

strength and resilience

força e resiliência: by bryan mitisek, maintenance & reliability manager – soyo kwanda base ALNG

Working together as one team, we are able to accomplish things we never thought possible. Such is the case with Angola LNG and SASBU employees. They exemplify resilience, a key quality in any success.

resilience and adaptability in the face of COVID-19

In the beginning of the pandemic, Angola quickly shut its borders to safeguard its people. I was on one of the last flights out, leaving my colleagues behind to initiate an emergency response that included locking the gates, transitioning to minimum operations, and building hospitals and quarantine facilities. Angola LNG moved essential national employees to an eight-weeks working, six-weeks off and two-weeks quarantine schedule. In the beginning, resilience meant fatigue management, fatigue breaks, eating healthy and exercise.

After 12 weeks working remotely, I returned to Angola LNG on one of the first flights back, navigating the airports and restrictions in a world that

had come to a stop. I arrived only to enter into government quarantine for 21 days. Finally, I headed to the plant 23 days after starting my journey to work.

‘força e resiliência’ is an awareness of how stress and fatigue can affect our human performance during these challenging times. both conditions can lead to errors that may affect critical operations and personal health. each of us must make a dedicated effort to maintain força e resiliência.

I arrived in Soyo not recognizing the plant I had known, with its locked gates, temperature screenings, empty

offices and vacant workshops, not to mention the tired faces of our team. Work was fast-paced and demanded that critical decisions be made daily. The workplace changed constantly. Resilience in the midst of this change required flexibility and trust.

creating força e resiliência

Acknowledging high levels of stress, the team created our Força e Resiliência (Strength and Resilience) movement. We kept it simple and supported employees in taking care of themselves. Our emergency management team listened to our employees and found creative solutions to address their concerns. In consultation with Chevron Health and Medical doctors, plus outside resources, we provided a calendar of activities, education, events and special meals to recreate a sense of community and routine. Most importantly, we remained flexible to our employees’ needs for rest, exercise and stress relief, empowering them to take action and better care of themselves.



PCR testing facility at ALNG plant. This lab services all of Zaire province and supports the community in the fight against COVID-19.

if we were all living this well, we would go home feeling better than when we arrived at work



PCR testing campaign at ALNG. Kelsey Denton stands waiting for his test.

the phone call that changed it all

At the time we rolled out Força e Resiliência, we had no idea that the challenges had just begun. I'll never forget that one phone call, "We have a high temperature at the gate, and this is not a drill."

The first case hit the heart of the plant – our production operators. We created an isolation corridor that isolated the production team from the remainder of the plant. We had no idea we wouldn't see or share time with them for the next 35 days. Government protocols went into effect and a sanitary fence was raised around the facility. Under these conditions, no one entered or left without a negative test and approval from the health authorities. Despite several sitewide testing campaigns, soon we had 35 cases on our hands. Suddenly, Força e Resiliência was not a poster anymore; it was the fuel in our tank.

resilience succeeds when we come together as a team

Resilience creates an emotional grist that can motivate all of us to endure

here are three things each of us can do to support força e resiliência

1

We need to take the time to participate in activities that provide us well-being. Exercise. Learning. Socializing. Writing. Reading. Listening to music. Talking to friends and family. Exploring our creative side. Staying productive. Sharing with others. And the list goes on.

2

We should make rest a priority throughout the week to sustain our energy. Many of us already follow a schedule to fit in sufficient rest throughout the week; the key is to practice this before we reach "burn out."

3

We need to be educating ourselves on the importance of health and well-being. Sleep, diet and exercise are only a small part of well-being. Balance between career, family, health, personal finances, beliefs and relationships is critical.

risks and uncertainty. Acting on what we can change is essential to eliminating suffering. As a team, we had to improve logistics and, in our workplace, promote the well-being of our employees.



Jeffery Alejaga returning home after 300 days at ALNG

What started a year ago did not stop with our plant's last COVID-19 case in late August 2020. And it's not the only story. Individuals and their families have their own stories of immense struggle while being apart from one another. Our resilience was forged out of these challenges. It has deepened and remained essential to sustaining the livelihoods of our employees and the safety of our operations. I challenge you to internalize Força e Resiliência and to go home feeling better than when you came to work.

we're all in this together

Looking back, we managed surprisingly well during what we expected to be a bleak time. From the border closing, to building a modern PCR testing lab in remote Angola, to returning to our operation's strong performance during the "new normal," we found our way.

Our essential workers around the world all have their own stories. What they have done to ensure the future of our company truly underscores that our people remain the heart of Chevron. My deepest appreciation – we are all in this together.