



Community Connections

The latest news from Shell Scotford

Issue 7, October 2010

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Shell on board for more Edu-tainment

Shell is continuing its long-standing support of one of Strathcona County's premier facilities – the Shell Edu-tainment Centre in Millennium Place.



Team Building Event Benefits Victim Services

The Shell Scotford Maintenance department raised nearly \$3,500 recently for a deserving non-profit organization in the Fort Saskatchewan community.



Scotford Celebrates Fire Hall Opening

The new fire hall to house Scotford's recently created full-time Emergency Response Team was on display for staff to see the equipment and learn more about what it takes to be a fire fighter.

SCOTFORD WINS CHAMBER AWARD

Shell Scotford was among the select group of companies taking home hardware at the Fort Saskatchewan Chamber of Commerce Business Awards, Oct. 20.

Shell was named the winner of the Commercial/Industry of the Year, the third time in five years it has received the honour.

Chamber Executive Director Conal McMillan said that while there were no other companies nominated in the category, he wasn't sure the outcome would have been any different if there had been other nominees.

It was a year of significant growth, with Upgrader Expansion 1 nearing completion, planning underway for the Quest CCS project, and Shell's important \$750,000 contribution to the Fort Saskatchewan Community Hospital Foundation that made Shell a natural selection, he added.



Shell Scotford Upgrader Projects Manager Mario Kulas, left, accepts the Fort Saskatchewan Chamber of Commerce's Commercial / Industry of the Year Award from award sponsor Jim Martin of Lube-X.

TEAM BUILDING EVENT YIELDS COMMUNITY BENEFIT

The Shell Scotford Maintenance department raised nearly \$3,500 recently for a deserving non-profit organization in the Fort Saskatchewan community.

Each year, Scotford's Maintenance staff and contractors, along with several local suppliers come together for an afternoon of golf and team building. Proceeds raised through 50/50 sales and donations from tournament participants are directed back to charity. In addition, Shell matched a portion of the proceeds.

For the second time in a row, Fort Saskatchewan Victim Services was selected as the recipient organisation. Victim Services works in conjunction with local police to assist victims of crime or tragedy in the Fort Saskatchewan R.C.M.P. Detachment area.

"We have a lot of respect for the service they provide in the community and we know that this kind of support is really important to sustaining smaller, grass roots organisations like Victim Services," said Scotford Maintenance Craft Team Member Brad Devereux.



L to R: Maintenance Team Member Dwayne Chomin, Victim Services' Director Shirley Den Braber, Maintenance Team Member Brad Devereux and Upgrader Maintenance Manager Chris Schultz

Victim Services Director Shirley Den Braber emphasised the importance of receiving support from within the community. She said given the nature of the service the organisation provides means they keep a relatively low profile.

"We certainly appreciate this group keeping us in mind and offering support each year. This enables Victim Services to offer a valuable and much needed service here in the community," said Den Braber.

According to Devereux, "The annual golf tournament is a great team-building activity, and I can't think of a better way to demonstrate the difference we can make when we work together."



I BELIEVE...

Our new hospital will provide world-class health care to regional residents

"Having a CT Scanner in the new Fort Saskatchewan Community Hospital will **improve patient care** in the region. Residents can count on **less travel time** and a **quicker diagnosis**, thanks to the Fort Saskatchewan Community Hospital Foundation's fund-raising efforts. I'm impressed, too, that Shell invested \$750,000 in the foundation's capital campaign. It shows they recognize the importance of equipping the hospital with **health care essentials** that benefit the entire region."

Linda Brad, Unit manager of Inpatient and Emergency departments at Fort Saskatchewan Community Hospital



SHELL ON BOARD FOR MORE EDU-TAINMENT

Nearly 10 years after it opened, Shell is continuing its long-standing support of one of Strathcona County's premier facilities – Millennium Place.

More specifically, the Shell Edu-tainment Centre – an indoor playground and preschool classrooms that combines play and entertainment to help develop skills that are vital to early childhood education.

With the help of a five-year, \$150,000 renewal Millennium Place will not only continue to offer but expand this facility, that promotes and provides opportunities for children to develop healthy, active lifestyles.

“Right from its inception, we have been a proud supporter of the Shell Edu-tainment Centre,” says Randy Provencal, Shell Scotford

Communications Manager. “It’s an incredible facility for both young children and their parents, and we are excited about how it has developed over the years and what its future holds.”

The Shell Edu-tainment Centre is one of Millennium Place’s most frequented facilities, with more than 96,000 visitors in 2009 – a number that has steadily increased since opening in 2001.

In recent years it has undergone a significant facelift and will be



an integral part of the Millennium Place revitalisation, scheduled to be completed by fall 2011. Upgrades will include:

- expansion of the play place to the north
- addition of a ‘stroller parking’ section to reduce congestion in the play area
- enlargement of the childcare area, increasing its capacity by 50 per cent
- expansion of the preschool area and flexible programming space
- addition of storage space

The Shell Edu-tainment Centre is open seven days a week from 9 a.m. to 9 p.m.



I BELIEVE...

An active lifestyle today will lead to a healthy, prosperous community tomorrow.

“As a Fort Saskatchewan minor hockey and baseball coach, I’ve seen how important leading a healthy lifestyle is for our youth. I also know that, should one of our young athletes require medical attention, they’ll receive top-notch treatment at the hospital. And, as a Shell employee, I’m proud that my company values health care so much it decided to invest \$750,000 in the Fort Saskatchewan Community Hospital Foundation’s capital campaign. This is a big win for everyone in the region.”

Moe Ouellet, Fort Saskatchewan minor hockey and baseball coach, and Environmental Technologist at Shell Scotford



SCOTFORD CELEBRATES FIRE HALL OPENING

Emergency Services proud to show off new home

Shell Scotford Emergency Services hosted a fire hall grand opening on August 10th, inviting colleagues to tour the new facility, meet some of the team members and learn more about the role of Emergency Services at Scotford.

The afternoon gave attendees a close look at the new facilities and gave Emergency Services team members a chance to show off some of the critical tools the department has at its disposal, including a Rapid Attack Vehicle, which can be deployed quickly and efficiently as initial response to a fire, or the highly sophisticated mobile command/decontamination unit.

“Developing our team’s skills is one part of the equation, but to provide effective response, we also need to provide them with the right tools and equipment to do the job,” said Emergency Services Coordinator Jodi Nypuik. “The equipment you will find in the Scotford fire hall is the same as you’d find in a large municipal fire hall. And the mobile command/decontamination unit, for example, is even an additional advantage.”

Emergency Services is staffed with a full time 24-member team, complemented by a volunteer contingent of 141. Full time staff were put in place September 1, 2009 when Scotford transitioned to round the clock service. All volunteer members are well trained, and many of the full-time staff have extensive experience as municipal or industrial fire fighters.

Neighbours will have an opportunity to see the fire hall for themselves at the Shell community meeting on November 17. Look for your invite in the mail.



Emergency Services Coordinator Jodi Nypuik said the fire hall open house provided a great opportunity for Scotford staff and contractors to learn more about the role of Emergency Services at site.



Emergency Services team member Don Keenan was kept busy throughout the event as attendees lined up to try on the bunker gear and get an idea of what it's like for an emergency responder wearing all that heavy equipment.



I BELIEVE...

Business and residents together are building a healthy community

“As one of Alberta’s fastest growing cities, Fort Saskatchewan needs the amenities to ensure it’s attractive and sustainable for families. Our new hospital will serve this community for years to come, and equipment like a CT Scanner only **enhances health care** services offered. I’m so pleased that Shell led the way with a \$750,000 contribution to the Fort Saskatchewan Community Hospital Foundation’s capital campaign. By **working together** we can help provide a **better lifestyle** for everyone in the region.”

Gary Gordon, Fort Saskatchewan Chamber of Commerce President and life-long resident



QUEST TEAM INCHES CLOSER TO REGULATORY SUBMISSION

Open houses, seismic testing and regulatory applications will fill Shell's Carbon Capture and Storage schedule for the fall, says Quest's Regulatory and Environmental Manager Kathy Penney.

"It's a busy time," said Penney. "We're still on track for submitting applications to the Energy Resources Conservation Board (ERCB) and to Alberta Environment before the end of the year."

The process involves three different applications (one for each of the capture facility, the pipeline and the storage facility), Penney said. Quest will also complete an Environmental Impact Assessment for the province on the storage site and an environmental assessment for the Canada Environmental Assessment Agency for all three portions of the project. Over the estimated 15 month regulatory review period, all of the applications and the Environmental Assessment will be thoroughly reviewed by the regulators and be available for public review and comment.

The team completed drilling a third appraisal well recently near Radway, Alberta. The successful well measured in at more than two kilometres deep. At the same time, 3-D seismic will be conducted over the northern portion of the pipeline route this fall.

The Quest team will again be busy speaking with residents this fall. Earlier this year, the team held open houses in Fort Saskatchewan, Bruderheim, Thorhild and Radway. The team will be back to visit these communities for another round of open houses in November.

SCOTFORD ACHIEVES SAFETY MILESTONES

Employees and contractors at Scotford passed a pair of significant safety milestones recently. At the Upgrader, workers have put in over seven million hours without a lost time injury (LTI). Those working for Scotford Manufacturing (Chemicals and Refinery) have passed eight million hours without a LTI.

"The lost time injury rate for our general industry in Alberta is 2.65 per million hours, so that highlights the significance of these achievements," said Scotford Manufacturing HSSE Manager Jeff Bulger. "But we must continue to focus on each task that's done here at Scotford. The most important thing is that we send everyone home safely every day."

SHELL WINS SAFE SHIPPING AWARD

For the fifth year in a row, Shell Scotford has received an award for the safe shipping of chemicals products.

Earlier this month, it was announced that Shell Chemicals Canada Ltd. was the recipient of the 2009 Canadian Pacific Chemical Shipper Safety Award. The distinction is awarded to companies that annually ship more than 400 freight carloads of regulated chemicals on the railways without a single spill or release.

"This is a testament to the excellent work that our distribution team does to ensure our product moves safely to our customers without any environmental incidents," said Gary Burkholder, Shell Distribution Coordinator.

"We have a very experienced team and it shows. Plus, we make sure that we regularly review procedures and make certain that securement of our product is a key part of the checklist we go through on each and every load."

Between Scotford's styrene and glycol businesses, approximately 10,000 rail cars are loaded and shipped annually.

In a letter to Shell, Canadian Pacific president and CEO Fred Green applauded the Scotford team for its commitment to the safe distribution of chemicals products.

"As part of our corporate vision to be the safest, most fluid railway in North America, it is important that customers such as you are also dedicated to safety as exemplified by your safe loading practices," he wrote.



Employees and contractors are asked to always look out for one another and encourage a safe working environment when on the job at Scotford.

SHELL COMMUNITY MEETING SET FOR NOV. 17

Mark your calendars for Shell Scotford's next community meeting on November 17th at 6 p.m. Scotford management will give a short update on our operations and plans, followed by an opportunity for discussion with our residential neighbours.

We'll start with a buffet dinner followed by the meeting, which will be held at Scotford's new fire hall – offering neighbours a chance to see some of the tools that are at Scotford Emergency Services' disposal.

Neighbours within Shell's emergency planning zone can expect an invitation by mail in November. We look forward to speaking with our neighbours and hope that you will be able to join us.

MAJOR MILESTONE FOR UPGRADER EXPANSION 1 PROJECT

Years of envisioning, engineering and just flat-out hard work paid off earlier in August when the Construction team at Scotford Upgrader Expansion 1 turned the Hydrogen Manufacturing Unit (HMU) over to its Shell Operations counterparts.

“Essentially, in a nutshell, this is the first major process unit the project has turned over,” said Project Engineer James Hamilton. “Shell Operations now owns the entire unit and can prepare it for start up.”

The HMU will now begin the commissioning and start up phase.

“It provides a sense of pride to the project as a whole ... it’s a mini-milestone that shows we really are getting things done after three years of construction and five years of engineering,” Hamilton said. “It brings a sense of accomplishment that we’ve executed this without compromising quality or safety.”

Hamilton was quick to praise others for the achievement. “Nothing can be done without the union labour we had ... this is because of their effort and contribution. Everyone pulled together and said ‘let’s go... let’s just get this done.’”

Now, it’s over to the Shell Commissioning and Start Up group to get the unit up and running.



Bechtel’s Carl Ruta (left) and Shell’s James Hamilton in Shell Scotford Upgrader Expansion 1’s completed Hydrogen Manufacturing Unit (HMU).

EMERGENCY RESPONSE EXERCISE HELPS KEEP PERSONNEL PREPARED

On November 10th, Shell Scotford will conduct a full deployment emergency response exercise. This exercise will be a simulation of a rupture to the High Vapour Pressure (HVP) pipeline, which travels from the Scotford Refinery down to Dow Chemicals.

Although emergency response exercises are conducted yearly, Shell has a regulatory requirement to conduct a full deployment exercise once every three years.

Scotford has measures in place to prevent a pipeline incident such as computerised monitoring and physical pipeline inspections. In spite of these safety barriers, the emergency response exercise allows us to test the Emergency Response Plan, and keeps us prepared in case a real incident were to occur.

On the day of the exercise, neighbours may see emergency vehicles, emergency personnel and road block equipment around the Scotford site. Neighbours may also see some smoke south of Scotford site, as a smoke machine will simulate the pipeline rupture.

A message will be posted on the NRCAER Update Line to advise neighbours of this exercise on November 10th.

SHELL SHIFTS FUTURE PLANS

Earlier this month Shell announced future growth plans for the region that include the withdrawal of a regulatory application for a new upgrading facility and a shift to smaller debottlenecking projects.

Scotford Upgrader 2, a proposed 100 per cent Shell-owned 400,000 barrels per day bitumen upgrading facility would have been built adjacent to the existing facilities at Scotford. Shell already has existing licences for 290,000 bpd of bitumen upgrading capacity at Scotford, and so it was determined there wasn’t a need to proceed with the application.

Shell will instead focus on delivering operating synergies and debottlenecking at the existing Upgrader and soon-to-be-started Upgrader Expansion 1 (total production capacity: 255,000 bpd).

In short, debottlenecking is finding efficiencies to unlock additional production volume. Shell has identified potential for up to 85,000 barrels through this approach – close to the equivalent of a new expansion but with the ability to pace the incremental growth.



Shell announced that it will look to unlock efficiencies between the existing Scotford Upgrader (above) and Upgrader Expansion 1. Referred to as debottlenecking, these future modifications to our existing upgrading facilities have the potential to add up to 85,000 barrels of extra capacity - close to the equivalent of a new expansion.

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