

Norco NEWSLINE



Safe Work Brings Dreams
TO LIFE!



SAFETY DURING NORCO'S RECENT BRING DAT 5 TURNAROUND IS CHANGING WISHES INTO REALITY.

THE MAGIC WORD IS
"SAFETY."

IT CAN TRANSPORT A CHILD
TO **DISNEY WORLD**. IT CAN
PLACE A REAL **LIVE PENGUIN**
IN A TEEN'S ARMS, AND IT
CAN ENSURE A HIGH SCHOOL
STUDENT THE ABILITY TO
SWIM YEAR-ROUND.

"Safe work performance is our first priority along with protecting the environment every day at Norco. Working safely to help kids' dreams come true makes the rewards of safety better, bigger and extra special."

DUSTIN COLE | Turnaround Event Manager

CONTRIBUTIONS from Shell and Shell contractor companies correlated to OSHA free work days during the turnaround, along with individual donations, are making wishes come true for Make-A-Wish program kids - Eleanor, Anjanae and Dylan - three area youngsters who are facing significant medical issues.

Continued on page 2



Make-A-Wish kids, their families and staff join Norco and contractor employees in the site Firehouse for a Boost Party, celebrating that the kids' wishes would soon be fulfilled.



ELEANOR



ANJANAe



DYLAN

Three-year-old ELEANOR, a cancer patient, wants to go to Disney World to hug Donald Duck; 16-year-old ANJANAe, also a cancer patient, wants to hold a real life penguin, and 14-year old DYLAN, who is recovering from a kidney transplant, is wishing for a swimming pool makeover so he can swim year-round.



"It means a lot to me to partner with Shell," adds Kaizen Mechanical Services President **Tony Montgomery**. "To see the way Shell affects the community in a positive way is heartwarming, knowing that we are making a difference by working safely."

To encourage and recognize the kids and their families Norco invited them to the site for a "Boost Party," a Make-A-Wish Texas Gulf Coast and Louisiana program tradition to encourage kids in the wish journey, letting them know that their dreams would be coming soon. Balloons, ice cream, cookies, cupcakes, the kids' favorite snacks, and special gifts set the scene in the Firehouse for an afternoon of fun and smiles, an awesome illustration that working safely has many rewards.



"I think it is fantastic that our dream was not forgotten and to know that there are people out there who care and want to see that she gets everything she deserves," Eleanor's mother said, adding that Eleanor has been undergoing cancer treatment, including surgeries, since she was nine months old.

"I think it is really great that Make-A-Wish and Shell have stepped up to make Dylan's wish come true," said his dad. A St. Charles Parish resident, Dylan is recovering from a kidney transplant earlier this year - a gift from his mom.



The Bring Dat-5 Turnaround Make-A-Wish project has generated \$56,610 from turnaround activities and contributions.



"Anjanae loved penguins as a kid, she loves all animals," her mom explained. "She wants to be a veterinarian and right now wants to hold a penguin. Without Shell, she wouldn't be able to do that. This means everything to us." Anjanae has spent months at St. Jude Children's Hospital undergoing treatment with the support of her parents and siblings. "It's not easy," her mom continued. "But you do whatever you can for your children."

Contractors working the turnaround have taken an active part in the site's community outreach with a strong commitment to work safe and also to contribute significant funds for the Make-A-Wish kids' dreams.

"Our company feels very lucky to work for Shell and help them support their activities in the field and in the community," says Deep South Project Manager **Chad Wright**.

Eleanor is heading to Disney World soon; Anjanae will be holding a penguin in July and work will start soon on Dylan's pool.

Make-A-Wish Texas Gulf Coast and Louisiana is one of 59 chapters throughout the United States and its territories. Since its inception in 1984, the program has granted nearly 10,000 wishes to local children, with 415 wishes granted in 2021. By 2025, the group's goal is to double the number of wishes granted annually and influence the healing journey of children through the magic and joy of a wish experience that unites and transforms communities.

Hurricane Ida Continues to Impact St. Charles Parish Families



The one-year anniversary of Hurricane Ida is fast approaching but there is no fast recovery process for many St. Charles Parish residents who are still repairing and rebuilding while working with insurance companies and contractors.



Norco employees welcome families impacted by Hurricane Ida with encouraging applause during a reception and gift presentation.

"It's been a hard year for the area. From COVID issues, deciding to mask or not to mask, experiencing a hurricane like no other, and dealing with a variety of unrest in society," says Norco General Manager **Tammy Little**. "At Norco, we're facing the challenges of the year with optimism and resolve to stay strong and be better than ever - even as we begin a new hurricane season. While it has been an unusual year for all of us, I take pride in the Norco team, which has never lost sight of its commitment to the community."

"While it has been an unusual year for all of us, I take pride in the Norco team, which has never lost sight of its commitment to the community."

TAMMY LITTLE | Norco General Manager

Norco recently reached out to the United Way of St. Charles to ask, "what else can we do to help area residents recover from Ida?" The answer - the names of 18 families who were not only hit hard by the hurricane, but are still struggling in the repair, recovery and rebuilding process.

Following an innovative offsite leadership workshop this spring, more than 100 Norco employees worked together to build care packages and provide meaningful messages for an interactive presentation to the families. Gift cards, household items, personal care products and opportunities to replace furniture were among the surprises

doing good in our community for a long time," she continued. "I didn't know what to expect from this event, but I certainly didn't expect anything like this. It came out to be a wonderful celebration from Shell for me. You know, you have to have faith in times like this. That's what keeps me going. And I do want to thank Shell and the United Way."

"Meeting community members who need some assistance was heartfelt and touching," notes Production Team Leader **Allen Williams**. "To be able to present them with gifts was amazing."

"It felt really good to do something for those less fortunate than I am at this time," adds Maintenance Specialist **Jeremy Mitchell**.

Partners with Norco is assisting the families included: **United Way of St. Charles, Catholic Charities USA, Haydel's Furniture, U.S. Department of Housing and Urban Development, Office of the Governor John Bel Edwards, St. Charles Parish Community Services, Louisiana Housing Corporation, and Department of Children & Family Services.**



St. Rose resident **Mary Lee** celebrates "wonderful and unexpected" support from Norco. She was one of the 18 families still working through Hurricane Ida issues to receive assistance.



"You have to have faith in times like this. That's what keeps me going. And I do want to thank Shell and the United Way."

MARY LEE | St. Rose Resident

for the area residents. Non-profit agency representatives and local and state officials were also on hand to assist with temporary housing, insurance assistance and repair resources.

"The hurricane was devastating. I never experienced anything like it in my life," says **Mary Lee**, a St. Rose resident, who did not evacuate for the storm and is still living in her rain-soaked, damaged apartment. "Shell is a wonderful company that has been



Shell Black Network Group (SBNG) representative **Renee Baker** thanks Norco resident and business owner **Michael Haydel** for his contributions and assistance in helping area residents in their continuing hurricane recovery.

United Way Presents Norco



\$3,017,309

TEAM NORCO took the highest honor of the evening at the United Way of St. Charles TOP 10 Victory Celebration at the Destrehan Plantation Mule Barn in early Spring. The site was honored for holding the largest campaign of the year, with \$3,017,309 in donations, including more than \$1.8 million staying in St. Charles Parish. Norco's contribution to the Annual UWSC Campaign represents more than half of the \$5,018,694 raised in 2021, the largest campaign in the organization's history and a record-setting campaign for Norco as well.

"At a time this community needed the most help, you stepped up to help the most," UWSC Executive Director **John Dias** said during Norco's recent celebration honoring its All Star Givers, who made significant contributions to the United Way during the site's 2021 campaign. "There's the phrase that 'it's darkest before the dawn,' and there were some dark days last year," said Dias. "We have a staff of five, and three of our five lost their homes. We had no office and we were

fielding calls from people who had loved ones in hospice care, begging us for ice or a fan because the hospice employees couldn't get there."

United Way of St. Charles Board President and Norco retiree **Carmine Frangella**, left, is pictured with UWSC Campaign Co-Chair **Sherry Rhodes** of Catholic Charities, **Jerry Flood**, UWSC Campaign Co-Chair **Duane Foret** of St. Charles Parish Parks & Recreation, **Tammy Little**, **Rochelle Touchard**, UWSC Campaign Co-Chair **Taryn Rogers** of Valero, **Angele Chauvin**, Norco Campaign Chair and UWSC Campaign Co-Chair **Joe Bob LaFleur**, and **Sunshine Frusha**.



"At a time this community needed the most help, you stepped up to help the most."

JOHN DIAS | UWSC Executive Director

"Norco employees care about each other and the community," added General Manager **Tammy Little**. "Our annual HERO/United Way campaign came right along with the impact of Hurricane Ida. In a time, when many of our employees were struggling with damage to their own homes, they dug deep into their pockets to make sure our neighbors were taken care of. It's a wonderful feeling to have a record-setting campaign and a great honor to be recognized by the United Way, but it's awesome to know that we are making St Charles Parish a better place to live for everyone."

WITH HIGHEST HONOR



The Heat Was On, the Competition Hot for Annual United Way Bridge Run

Tired, hot, and happy – Norco racers, walkers, and volunteers celebrate the site’s ongoing support for the United Way of St. Charles.



It was too darn hot, but that didn’t stop Team Norco as more than 60 employees and their family members raced or walked across the Hale Boggs Bridge early this month to help raise funds for the United Way of St. Charles.

The 26th Annual 5K Run/Walk, presented by Shell and the first across the bridge in three years, is the largest road race across the Mississippi River in the nation.

Eight hundred and thirty-one individuals participated in the event coming in with times ranging from less than 17 minutes to just over an hour. Shell volunteers distributed medals and words of congratulations as participants crossed the finish line.

The Norco Team was honored with the special Bridge Run Trophy as the organization with the largest number of participants.



Members of Norco’s race team **Dylan Revolta**, **Josh Revolta**, **Mary Huff**, **Giselle Medina**, and **Amy Adams** take a pre-race moment to encourage each other to enjoy the panoramic view of the Mississippi River as they cross the Hale Boggs Bridge.



Regulatory Advisor **Renee Toups**, on the right, and her daughter **Claire**, took 62nd and 61st place, respectively in the Race Female Division.



And the trophy for the largest team participation goes to ... Norco!

INDUSTRY MAKES

a Difference in Louisiana

From the shoes on our feet to the products in our hair, Louisiana's industries are in the business of making it all. Not just making the products the world need but making the innovations the world demands for safer and more sustainable manufacturing solutions. While making all of this, Louisiana's industries are making jobs, tax revenue, better schools, and better communities for our state.

That message may not be a new one for St. Charles Parish residents who live in the heart of numerous and diverse industries, but it is one that Norco takes pride in emphasizing what Louisiana Industry Makes. The Greater Baton Rouge Industry Alliance (GBRIA) is currently promoting an "Industry Makes" educational and awareness campaign throughout the state emphasizing industry's contributions and commitment to the quality of life. Associate Director of Safety, Health & Security, GBRIA, **Brandon Smith** shared highlights of the campaign with members of the Norco Community Advisory Panel (CAP) during the group's May meeting.

Look for an Industry Makes campaign on social media, traditional media, billboards and in magazines throughout the year.

DID YOU KNOW?

Louisiana INDUSTRY Makes

- Higher wages possible
- Innovation
- Jobs for thousands
- Communities stronger
- What the world needs
- Advances each day
- Possibilities

Louisiana Makes

- Technology possible
- What the world counts on
- Safety its concern
- Our families proud
- Possibilities possible
- Volunteering a passion
- Our communities better



Making Groceries for the Community

Inflation, Hurricane Ida, and the ongoing effects of a global pandemic have not made life easy for many St. Charles Parish residents these days. Matthew 25:35 Ministries, a Food Bank in Destrehan, is providing some comfort and relief to those struggling to keep their families healthy and well-fed. SHEN (Shell's Hispanic Network) volunteers joined the non-profit group recently to package and distribute grocery boxes.

"There is a great deal of need in the community, but even more generosity," Jonathan Lucio observed.

"Both the volume and variety of donations was impressive to see, and the dedication of fellow volunteers was very moving." Although he has volunteered at the Second Harvest Food Bank in the past, this was his first experience at Matthew 25:35. "I wanted to give back to the community closer to where I work," he explains. "I think it is important for Shell to be involved directly in the community as much as possible. It shows that we aren't just neighbors, but that we actually care about making the community a better place."

Joshua Minaya agrees. "It is essential to build meaningful relationships amongst our communities," he says. "Volunteering in our communities will give us a greater sense of purpose and emphasize to our neighbors, that we are fully committed to making a difference. It is also an opportunity to gain knowledge and understanding of the needs around the world."

PICTURED: Alfredo Hernando, Joshua Minaya, Roberto Zambrano, Tony Loya, Jonathan Lucio and Linda Hymel.

"We learned a lot," adds Linda Hymel, who is a regular community volunteer. "Even though St. Charles Parish is an oil/gas/energy corridor, many residents of the parish are still in need. Everyone we spoke to was so grateful for the assistance and were so kind."

"The clients of the pantry get a large quantity and selection of goods that last them a month. No one is turned away from getting assistance. It's so important to volunteer," she continues. The food bank is manned solely by volunteers and it's a lot of work. Most weeks, they don't have enough volunteers and it slows down the process of getting clients in and out in a timely manner. I look forward to volunteering again soon. It's a very humbling experience and we are blessed to have an employer that allows us to volunteer."



"We all have busy lives and schedules, but carving out just a few hours can have a huge impact on a lot of people," adds Jonathan. "It's always good to volunteer to help others, especially when you have the means to do so." "As you climb, you have to lift," Josh emphasizes. **"No matter where we are, someone helped us get there. We must do the same for others."**

THANKS TO volunteers **Tony Loya, Alfredo Hernandez,** Refinery Economist **Jonathan Lucio,** Refining West PTSE **Joshua Minaya,** Internal Assurance Focal Point **Linda Hymel** and Process Engineer **Roberto Zambrano** for lending helping hands and hearts to assist the community.



LET'S READ A STORY



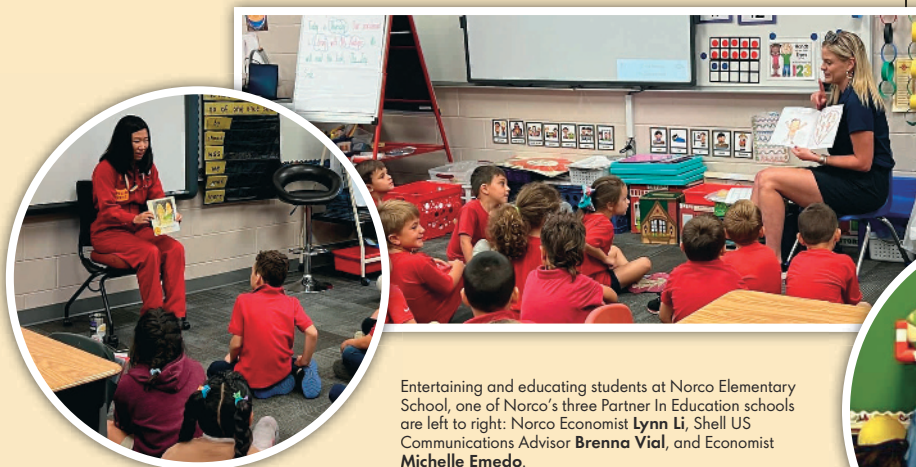
Norco Emergency Response **Tim Hill** points to the illustrations as he reads a to Norco Elementary School students as part of the Partner In Education Reader Program.

When Emergency Response Coordinator Tim Hill volunteered to read a storybook to Norco Elementary School students, he had no idea that a spontaneous question and answer session would come with the activity. But it was those questions that brought out his smile and touched his heart. “Children are so much fun, so full of potential and hope, and full of questions like ‘how old are you?’ and ‘why don’t you have any hair?’,” he laughs.

Hill was one of several Norco volunteers who participated in the Partners In Education (PIE) Reader Program activity for Norco Elementary’s pre-kindergarten through second grade students. Already committed to returning to the classroom in the next school year, he explains that he volunteered to assist teachers, who play such a vital role in society. “I am grateful to work for a company that supports us giving back to the communities where we live; the communities that support us,” he says.

The Reader Program at Norco Elementary School, one of the site’s three PIE schools, was re-established following the ease of COVID mandates and Norco employees raised their hands to volunteer. The group, which was able to visit twice before the end of the school year, entertained and educated pre-kindergarten through second grade students by reading stories out loud and sharing the illustrations.

NORCO VOLUNTEERS INCLUDED: Umair Alvi, Browne Bowman, Warren Burgher Michele Carmouche, Lauren Carruth, Destiny Duvic, Michelle Emedo, Jerry Flood, David Haug, Tim Hill, Samantha Klein, Lynn Li, Patrick Meche, Jim Price, Tracy Scott, Court Sheppard, and Diane Swiber. St. Charles Parish resident and Shell US Communications Advisor **Brenna Vial** also joined in as a volunteer.



Entertaining and educating students at Norco Elementary School, one of Norco’s three Partner In Education schools are left to right: Norco Economist **Lynn Li**, Shell US Communications Advisor **Brenna Vial**, and Economist **Michelle Emedo**.



Norco NEWSLINE

Norco Newsline is published regularly to inform the community about activities at the Shell Norco Manufacturing Complex. Please address inquiries to:

Rochelle Touchard, Corporate Relations
Shell Norco Manufacturing Complex
15536 River Road | P.O. Box 10 | Norco, LA 70079
504-465-6667

Numbers and Addresses to Know:

St. Charles Emergency Operations Center
985-783-5050
Shell Norco Site Team Lead
504-465-7342
Shell Norco Community Information Line
504-465-7483

Websites to Know:

www.shell.us/norco
www.shell.us/louisiana
www.norco-air.info

PRSR STD
U.S. POSTAGE
PAID
NORCO, LA
PERMIT #50
ECRWSS

POSTAL PATRON



Civic Association Ramps It Up with Shell Funding

Rolling a wheelchair up or down steps is close to impossible and certainly not safe; using a walker or cane can also be challenging. When you live in Norco, however, no worries! Just call the Norco Civic Association's (NCA) Handyman Crew. The group, headed by **Eddie "Bud" Duhe** and includes several Norco retirees, are available to install ramps leading to the front doors of Norco homes. A grant from the Norco Community Fund (NCF), and endowment fund established by Shell and Motiva more than 20 years ago, helps to keep the project rolling.

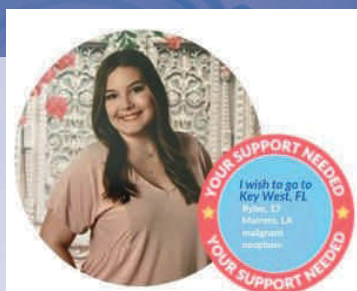
Stop the Presses for Good News

What do you do when the reward for working safely goes way over the top? You celebrate safety and celebrate the ability to help two more children. Just as Norco Newsline was ready to hit the printing press, word came in that the turnaround brought in well over \$50,000 with the ability to sponsor the wishes of additional Make-A-Wish kids. Ja'Vone and Rylee are now closer to having their dreams fulfilled thanks to the safe work and giving hearts of Norco employees and contractors.



Meet Ja'Vone

Fifteen-year-old Ja'Vone, who has a nervous system disorder, loves Legos and looking forward to a wish trip to Legoland Discovery Center in Dallas, Texas. The Avondale resident is adventurous and loves traveling to new places. He uses a multisensory approach to his environment – he loves taking in the sights and sounds of nature and holding small items that allow him to feel, such as Legos and small cars.



Meet Rylee

A Marrero resident, Rylee is a 17-year-old living with a malignant neoplasm. Celebrating her high school graduation this year and upcoming 18th birthday, she is looking forward to attending Delgado University in the fall following a vacation to the Florida Keys with her family. Her wish trip includes swimming with the dolphins, snorkeling, and feeding the sharks at the Florida Keys Aquarium.



**Bring Dat-5
Turnaround
GENERATES**

\$56,610

**to make dreams
come true for
five Make-A-
Wish kids.**

