



Scotford Upgrader Expansion 1

EXPANSION NEWS



JULY 2010

DIVERSIFIED REACHES 10 MILLION KILOMETERS DRIVEN AS IT DELIVERS PASSENGERS TO SITE



Diversified's George Matwychuk (left) and Rick Colborne in front of the mobile training unit.

The bus company that delivers thousands of workers to Scotford Upgrader Expansion 1 daily just cruised to another milestone.

At the end of June Diversified Transportation Limited reached 10 million kilometers driven as it has transported workers to Scotford Upgrader Expansion 1, said Operations Manager George Matwychuk. It has also ferried about 1.86 million passengers to site since the bus program began in May 2007.

"It's pretty special to provide the service to such a large and diverse workforce," Matwychuk said.

At the peak of construction Diversified operated 144 buses and made trips to a one-hour radius of Edmonton, going as far north as Vilna, east to Vegreville, south to Camrose and west to Stony Plain, he said.

"They did a fantastic job," said Shell's Infrastructure and Facilities Supt. Lloyd Goodine.

"The Upstream Americas Road Transport Team has worked closely with the Diversified office in Edmonton and has witnessed first-hand Diversified's commitment to safety," said Tim Moffit. "The Edmonton operation achieved a best-in-class rating during a recent assessment by the UA Road Transport Team. The Diversified team showed a desire to not only meet, but to exceed Shell's standards."

Providing the service on a daily basis – by the end of the project Diversified will have bused about two million passengers – had its fair share of challenges, Matwychuk said. Trying to find good, qualified drivers during a red-hot economy at the beginning of 2009 was one of them. It's a job that's made even more difficult by finding drivers who could work for four hours in the morning, take an eight-hour break and return to do a four-hour shift at night.

"Our training program did an awesome job of recruiting and training coach operators," he said.

And then there was the challenge of running the buses in the dead of a chilly Alberta winter.

"We had a good maintenance team and sometimes we'd just leave the buses running at night," he added.

"Our drivers and maintenance crews are always very supportive and do an excellent job."

In efforts to get even better, Diversified is unveiling a mobile training unit that will help it evaluate drivers and provide them with training as well. The simulator, based in a motor home, will test drivers' skills in different conditions, such as darkness, icy roads, rain and the like.

An Edmonton-based company, Diversified Transportation Limited has been in business for more than 40 years.



Former Shell Construction Manager Michele Harradence and Bechtel's Winston Hope at the Project Milestones wall.

PROJECT MILESTONES LIFT EXPANSION 1 SPIRITS

Scotford Upgrader Expansion 1 workers celebrated milestones of a different kind. While the team has worked feverishly to build the project, it hasn't forgotten about what's truly important.

Recently Expansion 1 created Project Milestones, a wall dedicated to all the children born to project employees since the beginning of construction.

"Construction of our project has made for busy lives for everyone," said former Expansion 1 Construction Manager Michele Harradence, who came up with the idea. "Sometimes it was easy to forget why we were building this project. Having photos of our loved ones up on the wall just reminded us why we do what we do and why we always have to work safely."

Currently, the wall is home to photos of 31 children born to Shell and its engineering, procurement and construction management company Bechtel.

"I just love the idea number one because I like to walk by and see a picture of my little boy," said Winston Hope, a member of Bechtel's resident engineering team. "It definitely reminds me of why I come to work and why I go home."

He sits next door to the Project Milestones wall.

A picture of Hope's two-year-old son, Oliver, is posted just outside his office.

"It definitely improves my morale," Hope said.

The wall has been a gathering point for a number of people who walk into the 52-plex. Now Shell's Expansion Operations group is also putting together a wall to celebrate additions to its team.

PUTTING SAFETY FIRST

DIVERSIFIED LOOKS TO IMPROVE DRIVERS' SKILLS



Diversified's George Matwychuk and Rick Colborne inside the mobile training unit.

The company that ferries thousands of workers to Shell Scotford Upgrader Expansion 1 each day is proving it's all about safety.

Diversified Transportation Ltd. trotted out its new mobile training unit in July to help its drivers improve their skills behind the wheel.

"We take safety very seriously ... we have a special responsibility not only to our passengers who travel with us but also to the motoring public," said Stephen Evans, Vice President of Safety for Pacific Western, Diversified's parent company.

"We feel this is very important to us. We want to give our drivers the best possible tools."

Diversified purchased the unit, formerly a tour bus for actress Sandra Bullock, removed the master bedroom and bunks and inserted a driving simulator. From there, drivers can practice skills like backing up or driving in adverse conditions such as rain, snow, ice and darkness.

The simulator allows drivers a 180 degree view and provides a realistic view of the road on the screen. Drivers learn how not to follow too closely or what to do if they're being followed too closely.

GETTING WORKERS TO SITE

MAY 7 2007 – JUNE 30 2010

Number of workers transported to and from site:
1.86 million

Number of passenger trips completed:
more than 55,500

Number of kilometres travelled to and from site:
more than 10 million km

Number of hours worked safely transporting Scotford workers: **500,000**