jouets et 300 $ en dons. À Noël, l’équipe a amassé près de 700 $ pour les enfants.

« Les membres de l’équipe Quest ont remué ciel et terre à Noël pour partager », raconte Rob Mandeville, responsable – construction, SSE pour le projet Quest de CCS. « Voilà un groupe de personnes remarquables, chez Shell/Fluor, avec le cœur sur la main! »

Pour en savoir plus, visitez www.bangaloreorphange.com, ou communiquez avec Rob Mandeville (robert.mandeville@shell.com).

Les membres de l’équipe Quest visitent l’orphelinat Angels à Bangalore, en Inde.
LES SUCCÈS DE L’AISSBC
Accélérer les améliorations environnementales des sables bitumineux

Le deuxième rendez-vous annuel Performance Update de l’Alliance pour l’innovation du secteur des sables bitumineux au Canada (AISSBC) a fait le point sur les succès, défis et progrès de 2014, et a attiré à Calgary plus de 500 innovateurs, leaders d’opinion et intervenants du gouvernement et d’ONG.

Il y a été question de plusieurs réalisations, dont la mise en commun grâce à l’AISSBC de 777 technologies (560 auparavant) dont la valeur frôle le milliard de dollars, une collaboration inédite de plusieurs entreprises pour partager les connaissances et accélérer le rythme des améliorations environnementales des sables bitumineux. L’année 2014 a vu naître 68 projets totalisant des coûts de 200 M$.

Le partage technologique permet aux entreprises d’échanger les connaissances et d’en faire un tremplin pour trouver plus rapidement des solutions aux problèmes les plus aigus du secteur, notamment les bassins et les GES. Shell est un membre fondateur de l’AISSBC, qui compte 13 sociétés membres représentant 90 % de l’exploitation des sables bitumineux. Lorraine Mitchelmore, vice-présidente directrice – pétrole lourd et présidente de Shell au Canada, souhaiterait voir des progrès rapides, mais elle estime qu’il faut souligner l’importance des cibles atteintes en deux ans. « Je considère que réunir 13 sociétés concurrentes, un exploit remarquable en soi, en si peu de temps constitue un pas de géant. »

Le Canada a l’occasion unique et historique de devenir un chef de file mondial du secteur de l’énergie, a-t-elle déclaré. De plus, l’énergie que nous produisons est importante non seulement pour l’économie canadienne et le bien-être général à long terme, mais aussi pour répondre aux besoins de milliards de personnes et réduire la pauvreté. » Selon elle, l’accès à certains marchés pour les exportations canadiennes d’énergie (dont 98 % sont issues des sables bitumineux) dépend de la capacité concurrentielle du secteur sur les plans économique et environnemental.

« Ces deux éléments ne se situent pas aux deux extrémités du spectre ; ils sont complémentaires. L’amélioration du rendement environnemental est la clé de la réussite. Les solutions en ce sens peuvent devenir l’avantage concurrentiel du Canada ; l’AISSBC en est le pivot central », a-t-elle dit.


SOUTIEN EMPLOI ENGAGEMENT
Indspire lance un programme d’éducation offert par Shell pour les jeunes autochtones

Shell Canada travaille d’arrache-pied pour répondre aux besoins des jeunes autochtones et s’est jointe à Indspire afin d’offrir des outils pédagogiques novateurs. La société a récemment fait l’annonce du module L’industrie en classe – Carrières dans le secteur pétrolier et gazier commandité par Shell, qui vise à sensibiliser les étudiants autochtones aux perspectives d’emploi du secteur pétrolier et gazier, et à les encourager à poursuivre leurs études et planifier leur avenir.

La société y a travaillé pendant 18 mois avec Indspire, un organisme de bienfaisance autochtone qui investit dans l’éducation afin d’assurer un meilleur avenir aux individus, aux familles et aux collectivités. Grâce à ses partenaires financiers, Indspire remet des prix sous forme de fonds et offre des programmes et des ressources pour combler les lacunes en éducation.

Le nouveau module sera présenté en partie par des employés de Shell Canada, qui visiteront les classes dans les collectivités d’intervenants autochtones clés pour communiquer les perspectives d’emploi du secteur pétrolier et gazier.

« Chez Shell, nous croyons que l’éducation est essentielle pour faire émerger le potentiel inouï des jeunes. Ce programme, offert en partenariat avec Indspire, aidera à répondre aux besoins des jeunes autochtones pour qu’ils réalisent leur plein potentiel », affirme Stephanie Sterling, directrice générale – soutien aux coentreprises et rendement social. »
RENSEIGNEMENTS UTILES

Centre des avantages sociaux de Shell
Pour examiner votre couverture, obtenir des renseignements sur les régimes et apporter des changements, le cas échéant, communiquez avec le Centre des avantages sociaux de Shell :
- Téléphonez au numéro sans frais 1-877-550-3539 (ou au 1-416-390-2633 de l'extérieur du Canada ou des États-Unis) entre 6 h et 18 h, heure des Rocheuses, n'importe quel jour ouvrable, ou
- allez à www.mybenefitscentre.com/Shell et utilisez le centre de messages.
Nom d’utilisateur : six derniers chiffres de votre matricule.
Dans l’éventualité du décès d’un retraité, du conjoint d’un retraité ou d’une personne à charge, communiquez avec le Centre des avantages sociaux de Shell. Le Centre des avantages sociaux de Shell vous aidera à engager le processus de règlement au titre de l’assurance applicable et à apporter les changements voulus à vos régimes d’avantages sociaux et de retraite.

Assurance médicale et dentaire
La Financière Sun Life administre les régimes de soins de santé et dentaires. Pour obtenir des renseignements sur les demandes de règlement et les options de couverture au titre des régimes de soins de santé et dentaires, communiquez avec le Centre de service à la clientèle de la Financière Sun Life :
- Téléphonez au numéro sans frais 1-866-203-4526 (ou au 1-800-9876-5470 de l’extérieur du Canada) entre 6 h et 18 h, heure des Rocheuses, n’importe quel jour ouvrable, ou
- Allez au www.masunlife.ca pour consulter le site Web des Services aux participants de la Financière Sun Life et sélectionnez Messages sécurisés.

Assurance-vie
Desjardins Sécurité financière (Desjardins) fournit l’assurance-vie des retraités sous le numéro de régime 530011. Pour examiner votre couverture au titre de l’assurance-vie des retraités, obtenir des renseignements sur les régimes et changer de bénéficiaire, allez au Centre des avantages sociaux de Shell :
- Allez à www.mybenefitscentre.com/Shell
- Sélectionnez Mes avantages.

Bureau d’aide RH des Amériques
Questions au sujet des prestations de retraite, des feuilles T4 et T4a, de l’impôt sur le revenu et autres
Communiquez avec le bureau d’aide RH des Amériques :
- Par téléphone au numéro sans frais 1-800-663-9898 (ou au 1-403-691-2900 de l’extérieur du Canada) ; ou
- Par courriel, à shloilhrservicedeskamericas@shell.com.

RETOUVREZ D’AUTRES ANCIENS MEMBRES DU PERSONNEL!
Associations de retraités
AN ADVENTURE FIT FOR HARRY POTTER

Employee overcomes obstacles to take part in life-changing project

When Donna Oberg, retail country finance lead, was selected to participate in a Project Better World expedition on behalf of Shell Canada, she might have had a few reservations. Project Better World is a global initiative that inspires Shell employees to put their skills into action for a more sustainable planet. Employees work surrounded by nature—from the Borneo rainforest to the white-tipped mountains of Canada.

Taking part in a trip like this would come with challenges for Oberg, who lives with cerebral palsy, a neurological disorder that affects body movement and muscle coordination. This particular expedition would take participants deep into the forests of the United Kingdom. There, team members would hike the trails to collect data and study climate change with Earthwatch.

“As a 46-year-old—having lived with cerebral palsy from birth and having been hit by a car in 2006—my body will react to the aging process a bit more aggressively than a healthy, abled-body person. That doesn’t mean I won’t fight it off as hard as I can, but it is a reality and something I’ve learned to face with as much grace as I possibly can,” Oberg says.

With that in mind, Oberg knew that the window of opportunity to take part in such a life-changing journey was small, making her participation that much more important. With 11 people on her team—from Canada, Africa, the United Kingdom, India, the Hague, Poland and Singapore—Oberg says she was surrounded by extraordinary individuals, all of whom gladly provided her with assistance when she needed it.

When the terrain proved difficult, Earthwatch guide Richard Sylvester stepped in. “There were muddy clay paths, fallen trees and brambles that seemed to purposefully take hold of my cane, causing me to tumble,” Oberg says. “It felt like I was in a Harry Potter movie!”

Sylvester proposed using walkie talkies to aid in data collection. “I would find a spot to sit, and my team member—the hilarious and brilliant Gerald Foo—would take another person and read out the stats so I could record them on the spreadsheets,” she says.

Through the resourcefulness and encouragement of her team members, Oberg was able to contribute to the project and take part in the once-in-a-lifetime opportunity.

“I think back to those nine days, sitting in the middle of the forest, listening to the chatter and laughter of the Shell team and realize that I have been changed as a person,” Oberg says. «

CONTINUED FROM PAGE 6

the energy capacity from these projects is approximately 500 megawatts, making us one of the larger wind operators among oil and gas companies,” she says. “Each year, the wind power generated by these projects helps to avoid approximately three million tons of carbon dioxide which could otherwise be emitted from conventional power sources.”

Van Keuren is working to guide Shell Wind successfully through some of the key challenges of this business. “We have aging assets, which is a challenge from a maintenance perspective. And, we have a young technician workforce. We’ve been working to improve our safety culture, getting back to basics and making sure our staff and those in the field have the right training, understand the risks of the job and take time to plan for the tasks they will be working on.”

Last year, Shell Wind achieved over 120 days at Goal Zero after four safety incidents earlier in the year. The industry has a number of health and safety hazards, including working at heights, lifting and hoisting, and falling objects, as well as working in tight spaces and around high-voltage electrical and rotating equipment.

Van Keuren’s approach is to not only improve Shell Wind’s safety culture, but also to raise the bar for the industry as a whole. “We’re probably 10 to 15 years behind the oil and gas industry in this area. This is a partnership between our joint venture partners, as well as operations and maintenance contractors, to help them develop a safety culture where everyone believes workers can and should go home safely each day to their families and that we do no harm to the environment. They are the ones who make it all happen. How we work together is critical in the success of the business and in keeping people safe.”

Van Keuren says her aspiration is to create a fun, dynamic place to work. “It’s an opportunity to learn a new business and new challenges. We want to build the skills of our people to make Shell Wind a stepping stone in their careers at Shell.” «
Alumni discover rewards of teaching

When Miguel Hernandez immigrated to the U.S., he spoke no English. He scrambled for temporary jobs as a day laborer until technical instructors at a community college gave him a new start. “Getting an education has been pretty powerful,” says Hernandez, a maintenance excellence specialist at the Shell Deer Park refinery.

When training as a pipefitter, Hernandez learned the ropes from active and retired industry professionals. “The only people who can teach the kind of technical skills we need in refineries are those who have actually worked in the field,” he says.

That’s why Shell partners with other public and private organizations to develop strong technical programs at community colleges. The company recently sponsored the National Association of Process Technology Alliance (NAPTA) conference on instructor skills in New Orleans, where Shell employees helped develop strategies and share best practices for training the next generation of essential workers.

“At Shell, we couldn’t produce energy or oil and natural gas safely without a well-trained craft and technical workforce,” says David Esquibel, a member of Shell’s Workforce Development Initiative team. “Yet, even when high school students are aware of these high-paying career opportunities, their options for good technical training are limited.”

Although options are increasing with the emergence of new programs, the need for high-quality technical instruction remains critical in the energy industry. One reason is a shortage of qualified instructors and programs at community colleges.

That’s where retired and active Shell employees can help. Part-time adjunct professors—subject-matter experts with extensive field experience—form the backbone of most technical training programs.

“Women would be especially valued as teachers on almost any campus,” says Krista Borstell, a craft recruiter for Shell. “We really scramble to find enough qualified women for craft positions at our refineries and on our platforms. Retired or active employees who can teach their skills would make great adjunct professors and role models for other women.”

Falling in love with the job

Shell retiree Mark Demark took advantage of the opportunity to give back and train a new workforce. The former general manager of a Shell catalyst plant, who retired in 1997, stepped in as department chair in 2001, heading the fledgling process technology department at Alvin Community College near Houston. Although he ran the department, he also taught classes.

“It was supposed to be just a summer job. He stayed for 10 years. Teaching gave Demark the chance to share his passion for operations. A process engineer, he spent most of his 31 years at Shell in management. “Most of the time, I was stuck in an office. But the times when I was out in the field were some of the best of my career,” he recalls.

The sound and feel of perfectly tuned machinery, the subtle clues when something is wrong, the overarching responsibility for safety—these are just some of the learnings Demark shares with students. After retiring from Alvin Community College in 2011, Demark soon returned to the classroom. He now works as a professor of process technology at Houston Community College.

According to Demark, Shell retirees and active employees are a good fit for technical training programs. As adjunct professors, they can often set their own schedules and teach as little or as much as they want. Demark recommends meeting with the school’s department chair, since many of these positions may not be advertised or available through the human resources department. The need for technical training is so great that the department head might create a position for the right person, says Demark.

“Technical education is a game changer for students,” he says. “Instructors have a powerful opportunity to make a difference.”

Hernandez agrees. “Going through college changed my life completely. Thanks to the instructors who taught me skills, I can work for a company like Shell and send my kids to better schools. That means a better future for my grandchildren. This can affect the next two or three generations.”

Hernandez believes so strongly in technical education that he has become a part-time pipefitting instructor at Lee Community College in Baytown and has funded his own scholarship program at the college. Although his work as a teacher may look good on his resume and help him build his professional network, Hernandez does it for the students. “As a former student myself, I know how much it means,” he says.

To learn more about teaching opportunities for retired or active Shell employees, email david.esquibel@shell.com. «
ALUMNINews Survey Results

Thank you to everyone who filled out the 3rd annual AlumniNews survey in our December issue. This year, we received 167 responses. Your input helps us better understand what you want out of an alumni publication, and we’re working hard to bring you the content you want!

What would you like to see more of?

1. Does AlumniNews help you to discuss issues concerning Shell and the oil/gas industry with friends and family?
   - Yes: 83%
   - No: 17%

2. Would you be interested in “friends-and-family” messaging documents outlining Shell’s stance on key issues and topics?
   - Yes: 57%
   - No: 43%

3. Do you feel as though you can easily contribute story ideas to the magazine?
   - Yes: 40%
   - No: 60%

4. Do you feel a connection to the business articles included in AlumniNews?
   - Yes: 67%
   - No: 33%

5. Do you ever visit the Shell website to learn more about a topic you read in AlumniNews?
   - Yes: 34%
   - No: 66%

What would you like to see less of?

1. More news about downstream businesses when applicable.
   - Yes: 3.86%
   - No: 96.14%

2. Retiree features (what alumni are doing in retirement)
   - Yes: 3.19%
   - No: 96.81%

3. More news about downstream businesses when applicable.
   - Yes: 3.86%
   - No: 96.14%

As we’ve seen from the results, it appears that 57% of you would be interested in a “friends-and-family” messaging document outlining Shell’s stance on key issues and topics. Good news: look out for some high-level messaging on Shell’s position on significant matters in an upcoming issue of AlumniNews.

Comments

I find that AlumniNews focuses too much on Shell exploration and production and very little if any on Retail activities. My Shell career was in Retail Marketing and I seldom read any articles related to it.

— J.P. Roy

Note from the editors: Thanks for your comment, J.P. In light of the survey results, we will focus on adding additional stories highlighting the Retail, Marketing and Downstream businesses when applicable. Our goal is to continue to diversify the magazine content in order to provide pertinent information on a variety of projects within our Shell portfolio.

What alumni want to see more of:

1. Shell’s positions on key issues. I teach at a university and I am trying to present a balanced position to students.
   — Paul Britton

Note from the editors: Paul, we appreciate your comment. In fact, the survey results show that 57% of you would be interested in a “friends-and-family” messaging document outlining Shell’s stance on key issues and topics. Good news: look out for some high-level messaging on Shell’s position on significant matters in an upcoming issue of AlumniNews.

2. Information about alumni and their lives after retirement.
   — Steve Browning

Note from the editors: Thanks, Steve. Check out the new “Noteworthy” section, located in the regional section of the magazine. Each issue, we are seeking your responses to a featured question. Answers can be emailed, along with a related photo of yourself, if you have one. We can’t promise to publish all responses and photos, but we will try to feature as many as we can! This will help us highlight the many post-retirement happenings of our alumni.

Considering all that happens within Shell, and that you are trying to provide coverage for what used to be two distinct companies in two countries, I believe you strike a good balance.

— Bob MacDonell

Note from the editors: Thank you, Bob, and many others for your positive feedback. We enjoy working on the publication for you all.

Regarding obituaries of retirees in the Canada and U.S. sections:

Note from the editors: We know that many of you are interested and concerned about hearing more information on retirees who have passed away or are ill, along with other milestone events, such as wedding anniversaries. In respecting the privacy of people, we cannot publish this information unless the individual or his/her family contacts us directly. We appreciate your understanding.
Fifteen years ago, if you had told Sandra (Sandy) Scott (’02 Engineering) she would be spending her retirement years founding and growing a U.S. charity for Romanian foster children, she might well have looked at you like you were crazy. Sure, she and her husband, Rick, a 35-year Shell employee, had scored extremely high in “social service” on a personality profile test. And, granted, they had been working with at-risk children and teens for years in Houston. But why Romania?

“We met a Romania couple at our church, Peter and Lydia Tat, who built a foster home in Romania for five orphans, Casa Primavara (meaning, Springtime House). I recall thinking at the time, ‘Where in the world is Romania?!’ ”

Peter Tat shared with the Scotts the plight of orphaned children in Romania, where the country prohibits out-of-country adoption. “After the fall of communism in 1989, factories and businesses formerly operated by the government were shut down. People were without jobs, alcoholism was rampant, and over 95,000 orphans were added to an already overcrowded orphanage system. The government struggled to feed and clothe so many children. The graphic photos shocked the world,” Sandy Scott shares.

A small group from the United Kingdom (U.K.), led by founder Barbara Waldron, offered a beacon of hope, partnering with the Tats to form Springtime in Romania Christian Charity in the U.K. and Romania.

For years, the Tats, who lived in Houston for a short time, encouraged the Scotts to get involved. “We just gave money. We kept telling Peter that starting a U.S. charity is too difficult for us.”

Peter Tat, who had been diagnosed with congestive heart failure, was persistent. “Peter wanted to make sure these children were taken care of when he died. Barbara was older, unable to travel so much and needing someone else to take the lead. He told us he needed Americans to help,” Sandy Scott says.

Getting involved
When the Tats’ daughter, Claudia, called the Scotts with the news that her dad was dying in 2009, the couple decided to make the long trip to Romania to say goodbye to their friend. What was just a one-week trip quickly turned into two weeks, and at the insistence of Peter Tat, the Scotts were taken around the city and countryside.

“The country seemed stuck in the 1930s. I remember thinking it was like the Grapes of Wrath. When communism fell, people had to learn to do and think for themselves. They didn’t have money for farm equipment,” she says.

Colorful farmhouses dotted the steep hillsides with pyramid stacks of hay in the fields. Hundreds of people dug for potatoes by hand. Mule-drawn wagons, loaded with potatoes, were common sights on the roads. “It may have been like Grapes of Wrath, but I remember thinking that the beauty of Transylvania was indescribable and the hard work ethic was inspiring.”

In addition to seeing the countryside, the Scotts got to know the five orphaned siblings cared for by the U.K. charity. “Our hearts were touched by these children. That trip helped us see the reality of the situation,” she notes. “Casa Primavara was amazing. Although it was in need of some repair, the house represented godly values, love and lots of potential.”

The Scotts returned to the U.S. with a passion to help the children remain at Casa Primavara after Peter Tat’s death. They organized a U.S. board of directors and applied for nonprofit 501(c)(3) status. They also emailed everyone they could think of. “That gave us the beginnings of a mailing list for newsletters and fundraising events,” she says. They hosted a dinner party for 40 in their home as their first fundraiser.

The Scotts named the U.S. charity Springtime House in Romania-USA, Inc. (www.springtimehouse.com), which is now eligible for corporate matching through Shell’s HERO matching program. Chosen Marathon spotlighted the fledgling charity in 2013, raising $7,500 through a marathon in New Braunfels. In 2014, the charity raised $16,000 through a fundraising dinner. The couple has organized mission trips to Romania, using the funds raised to repair Casa Primavara, provide ESL and tutoring classes for the children and better compensate the children’s caregivers. Additionally, funds have been used to extend the charity’s reach beyond Casa Primavara. “After only five years, we now support eight foster care households in five Romanian cities with approximately 65 foster children and 14 caregivers.”

Future vision
The Scotts also have a vision of funding a safe house for orphans in Romania who age out at 18. “The day these orphans are released from the orphanages, they are given $20 and a small bag of clothes. Human traffickers are frequently outside those doors offering them a ‘job.’ We see where the human trafficking trade begins in places like Eastern Europe and where it ends in cities like Houston.”
A WINNING STRATEGY
Alumnus hits the ice, stays active at 92 years

Back in 1934, at the age of 12, Mike Yaschuk (’84 St. Boniface Blending and Packaging Plant) first strapped on his skates and took to the ice for a pick-up game of hockey in his hometown of Winnipeg, Manitoba. In those days, indoor rinks were in short supply. “We played outdoors. Twenty kids with sticks. Ten on one side. Ten on the other. We’d play all day,” he recalls.

Today, at the age of 92, Yaschuk still straps on his skates once a week during hockey season to play for the Winnipeg Steelers, a team of former professional hockey players and businessmen. “The majority on the team are in their 50s. We have a few in their 60s and 70s and then me in my 90s.”

That first pick-up game at the age of 12 soon evolved to organized play, with Yaschuk joining his first junior hockey team when he was 17 years old. “There was definitely a learning curve coming from ‘scrub hockey’ to organized hockey. I had good coaches though and was a fast learner.”

Scoring on the ice
His talent on the ice was rewarded while with the St. Boniface Athletics’ junior team. Yaschuk scored the most goals during a 35-game schedule, earning him the scoring championship for the season. After serving three years in the Royal Canadian Navy during World War II, Yaschuk soon found himself on the ice once again—this time with a senior hockey team, the Winnipeg Reo Flyers. “I was drafted by the National Hockey League’s Detroit Redwings in the original six team league and spent two weeks in camp. I was offered a spot in their minor affiliate but declined.” Yaschuk subsequently played professionally for the Saskatoon Quakers of the Western Canada Senior Hockey League and then played for Streatham in London, England, and the British National League, winning the championship of the British Isles.

Yaschuk and his wife returned to Canada, and he joined Northstar (which Shell Canada later acquired). “I started rolling drums and soon became a foreman. In 1970, I became superintendent of the St. Boniface Blending and Packaging Plant until I retired in 1984,” he notes.

While with Shell Canada, Yaschuk always kept his foot in the game. “For 10 years, I coached kids from eight to 17 years at the Falcon Community Club—the same rink where I got my start.”

He also played “noon-hour” hockey. “At the time, I was playing with a bunch of real estate guys. They worked nights showing houses so they were free during the day. The rink was close by so I could play on my lunch hour.”

In 1988, Yaschuk joined his current team, the Winnipeg Steelers, playing twice a week with former professionals like him. “It’s good to get out on the ice with younger people. I love the game and I love the companionship.”

Another chance to skate
Yaschuk means a lot to the team. When he was diagnosed with pancreatic cancer at the age of 82—and given five months to live—the team rented out the MTS Centre, where the Winnipeg Jets play. Yaschuk hit the ice with the team for an hour. “I thought it would be the last time I skated,” he says.

Faced with a 5% survival rate for those with pancreatic cancer, Yaschuk opted to undergo a risky operation. “I didn’t think I would wake up.” After an eight-hour surgery, Yaschuk did wake up, viewing every day as a bonus. “When I thought it was ‘game over’ for me, it changed my perspective. The happiest part of my day now is just waking up to say ‘I’m alive.’ I have a lot to be thankful for.”

Determined to get back on the ice, Yaschuk soon returned to play with the Winnipeg Steelers. Though he’s cut back from playing two days to one day a week, Yaschuk still drives the six miles to the indoor rink. “I don’t know how much longer I’ll play. I got hit in the knee last year and I sure felt it!”

Though he may not play hockey many more seasons, Yaschuk, who still lives in a five-room house, is determined to stay active. His winning advice for others is to get out and move—no skates required. “Don’t sit at home and disintegrate. Find new outlets—new friends—and stay active.” «
LET’S FUEL THEIR IMAGINATION TO THINK OF MORE INNOVATIVE ENERGY SOLUTIONS.

Find out how we’re broadening the world’s energy mix at www.shell.com/letsgo