

Norco NEWSLINE



IDA *A Hurricane Like No Other*

Response, Recovery, Restart and Support

A COMMUNITY UPDATE

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.

> \$5M

HURRICANE IDA RECOVERY



- Meals + Supplies
- Fuel Donations
- Employee Assistance
- Base Camps for Electrical Workers



“**H**URRICANE 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.**”



When commercial pumps were down, Norco employees and contractors were able to fill up on-site for several days following Hurricane Ida.



Haydel's Furniture was one of several Norco businesses to benefit from a Norco-supplied generator and/or fuel within days after Ida.



Nothing better than a snowball to beat the heat - especially when you have no electricity.



Shell volunteers from around Louisiana helped to serve 1,800 hot meals to Norco residents recovering from Hurricane Ida.

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.



Tammy Little

Noting the fast movement of Ida, which went from a tropical depression to a tropical storm 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**, HSE 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.



Ice and other essentials were delivered.



Norco employees helped to deliver ice, water and food to Norco residents immediately after the hurricane while also assisting with minor home repairs. At right, a Norco resident chats with **Steven Dominguez** and **Eric Roy** about tarping his roof.



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.



Michael McNally assures CAP members that community air-monitoring was maintained throughout Hurricane Ida and is an ongoing process.

"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

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.



A basecamp for Norco employees and utility workers in the aftermath of Ida provided a good place for a shower and a shave.

We Are All in This Together

EVERY HURRICANE STORY IS UNIQUE. THE IMPACT, DEVASTATION AND RECOVERY PROCESSES ARE DIFFERENT FOR EACH INDIVIDUAL AND FAMILY. ONE THING DOES REMAIN THE SAME - WE ARE ALL IN THIS TOGETHER.

United Way of St. Charles Marketing Manager **Melissa Perrier** and Shell Norco Production Team Lead **Matthew Loosemore**, both Norco residents, share their hurricane stories with a perspective on Norco, Shell, and what brings all of us together to keep St. Charles Parish Strong.

In the Blink of an Eye

“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 in 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.”



“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

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. And that’s the only way we’ll get through it is together.”

Singing and Dancing at the End of Recovery Road

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."

Adrienne (left) and Allie Rose (right) Loosemore in their hurricane damaged home in Norco.



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."



“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

Campfires, Watersports, Bunkbeds ... and Burns

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.



This 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.

“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.”



Scan QR code to learn more about Camp Catahoula



Dr. Tracee Short adheres salvaged surgical cloth to tables. This cloth is an example of the community that participates in Camp Catahoula – all the way down to the covers that protect the tables during craft activities. The surgical staff at Baton Rouge General (BRG) salvage the cloth that tools are sanitized and wrapped in; saving it for fun days at Camp Catahoula.



Elizabeth Johnson is a school counselor. She was formerly a social worker at Baton Rouge General and her first burn camp was in 2013. Since then, Elizabeth volunteers as a counselor and leads activities because she loves the interaction with the kids. Shown here are “love rocks.” Campers used special markers to personalize the rocks with drawings representing things that are important to them.



Going to the lake for water activities is even more fun when you get to ride in the police cruiser! Complete with sirens and flashing lights.



Amy and Jonas Martin are the parents of a camper. Their personal contribution is to stock and serve at the Snack Shack; the camp concession stand that serves up treats to campers. All of the goodies served at the Snack Shack are donated by the Martins, their friends and other volunteers involved with the camp. The Snack Shack is a personal mission of the Martin's as a way to support the camp and say thank you to Dr. Short.

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



Giving from the Heart

EVERYONE CAN BE A HERO. YOU MIGHT NOT SEE SHELL NORCO HEROES FLYING THROUGH THE AIR TO COMBAT ALIENS, VILLAINS, OR PUSH HURRICANE WINDS BACK INTO THE GULF. THEY DON'T WEAR CAPES OR SPECIAL UNIFORMS DEFINING THEIR SUPERPOWERS. BUT TAKE A LOOK INTO THEIR POCKETS AND YOU WILL DISCOVER THE SOURCE OF THEIR HEROIC EFFORTS.

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 United Way of St. Charles.



"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."

JOE BOB LAFLEUR | Norco Campaign Chair

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 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.

"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. 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.

"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



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

“When we say Norco is committed to being a good neighbor, especially to the town that took its name from the Norco Refining Company – Shell Norco’s forerunner – we don’t mean ‘good,’ we mean the ‘best’ neighbor possible.”

ROCHELLE TOUCHARD
Shell Norco Corporate Relations Manager

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) 2021 Grants \$66,628 Were Awarded To:

- **American Legion Spillway Post 195** for American Legion Hall renovations.
- **Girl Scouts Louisiana East** for expanding scouting opportunities in Norco.
- **Greater Good Hope Baptist Church** for a driveway.
- **Norco Booster Club** to increase programs and opportunities for young athletes.
- **Norco Civic Association** for the NCA Hall driveway and holiday lighting.
- **River Region Ballet** for Nutcracker Ballet backdrop.
- **Sacred Heart of Jesus Church** for the Ministry of Care & Food Pantry
- **Second Harvest Food Bank** for food donations.
- **St. Charles Senior Citizens Club** to sponsor events for senior citizens.

NORCO ECONOMIC DEVELOPMENT FUNDS (NEDF)

A Total of \$250,543 Was Presented To:

- **Matthew 25:35 Ministries** for Food Bank support, cooking/nutrition demonstrations, grocery shopping tour, and holiday food supplements.
- **Norco Civic Association** for Phase VII of the Norco Revitalization Plan.
- **River Road Historical Society** for site improvements.
- **St. Charles Parish Economic Development Department** for capital improvements to Edible Enterprises.
- **United Way of St. Charles** for River Parish Community College United Way Campus education/training programs.



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.



Military commitment was a priority for **Rochelle Touchard**. She is pictured here two days after her honeymoon - back at work with the National Guard.

“The 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



Jordan Hill | ARMY

ARMY

Marcus Adams

Son of Timmy Adams
2015-present
Currently serving in S. Korea

Art Armenta

1986-1993

Donald J. Bartholomew Sr.

Father of Donald J. Bartholomew Jr.
1993-1996

Jean M. Bartholomew

Mother of Donald J. Bartholomew
1993-1996

Douglas Bergeron

1989-1992

Brant Billingsley

Son of Eric Billingsley
2021-present

Eric Billingsley

1991-1997

David Blackwell

Grandfather of Tonya Blackwell
Penalber
WWII

Ken Breaux

1983-1988

Damone Brignac

2001-2004

Vince Edwards

1982-1990

Lorenzo Ennis

1993-1997

Francis J. Flood

Father of Gerald Flood
WWII - 1941-1945

Harold “Johnny” Fussell

Grandfather of Joshua Hinton
1944-1946

Mark Guarino

1984-1990

Philip Hebert Jr.

Nephew of Todd Benoit
2008-present

Jordan Hill

2006-2011

John Hymel

1994-1997

Ty Keeth

1990-1998

Shanon Laiche

1993-1997

Grant P. Landry

Father of Elke Landry
1967-1969

Cameron Laurent

Son of Marcel J. Laurent
2014-2018

Anthony Lech

Brother of David Lech
2003-2012

Cory Lemonier

1996-2004

Stephen Lewis

1990-1998

Jack McCully

Grandfather of Shane McCully
1944-1953

Patrick Meche

1986-1995

Frank P. Mooney

Grandfather of Dianne Swiber
Army-WWII

Carl Richards Jr.

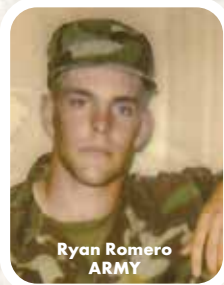
1992-1996

Ricky Rivas

Brother of Robert Rivas
1967-1969

Rudy Rivas

Brother of Robert Rivas
1969-1971



Ryan Romero
ARMY

Ryan Romero

1990-1994
Army National Guard
1994-1998

Raymond Roussel

Father of Lynn Breaux
1967-1969

Sean Ryan

Son of Alan Ryan Jr.
2020-present

Charlie Shoultz

1994-1998

Brian Smalley

1989-2015

Louis Swann

1990-1993

Jeffrey Tucker

2008-2012

Brandon Thompson

Son of Robert Thompson
2005-2011

Michael Williams

1989-1991



Frank Mooney
Grandfather of Diane Swiber
ARMY

AIR FORCE

Gregory Bates

Spouse of Matthew Arceneaux
2001-2006

Ronald Chiasson

Father of Karl Chiasson
1966-1970

Mike Cisneros

1988-2002

Keenan DeFrisco

Son of Roy DeFrisco
Currently Serving

Heidi Hymel

Daughter of John Hymel
2020-present

Dale Koontz

1991-2013
Also served in Air National Guard

Larry LaBorde

Father of Michele Carmouche
1965-1969

Jamie Latiolais

1995-2001

Blake Linder

2002-2008

Curtis Lloyd III

Son of Curtis Lloyd
2007-Present

Christopher Louque

Son of Dale Louque
2008-Present

Romie Newman

Wife of Chris Newman
Air Force/Air National Guard
1986-2014

Charlie Shoultz

1994-1998
Army Reserves
1998-2002

Myron Tamplain

Brother of Bertis Tamplain
1989-1993

Edward Tudor

Father of Joe Tudor
1951-1955

Daniel J. Vorenkamp

2003-2014

COAST GUARD

Christopher David

1986-1990

MARINE CORPS

Carl Argucia

2001-2005

Angel L. Alvarez Sr.

Father of Angel L. Alvarez
1965-1067

Nick Avocato

1996-2004

Karl Barrett

1982-1988

Tyrell Braud

1993-1998

Carl Breaux

Brother of Lynn Breaux
1982-1987

Gregory Cooper

1978-1988

Barry Domio

1984-2000

Clyde Hymel

Grandfather of John Hymel
WW II

Ronnie Hymel

Father of John Hymel
Vietnam War

Albert Kelly

1982-1988

Holden Loper

Son of Carl Agurcia
2017-Present

Fredrick Mitchell

4 years

Travis Mitchell

2003-2008
Army National Guard
2012-2015

Robert Plaisance

1978-1982

John Turcich

Father of Johnnie LeBlanc
WWII

Eric Von Wagoner

1997-2001



Earl Louviere Sr.
NAVY

NAVY

Russell Avocato

Brother of Nick Avocato
Retired

Vincent Avocato

Brother of Nick Avocato
2000-2006

Mark Batiste

Navy
1987-1995

Paul Benoit Sr.

Father of Todd Benoit
1962-965

Ellery Bridges

Navy/Army/Army Reserves
1988-2005

Jed Coco

1989-1994

Gerald Cosentino

Father of Jason Cosentino
1969-1974

Jesse Dunn

1977-1983

Bill Faulkner Sr.

Father of David Faulkner
1950-1972

Wes Gripshover

2001-2008

Jay Hill

Brother of Jordan Hill
2005-present

Renee Hill

Daughter of Tim Hill
2019-present

Robert Hill

1963-1967

Paul Lacy

1984-1990

Lionel J. Lassere

Father of Lionel Lassere
1952-1956

Blaise LeBlanc

2000-2005

Lonnie Lemoine

1997-2001

Earl Noel Louviere Sr.

Grandfather of Noel Louviere
1943-1945

Ryan Marse

2005-2010

Thomas McCully

Father of Shane McCully
1972-1975
Naval Special Warfare
1988-1992

Michael McLaney

1988-1993

Raymond Neier

Father of Tammy Little
Navy-Korean War

Chris Newman

1989-1995
Air National Guard
1998-2016

David Pfeifer

1997-2001

Percy Pierre

1988-1992
Army Reserves
1993-1999

Edward Resh

Father of Kyle Resh
1968-1974

Raymond Richard Jr.

Father of Ray Richard III
1987-2000

Stanley Robert

Father of Melissa Robert
1972-1974

Austin Robin

Son of Kenneth Robin
2019

Brian Robin

Brother of Kenneth Robin
1993-1995

David Robin

Brother of Kenneth Robin
and Brian Robin
1994-1996

Kenneth Robin

Navy/Army National Guard
1990-1994/1999

Whitley Robinson

Daughter of Edward Robinson
2007-Present

Kevin Sparacello

1990-1998

Ronald Spears

Navy/Reserve
1986-1994

Matthew Swiber

Brother of Dianne Swiber
1998-Present

Lionel Tamplain

Father of Bertis Tamplain
1959-1967

Stuart J. Torres

Father of Jason Torres
1960-1967

J. D. West

Father of Suzanne West
1951-1955

NATIONAL GUARD MILITARY RESERVES

James D. Acosta

Son of James Acosta
Army National Guard
2001-2009

John Baum

Air National Guard
2001-present

Johnnie Bonds

Army National Guard
1985-1992

Michael Boyd

Army Reserve National Guard
1989-1995

David Clouate

Air National Guard
1991-2007

Darren Esteve

Air National Guard
2016-present

Kita Harry

Army Reserve
2002-2006

Edward Hernandez

Army National Guard
9 years of service

Kim M. Jackson

Army Reserve
1991-1995



Noel Louviere, left, and his brothers share a commitment to serve the U.S. military.

Hunt Louviere

Brother of Noel Louviere
Army National Guard
1999-2007
Air National Guard
2007-2013

Noel Louviere

Army National Guard
1998-2006

Sean Louviere

Brother of Noel Louviere
Army National Guard
Currently serving

Frank Matherne

Army Reserve
1988-1994

Ty McCully

Son of Shane McCully
Army National Guard
2018-present

Shane McCully

Army National Guard
2007-2010

Thomas Parsons

Air National Guard
1993-1996

Joseph Rosiere

Air National Guard
1997-Present

Agnes Johnson Shirer

Mother of Paul Shirer
1952-1956

Arthur Swiber, Jr.

Father of Dianne Swiber
Army National Guard
25 Years

Chris Touchard

Husband of Rochelle Touchard
Army National Guard
1990-2003

Rochelle Touchard

Army National Guard
1990-2002

Cody Tudor

Son of Joe Tudor
Marine Corps Reserve
2002-2008

Edward "Bo" Vinnett

Army National Guard
1997-2006



Brian Smalley and his Medevac team.

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.



Norco NEWSLINE

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Shell Norco Site Team Lead
504-465-7342
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And

STRONG
HOLIDAY SEASON

