IT HAPPENED AGAIN. EXACTLY 16 YEARS AFTER HURRICANE KATRINA TORE INTO SOUTH LOUISIANA, HURRICANE IDA SLAMMED THE AREA WITH MAJOR IMPACT IN ST. CHARLES PARISH AND A SIGNIFICANT HIT TO NORCO RESIDENTS, BUSINESSES, AND INDUSTRIES.

“HURRICANE IDA’S EFFECT ON OUR NEIGHBORS, SHELL EMPLOYEES, AND OUR OPERATIONS WAS LIKE NOTHING WE HAVE EVER EXPERIENCED BEFORE,” said Norco General Manager Tammy Little. “While we will all remember and mark time by this event for years to come, and many of us will take months for a full personal recovery, I could not be prouder of our employees’ preparedness, response, and determination to build back stronger. Above all, we are the residents, neighbors and workforce who call Louisiana home. As our site returned to routine operations, after a safe and purposeful recovery and restart, we are continuing to demonstrate the care for our people and the communities in which they live and work. We are all working together to make St. Charles Parish strong, a commitment underscored with Shell’s $5 million contribution to Hurricane Ida response to support the regional recovery efforts. Seven hundred and fifty thousand dollars of that amount went directly to the United Way of St. Charles.”
little and members of Norco’s leadership team presented an update on the site’s Hurricane Ida response, recovery and restart including environmental community monitoring at a recent Norco Community Advisory Panel (CAP) meeting. Noting the fast movement of Ida, which went from a tropical depression to a hurricane in less than four days, Little explained that the site’s process of shutdown according to natural disaster plans, was thrust into an unprecedented situation with the loss of nitrogen, electricity, steam and water. “We basically lost everything, and our site went into a failsafe mode to protect the community and our assets,” she said.

Production Manager Jack Holden, HSSE Manager Martin Padilla, Environmental Manager Michael McNally and Corporate Relations Manager Rochelle Touchard joined Little in presenting an overview of the site’s before, during and ongoing storm activities. The site leaders shared detailed information on the damage to the facility and the purposeful steps the site has taken to restart with safety and environmental concerns the highest priorities.

Highlights of the presentation included an explanation of flaring associated with the need to expedite a shutdown, related community air monitoring and EPA reporting, plans for addressing the renovation or tear-down of Norco buildings, and an overview of the site’s support for employees and community. In addition to noting that all air monitoring levels have been below targeted reporting standards since the hurricane, the group was reassured that Norco is not only available to support the community, especially in times of natural disasters, but also continues to be transparent with frequent communications about site events and activities.

“Our first response to the community was to contact the long-time Norco residents who were most vulnerable,” said Touchard. Norco volunteers and site contractors assisted with roof tarping, tree and debris removal, minor repairs, and delivered food and ice.

Community activities also included:

- Providing 18,766 gallons of fuel to St. Charles Parish Government
- Providing generators and fuel to local businesses
- Partnering with the American Red Cross in meal distribution
- Partnering with St. Charles Parish and Entergy to house more than 200 electrical workers at an on-site basecamp
- Serving more than 502 snowballs to residents over a 2-day period as a way to cool off from the heat
- Partnering with the Parish to provide space for storm construction debris collection for Norco, New Sarpy and Montz communities to facilitate a faster clean up schedule
- Serving 1,800 hot meals to Norco residents in late September
- Donating $100,000 of supplies to the United Way of St. Charles Distribution Center
- Contributing $50,000 to Second Harvest Food Bank for St. Charles Parish residents
- Norco Employees Club members donated hundreds of toys to Parish children through the United Way Distribution Center
- Shell Norco Employees Club members made a special toy and game donation to the United Way of St. Charles for children affected by hurricane destruction.
norco also took care of its employees, offering assistance packages including generators and cleaning supplies; home stabilization and damage mitigation; supplying fuel for vehicles and generators in the early days of the aftermath, and opened a basecamp with fully equipped tents and facilities for those who needed a place to stay. “You’ve done a ‘helluva’ job in communicating,” said Norco Civic Association President Sal DiGirolamo during the feedback and question and answer session of the CAP meeting. “The snowballs for the community and the dinner with great food, was well-received by everyone in Norco,” added CAP member and a close-by Norco neighbor Ana Babin. “Immediately after the hurricane, I saw Shell people out in the community helping, which was reassuring, but not unexpected.”

In presenting environmental information, Environmental Manager Michael McNally emphasized that the site experienced no environmental incidents during or in the storm’s aftermath, stating that there are numerous emissions monitoring stations throughout the community running 24 hours a day, seven days a week, to measure non-methane hydrocarbons and other substances required by the EPA to measure community health impact. Although some sampling activity was not performed due to the power grid shutdown throughout St. Charles Parish, the site immediately secured a third-party monitoring company to utilize handheld tools for real time sampling. All of the numbers recorded were below the OSHA occupational standard.

Touchard re-emphasized that Norco had no environmental incidents and that the site remains committed to full transparency in reporting onsite events. “Whether we are having a turnaround, shutting down, or recovering from a natural disaster, our transparency with our CAP, our community, St. Charles Parish Government, and our public officials is a priority,” she said.

Little also emphasized that “Norco has taken time to plan and evaluate where significant threats could develop in the future. We have also taken some extra time to fix things in a different and better way, even if it meant taking a longer time to restart operations.”

“We maintained constant discussions with the EPA about what happened after the storm passed, particularly about the smoking from our flares that was evidenced and all the data we have from community air monitors.”

MICHAEL MCNALLY | Environmental Manager

A full report of the Norco’s air-monitoring statistics is available at www.norco-air.info.

“We have taken extra time to fix things in a different and better way, even if it meant taking a longer time to restart operations.”

TAMMY LITTLE | General Manager

A basecamp for Norco employees and utility workers in the aftermath of Ida provided a good place for a shower and a shave.
Every aspect of my life has been just completely turned upside down by one event,” says Perrier, a fourth-generation Norco resident who grew up on Apple Street. “Hurricane Ida has impacted every area of my life,” she emphasized. “My day-to-day routine, where I live, where I work. We lost our home and lived with my grandparents for five weeks before moving into our little temporary house. The roof blew off the office where I work in Luling. So pretty much everything that I knew as my life, from where I lay my head down at night to where I go to work completely changed overnight.”

Perrier knows she is not alone in facing personal and professional challenges; she knows the hurricane is not the only extraordinary event affecting lives. “The last few years have been a true challenge for everyone, but specifically for United Way. It’s very hard to ask people to donate money when so many people are suffering themselves from increased needs due to COVID. Now, with Hurricane Ida, so many people have lost so much. I don’t know anyone in St. Charles Parish who hasn’t been directly impacted by the storm and who hasn’t lost something. There’s not an area you can go in this parish that hasn’t been just completely devastated.”

Needs are continuing to evolve as the region goes through the recovery process together as a community. “We need our community more than ever right now. It’s the tangible items like food, tarps, water, cleaning supplies, and other items that we needed in the first days of the aftermath that help us in the recovery, but it’s also to know that we’re all in this together,” she reinforced. “Unlike anything else that I’ve ever experienced, we truly are all in this together. There’s not someone in this community whose life hasn’t been completely turned upside down by Hurricane Ida.”

For Perrier, additional challenges came with sitting on the sidelines. Instead of helping the community as a United Way representative, she had to focus on her husband, their young daughter and other family members. “Helping others is why you work for United Way,” she reflected. “That’s why you go into this line of work and especially in the community that I was born and raised in.”

For the past ten years, Perrier has communicated United Way needs to local businesses, industries and asked her neighbors to consider donating to the United Way. She shared other people’s stories to illustrate the need and the way United Way helps. She never thought she would be the one experiencing a disaster situation. “It’s very humbling. It is very eye-opening to be someone who’s going through a loss like this and how fast it can happen,” she said.

Perseverance for the community and her family is the way Perrier is moving through recovery. She recognizes that she can’t do it all on her own. “We always have known we have something special here in St. Charles Parish, but I think this is our chance to show everyone else and to show the world how we can come together.”

“We always have known we have something special here in St. Charles Parish, but I think this is our chance to show everyone else and to show the world how we can come together.”

MELISSA PERRIER
Fourth Generation Norco Resident, Campaign and Marketing Manager for United Way of St. Charles
Pictured inside of her hurricane damaged home
In a nod to Shell Norco’s presence in the community, Perrier acknowledges fond memories from her great grandfather who worked at Shell, and stories from her grandmother who grew up on the plant grounds, and also recognizes in her role with the United Way, how much the site has done for the community from sponsoring the Christmas Parade to partnering with area schools.

“Shell touches every part of this community, and I think a lot of people don’t realize that a lot of the things we have here are because of Shell,” she said. “Two days after the storm, before the Red Cross was here, before anyone else was here, it was an amazing sight to see a Shell truck going down the road handing out hot meals to the residents in Norco. And when a Shell employee showed up at my grandparents’ house with chicken stew it might as well have been filet mignon. It was just so heartwarming for our family to know that they cared enough to bring meals to us. And they have made a $750,000 donation to the Ida recovery fund in addition to their amazing contribution from their annual fund-raising campaign to support the United Way. I know firsthand that the money will be used in the upcoming months and probably years to help people rebuild.”

Matthew Loosemore, his wife Danielle, and daughters Allie Rose, 8, and Adrienne, 7, have a hurricane plan and prepare accordingly. That plan did not call for evacuation, however.

“We’ve always stayed for hurricanes,” Loosemore says. “We’ve been through Katrina, Isaac and Gustav growing up here in Norco. Hurricanes during the summer and into the fall are kind of a normal thing. But Ida was the first time we really saw the impact of what a storm and the strength of a storm can actually do.”

Experiencing six to eight hours of wind, rain and whirling debris was an event that the Loosemores will long remember. Their roof started leaking fairly early as the hurricane passed through Norco and they questioned whether if the house would hold up.

“It was a relief when the wind and rain stopped,” Loosemore noted. “But the next day was really eye opening to see how much damage it had really caused. We knew how bad our home was, but to see the surrounding areas, to see everyone else’s homes destroyed, with trees through houses. We don’t live far from work so we could see how Ida had hit the plant as well. It’s hard when everyone, all your neighbors and all your friends and family are going through the same thing that you’re going through.”

What do you do when you don’t have power, water or cell service and your home is flooded? At first, Loosemore says, you don’t know where to start to figure out the best thing to do for your family. When co-workers and your employer reach out to you, however, you feel a little more fortunate as care packages and assistance quickly arrive.

“I always feel blessed that I work for such a great company,” he explains. “When every little thing in your life is magnified, you’re almost helpless. A co-worker calling just to see how you’re doing is a big thing, or your company reaching out to help get you back on your feet and home back? You know, I can never, ever put into words, how much that meant to us. Neighbors helping neighbors. Community helping the community.

“The good that can come from this tragedy is that we know our community is strong and the company we work for is strong. We’re all willing to help each other - in the worst of times. For neighbors to reach out and help each other and for my company to step up and help the community, it’s something that I am very proud of. I am proud to wear the Shell Pecten.”

“I think the road to recovery is just like the Rhythm of Louisiana showing the strength of our local community and the state.”

MATTHEW LOOSEMORE
Production Team Lead, Shell Norco
Pictured inside of his hurricane damaged home

“There might have been some somber songs coming in Ida’s aftermath,” Loosemore emphasizes. “But I think the road to recovery is just like the Rhythm of Louisiana showing the strength of our local community and the state. You know, Louisiana people are going to celebrate eventually as we get back to where we were. That end of the road to recovery will have a happy song and a dance at the end.”
his summer youngsters from Lafayette, Baton Rouge, Shreveport, Houma, and other areas of Louisiana, attended the week-long camp to not only enjoy a full camping experience, but also to meet and extend friendships with kids who look and feel just like them. Shell is a major sponsor of Camp Catahoula, originated several years ago through donations to the Baton Rouge General Foundation which opens the doors of the camp to all children who are part of the burn survivor community.

“Camp Catahoula holds a special place in my heart. One of the components that I learned over the years of working with burn patients is that what we do in the hospital is only a mere glimpse of a burn victim’s life.”

DR. TRACEE SHORT | Camp Director and BRGH Surgeon and Burn Specialist

There is a great big trampoline for jumping off and into the lake. Campfires for making s’mores while you laugh with your friends. Arts and crafts, games, dance parties and fun, fun, fun – just like sleep away camps around the country. The kids at Camp Catahoula, however, have a special bond. They carry the scars of burn survivors.

“Accept your scars. Show your scars. They make who you are. Don’t let scars define who you are, you define your scars,” said Shaya Shaya Turner addressing her fellow campers. She is one of two sisters who have attended Camp Catahoula for several summers.

“You look at the kids here and you see what the camp builds,” added Patrick Auzene, one of several Camp volunteers. “The camp builds kids’ confidence and they say, ‘you know what? Yes, I have scars. But I’m still me. I am still a beautiful person.’ And there isn’t a kid in this camp who isn’t a beautiful person.”

“When you come to camp, you see kids who have the same thing you have,” Shaya Shaya explained. “We all went through the same thing, basically. It makes you feel more comfortable to show your scars.”

“Camp Catahoula holds a special place in my heart,” stated Camp Director and BRGH Surgeon and Burn Specialist Dr. Tracee Short. “One of the components that I learned over the years of working with burn patients is that what we do in the hospital is only a mere glimpse of a burn victim’s life. Burn outreach programs and camp, have a huge impact on the kids that we take care of; how they interact at school, what their self-image is and what is their place in their families.

Dr. Short explained that camp is a place where kids can relax, feel free, and just be themselves as they escape from stares. “They just get a chance to have fun. For me, the joy that I see in the campers faces throughout the week continues to recharge my batteries so that the moment we leave camp, I ask how can we do this again, and do it even better?”

“One of the great things about being able to partner with Shell is that it takes the stress away from planning Camp Catahoula,” she continued. “It allows us to have lodging cared for. It allows us to plan the best activities for the kids and open it up to whoever would like to come without having to worry so much about having the funds to be able to do so.”
There isn’t a kid in this camp who isn’t a beautiful person.

PATRICK AUZENE  |  Camp Counselor/LA State Police

Camp Catahoula is staffed by volunteers from Baton Rouge General—doctors, nurses, physical and occupational therapists, social workers and even a chef—as well as the Baton Rouge Fire Department, Louisiana State Police, International Brotherhood of Electrical Workers (IBEW) and Brothers Keepers, a firefighters’ motorcycle club. Parents of young burn survivors and adult burn survivors also volunteer at camp, which is free for the kids to attend.

Several organizations support the BRG Foundation by raising funds to send local children to Camp Catahoula without any expense to their families, with Shell as the primary sponsor. Other supporters include the Baton Rouge Fire Department, Baton Rouge State Fair Foundation, Brother’s Keepers, International Brotherhood of Electrical Workers, Louisiana State Police and many adult burn survivors and staff.

Shell recently presented a $350,000 donation to Baton Rouge General Hospital for renovation and upgrades to its Regional Burn Center, the only verified burn center in the region and the first in Louisiana. The center treats more than 4,000 patients from all over the Gulf Coast each year.

“Presenting Camp Catahoula is a natural progression for Shell,” said Rhoman Hardy, Shell Senior Vice President US Gulf Coast. “We first got involved with Baton Rouge General’s Regional Burn Center when we helped bring to life the outdoor therapy area in its newly expanded space. Camp Catahoula allowed us to broaden our support to meet the needs of our region’s youngest burn survivors. After the 2020 camp in quarantine, we are excited for the campers to have a full camp experience this year as they continue their survivorship. Shell is proud to once again be a partner in the important work of the Baton Rouge General Regional Burn Center.”

“There isn’t a kid in this camp who isn’t a beautiful person.”

PATRICK AUZENE  |  Camp Counselor/LA State Police
Norco employees emptied their pockets this year for Shell’s Annual HERO/United Way Campaign. The site, including matching gifts from Shell, contributed $3,017,309.92 to the United Way and diverse non-profit organizations and programs – setting a giving record for the site. More than $1,874,630 was donated directly to the Untied Way of St. Charles.

According to Norco Campaign Chair Joe Bob LaFleur, who also served as United Way of St. Charles Campaign Co-Chair this year, employee generosity and sense of community fueled the spirit of giving in a year of significant need. “Our community, and the United Way, were suffering the effects of COVID with more financial as well as physical and mental health needs than we have seen in a long time,” he says. “When Hurricane Ida devastated St. Charles Parish, the concerns accelerated, effecting everyone in our area. But Norco employees recognized the need, emptied their wallets, and demonstrated that everyone can be a HERO. To know that I work for a company that is willing to step up and support not only its employees but the communities and families within those communities is truly a blessing and something I am extremely proud of.”

“Shell Norco has been operating in the St. Charles Parish community for more than 90 years. Our people and our company have a long history of caring for each other and helping our neighbors when they need it most,” said Shell US Gulf Coast Senior Vice President Rhoman Hardy. “This commitment to the United Way of St. Charles is a testament to the positive impact they make in our community before, during and after disasters like Hurricane Ida.

“The kindness Shell continues to show our community is a true reflection of their unwavering commitment to being a great neighbor.”

JOHN DIAS | UWSC Executive Director

Shell Donates $750,000 to Support United Way of St. Charles’ Local Hurricane Ida Relief Efforts

In the aftermath of Hurricane Ida’s devastation, Shell has committed $750,000 to support United Way of St. Charles’ local Hurricane Ida efforts.

“The selflessness and generosity shown by Shell to St. Charles Parish in the face of disaster has left me without sufficient words to express gratitude,” said John Dias, United Way of St. Charles Executive Director.

Immediately following Ida’s impact, United Way of St. Charles began their response and recovery efforts in St. Charles Parish. The United Way hosted a large distribution event of relief supplies at their community college in Boutte. Shell Norco donated items included cleaning supplies, weather radios, battery-powered fans, and plastic storage totes.

“The kindness Shell continues to show our community is a true reflection of their unwavering commitment to being a great neighbor. Often people think of large global companies as a faceless logo, but here in St. Charles Parish we picture our friends and neighbors when we think of Shell,” Dias continued. “Our community has a long road ahead of us. The funds received from Shell will allow United Way to support the immediate and long-term needs of residents,” he concluded.
20 Years and Going Strong
Grants Shaping the Future of Norco

Once upon a time, not that many decades ago, a significant number of Norco residents were concerned about flaring, noise, and air quality. Some who had lived close to Shell Norco for generations were no longer seeing the benefits of an industrial neighbor. You might say the long-time good relationship between the community and the company were starting to break down.

“When we say Norco is committed to being a good neighbor, especially to the town that took its name from the New Orleans Refining Company – Shell Norco’s forerunner – we don’t mean ‘good,’ we mean the ‘best’ neighbor possible,” says Corporate Relations Manager Rochelle Touchard. “In response to emerging concerns, Shell re-focused and reassured our community. We listened, answered questions, invested in a variety of equipment upgrades including a state-of-the-art air monitoring system, strengthened our partnership with area schools, initiated one of the first Community Advisory Panels (CAP) in Louisiana, and established two endowment funds to enrich the quality of life in Norco now and into the future.”

This year, Norco is celebrating the 20th anniversary of the Norco Community Fund and the Norco Economic Development Fund, giving back gifts emphasizing the almost 100-year connection between the site and the community. The NCF and NEDF were established with respective one million and five million dollar endowments by Shell and Motiva in 2001 to sustain and enrich the quality of life in the Norco community. Over the past 20 years the funds have awarded more than three million dollars to organizations in Norco and St. Charles Parish. The NCF was initiated to improve the quality of life for Norco residents. The NEDF addresses social and economic issues designed to support economic development.

“Both funds are managed by the Greater New Orleans Foundation as donor advised funds, reflect Shell values and our emphasis on consistently improving the quality of life where we live and work, and most importantly where our neighbors and friends live,” adds Touchard. “The funds are helping to shape Norco’s future with support for innovative and practical programs that range from enhancing educational and recreational opportunities to feeding families in need. The grants will have a stronger impact this year as many of the recipients are facing damages and setbacks from Hurricane Ida.”

### NORCO COMMUNITY FUND (NCF)

<table>
<thead>
<tr>
<th>2021 Grants $66,628 Were Awarded To:</th>
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<tbody>
<tr>
<td>• American Legion Spillway Post 195 for American Legion Hall renovations.</td>
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<tr>
<td>• Girl Scouts Louisiana East for expanding scouting opportunities in Norco.</td>
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<tr>
<td>• Greater Good Hope Baptist Church for a driveway.</td>
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<tr>
<td>• Norco Booster Club to increase programs and opportunities for young athletes.</td>
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<tr>
<td>• Norco Civic Association for the NCA Hall driveway and holiday lighting.</td>
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<tr>
<td>• River Region Ballet for Nutcracker Ballet backdrop.</td>
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<tr>
<td>• Sacred Heart of Jesus Church for the Ministry of Care &amp; Food Pantry</td>
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<tr>
<td>• Second Harvest Food Bank for food donations.</td>
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<tr>
<td>• St. Charles Senior Citizens Club to sponsor events for senior citizens.</td>
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### NORCO ECONOMIC DEVELOPMENT FUNDS (NEDF)

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<thead>
<tr>
<th>A Total of $250,433 Was Presented To:</th>
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<tbody>
<tr>
<td>• Matthew 25:35 Ministries for Food Bank support, cooking/nutrition demonstrations, grocery shopping tour, and holiday food supplements.</td>
</tr>
<tr>
<td>• Norco Civic Association for Phase VII of the Norco Revitalization Plan.</td>
</tr>
<tr>
<td>• River Road Historical Society for site improvements.</td>
</tr>
<tr>
<td>• St. Charles Parish Economic Development Department for capital improvements to Edible Enterprises.</td>
</tr>
<tr>
<td>• United Way of St. Charles for for River Parish Community College United Way Campus education/training programs.</td>
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Funding is “Life-saver” for Destrehan Plantation

“We so much appreciate the Norco Economic Development Grant funding,” says Executive Director, Destrehan Plantation/River Road Historical Society TRACY SMITH. “It is absolutely a life-saver for us. We are able to use it on projects that we would normally not be able to fund with our operational revenues. Over the last several years we’ve used funding from the grant to complete our solid brick walkways along the path of the tours of the grounds so that people with mobility issues, in wheelchairs and walkers, have less challenges walking on our tours. It’s made a world of a difference for them.”

Smith points out that visitors to the Plantation can now experience and access the entire tour of the buildings and grounds with the new pathways, handicapped wheelchair ramps and the elevator. He adds that grant funding has also allowed the River Road Historical Society to begin a tree pruning and treating program to not only preserve the site’s live oaks but also to ensure that damaged or dying limbs do not cause safety issues for tourists and those attending festivals.

“I want to say one more time how much we really appreciate the support from the Norco Economic Development Fund. We appreciate it and look forward to working with NEDF going forward,” Smith emphasizes.

Although Destrehan Plantation did sustain some damage and the loss of some trees from Hurricane Ida, repairs are ongoing and the facility recently held its Fall Festival and is open for tours.
he nation owes a great debt to its veterans, whose service to the nation spans every decade, every year; every day of our country’s existence. Through untold courage and sacrifice, America’s veterans have secured the liberty which the founding fathers sought to establish. In times of darkness and danger as well as in times of peace and prosperity, America’s veterans have been there.”

- COLIN POWELL | 1937 - 2021
Thank You, for Your Service

SHELL has supported the United States military for well over a hundred years with a pledge to continually support and recognize the commitment and sacrifices individuals and families make to serve and protect the country. In this annual salute to the military, NORCO acknowledges patriotic employees and family members of employees who have generously devoted time to have served or are currently serving as a member of the United States armed forces. Their efforts and contributions are appreciated with thanks and gratitude.