

INSIDE CIRCLES

MAY 2016



THANK YOU MESSAGE FROM THE CEO

Following the extensive and disruptive wildfires, we wanted to share that we have continued to deliver services throughout this challenging period and remain committed to assisting the businesses and people of Wood Buffalo and the wider Oil Sands.

With one of our guiding principles being that “our team members are like family”, we have a committed, loyal and local workforce who are motivated and enthused to support our town in getting back on its feet.

We wanted to personally thank all the Bouchier team members who assisted with the evacuation process to ensure that everyone remained safe and that all the local residents of Fort McMurray reached their location for the short term duration. “I have always been proud of the Bouchier team members and the recent events have reassured me why I am so grateful to be part of this exceptional team,” said Nicole Bourque Bouchier.

We are very pleased with our project teams! They remained calm, committed and focused

on safety during and after the evacuation process. Throughout this edition of the newsletter, we have included a few of the heartfelt stories from the perspective of those who remained north during the wildfire.

The majority of the team members who work at the Fort McKay Incubator Park have continued to work at locations in the Edmonton area. The Carillion, Sherwood Park office gave a warm welcome to the team to allow continual business operation in the first couple of weeks of displacement. Thank you, Carillion! On May 24th, Melcor Development Ltd. graciously donated office space at their Jasper Avenue location until it is safe to return to Fort McMurray. Thank you, Melcor Development Ltd!

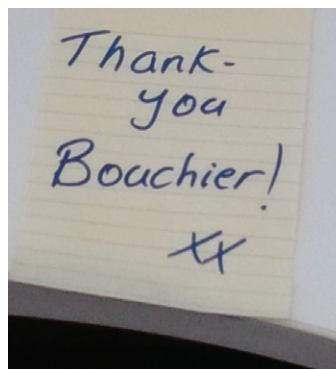
Bouchier will remain committed to our sustainability commitment of building strong communities. We look forward to assessing the upcoming requirements to get our community back to normal in the coming months.

Nicole Bourque Bouchier



There is no stopping this Finance team! A few short days after the fire evacuation they huddle at the Sherwood Park Carillion office to ensure there is as little business interruption as possible.

Thanks to you all!



During the evacuation many people were directed north to safety leaving the Head Office a refuge for many. This thank you note was found by Harold Gates, Director of Operations, upon his return to the office a week later.

STORIES FROM THE EVACUATION

These messages from Rod Torres, Site Manager, Shell after a few emotional days of working through the Fort McMurray Evacuation from the May 3rd fire.

MAY 10, 2016

Yes, I am absolutely in great spirits still, considering. I am definitely exhausted, though. A lot of late nights, a lot of moving parts, so this break will be needed.

Day 1 of the evacuation north of the city, we were greeting people in the lobby, giving them rooms, as rooms became available. By approximately 12:00AM, we ran out of rooms to give out. We started spreading the word, and then one or two people began “volunteering” their personal room, to allow a family to take it with their kids. This was a really tough time for a few of us, as we then had the pressure of giving rooms to “needy” families as opposed to “not as needy”. How do you differentiate that? How do you live with the guilt of helping one family over the other? At what point do we turn people away? I actually asked one of the camp managers this, he said “We were told we are turning people away, whatever it takes.” This said a lot, it really did. This sent the message and set the pace for our Bouchier team.

I took the responsibility myself as I didn’t want my guys to feel any guilt in giving out the “special volunteered rooms”, and as I write this email, it actually brings back emotions from that day, and remembering some of the families I had to turn away. In all honesty, I consider myself fairly tough-skinned, but nothing brings sadness out more than seeing displaced and/or vulnerable parents looking for your help. What got us through this was

simple—help those that you can, feel good about your decision, and not look back. I remember a young family with a disabled son on an oxygen tank, blind, and in a wheelchair. I remember a young single-mother with tears in her eyes; she had lost her home, had no ID, and had three little kids likely under the age of eight. I remember a single father with two boys, both with severe allergies to dust, who had been napping on a table upstairs; they were just looking for blankets and/or a quiet place to go. It’s these families that actually gave us joy in helping them, as they received their “golden ticket”. I actually had about 20 room keys volunteered to us, to give to these types of families. Even one of our own Bouchier guys, **Brian Dawe**, gave up the first room key to me, and said simply, “Rod, here is my room key. I can’t sleep in my room; it’s not right. Give it to a good family”. I had another guy who overheard my conversation, and he asked if he and four of his fellow co-workers from a contracting company could do the same; they would even clean up the room themselves. This just created a snowball effect, and our plan really came together. We went until about 3:00AM, until we ran out of rooms, ran out of cots, ran out of blankets and pillows. A day I will never forget.

On **Day 2**, we began marshalling people for flights—Fort McMurray residents, dogs, cats, lizards and other site people. We had about 21 flights this day and approximately 1,700 people to fly out. Insane day—again, very gratifying and humbling—but just a pleasure to hear the people thank us over and over for the great assistance and organization. At this time, people just needed the confidence that they were in a safe place, and were headed somewhere

to set up a new place to call home. Just over-the-top friendly and gracious people. Sure, there were some that were more concerned than others, that were desperate to leave; even for those people, we were able to make adjustments to get on an earlier flight, as again, people volunteered their spots.

Also, who knew we had so many great dishwashers on staff! The Village kitchen was so under-staffed with the extra people taken in, we had at least six people helping non-stop, washing dishes into the late night. They really experienced great team-work, and not once did I hear complaints for the duties they performed.

Day 3, was a little more of the same, and there seemed to be more light on the horizon. In the end, my personal goal was to keep the team in highest spirits, help where we could, and stay as tight as ever.

Shell was a HUGE help in allowing us to help all of these people; allowing us to break out of our daily schedule to do whatever it would take to help each and every family. I just wanted to get this summary out, as I know a lot of you were probably wondering what transpired. Sorry for the long-winded email, but quite a bit happened in a short period of time.

I wish all the best to those who lost their homes. I know the memories are impossible to get back, but there is a big family within the company and the city that will help everyone get through it.

Regards, Rod Torres

continued next page)

STORIES FROM THE EVACUATION (CONT.)

Message from Rod Torres (cont.)

MAY 18, 2016

I have a really great story of a Bouchier evacuee from Fort McMurray. He just came back on shift eight days late, as he was evacuated and had to tend to his family first, and now needed to get back to work as most have for financial reasons. I had the opportunity to sit with him at dinner tonight and finally catch up, as he just flew in from Edmonton where he has presently moved his family.

Kevin Giroux is a Labourer at Shell Albion for me, and we actually chose him as our **April Employee of the Month** due to his great attitude, exceptional safe work ethic and attitude. He is of Aboriginal descent, and with his wife and two kids (2 years and 4 years old), has a rental home in Fort McMurray.

On the night of May 2, Kevin was working his second job as an operator with Wood Buffalo Municipality, as he does on his days off. He got called in to help build the fireguard behind the Abasand area, where he lived, and after a successful night, was sent home after his shift.

By the morning of May 3, the very same fireguard that he was part of building did not fully stand, and he was forced to evacuate. His neighbour, in the townhome beside him, did not own a vehicle and also had their own children. Kevin gave the keys to his truck, and told them to take the truck and get their kids to safety. He then packed up his other truck and took his own family away from

his home, as at this point, they didn't have much time to leave. As he and the neighbour both pulled away, he looked back 50 metres and could see his home fully engulfed in flames.

He and his family travelled to a First Nations community in Anzac. They were evacuated again from there the following day. At this point, they continued to drive south and finally arrived in Edmonton, at their friend's place. This is where they currently reside.

Kevin had just taken the insurance off his rental home as they were moving out to a newer townhome. So unfortunately, not only did he lose his home, but has no insurance, and lost all their belongings, all the kids' toys, etc. Kevin has no idea that I am telling you his story. I just wondered if there is anything Bouchier is able to do to assist even with the kids' things or any fundraising that can be done. He has asked me for nothing. I had sat down with him to be assured he was okay, and wanted to know how things were as I knew he had lost his home. At this point, he just wants to work and move on.

Just a really good happy, great attitude guy, with an unfortunate situation.

Thanks for listening,
Rod Torres

JENNY BERUBE

May 10, 2016

To Whom It May Concern:

Our family resides in Fort McMurray, and have our businesses in Fort McMurray.

We were under mandatory evacuation on Tuesday, May 3rd and since the highway south was closed, were directed north to Shell. Eventually, we drove into Shell Albion.

I am wheelchair-bound, having suffered a stroke last year and am only recently out of the hospital. My son is handicapped also, so my husband and daughter had their hands full hauling us and our assorted belongings. Because I had very quickly run out of medication, the next day we were taken to the airport to fly out to Edmonton.

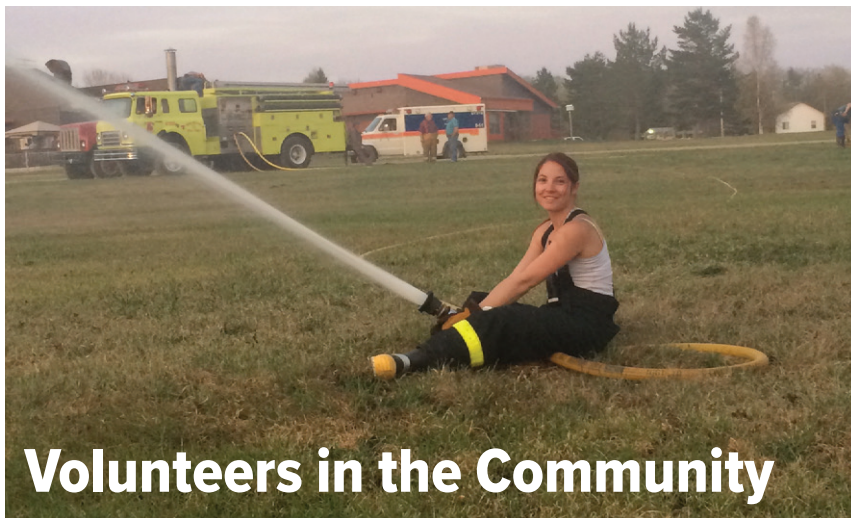
In particular, **Jeremy Merrithew** of Bouchier (with the help of another kind man, **Felix Naji**) was incredibly kind and helpful, carrying for me and hauling me around, waiting with me and then carrying me up the steps onto the plane.

As you can imagine the whole situation with fire, our business, our homes, etc. has been stressful, but our family remembers the experience as an uplifting one because of our experiences with the personnel at Albion.

Thank you for your people.
Again, thank you, and bless you!

Jenny Berube

BOUCHIER IN THE COMMUNITY



Volunteers in the Community

Cassie Rosteski

Cassie joined Bouchier in 2009 as the Winter Drilling Coordinator for the Cenovus Project. Since her personality is a replica of the principles that define the business character and culture, she fit into the Bouchier family instantly.

She has shown a large amount of loyalty to Bouchier over the years and has progressed within the company with each year of service. She is currently the Safety Advisor for the CNRL Horizon project.

Cassie's caring personality is evident in all that she does for her community. She has spent many hours of her time as a volunteer for various organizations. Her most recent activities have been for the Big River Fire Department, Emma International Collaborative, Ness Creek Music Festival and the Jack Millikin Center.

Cassie volunteers as a junior fire fighter for the **Big River Fire Department** where she assists in emergencies, including fires and STARS Air Ambulance. She also attends monthly meetings, training exercises and delivers Fire Safety Prevention to the elementary students.

At the **Emma International Collaborative**, Cassie is a resource artist who helps coordinate the textile and natural resources for the collaboration. She also helps with any onsite auctions and is the community liaison for Big River. For more information on the Emma International Collaborative check out their website emmacolaboration.com

Cassie is a general volunteer at the **Ness Creek Music Festival** for events throughout the year, doing such tasks as T-shirt cutting and styling for volunteers during the festival. For more information on the Ness Creek Festival check out their website nesscreekmusicfestival.com

At the **Jack Millikin Center**, she helps out with the promotional calendar photo shoots and events throughout the year. For more information check out their website jackmillikincentre.com

Cassie, the dedication to your community is astonishing! We are so proud to have you as part of the Bouchier family. We hope you continue to share your affection, wit, humour, loyalty, passion and sense of adventure with us for many years to come.

FOOD BANK DRIVE

As the Wood Buffalo Food Bank completed its second annual Servus Spring Food Drive, demand has not slowed. **Anthony Policicchio, Director of Operations**, is a director of the Food Bank Board and asked if Bouchier could assist with sorting and shelving the large volume of donations received after the drive. A few team members from the Incubator Park eagerly accepted, taking an afternoon to help out.

"Sitting on the Board of directors for the Wood Buffalo Food bank and being able to offer support and volunteer time with many of my colleagues is always a rewarding opportunity. We get to come together in support of people in need in our community while spending some quality time and getting to know each other better. In my two years sitting on the food bank board, the Bouchier team has always been there to support anytime it has been needed. Whether it be monetary contributions or volunteer hours, I know I can always count on my Bouchier family".



BOUCHIER WELCOMES A NEW CHIEF OPERATING OFFICER!

We are pleased to announce that **Doug Janikiewicz** has been seconded to the Bouchier family from Carillion. Doug has a broad range of experience that will help assist Bouchier in future growth and business objectives.

He has spent significant time working in the UK, Middle East, Australia and South Africa where he has put his science degree and MBA to good use. He's been with Carillion for approximately 15 years and during that time he has held a number of leadership roles. In 2012, Doug was seconded out of Carillion to join a public private partnership to develop an investment

framework for property and infrastructure development in Liverpool.

Within Carillion, Doug has relevant experience in leading the:

- Facilities management business in the Middle East
- Carillion Qatar business; which includes construction, facilities management and highways maintenance; and
- UK support services business which contained SkyBlue recruitment, the fleet and plant business and the apprentice training business.

Doug is thirty-nine years old, has spent six beautiful years married to Hannah, and is kept busy at home with their three young children; Isabella, Xabi and Miller. Doug is a keen sportsman who took his rugby career to a good standard before taking an early retirement. Since then he has undertaken numerous marathons, triathlons and half marathons while also playing a variety of sports including cricket and football. He remains an optimistic season ticket holder at Liverpool Football Club and is still deciding which Hockey team to support after he is settled in Canada. The personal challenge



for 2016 is to ride his bike around a mountain stage of the Giro d'Italia in the summer and then do the Alberta Tough Mudder, along with other members of the Bouchier team.

Doug and his family are excited to be moving to Canada and joining the Bouchier business. Please join me in welcoming Doug to the Bouchier family!

TEAM MEMBER PROFILE

Chrystal Fifield

Senior Human Resources Advisor

Chrystal moved to Fort McMurray with her daughter, Peyton in 2001, after spending several years in the north (Kuujuarapik & Kuujuaq in Quebec, and Tuktoyaktuk in North West Territories). She came to make Fort McMurray her "forever" home, and it's where she met her husband, Alan.

Since 2011, Chrystal has played an instrumental role in the success of the Human Resources department. She started as a Human Resources Advisor for the Bouchier Site Service projects and quickly moved to the Senior Human Resources Advisor supervising all of

Bouchier's human resources objectives. Her success is due to the fact that she has applied the best of herself to get the job done in every situation—through hard work, dedication and determination. Her caring and kind nature enhances her ability to ensure Bouchier's team members are best suited to perform to their full potential.

Chrystal's day does not stop when she punches the clock at Bouchier. Outgoing, patient, detail-oriented, creative and courageous are traits that complement her skills as a photographer, her "spare time" job. The comment quoted from



her blog portrays the passion she has for the profession and Fort McMurray "I have the great fortune to be a part of the growth of Fort McMurray and showing the rest of Canada [through my photos] that this is a great place to live, work, raise a family and dream big". In 2015, she placed four photos in the Professional Wedding Photographers of Canada, Fall

Competition, one photo making the top 10 and another making the top 5 in their respective categories, and recently placed in the top 20 overall. To see more of her work, check out **chrystalstringerphotography.com**

Thank you for all you do, Chrystal! Words can't express how much you are appreciated! Keep up the stellar work!

MILESTONE ANNIVERSARIES IN MARCH AND APRIL

5 YEARS

Shawn Sharpe (Yard)

6 YEARS

Kirby Fontaine (Kearl)

Aaron Dirk (Kearl)

Brian Peeteetue (Fort Hills)

Tom Sorge (Incubator Park)

9 YEARS

Bruce McIntyre (CNRL)

NEW & REHIRES

MARCH WELCOME

Joel Burek (CNRL)

Robert Joza (CNRL)

Heidi Sceviator (BMS)

Tara Clair (CNRL FM)

Samantha Collett (CNRL FM)

Kent Smith (Shell Calgary)

Randy Rowe (Shell Calgary)

Evan Butler (Shell Calgary)

Chad Nelson (Shell Calgary)

Courtney Nolan (Shell Calgary)

Thanh Ho (Shell Calgary)

Robert Macdonald (Shell Calgary)

Stephen Salthouse (Shell Calgary)

Sean Duggan (Shell Calgary)

Gilbert Bedard (Shell FM)

Randy Janes (Shell FM)

John MacLennan (Shell FM)

Logan Boyajian (Shell FM)

Kinda Snow (Shell GSS)

Michael Gill (Shell GSS)

Todd McCully (Shell GSS)

Stephen (Shell GSS)

Steven McKay (Suncor MEM)

Sheldon Perreault (Suncor MEM)

Joshua Gallant (Suncor MEM)

Cole Marten (Suncor MEM)

Jeremy Smith (Suncor MEM)

Vanessa Cantell (Suncor MEM)

Marty Cardinal (Suncor MEM)

Kerry Ruddock (Suncor MEM)

Kenneth Graham (Suncor MEM)

Tyson Wall (Suncor MEM)

Jordon McKenzie (RMWB)

Patrick Kabongo (Syncrude)

Jeremy Boyd (Syncrude)

Adrian Strickland (Syncrude)

Tracy Gardner (Syncrude)

Adam Ferguson (Syncrude)

Glenn Coish (Syncrude)

MARCH – WELCOME BACK

Jake Franz (CNRL CS)

James Press (CNRL FM)

Tad Perry (CNRL FM)

APRIL WELCOME

Luc Boucher (Syncrude)

Terry Fedorchuk (Enbridge)

Nicole McInnis (Enbridge South)

Donovan Lusic (Enbridge Cheecham)

Matthew Cadman (Enbridge
Cheecham)

Marc Lecour (Enbridge Cheecham)

Kevin Alan Boutilier (Shell GSS)

Jordan Charles Mose (Shell GSS)

Darren Rooks (Suncor MEM)

APRIL – WELCOME BACK

Joshua Rahey (Enbridge South)

In-person counselling from your EFAP returns to Fort McMurray

We are happy to announce that in-person counselling services available through Shepell's Employee and Family Assistance Program (EFAP) are once again up and running in Fort McMurray.

As of June 9th, our counsellors will be back in the community to assist you, employees and their family members.

In-person counselling is just one of the ways we can help. We provide counselling sessions in a variety of ways to suit different comfort levels and lifestyles, including: telephone, video, e-counselling, online chat, online group, and self-help text-based resources.

The EFAP can be accessed in the usual way: 24/7 by phone, web or mobile app.

Call **1.844.880.9142 / 1.800.387.4765**

Visit **workhealthlife.com**

Download "**My EAP**" app at your device app store.

We are so grateful to be returning back to Fort McMurray, and know our services are needed now more than ever. I have also attached a document, ***Moving forward following a traumatic event***, that our team of experts has prepared and I thought you may find useful. It will provide you with information, insights and solutions you may want to consider at this time, as you and your people move forward following this traumatic event.

Blair Dagg, Account Executive

Vivian Kelly-Lambert
Program Manager, Employee
and Family Assistance Program



safety

EMPLOYEE OF THE MONTH AWARDS

MARCH 2016



ERIC FORAN – CNRL MAJOR PROJECTS

Eric is a tireless worker who is always willing to assist others in getting the job done safely and with pride. He exhibits a strong work ethic that has led others within his team to admire and emulate him. He is a pleasant individual who possesses the qualities that enables our business unit to be successful at CNRL. *Congratulations, Eric!*



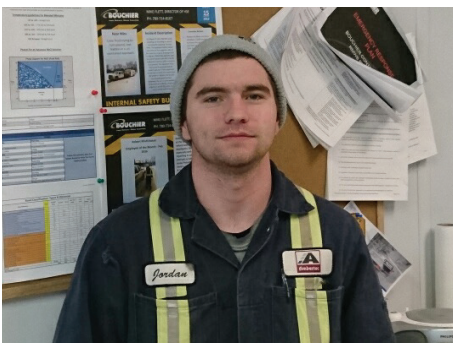
PETER OJWAL – SHELL GENERAL SITE SERVICES

Peter's positive attitude, hard work, and willingness to learn is well recognized and is a great asset for Bouchier. *On behalf of Bouchier Site Services, we would like to congratulate him on his hard work.*



DINA POKU – SHELL FM

Dina works within the Projects & Moves Team. We recognize her consistent detail to field level risk assessments and her communication skills with her team. She has a helpful positive attitude and works hard to keep her work areas clean. *Congratulations, Dina!*



JORDAN LANE – RMWB

He has been our sole labourer for the RMWB winter season; steaming culverts and completing various labourer duties. Jordan has become a valued employee as he is now competent on the steam trailer and has been getting seat time in the grader to develop his heavy equipment skills. *Keep up the great work Jordan, and stay engaged in your tasks!*



FREDDY GIBOT – FORT HILLS

Freddy has shown great improvement on his FLHA's since starting with us and he continues to better himself daily. He has a strong work ethic, treats his coworkers with respect, and he has a great attitude which makes him a great part of our team. *Thanks for your hard work, Freddy, and keep up the good work! Congratulations!*



WALTER BUBAR – KEARL

Walter takes pride in his paperwork in ensuring that all hazards are identified and mitigated before completing the task. He has committed himself to the safety culture at Kearl and continues to show great leadership in the field. Walter's positive attitude, hard work, and personal commitment to safety does not go unnoticed. *Thanks for your safety ethics on/off the job!*

safety – EMPLOYEE OF THE MONTH AWARDS

MARCH 2016



VINCENT HERMAN – CNRL COMMON SERVICE

Vincent always has a positive attitude when coming to work, and always motivates the crew and gives feedback in the morning meetings. Vincent completes his assigned tasks with pride and ensures all documentation is completed before starting each job. His hard work and determination sets the example for other employees to follow. *Congratulations, Vincent!*



CRAIG BARTON – FIREBAG

Craig has been with Bouchier for five years as a mechanic and played a huge part in the start up of the contract here at Firebag. Housekeeping in the shop is very important to Craig and his FLHAs have improved drastically over the years. His favorite piece of equipment to work on is the John Deere tractor, just ask him! *Good job, Craig, keeping the equipment running safely!*

APRIL 2016



GARY HALCROW – CNRL MAJOR PROJECTS

Gary has been an outstanding employee over the past year. He is a hard-working and conscientious 'gentle giant' who is adaptable and enjoyable to be around. He has a flawless safety record and is a great mentor in our green hand program. Gary is a great asset to Bouchier and continuously helps us build a better reputation! *Congratulations to Gary!*



KIEL KLAPP – SHELL CALGARY FM

Kiel has been recognized for his communication skills with his team. He has a helpful positive attitude and goes above and beyond his daily responsibilities. *On behalf of Bouchier, we would like to congratulate him.*



DERALD WOOD – KEARL

Derald is a great co-worker, and important part of our team at Kearl. He's always willing to lend a hand, without question, and does an exceptional job every day. Derald is often good for a laugh, is engaging in safety meetings, and gives positive energy to our safety culture. *Thank you for your contributions, Derald, and for being a great ambassador for Bouchier!*



SVEND CHRISTENSEN – SHELL GENERAL SITE SERVICES

Svend has recently stepped up with little to no notice to fill a vacancy to ensure the client's needs. Svend has recently taken on and excelled at the role as a Bouchier Training Coach here at Shell – Albion. *Congratulations, Svend!*

safety – EMPLOYEE OF THE MONTH AWARDS

APRIL 2016



SUZANNE FLYNN – FORT HILLS

Suzanne is a laborer on our day shift here at the Fort Hills Project. She joined us after being transferred from CNRL late last year. She provides positive feed back in the daily tool box talks and always has great paper work out in the field. She has a great work ethic and positive attitude that makes her a great addition to our team. *Great job, Suzy and thanks for all of your hard work. Congratulations!*



JASON PROVOST – CNRL HORIZON

Jason always has a positive attitude when coming to work, and always motivates the crew and gives feedback in the morning meetings. Jason completes his assigned tasks with pride and ensures all documentation is completed before starting each job. *Congratulations, Jason!*



KIRBY MCKAY JR. – FIREBAG

Junior takes great pride in his work ethic, along with a positive attitude towards safety. He always has a big smile on his face (unlike his father) and is a great team player. *Keep up the solid work, Junior!*