

Chevron



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richmond today

human energy®



operating with excellence



By Patricia Roberts

At Chevron, we instill a culture of operational excellence (OE) that places the highest priority on the safety and health of our workforce and on the protection of communities, the

environment and our assets.

In 2004, we launched our Operational Excellence Management System (OEMS), a comprehensive system that helped build our OE culture and improve our health, environment and safety performance. The results speak for themselves – we’ve made significant improvements to our existing solid operations in important measures of personal and process safety, reliability and environmental performance.

On many metrics we lead the industry. We are proud of our progress in living up to our commitment to protect people and the environment. While the OEMS has given us a solid foundation, we continually search out areas for improvement.

I lead the OE team here at the Richmond Refinery. However, everyone in the workforce is an integral part of our OE culture and performance. Read on to learn more about our OE programs.

Patricia Roberts is the Process Safety and Operational Excellence Manager at the Richmond Refinery

operar con excelencia

Por Patricia Roberts

En Chevron inculcamos una cultura de Excelencia de operación (OE) que da la más alta prioridad a la salud y seguridad de nuestra fuerza de trabajo así como a la protección de las comunidades, el medio ambiente y nuestros bienes.

En 2004, introducimos el Sistema de administración de excelencia de operación (OEMS), un sistema integral que ayudó a desarrollar nuestra cultura de OE y a mejorar nuestra salud, medio ambiente y desempeño de la seguridad. Los resultados hablan por sí solos: hemos hecho tremendas mejoras a nuestras operaciones sólidas existentes en medidas importantes de seguridad personal y de procesos, fiabilidad y rendimiento del medio ambiente.

En muchas medidas, somos líderes de la industria. Nos enorgullecemos de nuestro avance al cumplir con nuestro compromiso para proteger a la gente y al medio ambiente. Aunque el OEMS nos ha dado una base sólida, continuamente buscamos áreas para mejorar.

Yo estoy a la cabeza del equipo aquí en la Refinería de Richmond. Sin embargo, todos los miembros de la fuerza de trabajo contribuyen con nuestra cultura y desempeño de OE. Lea para conocer más acerca de nuestros programas de OE.

Patricia Roberts es la gerente del proceso de excelencia de operación y seguridad en la Refinería de Richmond

managing risk requires effective safeguards

We must:

- Recognize hazards and identify and understand risks
- Rigorously apply safeguards
- Assure safeguards are in place and functioning



protect people and the environment



workforce

Refinery team members conduct a field walk to assess plant operations.



environment

The Richmond Refinery is home to many different species including hundreds of species of birds who live on acres of protected wetlands.



communities

Chevron is committed to investing in Richmond and west Contra Costa County by giving time and resources to support local organizations that make our community a better place to live and work.



assets

A worker checks equipment as part of a routine safety inspection.



operational excellence

Operational Excellence (OE) puts into action our Chevron Way value of protecting people and the environment and helps us achieve Chevron's vision to be *the* global energy company most admired for its people, partnership and performance.

the OE objectives set the priorities

Eliminate fatalities, serious injuries and illnesses

Eliminate high-consequence process safety incidents and operate with industry-leading reliability

Assess and manage significant environmental risks

Use energy and resources efficiently

Prevent high-consequence security and cybersecurity incidents

Address OE business risks through stakeholder engagement and issues management

Chevron's Operational Excellence Management System is how we systematically manage risk and comply with legal requirements across the following OE focus areas:



tenets of operation

Tenets are a code of conduct used by our workforce as a tool to guide daily decisions.

- 1) Always operate within design and environment limits
- 2) Always operate in a safe and controlled condition
- 3) Always ensure safety devices are in place and functioning
- 4) Always follow safe work practices and procedures
- 5) Always meet or exceed customers' requirements
- 6) Always maintain integrity of dedicated systems
- 7) Always comply with applicable rules and regulations
- 8) Always address abnormal conditions
- 9) Always follow written procedures for high-risk or unusual situations
- 10) Always involve the right people in decisions that affect procedures and equipment

Our work is guided by two key principles:

- Do it safely or not at all
- There is always time to do it right

Q & A

a conversation with

Lucia Consuelo Watson, Operational Excellence Assurance Team Leader



Q Tell us about your career with Chevron.

I have worked at Chevron for 30 years in a variety of roles. I have had several different jobs all based here in Richmond over my career including serving as the Health, Environment and Safety Manager at the Richmond Technology Center. I also worked in the Corporate Operational Excellence (OE) Audit Group where I traveled to different Chevron operations around the globe ensuring our business units were meeting the OE expectations.

Q What's your current role?

I've been fortunate to have a rewarding and fun career. Currently, I am the Operational Excellence Assurance Team leader. My team works to assure that these safeguards are being effectively managed here at the refinery. We perform audits, inspections, field walks and other assurance activities that verify and validate that systems that are functioning properly.

Q How are the safeguards managed?

Chevron has established a rigorous system of safeguards which are designed to directly prevent or mitigate an incident or impact. The refinery has many different systems in place to manage safeguards. One example is our comprehensive database management system. This is how we ensure that we are in compliance with all applicable OE and regulatory requirements. It's how we hold ourselves accountable to know the tasks that we need to perform are being done correctly and on time.

Q What does OE mean to you?

OE is really an important part of how we manage risk and improve our overall health, environment and safety performance. OE is what enables us to have a high degree of confidence that the systems we have in place are keeping our workforce and the community safe. OE touches every area of our operations including process safety, environmental, workplace safety and health and stakeholder engagement. OE helps ensure we are meeting our own expectations as well as regulatory requirements and what the community expects from us.

Q How do you see OE values reinforced at the refinery?

Having a culture where these principles are reinforced at every level of the organization is a really important component of who we are. Our leaders walk the talk. They spend a lot of time within our plants, talking with our workforce. This helps ensure a shared understanding of our OE expectations and priorities. Both as a company and here at the refinery, we are always looking at ways to enhance our approach to OE. Our goal and expectation is to have continuous improvement. To do that successfully, we must routinely understand how to manage risk and ensure that the right safeguards are in place.

Q Outside of work, how are you involved in the community?

I really enjoy being actively involved and I spend a lot of time volunteering the community. I am on the Board of Directors for the Greater Richmond Interfaith Program. I take part in the AIDS Walk, help with Chevron Richmond's annual food drive and volunteer at the Police and Fire Toy Drive. I'm also part of the Chevron Richmond Black Employee Network and Chairperson of our scholarship committee. This year, we are celebrating our 20th anniversary which is pretty exciting.

Q What does volunteering mean to you?

Giving back is just part of who I am as a person. I feel like it's my contribution to humanity. The world needs more of that. It's a small but important way to show the community that we care. Chevron really affords employees the opportunity to pursue their passion. That's something I appreciate.

Q We hear you're a big basketball fan?

I am big Golden State Warriors fan. During the last few seasons, I've organized some rallies for employees during the basketball season. It's fun to get people together in support of our team. I also played basketball in college at Cal State Hayward (East Bay) and I wore the #30 jersey. So I guess I feel a connection to Steph Curry.



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community corner

creating a go to spot for multicultural books

By Tamara Shiloh

My partner Robin Wilson and I started the Multicultural Children's Bookstore to provide children of color with a wide range of books that they could choose from and that are reflective of the community at large. We have a large selection of books representing African-American, Latino, Asian, Native American and LGBTQI perspectives. All of our books "face forward" so children can easily find a book they might enjoy without having to know the names of books or the authors. We have a wonderful selection of books for Black History Month (Feb 1 - 28). We encourage local teachers to consider bringing their classes to visit us and offer a 15% discount for educators. We also welcome any literary group who needs a place to meet to consider our bookstore for their event. Richmond is such a diverse city that it just makes sense to have a bookstore that truly reflects the people who make up this unique community. The word is starting get out about us and we are so happy to be the "go to" place for a lot of people.

Tamara Shiloh and Robin Wilson are the Co-Owners of the Multicultural Children's Bookstore, located at the Shops at Hilltop. Visit www.multiculturalbookstore.com or call 510-322-4781 for more information.



crear un lugar a donde ir para libros multiculturales

Por Tamara Shiloh

Mi socia Robin Wilson y yo abrimos una Librería infantil multicultural para ofrecer a los niños de color una amplia variedad de libros de dónde elegir y que reflejaran la comunidad general. Hemos tenido una gran selección de libros que representan las perspectivas afroamericanas, latinas, asiáticas, indígena-americanas y LGBTQI. Todos nuestros libros "están acomodados de frente" de manera que los niños puedan encontrar un libro que pueden disfrutar sin tener que conocer los nombres de los libros o de los escritores.

Tenemos una maravillosa selección de libros para el Mes de la historia negra (1 al 28 de febrero). Animamos a los maestros de la localidad a que consideren traer a sus alumnos a visitarnos y ofrecemos 15% de descuento a los educadores. También animamos gustosamente a cualquier grupo literario que necesite un lugar donde reunirse que considere nuestra librería para sus eventos. Richmond es una ciudad tan diversa que tiene sentido tener una librería que realmente refleje a la gente que forma parte de esta comunidad única. Ahora nos estamos dando a conocer más y nos da mucho gusto ser el lugar "a donde ir" para mucha gente.

Tamara Shiloh y Robin Wilson son las fundadoras de la Librería infantil multicultural, ubicada en Shops at Hilltop. Visite www.multiculturalbookstore.com o llame al 510-322-4781 para obtener más información.

Free Event

**Every Saturday
2pm - 3pm**

Join us for fun stories!

**The Multicultural
Children's Bookstore**

The Shops at Hilltop, Richmond, CA
2nd Floor, Between Macy's & Zumiez