

April 2015



NORCO

# Newsline

Norco Manufacturing Complex



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ENTERPRISES LLC



## Together Again

**“Thank you to the community for its support throughout the stoppage.”**

DON WEAVER | NMC GENERAL MANAGER

### Workforce Returns After Stoppage

“Together again” is the message Norco Manufacturing Complex is sending out to the community these days. Site employees are celebrating a return to work following a month-long work stoppage during eight weeks of contract negotiations with the United Steel Workers. (USW), the labor union which represents a large number of hourly refinery employees.

“Thank you to the community for its support throughout the stoppage,” NMC General Manager **Don Weaver** said during a recent Norco Community Advisory Panel.(CAP) meeting. “While we worked long hours to keep production moving, our most important priority was to make sure the community was not impacted in any way.”

Weaver emphasized that qualified engineers and staff who know how to run a unit filled operator roles during the stoppage. “With the addition of 70 operators who did not participate in the strike, Norco ran safely, reliably, clean and we were able to get product out to our customers. Additionally, engineers had the opportunity to make unit improvements by having a closer look at operators’ responsibilities.”

Health, Safety, Security and Environmental Manager **Chrystal Landgraf** emphasized the site’s intense focus on safety throughout the stoppage. “That focus, along with our ongoing attention to safety, realized a strong safety performance for the first quarter of this year. Compared to this time during the last four years, the site has reduced safety incidents by 55 percent.”

With a four-year labor agreement in place and our Norco Manufacturing Complex employees back to work, we want to thank you for your support and understanding this past month as we worked through our differences.

As a respected industrial leader, corporate citizen, neighbor and member of the community, we take pride in safe, reliable and environmentally sound operations as we deliver quality products to our customers who depend on us.

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Norco Manufacturing Complex

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According to NMC Human Resources Manager **Steve France**, Shell served as the negotiation lead on behalf of the national refining industry. "On a local basis, the site and local USW had reached a tentative agreement on local contractual items, but national issues led to the call for a work stoppage. Interestingly, the agreement is patterned according to processes that Norco has had in place for years in the areas of maintenance contracting and overtime management," he continued.

The agreement incorporates language concentrating on opportunities for discussion by NMC and the local USW on the future supply and development of craft workers as well as an agreement to review site practices related to fatigue in semiannual meetings.

The four-year agreement also includes incremental wage increases, no changes to healthcare and no retrogression of previous agreements relating to layoff notice, plant closure, rate retention, health and safety, successorship and job security. ■

## A Gold Heart for Fitness

The Norco Manufacturing Complex has achieved Gold Fit-Friendly Worksite status from the American Heart Association. Awarded to employers who go above and beyond in addressing employee health, the honor is presented to an elite group of business and industries demonstrating a strong commitment



This workplace has been recognized by the American Heart Association for meeting criteria for employee wellness.

and concern for employees' health.

NMC employees are encouraged to become more physically active and nutritionally aware through programs such as on-site boot camps, healthy alternatives in the NMC cafeteria, participation in community races, and discounts at area gyms and fitness centers. Additionally, each NMC employee received a Fitbit tracker to set goals and record daily exercise.

According to the American Heart Association, adult Americans spend most of their waking hours at work. Sadly, many of those hours are spent sitting at a desk. This makes them vulnerable to health risks associated with inactive lifestyles. ■

Studies suggest that companies encouraging physical activity will:

- Increase productivity
- Reduce absenteeism
- Lower turnover
- Reduce healthcare costs

More importantly, a healthier workplace helps employees live healthier, longer lives.

# LIVE

**"We all have an inherent sense of the phrase 'charity begins at home'. Your dollars stay here and the use of those dollars is decided by community representatives on our board of directors."**

**JOHN DIAS**

Each week, more than 500 St. Charles Parish students receive a backpack filled with nutritious, easy-to-prepare food to take home. The UWSC's School Backpack Program is one of many proactive activities made possible by the generosity of individuals and businesses in St. Charles Parish.



The Money Matters program addresses the financial concerns of individuals and families by teaching them how to plan and budget. Success By 6 minimizes the high school drop out rate by working with pre-school children, and their parents to prepare them for first grade.



# UNITED IN YOUR NEIGHBORHOOD

It's lunchtime in the school cafeteria on Friday - most first graders are eating their lunch with thoughts of the weekend or racing out to the playground. Look around however, and you may notice several kids going through the lunch line a second time. They are getting ready for the weekend - two days when there won't be enough to eat at home. What can you do to make sure those youngsters don't have to hoard food or go to bed hungry?

Your donation to the United Way of St. Charles (UWSC) can help. Each week, more than 500 St. Charles Parish students receive a backpack filled with nutritious, easy-to-prepare food to take home. The UWSC's School Backpack Program is one of many proactive activities made possible by the generosity of individuals and businesses in St. Charles Parish.

The United Way responds to distinct community needs within its own neighborhood, its own community. "All United Ways are local. The dollars that are raised by your local United Way stay in your area," emphasized UWSC Executive Director **John Dias**, who addressed members of the Norco Community Advisory Panel at its March meeting. "We all have an inherent sense of the phrase 'charity begins at home'. Your dollars stay here and the use of those dollars is decided by community representatives on our board of directors."

Dias explained that the 60-year old UWSC functions in the more familiar, traditional method of responding to crisis situations while continuing to increase its "new-model" style of preventing a crisis from developing. "The United Way helps if you fall down, but we also want to prevent you from falling," he said.

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"We still respond to a crisis, such as a house fire or helping financially needy families threatened with the loss of utilities, and always will respond. Today, we are also looking at ways to prevent problems. We may not be able to prevent a fire, but we are distributing free fire alarms in high risk areas of the community."

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The organization's *Money Matters* program, for example, addresses the financial concerns of individuals and families by teaching them how to plan and budget. *Success By 6* minimizes the high school drop out rate by working with pre-school children, and their parents to prepare them for first grade.

Another United Way effort emphasizing learning is *Imagination Library*, a free program that provides any child in St. Charles Parish, age birth to five, a book every month until they turn five. Each month a new, carefully selected book will be mailed to the child's home. He or she receives a new book from the Imagination Library until he or she turns five years old and as long as he or she remains a St. Charles Parish resident.

Looking ahead, UWSC anticipates working with the Parish Economic Development Office to possibly use the United Way office space for the development of a business incubator to assist small businesses as well as to grow the community. A Summer Youth Program is also in development. "We learned that there is a real need, especially for pre-teens, for summer activities," Dias said.



Recently, the United Way increased its proactive approach to healthcare, working with St. Charles Parks and Recreation to promote fitness. Exercise equipment has been installed at the East and West Bridge Parks to encourage community wellness and fitness.

"This year, we are funding scholarships for 100 children, who could not otherwise afford it, to enroll in the Parish Summer Camp program. Our plans are to expand this program along with other child-focused activities such as the School Backpack Program." ■

For additional information on the United Way of St. Charles Parish programs and how your contribution helps your community, visit [www.uwaysc.org](http://www.uwaysc.org), [www.facebook.com/uwaysc](https://www.facebook.com/uwaysc) or [www.youtube.com/unitedwayofstcharles](https://www.youtube.com/unitedwayofstcharles).

# NMC

## Takes Community Involvement to Heart

The Norco Manufacturing Complex is dedicated to supporting the community where our employees live and work, ensuring the safety and well-being of our neighbors, enhancing the quality of life and reaching out to those in need.

### GIVING & VOLUNTEERING

From a record \$664,378 contribution to the 2015 United Way of St. Charles to the awarding of scholarships for teachers and students, from volunteers who read to youngsters at partner schools or judge a science fair, NMC and its employees connect to the community on a daily basis. With a major emphasis on education, workforce development and helping others, NMC's community involvement includes support for diverse programs, projects and organizations in the River Parishes, especially St. Charles Parish.

**\$664,378**  
2015 United Way



**VOLUNTEERS** at the St. Charles Parish Schools Satellite Center serve as guest instructors and speakers in the PTEC and Engineering Pathways and participate in engineering recruitment events.

**LEARNING & DEVELOPMENT** employees invite Satellite Center PTEC students to tour the NMC site.

**VOLUNTEERS** sit on several Satellite Center Advisory Boards.

### VOLUNTEER ACTIVITIES

include Science and Social Studies Fairs, Classroom Readers, Science is Fun, Senior Project Panels, Freshmen Interview, and visits by Easter Bunny, Santa Claus and Santa's Elf.

### 3 SCHOLARSHIPS

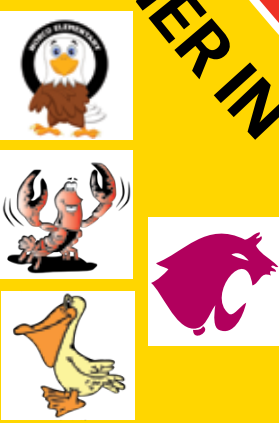
awarded to Destrehan High School students participating in PTEC or STEM (Science, Technology, Engineering and Math).

### NMC SPONSORS

the St. Charles Parish Teachers of the Year Banquet, Wetland Watchers Reveillon, Satellite Center Animation Festival, Promapalooza for Destrehan and Hahnville High Schools, and The "InBox".



NMC is a Partner in Education with **Norco Elementary School, New Sarpy Elementary School, Mimosa Park Elementary School and Destrehan High School**, providing financial support and volunteers.



### PARTNER IN EDUCATION VOLUNTEERS

**NMC EMPLOYEES HAVE SERVED AS VOLUNTEERS** for Partner in Education activities, United Way events, building the St. Charles Parish East Bank Inclusive Playground, and Wetland Watchers activities.



**NMC SUPPORTS** the Destrehan Robotics Team, Girls State, Boys State, and the Louisiana Youth Seminar, several high school athletic programs and fine arts.



**DATE WITH DESTINY**, sponsored by NMC, is an annual Workforce Development initiative to educate females on the opportunities of working in the industry.

### FINANCIAL SUPPORT



### NMC OPENED ITS CHECKBOOK THIS YEAR TO:

- River Road Historical Society
- Norco Civic Association
  - Build Handicap Ramps
  - Christmas Parade Sponsorship
- River Parishes Education Foundation
  - Teacher Grants/Scholarships
  - River Parishes Community Development
- River Parishes Community Development Corporation
  - Business Development

Contributions are also directed to:

- United Way Bridge Sponsorship
- Norco Booster Club
- Junior Achievement
- Sacred Heart School
- River Region Arts & Humanities
- St. Charles Senior Citizens
- St. Charles Women's Club



**SOUTH CENTRAL TECHNICAL COLLEGE - RESERVE CAMPUS** received a substantial donation for its campus expansion program.



Just about the last thing **Dixie Todaro** ever wanted was a parade in her honor. She quickly changed her mind.

**“When I saw the excitement on the kids’ faces as I rode through the halls, I experienced one of the most heart-warming experiences of my life. It was amazing.”**



The theme of the St. Charles Parish Public Schools 2015 Teachers of the Year Banquet was "Wonderland." **Dixie Todaro** as featured in her Teacher of the Year recognition poster.

If you ask me who inspired you to be a teacher, I would have a hard time answering, because there was no particular person. Since I was four years old, I can remember wanting to be a teacher and never saw myself as anything else. No one could change my mind. I have an older sister and a younger sister and I made them play school with me when we were growing up.” Todaro was always the teacher.

**A 14-year teacher, with seven years at Mimosa Park**, the Teacher of the Year specializes in cooperative learning and frequently sharing her experiences and knowledge with others throughout St. Charles Parish.

**“My favorite part of working with second-graders is guiding them to respect each other and talk to each other,”** she said. **“I think I get more excited about seeing them develop their characters throughout the year than I do about anything they achieve academically. It is life skills that will take them really far in life. I encourage them to accept challenges and to think like no one else.”**

But academics are important. “Sometimes I will read them a book and am amazed to see that they are so engaged in the story and in learning to listen,” Todaro noted. Recently, she is encouraging them to write her notes or letters about what they

learned in their homework. “They get so excited to turn them in and that shows me that a child is willing to go beyond. I am famous for telling them to write me a letter to tell me about something they want to tell me. I will write them back, which they love, and they also learn how a letter is written. If all I have to do is write a letter to encourage a love for learning, I am going to do it.”

**Spend a half hour or so in Todaro’s sports-themed classroom** and you will notice her students do not sit still. That is intentional. “We move every 10 minutes, whether it is standing or moving to another area of the classroom,” she explained. “Movement helps them attend to the task. Yes, I am exhausted at the end of the day, but a second wind comes soon after. You know, these kids make every bad day a good day; they make you feel important.”

A native of Marrero, she attended Visitation of Our Lady Elementary, Immaculata High School, Delgado College and Our Lady of Holy Cross College. Now Luling residents, Todaro and her husband are the parents of 12- and 10-year-old daughters and a four-year-old son – all St. Charles Parish Public School students. ■

Congratulations to teachers from NMC Partner in Education schools who were named “Teacher of the Year” at their respective school. Pictured, left to right are: **Kayla Vujnovich**, Norco Elementary School; **Marcus Achord**, Destrehan High School; **L. Celeste Benefield**, New Sarpy Elementary School, and seated, **Dixie Todaro**.

# TODARO

IS TEACHER OF *THE* YEAR

**A** **mazing, awesome and unexpected** along with delighted and excited are the adjectives Todaro uses as she recalled the parade and the reason for that special occasion. The Mimosa Park Elementary School second-grade teacher was named St. Charles Parish Public Schools Elementary Teacher of the Year. Acknowledging that behind the spotlight rather than in front is more suitable to her personality, Todaro said she is thrilled with the honor.

**“It’s one thing to be recognized by other educators**, but when students line the halls cheering with pom poms and holding up posters that is extra special,” she said. “When I heard kids say ‘that’s my teacher’ or my own children say ‘that’s my mom,’ I knew I would never forget those moments.”

**“Kids”** is her quick response when asked why she wanted to be a teacher. “I always had a natural liking to children’s curiosity and always wanted to be involved in helping somebody,” she explained. “I think education was drawn to me. I look at it as a natural talent that God blessed me with.



# TROOPS SALUTE

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

## NOTHING IS IMPOSSIBLE FOR MARINE ALBERT KELLY

Albert Kelly knows what to do with extra energy and a desire to achieve. **Join the Marines.**

“My brother and I wanted to be Marines since we were small,” he recalled. “As kids we were known to ‘fight’ each other and anyone else who got in between us. Joining the Marines, which we did on the buddy program, was the perfect choice to channel our energy.”

**Kelly’s determination to be the best at all endeavors** and a strong family foundation fueled that energy in a positive direction. “My father and mother raised me with the attitude that I could do and be whatever I wanted,” he said. “My father was not a Marine, but he was my role model.”

Although the NMC Maintenance Execution Manager knew he wanted to be a Marine, the discipline was not something he originally considered.

“That was something, for some reason, that I didn’t see before joining. I got a rude-awakening my first day. I felt like I was in prison and just wanted out at that point.”

Soon however, he adjusted to the strict, regimented military life and earned the title of “Marine.” **“No one gives you that title,”** he explained.

**“You earn it; you have to take it. Our platoon started with 124 recruits. Sixty-seven of us earned the title. The others were discharged. During boot camp, we were referred to as ‘recruit’ and a lot of other names that I won’t mention. We were not called Marines until our last day of boot camp. That’s what we mean when we say ‘once a Marine, always a Marine.’ Joining the Marines transforms who you are and how you think. The organization instills the confidence in each and every Marine to realize that nothing is impossible.”**

Kelly added that he carries his Marine learning of leadership self discipline, and pride in self and actions with him every day.

“One of the sayings in the Marine Corps world is ‘adapt and overcome’. I have lived by those words since my boot camp days,” he stated. “I work in an industry filled with constant change. Understanding that each day will bring some new challenge, and having the ability to adapt and overcome in my life and work is a valuable tool.”

A Baton Rouge native, who holds a degree in Mechanical Engineering from Southern University in Baton Rouge, Kelly served with the United States Marine Corps from 1982 to 1988. Classified as an Antitank Assaultman with Dragon certification, Kelly explains his job was “to blow up tanks with a wire guided missile launcher.” He spent most of his years at Camp Pendleton in California, and completed a three-month tour on the USS Tripoli, performing amphibious and helicopter assaults.



**“Joining the military is an experience like no other. The military instills qualities in you that you will use the rest of your life.”**

**ALBERT KELLY** | United States Marine

As an Assaultman, he has a favorite memory that is also one of his scariest military experiences. He was dropped off a helo carrier into the ocean in an enclosed amphibious assault vehicle designed to drop about 12 feet in the water and submerge. “The vehicle I was deployed in that day decided not to submerge. Fortunately, we were trained on how to abandon the vehicle if that occurred.”

“Joining the military is an experience like no other,” Kelly reflected. “The military instills qualities in you that you will use the rest of your life. My personal opinion is that every male should be required to spend at least a year in the military whether active or reserve. Boot camp should be mandatory. The benefits of the leadership and discipline that is learned from the military is invaluable and it may change the mindsets of our younger generations.”

The father of four non-military daughters, Kelly keeps in military condition by playing basketball, running and working out. You may also find him fishing or keeping up his skills at a rifle range. And when he has the opportunity, he quickly packs a bag and travels to explore other parts of the world such as Mexico, Dominican Republic, Argentina, and Jamaica. ■

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

**Rochelle Touchard, Communications 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**

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## POSTAL PATRON

### Running for the Community



Family, friends and NMC employees celebrate a strong finish in the annual United Way of St. Charles Bridge Run across the Hale Boggs Bridge.

NMC employees and their families stepped up and stepped high to run across the Hale Boggs Bridge in the United Way of St. Charles 19th annual 5K/10K Bridge Run/Walk March 28th. The NMC runners, walkers and a few in strollers were among 2,400 individuals participating in the race to raise funds for the United Way and awareness of community outreach programs.

The Norco Manufacturing Complex served as the presenting sponsor for the event. A post-race celebration in the West Bank Bridge Park included music, food, exhibits and information presented by St. Charles Parish organizations and businesses.



**Aaron Pourciau**, left, of the NMC Environmental Department and his family were enthusiastic participants in the Bridge Run along with **Alan Rovira**, right, of the Industrial Hygiene Department. "My family participated because it's a great opportunity for us all to do something together that's fun and promotes our health," said Pourciau.



NMC General Manager **Don Weaver** congratulates runners and walkers as they cross the Bridge Run finish line.



### Cotton Tails and Chocolate Bunnies

NMC asked the Easter Bunny to hop by New Sarpy Elementary School this spring to deliver chocolate bunnies and Easter Greetings to kindergarten students.

## Service ANNIVERSARIES Someone You Know Works for Norco



#### 35 Years

- Gail Babineaux
- Morris Champagne
- Terry Chauvin
- Charles Eble
- Clifford Gendron
- John Hotard
- Robert Kelly
- Brian Nelson

#### 30 Years

- Charles Price

#### 25 Years

- Marvin Allen
- Patrick Ban
- Gordon Botts
- Brandon Bradley
- Larry Dunn
- Thomas Frachtling
- John Giroir
- Daniel Labat
- Turner Lawson
- Keith Moise
- Mark Pfister

#### Jeffrey Spanier

- Nathan Sylve
- Robert Thompson
- Gerald Troxler
- Michael Wheaton
- Gary Wild

#### 15 Years

- Bruce Bailey
- Cory Bazile
- David Bourdonnay
- Cliff Bourgeois

#### Ross Estes

- John Hurst
- Shanon Laiche
- Jon Landry
- Ronald Stewart
- Darren Vicknair
- Clinton White

#### 5 Years

- Quentin Board
- Rachel Clark
- Marianne Kox