DEEP WATER MAKES HEADLINES IN MARS-URSA BASIN
Shell announces 100 million boe discovery at Kaikias field.

JOURNEY TO THE LAST FRONTIER
Shell alumnus takes the trip of a lifetime.

ULTIMATE ENERGY EFFICIENCY
Shell Eco-marathon Americas returns to Detroit.

QUEST OPENS
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A WORD FROM OUR EDITORS

A company that is simpler, more focused and more competitive. That’s the aim of a recent global structure change introduced by CEO Ben van Beurden and implemented at the start of 2016. Along with the evolved global structure come projects that exemplify Shell’s continued innovation and willingness to lead the industry.

This issue of AlumniNews features articles on the company’s support of Alberta’s climate change proposal and the historic opening of Quest, a carbon capture and storage project designed to capture more than 1 million tons of carbon dioxide (CO²) each year. We’ve also brought you articles on exciting announcements at Geismar and in the Mars-Ursa Basin. We invite you to read how Shell is helping to power an indigenous community in the Philippines and how one Shell employee beat the odds and broke barriers for women in the U.S. Army Rangers. Be sure to check out our regional section of the magazine for more news of interest, as well as updates on alumni activities in your area.

And don’t forget to send us story ideas for the Alumni Features section of the magazine. Our contact details can be found on the back page. We look forward to hearing from you!

Enjoy the spring!

Heather Pray Russell and Jackie Panera
Editors, AlumniNews magazine

GO GREEN!

U.S. AlumniNews moving to a digital version starting December 2016

Beginning with our December 2016 issue, AlumniNews will be delivered in an electronic format and will no longer be offered as a printed and mailed publication. We invite our U.S. subscribers to sign up online at www.shell.us/alumni or by email at shellusalumni@shell.com. We will notify you directly when the latest version of AlumniNews is posted online each quarter.

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Shell is taking production at Geismar to a whole new level. The company’s decision to increase alpha olefins (AO) production at its chemical manufacturing site in Louisiana will make Geismar the largest AO producer in the world.

The new capacity brings total AO production at Geismar to more than 1.3 million tons per annum. The chemical is used in the production of stronger and lighter polyethylene plastic for packaging and bottles, as well as engine and industrial oils and drilling fluids.

“This important investment demonstrates our ongoing commitment to the growth potential in chemicals,” says Graham van’t Hoff, executive vice president, Shell Chemicals. “With the investment in new, profitable facilities, Shell Chemicals is well placed to respond to increased global customer demand for linear alpha olefins. We have strong technology, advantaged ethylene feedstock from nearby Norco and Deer Park Park sites, and operational flexibility to allow us to respond to market conditions."

Located next to the Mississippi River, about 20 miles south of Baton Rouge, this stand-alone chemicals site also produces alcohols, ethoxylates, ethylene oxide and ethylene glycols and has a strong track record of reliability and safe performance.

Construction of the new unit will begin in the first quarter of 2016, and 1,000 additional workers will be onsite during peak construction. “This expansion project is great news for Shell’s Geismar site and the region,” says Rhoman Hardy, general manager at Geismar. “We are now focused on the safe and efficient integration of this high-value project into the plant’s day-to-day operations. Shell remains a vital economic engine in this region and a good corporate neighbor.”

Deep Water made headlines after a recent discovery in the Mars-Ursa basin. The company found 100 million barrels of oil equivalent (boe) buried at its Kaikias field, located approximately 60 miles offshore, south of the Louisiana coast. The high-value opportunity is situated in close proximity to existing Shell infrastructure in this deepwater Gulf of Mexico heartland.

Kaikias builds on Shell’s exploration and development leadership position in the Mars-Ursa basin, and nearby field infrastructure to the Kaikias leases presents opportunities for cost efficiencies, potentially reducing the overall development cost.

Managing costs and ensuring project competitiveness continues to be a focus for Shell. In fact, Shell completed the drilling and appraisal of Kaikias ahead of schedule and under budget, allowing the company to achieve more than 20% in cost savings. This achievement was reached despite the company drilling the longest well ever drilled by Shell at 34,500 feet measured depth.

At a water depth of 4,575 feet (1,395 meters), the Mars-Ursa basin is characterized as having high-quality oil in world-class quality reservoirs. Shell owns and operates three infrastructure hosts in the Mars-Ursa basin, making it a key strategic hub.
Ahead of the COP21 climate conference in Paris in late 2015, CEO Ben van Beurden journeyed to Canada to officially open Shell’s flagship carbon capture and storage (CCS) project, which will help to reduce carbon dioxide (CO₂) emissions.

“Quest represents a significant milestone in the successful design, construction and use of CCS technology on a commercial scale,” says van Beurden. “Quest is a blueprint for future CCS projects globally. Together with government and joint venture partners, we are sharing the know-how to help make CCS technologies more accessible and cost-effective for the energy industry and other key industrial sectors of the economy.”

Safe, permanent CO₂ storage
While CCS technologies have been around for decades, they are now being used in an innovative way to capture CO₂. Using Shell’s ADIP-X amine technology, CO₂ is extracted from process gas streams. The captured gas is compressed into a liquid state, transported through a 40-mile (65-kilometer) pipeline and injected more than one mile (two kilometers) underground below multiple layers of impermeable rock formations.

Shell has decades of experience with subsurface reservoirs, rock properties and the ways in which gases are transported and stored. The deep Basal Cambrian Sandstone formation underlying large parts of Alberta is considered particularly ideal for safe CO₂ storage.

A comprehensive and sophisticated measurement, monitoring and verification (MMV) system ensures captured CO₂ remains safely and permanently stored. The robust MMV program design earned Quest the world’s first Certificate of Fitness for safe CO₂ storage from world-renowned risk management firm Det Norske Veritas (DNV).

Supportive neighbors
Local community support was essential to building Quest. Early consultation efforts focused on landowners and residents living along the proposed CO₂ pipeline route or near the proposed injection wells, as well as local government. Stakeholder input led Shell to make more than 30 pipeline route adjustments. The pipeline was also routed to follow 17 miles (28 kilometers) of existing pipeline right-of-way to minimize environmental impact.

A community advisory panel, which includes local residents, regulatory agencies and members of the academic community, still meets with Shell quarterly to hear updates on the monitoring, measurement and verification program and to advise on how best to share information more broadly in the community.

Collaborating to advance CCS
Quest was made possible through strong governmental support from Alberta and Canada. As part of the government-funding arrangements, Shell actively shares information about Quest design, processes and lessons learned to help make CCS more accessible and drive down future project costs.

Other collaborations include field-testing advanced MMV technologies for underground CO₂ storage with the U.S. Department of Energy and work from a doctoral university student at Quest, to deliver on the UK-Canada joint statement on CCS issued in 2014.

A pillar of Shell’s CO₂ reduction strategy
Along with energy efficiency, advanced fuels technology and use of biofuels, CCS is a core part of Shell’s CO₂ reduction strategy. Shell has a portfolio of CCS demonstration projects supporting competence development and public advocacy. The company will continue using these projects to advocate for greater government engagement in CCS, more industry investment to bring down the cost of CCS and increased public acceptance of CCS and CO₂ storage.

While Shell is at the forefront of CCS development with projects like Quest, progress around the world must also accelerate for society to realize the significant CO₂ reduction potential of CCS. Today, CCS remains the only viable option for large-scale industrial CO₂ reduction. The International Energy Agency has said that CCS could account for as much as one-fifth the reduction needed by 2050, and that without CCS, the cost to society to combat climate change could be up to 40% higher. «
It takes a particular brand of commitment—and teamwork—to achieve the extraordinary. That kind of shared purpose and collaboration has been a hallmark of Shell Canada’s Quest Carbon Capture and Storage (CCS) project, leading Shell to complete construction under budget and ahead of schedule in 2015.

“No one on the team ever said, ‘This is not my job.’ There was a sense of ownership at every level,” says John Losty, Quest maintenance and integrity manager. “And people weren’t afraid to step outside of their comfort zones and take on new kinds of tasks and roles. It was a way for people to grow as professionals as they delivered the project.”

Located at Shell’s Scotford Upgrader in Alberta, Canada, Quest is designed to capture and safely store more than 1 million tons of carbon dioxide (CO₂) each year—equal to the emissions from about 250,000 cars.

“Throughout the project, we had strong collaboration with Projects & Technology and with our contractors,” notes Tim Wiwchar, Quest business opportunity manager. “There was some thought early on that it could take two to three months to complete commercial tests, but we were able to do so in 35 days. It was a tremendous achievement.”

Along with that collaborative spirit, the Quest team adopted a fit-for-purpose methodology in delivering Flawless Project Delivery (FDP) requirements.

“When we entered the construction phase, there was a heightened sense of urgency,” Losty recalls. “You could also see that people weren’t being so self-oriented. It was a case of sharing a common goal.”

The project has already won construction excellence awards for the capture facility, which was designed by Fluor. Now the focus is on Project-to-Asset handover, providing the Scotford Upgrader with a project that fits seamlessly into existing operations. “We have to make sure to get that right,” says Losty. With that in mind, target completion dates for deliverables have been aligned with key project milestones and shared with the asset.

There is a sense of recognition, after all of the hard work, that something exceptional has been accomplished—and that even more can be done, notes Losty. “People on the team feel a great sense of pride, but all along, they realized that they had a job to do. And we know that we have to keep working to get the most of Quest,” he says.

Shell supports Alberta’s climate plan

Shell Canada is helping to change the conversation about climate change, the oil sands and infrastructure. The company, along with Canadian Natural Resources Limited, Cenovus Energy Inc. and Suncor Energy Inc., has backed the Alberta government’s climate plan for the oil and natural gas industry. The plan includes a carbon-pricing regime, coupled with an overall emissions limit for the oil sands. These measures provide predictability and certainty and will help ensure that producers can responsibly develop and grow this significant Canadian resource while also addressing global concerns about climate change.

By directing revenue generated from the new carbon-pricing regime toward development of potentially game-changing greenhouse gas (GHG) reduction technologies, the Alberta plan lays the foundation for the province to become a global leader in addressing climate change. It also creates the conditions for Alberta’s oil to become carbon competitive on the global stage and for Canadians to begin receiving full value for their oil exports.

“Canadians have high expectations of themselves when it comes to protecting the environment and managing economic growth, and the world expects much of Canada,” says Lorraine Mitchelmore, former president and country chair, Shell Canada, and EVP, Shell Heavy Oil. “Alberta’s new climate change policy sends a clear message that Alberta intends to live up to those expectations. Today’s announcement sets Canadian oil on the path to becoming the most environmentally and economically competitive in the world.”
SHELL ECO-MARATHON AMERICAS RETURNS TO DETROIT

Student teams compete for ultimate energy efficiency

After a successful first event in Detroit in 2015, Shell Eco-marathon will celebrate its 10th running in the Americas from April 22 to 24, 2016, in what Travel & Leisure hails as one of the best places to visit this year, Detroit.

More than 1,000 bright and ambitious high school and university students from around the Americas will bring their futuristic vehicles to compete on the streets of downtown Detroit. All ages are invited to witness innovation in action at this free, three-day, family-friendly weekend to discover, think, create, make and learn with hands-on activities celebrating science, technology, engineering, math and energy.

The 2015 event featured nail-biting drama and a last-minute win from an unexpected challenger. By mid-day Sunday, perennial favorite Laval University of Quebec posted an astounding 3,365 miles per gallon (1,431 kilometers per liter) and felt confident about a sixth competition victory. Meanwhile, the University of Toronto team battled problems all day, including four failed runs and a crash. "We had problems with our battery, and our steering actually broke," says Toronto driver Kristine Confalone. Then, on their seventh and final outing, it all came together: "We were one of the last cars on the track," Confalone says. "We were really lucky to be able to go again right after and get that last one in." The last run hit the jackpot at 3,421 miles per gallon (1,454 kilometers per liter)—just 2% better than Laval. Both teams competed in custom, Prototype-designed vehicles powered by Shell nitrogen-enriched gasoline.

Aside from the ultimate goal of seeing which team’s vehicle goes the farthest using the least amount of energy, Shell Eco-marathon’s global program in the Americas, Asia and Europe acts as a hands-on, problem-solving project for students to gain and exercise new knowledge, learn outside of their usual classroom setting and understand where all of this hard work may lead to in the future—a career in the energy or automotive industry. It is also a business opportunity for Shell to parlay current and future customers into successful business partnerships. "With Shell at the helm, they are able to bring the right people and partnerships to truly make this event an educational platform on innovation and sustainable mobility and give the opportunity-of-a-lifetime learning experience for the students who participate," says Roger Penske, founder and chairman, Penske Corporation.

For 2016, 140 teams are vying for the 125 spots available to compete for ultimate energy efficiency. Annual competitors from Brazil, Canada, Guatemala, Mexico and the U.S. will face healthy competition from new locales to join this academic engineering competition for the first time, including Ecuador, Puerto Rico and Venezuela. These teams will compete in two design types: Prototype or UrbanConcept and seven energy types: Shell Nitrogen-Enriched Gasoline, Shell Diesel, Ethanol, Shell GTL (Gas-to-Liquid), CNG, Hydrogen or Battery Electric. To learn more or to follow the competition along in real-time from April 22 to 24, visit www.shellecomarathon.us."
Roxanne Hodgson a toujours été fière de travailler chez Shell, mais lorsqu’elle a représenté l’entreprise au gala du Conseil canadien pour le commerce autochtone (CCCA), elle a ressenti une immense fierté, impossible à dissimuler.

Au gala d’automne qui s’est tenu en septembre dernier, Shell Canada a reçu l’accréditation Or dans le cadre du programme Relations progressistes avec les Autochtones (RPA), commandité par le CCCA, qui reconnaît le leadership et le rendement dont fait preuve une entreprise dans ses relations avec les Autochtones.

Cette accréditation reconnaît les entreprises qui sont de bons partenaires d’affaires, offrent un excellent milieu de travail et s’engagent à assurer la prospérité des communautés autochtones. L’évaluation d’une entreprise en nomination consiste en une vérification indépendante par des tiers de ses rapports, puis l’accréditation est déterminée par un jury composé de gens d’affaires autochtones. Shell est le seul producteur intégré de pétrole et de gaz exerçant ses activités dans l’ensemble du Canada à avoir reçu l’accréditation Or.

Madame Hodgson, conseillère, Affaires externes, qui collaborait avec les collectivités autochtones, a dirigé l’équipe multidisciplinaire ayant entrepris le processus de demande exigeant s’échelonnant sur plusieurs mois. Elle affirme que l’accréditation Or confirme ce qu’elle voit au travail au quotidien.

« Je sais combien notre entreprise déploie d’efforts et investit en ressources afin d’agir comme il se doit et d’entretenir des partenariats efficaces avec les collectivités autochtones, et je suis témoin au quotidien d’actions entreprises par les employés pour changer les choses, affirme-t-elle. Mais recevoir cette reconnaissance par des membres fort respectés des collectivités autochtones du Canada, c’est merveilleux. »

Depuis 2005, Shell a dépensé près de 2 milliards de dollars auprès d’entrepreneurs autochtones dans le cadre de son exploitation des sables bitumineux. Bon nombre de responsables des relations consacrent du temps à offrir un mentorat informel aux entrepreneurs autochtones afin d’améliorer la sécurité ou de les aider à être plus concurrentiels au cours du processus de soumission de contrats locaux. Même si dans l’ensemble, les coûts d’exploitation et les dépenses auprès d’entrepreneurs font l’objet d’une réduction, Shell maintient, voire augmente, ses dépenses auprès d’entrepreneurs autochtones. Shell emploie aussi trois recruteurs voués à la diversité. Uniques dans l’industrie, ils ont pour principal mandat d’interagir, tant à l’interne qu’à l’externe, avec les Autochtones afin de s’assurer que ces derniers connaissent les postes offerts chez Shell et puissent postuler efficacement.

**Connecté à la collectivité**

Shell est la seule entreprise du secteur des sables bitumineux à avoir des bureaux satellites tant à Fort McKay qu’à Fort Chipewyan, en Alberta, afin de maintenir sa relation avec la collectivité. Des programmes comme le leadership des Autochtones du Banff Centre et Indspire, que Shell soutient depuis plus de 26 ans, facilitent l’éducation, la formation et le perfectionnement des compétences en leadership des Autochtones. Shell est le commanditaire fondateur du module d’Indspire, L’industrie en classe – Carrières dans le secteur pétrolier et gazière.

Le réseau des employés autochtones de Shell, Abnet, offre des ressources à tous les employés qui veulent en savoir plus, offrir de leur temps pour acquérir de l’expérience ou tisser les liens avec l’ensemble des employés autochtones de Shell. Madame Hodgson explique que le rapport de vérification du programme RPA a indiqué les nombreux domaines dans lesquels Shell a accompli de grands progrès depuis l’obtention de l’accréditation Argent en 2012, mais il reste encore des aspects à améliorer.

« Dans certains domaines, nous faisons vraiment bien les choses, surtout en raison du fait que nos processus et nos relations ont gagné en maturité grâce à des années d’efforts soutenus, dit-elle. Mais dans certains aspects de nos activités que nous commençons tout juste à modifier, il faudra du temps pour arriver à des résultats semblables; cependant, nous ne devons ménager aucun effort. »
PAS DE FUMÉE SANS FEU ...

Les carburants Shell approvisionnent les pompiers dans les airs

La saison des incendies de forêt de 2015 a été d’une étendue et d’un effet sans précédent. Le Nord de la Saskatchewan a été l’une des régions les plus touchées avec plus de 13 000 habitants évacués, la plupart de la ville de La Ronge. L’enneigement plus faible de cet hiver et le printemps exceptionnellement sec ont engendré la pire saison d’incendies de forêt depuis plusieurs décennies.

En tant que fournisseur exclusif des pompiers du Nord de la Saskatchewan en carburant aviation, Shell (par le biais de son agent basé à l’aéroport de La Ronge, Graham Watt) a vu la demande en kérosène (aussi bien à l’aéroport qu’en dehors de l’aéroport) plus que doubler au fil des années, avec la saison des incendies 2015 comme point culminant.

« La demande en carburant a augmenté proportionnellement au nombre d’incendies », déclare Ryan Lefebvre, directeur de l’exploitation, Aviation générale. « Au plus fort de la saison des incendies, Graham et son équipe ont effectué jusqu’à cinq chargements par jour, tant à l’intérieur qu’à l’extérieur. »

La situation déjà précaire s’est aggravée lorsque l’accès à l’aéroport et au terminal par l’autoroute principale a été coupé en raison des flammes. Shell a dû dérouté le carburant vers d’autres caches répartis dans l’ensemble de la région, afin de ne pas clouer au sol les avions de lutte contre l’incendie, tels que les ravitailleurs en vol Convair et les hélicoptères Super Huey utilisés par les organismes locaux et provinciaux. Et comme si cela ne suffisait pas, la raffinerie Scotford, qui fournit en carburant cette localité du Nord, a rencontré des problèmes de production inattendus qui ont eu des répercussions sur la production et la livraison.

Les services commerciaux de Shell de tout le réseau ont travaillé en étroite collaboration. La qualité exceptionnelle de leurs communications, de la planification logistique, des transports et des livraisons de carburant en toute sécurité ont permis de traverser la saison sans que personne ne soit blessé.

« De mémoire récente, le travail d’équipe de Shell est certainement l’un des exemples les plus éclatants de collaboration sans faillite entre des personnes de diverses disciplines. Ceci a permis de n’avoir aucun accident », explique Lyle Witkowski, directeur d’exploitation, Shell Aviation, Amériques. « En travaillant comme une seule équipe unie, nous nous sommes concentrés sur la recherche de solutions sûres, même si nous n’avions aucun contrôle sur les fermetures d’autoroutes, les pénuries à la raffinerie et la visibilité réduite obligeant l’interruption des opérations de lutte contre l’incendie. »

Puisqu’il travaillait en collaboration avec le Saskatchewan Department of Environment and Resource Management (SERM), Watt était chaque jour en contact avec les services de l’Exploitation, Approvisionnement et Transport. Les principes et les valeurs en matière de SSSE ont été au premier rang de toutes les prises de décision. Outre les comptes rendus réguliers faits à tous les actionnaires, les communications quotidiennes ont permis d’effectuer le suivi d’éléments tels que l’état des stocks de carburant, le personnel et son niveau de fatigue, ainsi que l’état d’avancement de l’incendie par rapport aux installations de Shell.

Les équipes de Commerce, Achats et Distribution ont travaillé avec des partenaires externes, tels que le transporteur sous-traitant de Shell, afin d’avoir à disposition un nombre suffisant de camions et de chauffeurs expérimentés ainsi qu’un approvisionnement constant en kérosène – et ce, malgré les pires conditions de transport et de livraison jamais vécues par Shell Aviation.

Les équipements de l’incendie se produisent chaque année, mais cette année a été particulièrement mauvaise » déclare Joe Guilford, conseiller, transport secondaire. Le défi est de préserver le personnel et les biens industriels en veillant à ce que les premiers répondants aient ce dont ils ont besoin. Tous nos chauffeurs ont fait preuve d’un dévouement exceptionnel en mettant toujours la priorité absolue sur la sécurité. »

« La culture de SSSE dont nous faisons promotion correspond à notre façon de travailler. Nous arrivons à la fin de cette saison d’incendies exceptionnelle sans aucun incident, et ceci montre bien que ces règles de SSSE non seulement correspondent à notre façon de travailler, mais encore qu’elles sont efficaces en temps de crise » déclare Robert Duchesne, directeur, développement des affaires, Amérique du Nord. »

SHELL NOMMÉ PARMI LES 100 MEILLEURS EMPLOYEURS

Pour la seizième année consécutive, Shell a été nommé parmi les 100 meilleurs employeurs au Canada. Pour figurer parmi les meilleurs employeurs canadiens, une entreprise doit démontrer qu’elle offre un milieu de travail exceptionnel à ses employés. Parmi les éléments évalués, on peut citer les suivants : le lieu de travail, l’atmosphère de travail et les relations sociales, les communications avec les employés, la formation et le perfectionnement professionnel, et l’engagement envers les collectivités. « Il me semble important de valoriser et de susciter une diversité de cultures, de genres et d’idées, ainsi qu’un environnement bienveillant et accueillant où les gens se sentent à l’aise d’être différents et ont le droit de penser différemment, un environnement qui permet d’avoir des discussions et des débats constructifs », déclare Lorraine Mitchelmore, ancienne vice-présidente directrice – Pétrole lourd. 

C’est la seizième année que Shell est récompensé.
CLIENTS RECONNAISSANTS

L’équipe Scotford amène Las Vegas dans les stations-services d’Edmonton


« C’est selon moi, sans aucun doute, la meilleure journée d’appréciation de la clientèle à laquelle j’ai jamais assisté » déclare Carl Laliberté, directeur de district, vente au détail de Shell. « C’était si bien organisé, amusant, sans stress, sans danger et sans incident, avec les sourires gratifiants de tous nos clients. »

Chaque client a aussi eu la possibilité de choisir une carte à la table de jeu, de la scanner à la pompe et de gagner de fabuleux prix. À la table de jeu, on pouvait tirer une année d’essence gratuite, des billets pour aller voir les Oilers, des iPads 64GB et des changements d’huile gratuits pendant un an. »

PARLONS SÉCURITÉ

L’équipe Shelburne rencontre l’Assemblée législative de la Nouvelle-Écosse

Shell Canada porte devant l’Assemblée son message sur la sécurité. Deux semaines après le forage du premier puits d’exploration dans le bassin de Shelburne, les membres de l’équipe Shelburne se sont présentés devant l’Assemblée législative de la Nouvelle-Écosse afin de discuter du projet d’exploration en eaux profondes et de l’importance capitale que Shell accorde à la sécurité.

« Nous voudrions avant tout présenter les mesures que nous prenons pour exploiter de façon sûre et insister sur l’importance que nous accordons à la prévention de tout incident », a déclaré Christine Pagan, directrice de la coentreprise, Canada Atlantique. « Même si la probabilité qu’un incident ait lieu dans le contrôle d’un puits est extrêmement faible, nous reconnaissons que depuis l’incident du puits Deepwater Horizon en 2010, les sociétés exploitantes doivent d’autant plus prouver qu’elles ont mis en place des plans d’intervention d’urgence afin de répondre à toute éventualité. »

Des articles récents dans les médias ont attiré l’attention sur l’importance du colmatage des piles dans les plans d’intervention en cas de déversement d’hydrocarbures. Au cours de la présentation et de la période de questions qui a suivi, l’équipe a insisté sur la capacité de Shell à répondre immédiatement à toute situation d’urgence et s’est penchée sur le problème de la désinformation dans les médias qui a entraîné des comparaisons inadéquates entre les exigences en matière de délais de colmatage des piles aux États-Unis et celles au Canada Atlantique.

Des représentants de l’Office Canada-Nouvelle-Écosse des hydrocarbures extracôtiers (OCNEHE) ont aussi participé dans le but de discuter de la surveillance réglementaire dont a bénéficié le projet Shelburne. Au cours de la période de questions, ces derniers ont salué Shell Canada pour ses efforts de consultation pour ce projet.

DÉPART À LA RETRAITE

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| HSA Plus retraité | 150113 | |
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■ À frais virés au 1-202-296-7493 de l’extérieur des États-Unis
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■ Sans frais au 1-800-663-9898 (1-403-691-2900 à l’extérieur du Canada)
■ Courriel : shloil-hr-service-desk-americas@shell.com.
Lorraine Mitchelmore discusses climate change, Canadian energy

Lorraine Mitchelmore, former Shell Canada country chair and president and EVP, Heavy Oil, recently shared Shell’s thoughts on climate change at the Pollution Probe Gala in Ontario.

Speaking of the gala’s theme, Strong Communities, Mitchelmore noted that one measure of a community’s strength is how it handles differences of opinion. She acknowledged the debates around energy. “The debate we need to be having in this country is not whether we pursue economic or environmental objectives. The debate I want to have in this country on energy is how we become the most competitive, economically and environmentally.”

A part of the solution
She then went on to share about two recent Shell announcements, including Quest, which will capture 1 million tons of carbon dioxide (CO₂) from Shell’s oil sands upgrader each year. “We know carbon capture and storage (CCS) is not a silver bullet, but we also know CCS has a big role to play in combating climate change.”

While those in North America often take energy for granted, Mitchelmore cautioned not to forget that in some parts of the world, hydrocarbon energy provides the basics to keep people alive. She acknowledged, however, that energy is changing. “If we don’t change how we make and use the energy that underpins our lives, climate change will change how we live. And when it comes to climate change, we know that if our industry is not part of the solution, the solution will not include our industry.”

Mitchelmore said that the company is actually excited about governments putting a price on carbon. “We believe government-based, carbon-pricing mechanisms are the most efficient way to change behavior. It’s just basic economics,” she said. “This is why we advocate around the world for governments to put a price on carbon. Where a carbon price exists, we advocate for governments to make it high enough to make a difference.”

The need for global markets
She then talked about a second important announcement: the cancellation of the Carmon Creek oil sands expansion project, which would have added 80,000 barrels per day of oil and created 3,500 construction jobs and 350 permanent jobs. “This was a very tough decision. As a businessperson, you never want to cancel a project,” she said.

“When it came to Carmon Creek, the project didn’t rank in our global portfolio, and we couldn’t sanction the project due to current uncertainties, including the lack of infrastructure to move Canadian crude oil to global commodity markets. As an executive for a global company’s operations in Canada and as a Canadian, this decision hurt. A lot.”

Mitchelmore said that Canada has a major challenge when it comes to energy projects. “We are the only major energy-producing country in the world that does not have access to global markets.” She noted that 98% of Canada’s oil goes to the U.S. “We all know what happens when you have only one customer. And as we have seen with the recent Keystone XL decision, we are vulnerable to the decisions made by that one customer in another country. If we are not going to build new pipelines to take our oil to market, let us as Canadians make that decision for ourselves. Let us not have it made for us by another country,” she said.

To view Mitchelmore’s speech, visit www.shell.ca. «

LORRAINE MITCHELMORE LEAVES SHELL

New executives named

After 13 years with Shell, Lorraine Mitchelmore has left the company. Mitchelmore served as executive vice president for Upstream Americas - Heavy Oil and Shell Canada country chair. She has more than 25 years of experience, including various exploration and production roles in Canada, Australia, North Sea, Gulf of Mexico, Africa and the Middle East. Mitchelmore is a board member of the Canadian Council of Chief Executives and the Bank of Montreal, a member of the Catalyst Canada Board of Advisors and the 2015 chair of the Governor General’s Leadership Conference.

As of January 1, Michael Crothers, based in Calgary, now serves as Canada country chair. This is in addition to his role as vice president, North America Unconventionals. Crothers served as managing director of Shell E&P Ireland from 2011 to 2014 and led the Corrib gas venture. With more than 30 years of experience, Crothers has led teams across Shell’s upstream and downstream businesses, and his assignments have taken him to over 30 countries throughout Asia, Europe, Africa, and North and South America. Crothers graduated in 1984 as a chemical engineer with distinction from the University of Alberta.

Zoe Yujnovich, based in Calgary now serves as executive vice president, Heavy Oil. Yujnovich has over 20 years of global experience in the mining industry and joined Shell in 2014 as vice president, Oil Sands Joint Venture. She now leads the Heavy Oil business, including the Albion Sands mining facilities, the Scotford Upgrader and Insitu operations. Yujnovich holds an engineering degree from the University of Western Australia, as well as a master’s degree in business administration and an executive MBA from the University of Utah.
When you’re off the beaten track, you can sometimes be forgotten. That’s what happened to the Batak Tribe, residents of Sitio Kalakuasan, a small, indigenous community in Palawan, the Philippines. With no electricity, the tribe had limited prospects for an adequate livelihood, education and sufficient healthcare. “We relied on the little food we gathered from the forest,” says chieftain Dioniso Saavedra. “We really had nothing.”

The tribe is situated not far from the Malampaya Deep Water Gas-to-Power Project, which is operated by Shell on behalf of its joint venture partners. The project supplies energy to the Philippines’ largest island, Luzon.

With water and sunlight free and abundant in this off-grid community, Shell saw that a life-changing improvement was possible. With consistent and frequent engagements with the community, the company installed a hydropower generator, which is supplemented by solar power and linked to an array of rechargeable batteries. This new generator produces electricity for the Batak. Tribesmen have been trained to operate and maintain the fuel-engine package. It was great to see that our hard work paid off, helping to power their homes back to winning ways. Now the hard work continues ahead of 2016.”

“Access to energy is one of Shell’s global social investment priorities,” says Sankie Simbulan, Shell Philippines Upstream social performance advisor. “While we aim to power large cities and industries, we also want to empower small, off-grid communities, supporting them in their human rights, such as adequate livelihood, education and healthcare.”

Today, local schools, a church, a “livelihood center” and clinic now have round-the-clock access to energy, and doctors are able to diagnose and treat 90% of suspected malaria cases within 24 hours. More than 30 tribe members have been trained in solar-lamp assembly and have so far produced over 40 solar lamps used in forest-gathering. Further, household incomes have risen by 40% through the sale of handicrafts.

Chieftain Dioniso sums up Shell’s impact very simply: “Lighting up our homes means lighting up our lives.”

Shell V-Power and Shell Helix Ultra with PurePlus Technology lubricant delivered an unparalleled 25% of total performance gain to the SF15-T Formula 1 power unit in 2015. This gain saved the Italian team almost half a second per lap—an average of 30 seconds a race.

**Aggressive pursuit of performance**

Shell Helix Ultra with PurePlus Technology is the first motor oil made from natural gas and helped ensure the Ferrari V6 turbo-charged power unit was one of the most reliable on the grid in 2015.

Five new powerful blends of Shell V-Power race fuel were introduced to Vettel and Raikkonen’s cars throughout the 2015 season as part of a relentless, aggressive pursuit of performance. The fuel upgrades represent one of the greatest step changes offered by Shell in the history of the technical partnership with Scuderia Ferrari.

“It was always our plan to adopt a more aggressive strategy in 2015 with the development of our Shell V-Power race fuel in comparison to previous years,” says Guy Lovett, innovation manager, Motorsport. “We worked closer than ever with our Ferrari colleagues in Maranello where we fully integrated our development plans to optimize the fuel-engine package. It was great to see that our hard work paid off, helping to power the team back to winning ways. Now the hard work continues ahead of 2016.”

“The considerable improvements Shell made with its Shell V-Power race fuel and Shell Helix Ultra with PurePlus Technology lubricant really did contribute to our own improvements on the race track, not only helping to deliver greater horsepower, but reliability as well,” notes James Allison, technical director, Scuderia Ferrari.

“Our technical partnership with Shell has never been stronger and we look forward to continuing our work with them for at least the next five years with the aim of winning more races and championships.”

Shell V-Power and Shell Helix Ultra with PurePlus Technology lubricant delivered an unparalleled 25% of total performance gain to the SF15-T Formula 1 power unit in 2015. This gain saved the Italian team almost half a second per lap—an average of 30 seconds a race.

**THE POWER OF TECHNOLOGY**

**Shell delivers record-breaking Ferrari performance**

**LIGHTING UP LIVES**

**Shell impacts indigenous community**
With an already impressive list of achievements under her belt, Upstream Project Delivery Engineer Lisa Jaster has reached a new echelon of accomplishment, becoming the third woman ever to graduate from U.S. Army Ranger School.

Considered to be among the toughest military training in the world, Ranger School focuses on combat leadership and small unit tactics. It requires extreme physical exertion with minimal food and sleep. Only one-quarter of enrollees graduate without ever having to repeat any phases of the course, and just 40% of entrants graduate at all.

While students are typically in their 20s when they enter the Ranger School, Jaster was 37 years old and one of just 19 women in her class of almost 400. In the fall of 2015, she became the third woman ever to graduate the course at Fort Benning after a grueling six months that tested her physically, mentally and emotionally. Due in large part to Jaster and two other extraordinary women, Ranger School is now officially open to women.

Major Jaster is no stranger to the intense demands of military life. Before joining Shell, she served in both Iraq and Afghanistan, earning both a Bronze Star and Combat Action Badge. She’s also lived the other side of the experience, as her husband, a Marine lieutenant colonel, completed two deployments to Iraq. The couple met while they were both on active duty and now have two young children. Both still serve in the Reserves.

Jaster’s colleagues say with her focus and performance under pressure, they had every confidence she would rise to the challenge of Army Ranger training. “Her ability to do well under pressure is exemplified in this achievement and it comes as no surprise to us that she was successful,” says Jaster’s manager Hans Hofland, who was interviewed by the Washington Post shortly after news broke of her graduation.

Since completing the training in October, Jaster has been adjusting to the increased attention. She expects life to quiet down before long, though she admits her routine has never been entirely normal. She credits her family’s “play together” philosophy as key in her ability to balance family time, a successful career and other interests like CrossFit and Brazilian Jiu Jitsu. “We’re a family that plays together,” she says. “Each one of us competes in something, and both my kids and my husband are actively involved in my training.”

Jaster says it comes down to teamwork and a strong support network. “My husband held down the fort for six months while I was gone. Our family and friends were always ready to lend a helping hand. I’m grateful that Shell afforded me the opportunity to be a part of a pretty big moment for women and our military.”

If there is one key reflection from the experience, Jaster says it’s gaining an appreciation for what she has. “I realized that I adore my life. I really have an amazing husband and have been blessed with two wonderful children. I like my gym, my dojo, my job, my friends, my church... I don’t need anything more to be happy.”

Jaster hopes her example will encourage others to pursue their passions, no matter how daunting the challenge might seem. “Get out of your comfort zone. Awesome things rarely happen while you’re watching from the sidelines. It’s the successes and challenges that make you who you are.”

Lisa Jaster graduated from the U.S. Army Ranger School in the fall of 2015.
Imagine living through a Canadian winter in a home with no central heating. What would you do all day? How would you stay warm? Would you have any energy to exercise? This is the reality of life in Zanskar, an isolated Himalayan community where Senior Structural/Production Geologist Ben Stephenson wanted to have his dream energy experience.

Stephenson first visited Zanskar in 1993 as an aspiring geologist, trekking across the mountains collecting rocks for his studies. He returned during the winter, on a ski tour, eager to learn how the Zanskari could survive in such a harsh climate.

“I encountered deep snow on my journey and witnessed the Zanskari wade through thigh-deep snow for hours at a time, just to reach the next village,” Stephenson says. “I was amazed that the Zanskari hadn’t adapted the use of skis themselves, as the efficiency of movement on back-country skis allows one to glide.”

However, with Zanskar at 13,000 feet (4,000 meters) above sea level, trees don’t grow very tall due to the thin air, and wood is stored for use in cremations or for emergency fuel. Stephenson soon realized that the Zanskari were very skilled energy conservationists and wanted to help them travel more effectively too.

“I collected together some skis and with the help of my good friends, Amin and Dorjay, we started a ski school,” he says. Since opening in 1998, the ski school works to help raise the standard of living of Zanskari by providing a means for communication, rescue, sport and enhanced health and fitness. “We have a ski store, about 100 pairs of skis, and every year, Zanskari children and adults learn to ski.”

In 2014, Stephenson entered the Shell Canada’s Energy 4 Seven Billion (E47B) campaign, which asked Shell employees and the public to submit a dream experience, initiative or project and to describe how energy makes it possible. For winner Stephenson’s dream energy experience, he asked to take unpaid leave from work and use the $25,000 E47B prize to transport additional ski equipment needed to build a second ski hut in Zanskar, allowing greater numbers of the community to have better transportation during the long winter months.

One year later in July 2015, Stephenson took his dream energy experience trip, traveling during one of four months that the road through Zanskar is open. Stephenson transported 20 pairs of skis, boots and poles and climbing equipment from Calgary to Delhi and then across the Himalaya to Leh.

In addition to the ski hut, Stephenson also allocated his winnings toward establishing a training ground for climbing and rock rescue, with steel anchors and bolts. He brought with him climbing harnesses, ropes and helmets to suit all ages. He then allocated the remaining funds toward re-building the ski store, which after 17 years, is in need of a major renovation.

Upon his return, Stephenson could not wait to share his incredible journey—a journey that is sure to assist the Zanskari for years to come. For more information, visit www.zanskarskischool.org. «

AN UNFORGETTABLE ENERGY EXPERIENCE
Shell’s Energy 4 Seven Billion winner talks Zanskar

The Zanskar Ski School provides equipment and ski instruction to the Zanskari people.
From 10,000 feet in the air, the mountains of Alaska are vast, beautiful, awe-inspiring—and dangerous—particularly if you’re piloting a small plane. “I would sometimes wonder what my chances were of being found,” says Tom Newell, (’99 Services Integration Group).

For many retirees, bucket lists include travel to far-off destinations. That was the same for Newell. The difference, however, is how Newell planned to get to his far-off destination—Barrow, Alaska, the northernmost city in the U.S. and 3,300 nautical miles away from his home in Richmond, Texas.

“A fellow pilot and I had always talked about making the trip.” The two were inspired by Discovery Channel’s Flying Wild Alaska. The documentary series followed Jim and Ferno Tweto, who own and operate their own airline, battling often unpredictable, harsh Alaskan weather conditions.

The two decided to make the 10-day trip in June of 2015—each piloting his own plane. “We flew solo. Our wives were not as enthusiastic about the trip and decided to stay home,” he muses.

Newell is no stranger to piloting small aircraft. In 1964, Newell graduated from the Naval Academy and entered flight training. He flew combat missions in Vietnam from 1966 through 1968 and served on active duty with the U.S. Navy for 10 years, later serving in the Reserves. After retirement, while living in Buffalo, Wyoming, Newell served as a pilot in many search-and-rescue operations.

Flying over Alaska’s vast, isolated mountain region required preparation. “There’s a saying that goes ‘It’s a whole lot better to be on the ground wishing you were up in the air, than being up in the air wishing you were down on the ground.’ We did our best to mitigate potentially dangerous scenarios.”

That included a mechanical check-up for his BeechCraft Baron. Though Newell is capable of doing minor maintenance on his aircraft, he made sure a licensed mechanic gave it a thorough evaluation. And, he brought lots of tools on the flight.

The two pilots also each packed 27 days of food. “We brought a pretty hefty medical aid kit and survival gear like fire-starters, signaling devices, lots of blankets, sleeping bags, shelter and even a hand ax.”

Though Newell never needed that survival gear, the two pilots were weathered-in and had to rearrange their flight path several times. “The wrinkle is that if it’s raining low, even though you’re flying higher than the rain, it’s still cold enough that you have to worry about icing. And that was in June!”

The two took several side trips, including landing at Unalakleet, home of the Tweto family. “We were refueling at a fixed-base operator nearby and asked someone if Jim and Ferno still lived there. He told us they were down at the end of the ramp. We walked over. Ferno was driving a forklift and Jim was loading a plane. They stopped what they were doing and spent some time talking to us. They were very cordial and fun to talk with.”

When Newell landed at Barrow, the sight of the northern-most airport in the U.S., he was struck by the isolation of the North Slope city. “There are no highways to Barrow. The highway north from Fairbanks ends at Bettles, which is about 245 nautical miles south of Barrow. Everything has to be flown in.” That includes the fresh lettuce and tomatoes that Newell enjoyed on his hamburger. “The day we were there, it was 40 degrees Fahrenheit and rainy—and that was in June! The Arctic Sea was still frozen at the shoreline. I gained a whole new appreciation for those who work on the North Slope!”

Back on the ground, Newell only has one regret. “I wish we had taken more time for side trips.” Though Newell has no current plan for a similar adventure, he keeps his wings from getting dusty with small trips around Texas. “When my son was running for judge of the Texas Court of Criminal Appeals, I’d fly him to two events in one day. That was my contribution to the campaign.”

And, food trips are a must. “We’ll do barbecue in Lockhart or Fredericksburg for lunch. I call it my $100 hamburger!”
One answer to rising CO₂ emissions could be an innovative technology called carbon capture and storage (CCS). CCS captures CO₂ from industrial facilities and stores it deep underground, safely and permanently.

The Quest CCS Project will take more than 1 million tons of CO₂ a year from the Scotford Upgrader and store it 2 km underground, helping reduce the carbon footprint of the Athabasca Oil Sands Project. And it’s contributing to global CCS knowledge, as we all work toward a lower carbon future.

Learn more at: www.shell.ca/quest