



## **SHELL STORM UPDATES – DOLLY, EDOUARD, FAY, GUSTAV**

**2008**

### **Royal Dutch Shell plc**

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Contents

Disclaimer statement.....3

Tropical Storm Dolly - Update #1 .....5

Hurricane Dolly - Update #2 .....6

Hurricane Dolly - Update #3 .....7

Hurricane Dolly - Update #4 .....8

Tropical Storm Edouard - Update #1 .....9

Tropical Storm Edouard - Update #2 .....10

Tropical Storm Edouard - Update #3 .....11

Tropical Storm Edouard - Update #4 .....12

Tropical Storm Edouard - Update #5 .....13

Tropical Storm Edouard - Update #6 .....14

Tropical Storm Edouard - Update #7 .....15

Tropical Storm Edouard - Update #8 .....16

Tropical Storm Edouard - Update #9 .....17

Tropical Storm Edouard - Update #10 .....18

Tropical Storm Edouard - Update #11 .....19

Tropical Storm Edouard - Update #12 .....20

Tropical Storm Edouard - Update #13 .....21

Potential Tropical Depression #6 - Update #1 .....22

Potential Tropical Depression #6 - Update #2 .....23

Tropical Storm Fay - Update #3 .....24

Tropical Storm Fay - Update #4 .....25

Tropical Storm Fay - Update #5 .....26

Tropical Storm Fay - Update #6 .....27

Tropical Storm Fay - Update #7 .....28

Tropical Storm Fay - Update #8 .....29

Tropical Storm Fay - Update #9 .....30

Tropical Storm Fay - Update #10 .....31

Tropical Storm Fay - Update #11 .....32

Tropical Storm Fay Update - #12 .....33

Tropical Storm Fay - Update #13 .....34

## Disclaimer statement

The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate entities. In this press release "Shell", "Shell group" and "Royal Dutch Shell" are sometimes used for convenience where references are made to Royal Dutch Shell plc and its subsidiaries in general.

Likewise, the words "we", "us" and "our" are also used to refer to subsidiaries in general or to those who work for them. These expressions are also used where no useful purpose is served by identifying the particular company or companies. "Subsidiaries", "Shell subsidiaries" and "Shell companies" as used in this press release refer to companies in which Royal Dutch Shell either directly or indirectly has control, by having either a majority of the voting rights or the right to exercise a controlling influence.

The companies in which Shell has significant influence but not control are referred to as "associated companies" or "associates" and companies in which Shell has joint control are referred to as "jointly controlled entities". In this press release, associates and jointly controlled entities are also referred to as "equity-accounted investments". The term "Shell interest" is used for convenience to indicate the direct and/or indirect (for example, through our 34% shareholding in Woodside Petroleum Ltd.) ownership interest held by Shell in a venture, partnership or company, after exclusion of all third-party interest.

This press release contains forward-looking statements concerning the financial condition, results of operations and businesses of Royal Dutch Shell. All statements other than statements of historical fact are, or may be deemed to be, forward-looking statements. Forward-looking statements are statements of future expectations that are based on management's current expectations and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in these statements.

Forward-looking statements include, among other things, statements concerning the potential exposure of Royal Dutch Shell to market risks and statements expressing management's expectations, beliefs, estimates, forecasts, projections and assumptions. These forward-looking statements are identified by their use of terms and phrases such as "anticipate", "believe", "could", "estimate", "expect", "intend", "may", "plan", "objectives", "outlook", "probably", "project", "will", "seek", "target", "risks", "goals", "should" and similar terms and phrases.

There are a number of factors that could affect the future operations of Royal Dutch Shell and could cause those results to differ materially from those expressed in the forward-looking statements included in this press release, including (without limitation): (a) price fluctuations in crude oil and natural gas; (b) changes in demand for the Group's products; (c) currency fluctuations; (d) drilling and production results;

(e) reserve estimates; (f) loss of market share and industry competition; (g) environmental and physical risks; (h) risks associated with the identification of suitable potential acquisition properties and targets, and successful negotiation and completion of such transactions; (i) the risk of doing business in developing countries and countries subject to international sanctions; (j) legislative, fiscal and regulatory developments including potential litigation and regulatory effects arising from recategorisation of reserves; (k) economic and financial market conditions in various countries and regions;

(l) political risks, including the risks of expropriation and renegotiation of the terms of contracts with governmental entities, delays or advancements in the approval of projects and delays in the reimbursement for shared costs; and (m) changes in trading conditions.

All forward-looking statements contained in this press release are expressly qualified in their entirety by the cautionary statements contained or referred to in this section. Readers should not place undue reliance on forward-looking statements. Additional factors that may affect future results are contained in Royal Dutch Shell's 20-F for the year ended December 31, 2008 (available at [www.shell.com/investor](http://www.shell.com/investor) and [www.sec.gov](http://www.sec.gov) - [opens in new window](#)). These factors also should be considered by the reader. Each forward-looking statement speaks only as of the date of this press release, October 14, 2010.

Neither Royal Dutch Shell nor any of its subsidiaries undertake any obligation to publicly update or revise any forward-looking statement as a result of new information, future events or other information. In light of these risks, results could differ materially from those stated, implied or inferred from the forward-looking statements contained in this press release.

The United States Securities and Exchange Commission (SEC) permits oil and gas companies, in their filings with the SEC, to disclose only proved reserves that a company has demonstrated by actual production or conclusive formation tests to be economically and legally producible under existing economic and operating conditions. We use certain terms in this press release that SEC's guidelines strictly prohibit us from including in filings with the SEC.

U.S. Investors are urged to consider closely the disclosure in our Form 20-F, File No 1-32575, available on the SEC website [www.sec.gov](http://www.sec.gov) - [opens in new window](#). You can also obtain these forms from the SEC by calling 1-800-SEC-0330.

**[Return to Contents](#)**

# Tropical Storm Dolly - Update #1

21/07/2008

Shell GoM Offshore E&P Operations 8AM Central - Upstream

*(This information is up-to-date as of 8AM Central, July 21, 2008). Further updates will be provided as needed.*

Given the forecast for Tropical Storm Dolly, Shell began evacuations of personnel from some of its Gulf of Mexico West operations area on Sunday, July 20, resulting in the safe evacuation of approximately 125 people. We are planning to evacuate approximately 60 additional personnel on Monday, July 21. No further evacuations are planned at this time after today and based on current information and forecast, we do not expect any impact on Shell operated production in the Gulf of Mexico.

We will continue to monitor the situation closely and respond to further developments.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# Hurricane Dolly - Update #2

22/07/2008

## Shell GoM Offshore and Onshore E&P Operations

*(This information is up-to-date as of 4 PM Central, July 22, 2008. Further updates will be provided as needed.)*

Shell concluded limited evacuations in the Gulf of Mexico on Monday, July 21, 2008. The total number of evacuated personnel is approximately 200. No further evacuations are planned and based on current information and forecast, we do not expect any impact on Shell-operated production in the Gulf of Mexico.

Onshore in South Texas, Shell has secured wells it is currently drilling and shut in production as a precautionary measure. Shell produces predominantly natural gas in the Rio Grande Valley. Once the storm passes, we will evaluate our drilling and production facilities onshore and resume production when it is safe to do so.

We will continue to monitor this system closely and respond to further developments.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# Hurricane Dolly - Update #3

24/07/2008

## Shell GoM Offshore and Onshore E&P Operations

*This information is up-to-date as of 4 PM Central, July 24, 2008. Further updates will be provided as needed.)*

On July 24, Shell began redeploying personnel to the Gulf of Mexico. Because of Hurricane Dolly, Shell conducted limited evacuations in the Gulf earlier this week, bringing in approximately 200 personnel. There was no impact to Shell-operated production in the Gulf of Mexico.

Shell-operated production remains shut in at our onshore South Texas facilities. Shell produces predominantly natural gas in the Rio Grande Valley.

Crews have begun evaluating our drilling and production facilities there and will resume production when electrical power supply and personnel safety considerations allow.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# Hurricane Dolly - Update #4

25/07/2008

## Shell GoM Offshore and Onshore E&P Operations

*(This information is up-to-date as of 9 AM Central, July 25, 2008.)*

Shell continues to redeploy personnel to the Gulf of Mexico. Shell conducted a limited evacuation earlier this week because of Hurricane Dolly. There was no impact to Shell-operated production in the Gulf of Mexico.

Shell has commenced re-start of production and drilling operations at its onshore South Texas facilities. Shell produces predominantly natural gas in the Rio Grande Valley.

With redeployment underway and South Texas production ramping back up, this will be the last web update regarding Hurricane Dolly.

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[Return to Contents](#)

# Tropical Storm Edouard - Update #1

04/08/2008

## Shell GoM Offshore E&P Operations 7AM Central - Upstream

Given the forecast for Tropical Storm Edouard, Shell will begin limited evacuations of approximately 40 personnel from some of its Gulf of Mexico West operations area today (Monday). No further evacuations are planned at this time and based on current information and forecast, we do not expect any impact on Shell operated production in the Gulf of Mexico.

We will continue to monitor the situation closely and respond to further developments.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# Tropical Storm Edouard - Update #2

04/08/2008

## **1PM Central - Retail**

Motiva has taken steps to prepare its Shell-branded sites along the upper Texas coast for the approach of Tropical Storm Edouard. In order to have as much gasoline at retail sites as possible, wholesalers have been reminded of the importance of pre-filling fuel tanks and to prioritize locations on evacuation routes and major arteries.

Additionally, Shell and Motiva have created a "keep fill" program for company-owned sites with the objective of maximizing the amount of fuel available in storage tanks throughout the hurricane season. Motiva has arranged for pre-filled tanker trucks and extra drivers to be deployed to them after the storm passes to ensure those stations return to normal operating levels as soon as possible.

All Shell-branded operators, regardless of ownership, have been reminded of the importance of safety for their employees and customers, and of staying in contact with their account managers. Additionally, Motiva has portable generators available for rapid deployment if power is needed to restore key locations.

[Return to Contents](#)

# Tropical Storm Edouard - Update #3

04/08/2008

## 2:30PM Central - Shell Deer Park

Shell Deer Park has activated its 24-hour emergency operations center for hurricane readiness and response activities. Health & safety, operations, environmental and other specialists are on duty to ensure that steps are taken to minimize any impact from high wind, rain and storm surge from the Houston Ship Channel.

"We are following a multi-phase plan that identifies people and equipment resources that need attention," said Dave McKinney, Shell Deer Park spokesman. "The plan is premised on the projected path and severity of the storm and can be adjusted to fit changing weather conditions."

Prior to each hurricane season, Shell reviews and tests its plan based on various hurricane scenarios.

McKinney said Shell Deer Park regularly confers with the City of Deer Park's emergency operations center to share information on preparedness and response tasks. "We are a close neighbor of Deer Park and work closely with the city when there is severe weather that can impact the local residents."

Shell's hurricane plan includes a number of checkpoints, such as computing services, flooding, communications, operations, utilities, health and safety, environment, unit shutdowns and staffing requirements. We also assess the potential impact on incoming receipts of crude oil and petrochemical feedstocks, outgoing distribution of products, and onsite inventories. The severity and proximity of a hurricane or major storm to our facility will determine actions taken.

"Protection of our people and assets, the community and environment are our top priorities," said McKinney. "If conditions lead to an evacuation, we will be prepared to carry this out safely and orderly. We will use the media and other means of communication to notify employees not to report to work if conditions may be unsafe."

Shell Deer Park has a workforce on duty at all times that can operate and maintain the facility safely, or if need be, shut down the units in a safe and controlled manner.

[Return to Contents](#)

# Tropical Storm Edouard - Update #4

04/08/2008

## 3:30PM Central - Staff Update

Shell and Motiva are allowing non-essential, office-based employees and contractors to leave at 3:00 today to prepare for the potential impact of Tropical Storm Edouard. Non-essential staff and contractors have been asked not to come into the offices on Tuesday. The safety of our employees and contractors is our first priority.

At this time, Shell expects to resume normal schedules on Wednesday. Employees and contractors can check for further updates at <http://www.shell.com/us/hurricane>.

### NOTE TO REPORTERS:

We will continue to post updates on our website at [www.shell.com/us/hurricane](http://www.shell.com/us/hurricane) and send email alerts to you as necessary related to the storm and any impact to Shell operations.

Media who need assistance while our offices are closed should contact the Shell U.S. answering service and a member of the media team will be paged immediately. The Answering Service number is 281-820-8745 (the backup number is 972-943-4187). You can also email members of the media team:

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[Return to Contents](#)

# Tropical Storm Edouard - Update #5

04/08/2008

## 4PM - Shell and Motiva Gulf Coast Manufacturing

Shell and Motiva Gulf Coast refineries and chemical plants have been closely monitoring the weather developments and taking actions per our hurricane preparedness and response plans as appropriate. Protection of our people and assets, the community and environment are our top priorities.

To ensure the flow of supplies from Shell and Motiva facilities, our plants prepare and follow detailed hurricane planning and operations procedures that are reviewed and tested prior to each hurricane season.

In advance of a storm, all critical plant functions are considered, including computing services, communications, utilities, and health, safety, and environment. Shell and Motiva also assess the potential impact on deliveries of crude oil and petrochemical feedstocks, outgoing distribution of products, and onsite inventories.

The severity and proximity of a hurricane or major storm to the facility will determine actions taken, including orderly shutdowns of facilities and the evacuation of personnel. If conditions lead to an evacuation, Shell and Motiva are prepared to carry out plans in a safe and orderly way. Shell and Motiva work with the media and other means of communication to notify employees not to report to work if conditions may be unsafe.

Shell and Motiva have a workforce on duty at all times that can operate and maintain a facility safely, or if need be, shut down the units in a safe and controlled manner. The team that stays behind during a storm to maintain legal control of the site has a mix of expertise deemed essential for the situation. This often includes personnel who work on logistics, security, site supervision, and an EMT. This team is then responsible for communicating with Shell's Emergency Operations Center.

Each manufacturing facility is built to meet or exceed applicable standards. It is impossible to state with certainty what hurricane category level each facility could withstand. There are many variables to consider, such as strength, duration and path of a hurricane, and its proximity to the Shell or Motiva facility.

The keys to hurricane management for Shell and Motiva are advance notice, tracking, and timely preparation to protect people and property.

[Return to Contents](#)

# Tropical Storm Edouard - Update #6

04/08/2008

## 5PM Central - Upstream Shell GoM Offshore E&P Operations

No change in plans or anticipated impact from what was posted this morning. Based on current information and forecast, we do not expect any impact on Shell operated production in the Gulf of Mexico.

Shell had very limited evacuations, bringing to shore 43 personnel from some of its Gulf of Mexico West operations area today (Monday). No further evacuations are planned at this time.

We will continue to monitor the situation closely and respond to further developments.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# **Tropical Storm Edouard - Update #7**

04/08/2008

## **6PM Central - Shell and Motiva Manufacturing**

Shell Deer Park Refining and Chemical

Plans remain for the refinery and chemical site to operate during the storm. Only personnel required to prepare for landfall of Edouard and to operate the facilities will report to work on Tuesday.

Motiva Port Arthur Refinery

Plans remain for the refinery to operate during the storm. Only personnel required to prepare for landfall of Edouard and to operate the facilities will report to work on Tuesday.

Shell and Motiva's top priority is to protect people, assets, nearby communities, and the environment. If conditions lead to an evacuation, Shell and Motiva are prepared to carry out plans in a safe and orderly way. Shell and Motiva work with the media and other means of communication to notify employees not to report to work if conditions may be unsafe.

Shell and Motiva have a workforce on duty at all times that can operate and maintain a facility safely, or if need be, shut down the units in a safe and controlled manner. The team that stays behind during a storm to maintain legal control of the site has a mix of expertise deemed essential for the situation. This often includes personnel who work on logistics, security, site supervision, and an EMT.

[Return to Contents](#)

# Tropical Storm Edouard - Update #8

04/08/2008

## **6:17PM Central - Tropical Storm Edouard Lubes Preparation Statement**

With the anticipated approach of Tropical Storm Edouard, SOPUS Products' immediate priority is the safety and well-being of our employees. We also want to assure customers that we are taking the necessary precautions to protect our business and maintain our product supply.

Our business continuity plan includes Shell Site-specific contingency plans at all locations; an Emergency Customer Service Center located more than 150 miles from coast; and a team of essential personnel ready to execute the plan. We have additional bottle manufacturing storage locations and strategically located third-party warehouses for extra inventory of finished packaged goods, to help ensure steady supply to customers. Additionally, we have worked with key raw material suppliers to help ensure they have strong business continuity plans in place.

While we cannot predict a storm's landfall or its impact, our business continuity plan provides proactive preparation, rapid response and assessment to storm situations. We will continue to monitor Tropical Storm Edouard very closely and, if necessary, are prepared to take these and additional response measures.

[Return to Contents](#)

# Tropical Storm Edouard - Update #9

05/08/2008

## Shell GoM Offshore E&P Operations - 8AM Central - Upstream

*(This information is up-to-date as of 8AM Central, August 5, 2008).*

With Tropical Storm Edouard no longer a threat to our offshore operations, this will be the last update on this storm related to those operations.

There was no impact to Shell operated production in the Gulf of Mexico from Tropical Storm Edouard.

We will commence with regularly scheduled crew changes and the redeployment of the limited number of personnel we evacuated throughout today and tomorrow as weather allows.

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[Return to Contents](#)

# **Tropical Storm Edouard - Update #10**

05/08/2008

10:30AM Central - Shell and Motiva Manufacturing

Shell Deer Park Refining and Chemical

The Shell Deer Park refinery and chemical site is running normally. There was minimal operational impact from rain, storm surge and wind as of 10 a.m. this morning.

The Shell Deer Park emergency operations center was staffed through the night and will consider going off 24-hour alert at the end of the day, depending on severity of storm.

## **Motiva Port Arthur Refinery**

The Motiva Port Arthur Refinery experienced some minor temporary power issues as Tropical Storm Edouard was making landfall, but was largely unaffected by the storm and continues to operate. All units are either operating normally or in the process of being restreamed in order to resume normal operations.

[Return to Contents](#)

# **Tropical Storm Edouard - Update #11**

05/08/2008

## **4:30 PM Central - Lubricants Impact Update**

As of 4 p.m. CDT today, Shell Lubricants has been relatively unaffected by Tropical Storm Edouard. While we experienced unusually heavy rain at our lubricants blending plant in Galena Park, the plant, our customer service organization and our Houston regional distribution center have been operating during this time. We continue to encourage our Houston-area employees to remain safe during the waning hours of this storm, and expect everything to return to business as usual by tomorrow morning.

This is the final Lubricants update for this storm.

[Return to Contents](#)

# **Tropical Storm Edouard - Update #12**

05/08/2008

## **5:30 PM Central - Shell and Motiva Manufacturing**

This is the final update for Shell and Motiva Manufacturing related to Tropical Storm Edouard.

### **Shell Deer Park Refining and Chemical**

The Shell Deer Park emergency operations center has gone off 24-hour alert. Site employees and contractors have been notified to report as usual on Wednesday.

### **Motiva Port Arthur Refinery**

Following some minor temporary power issues early in the day as Tropical Storm Edouard approached landfall, the Motiva Port Arthur Refinery has full power and units are operating. Site employees and contractors have been notified to report as usual on Wednesday.

[Return to Contents](#)

# **Tropical Storm Edouard - Update #13**

06/08/2008

## **12 PM - Shell and Motiva Supply and Retail**

Motiva Enterprises supplies Shell-branded fuels from the Texas Gulf Coast to Florida and up to the Northeast United States. During hurricane season Motiva strives to keep its Gulf Coast terminals stocked at safety levels in the event of a tropical storm or hurricane making landfall. Additionally, critical terminals are equipped with backup generators to ensure they are able to quickly restore fuel deliveries to Shell-branded retail gasoline stations following a storm.

Strategic Texas coast Motiva terminals were stocked at safety levels when Tropical Storm Edouard first threatened the region, and additional supplies were delivered in anticipation of increased motorist demand for fuel. All terminals made continuous deliveries prior to the storm, and quickly resumed afterward as soon as it was safe to do so. No damages or operating incidents resulted from the storm.

Shell-branded stations in the upper Texas Coast region experienced a spike in demand as anticipated the day before the storm. Motiva's Houston-area terminals distributed between 110 percent to 160 percent of their average daily gallonage. There was no reported damage to any of the terminals or retail gasoline sites.

Following the storm's landfall, demand has decreased significantly and Motiva has returned to normal operating conditions.

This is the final Supply and Retail update for Tropical Storm Edouard.

[Return to Contents](#)

# Potential Tropical Depression #6 - Update #1

14/08/2008

## 4 PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 4 PM Central, August 14, 2008. Further updates will be provided as needed.)*

The Shell Hurricane Incident Command Team is monitoring a disturbance in the northeastern Caribbean that may become Tropical Depression #6.

It is too early to know if the system may impact the Gulf of Mexico. We have not initiated any evacuations and there is no impact to Shell-operated production at this time. We are reviewing activity levels and lead times and are prepared to begin evacuations to reduce offshore staffing levels, if necessary.

Our priorities at this time are ensuring the safety of personnel, protecting the environment and minimizing production and operational impact.

To find out more about our hurricane preparedness and evacuation and shut-in procedures, please visit the Shell Hurricane Center.

We will continue to monitor weather reports and respond accordingly. The information on this site will be updated as necessary.

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[Return to Contents](#)

# Potential Tropical Depression #6 - Update #2

15/08/2008

## 12PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of Noon Central time, August 15, 2008. Further updates will be provided as needed.)*

The Shell Hurricane Incident Command Team continues to monitor a disturbance that may become Tropical Depression #6.

It is still too early to know if the system may impact the Gulf of Mexico. We have not initiated any evacuations today and there is still no impact to Shell operated production at this time. We are making plans today to reduce our offshore staffing levels over the weekend, if we decide that is warranted, by evacuating some personnel from our East operations area who would not be essential to ongoing drilling and production operations.

Our priorities continue to be ensuring the safety of personnel, protecting the environment and minimizing production and operational impact.

We will continue to monitor weather reports and respond accordingly. The information on this site will be updated as necessary.

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[Return to Contents](#)

# Tropical Storm Fay - Update #3

16/08/2008

## 9AM Central - Shell GoM Offshore E&P Operations - Upstream (formerly Potential Tropical Depression 6)

*(This information is up-to-date as of 9 AM Central time, August 16, 2008. Further updates will be provided as needed.)*

The Shell Hurricane Incident Command Team continues to monitor Tropical Storm Fay. Given the forecast for Fay and potential impact on part of the Gulf of Mexico, we are implementing plans today (Saturday) to evacuate approximately 200 personnel from our East operations area. There is no impact to Shell operated production at this time. Personnel being evacuated today are not essential to current ongoing drilling and production operations.

We will continue to monitor the situation closely and respond to further developments.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# Tropical Storm Fay - Update #4

17/08/2008

## 10AM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 10 AM Central time, August 17, 2008. Further updates will be provided as needed.)*

The Shell Hurricane Incident Command Team continues to monitor Tropical Storm Fay. Given the current forecast, as a precautionary measure, we will continue to reduce offshore staffing levels today (Sunday) by evacuating another approximately 200 personnel from our East operations area. There remains no impact to Shell operated production at this time. Additional personnel being evacuated today are not essential to current ongoing drilling and production operations.

We safely evacuated approximately 160 offshore personnel on Saturday, primarily from our East operations area.

We will continue to monitor the situation closely and respond to further developments.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# Tropical Storm Fay - Update #5

18/08/2008

## 7AM Central Time - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 7 AM Central time, August 18, 2008. Further updates will be provided as needed.)*

The Shell Hurricane Incident Command Team continues to monitor Tropical Storm Fay. Given current forecasts, it does not appear that Fay will impact Shell Gulf of Mexico assets, therefore, we have concluded evacuations. (As a precautionary measure, Shell had reduced staffing levels by evacuating 425 personnel, primarily from the East operations area.)

We will continue to monitor the system and respond to developments. If the storm remains on its current track, there will be no further evacuations and we now begin planning the safe redeployment of those personnel.

There has been no impact to Shell-operated production.

The information on this site will be updated as necessary.

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[Return to Contents](#)

# Tropical Storm Fay - Update #6

18/08/2008

## **1:30PM Central - Downstream Retail and Supply/Distribution**

Motiva Enterprises supplies Shell-branded gasoline stations from the Texas Gulf Coast to Florida and up to the Northeast United States. During hurricane season, Motiva strives to keep its Gulf Coast terminals stocked at safety levels in the event of a tropical storm or hurricane making landfall. Additionally, critical terminals are equipped with backup generators to ensure they are able to quickly restore fuel deliveries to Shell-branded retail gasoline stations following a storm.

Like the state of Florida, Motiva moved to full hurricane activation status over the weekend in preparation for the approach of Tropical Storm Fay. We have taken steps to prepare our terminals and Shell-branded sites along the south and western Florida coasts. Motiva terminals in Port Everglades and Tampa are confirmed to be stocked at safety levels, and additional supplies are being delivered in anticipation of increased motorist demand for fuel.

In order to have as much gasoline at retail sites as possible, wholesalers have been reminded of the importance of pre-filling fuel tanks and to prioritize locations on evacuation routes and major arteries. Additionally, Shell and Motiva have created a voluntary "keep fill" program for company-owned and supplied sites with the objective of maximizing the amount of fuel available in storage tanks throughout the hurricane season.

All Shell-branded operators, regardless of ownership, have been reminded of the importance of safety for their employees and customers, and of staying in contact with their account managers. Additionally, Motiva has portable generators available for rapid deployment if power is needed to restore key locations. Shell and Motiva meet the pre-wiring requirements in Florida.

[Return to Contents](#)

# Tropical Storm Fay - Update #7

18/08/2008

## 2:55PM Central - Downstream Commercial Fuels

Motiva Enterprises Commercial Fuels recognizes the potential safety, customer and business impact of hurricanes on the Gulf Coast. We demonstrate the extent to which we take it seriously through our continued alignment with state and local officials to help evaluate and enhance preparedness and response plans for hurricane seasons. Additionally, we have conducted hurricane preparation and response drills. To ensure availability of critical employees, we also test our internal emergency communications procedures on a quarterly basis.

As in years past, our goal is to ensure we have a reliable supply of fuel for our commercial customers. We also prioritize fuel supplies to local, state, and federal agencies to assist in emergency response. Our plan was developed to include speedy and safe recovery processes for hurricane-impacted areas.

Motiva monitors every tropical development that may potentially impact the United States and initiates preparation and recovery plans accordingly. In the past, we have taken the following actions to help ensure that adequate product supplies will be available to consumers after a hurricane makes landfall:

- Established a system for emergency responders and FEMA to receive fuel supply in hurricane-impacted areas.
- Established an equitable fuels allocation system for commercial customers to ensure continuation of adequate supply.
- Worked with other refiners and fuel distributors to return supply to normal capacity as quickly as possible.
- Arranged for additional delivery vehicles, equipment and drivers from as far away as New Jersey and Texas to stand by for rapid deployment into affected Gulf Coast areas as soon as safely possible.
- Established and remained in communications with county, state and federal officials to identify ways to resolve potential issues quickly.

[Return to Contents](#)

# Tropical Storm Fay - Update #8

19/08/2008

## 7AM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 7 AM Central time, August 19, 2008. There will be no further updates related to this system.)*

With Tropical Storm Fay no longer a threat to our offshore operations, we have commenced re-deployment of personnel that were evacuated as a precaution and will be back to near normal staffing levels by the end of the day. (We had reduced staffing levels by evacuating 425 personnel, primarily from the East operations area.)

There has been no impact to Shell-operated production.

This is the last update on this storm related to offshore operations.

**NOTES AND DISCLAIMERS:** *Customers of Shell and its affiliates may have other specific inquiries related to storm or hurricane impacts and should contact their account manager with those questions. Nothing herein shall be construed as a declaration of force majeure. All declarations of force majeure will be made and related notices given in accordance with the provisions of the affected contracts.*

[Return to Contents](#)

# **Tropical Storm Fay - Update #9**

19/08/2008

## **5:50PM Central - Downstream Commercial Fuels**

### **South Florida Update**

Shell-branded stations in the southern Florida region experienced a spike in demand as anticipated the day before the arrival of Tropical Storm Fay. However, the Motiva Port Everglades terminal secured extra delivery trucks and made continuous deliveries to ensure that company-owned and supplied sites received fuel as needed.

There was no reported operational damage to any of the terminals or company-owned and supplied retail gasoline sites. Motiva is pleased that its wholesalers in South Florida also have reported all of the independent Shell-branded station operators and their employees are accounted for and safe.

Motiva continues to monitor rainfall in South Florida for potential flood issues, as well as Tropical Storm Fay's progress through central and west Florida.

[Return to Contents](#)

# Tropical Storm Fay - Update #10

20/08/2008

## 6:20PM Central - Downstream Retail

There is no reported operational damage to any of the company-owned and supplied or wholesale gasoline stations in Tropical Storm Fay's wake. In the meantime, Motiva continues to monitor Tropical Storm Fay's progress northward.

[Return to Contents](#)

# Tropical Storm Fay - Update #11

22/08/2008

## **1:00PM - Downstream Retail**

Motiva is pleased that its wholesalers in northwestern Florida have reported all of the independent Shell-branded station operators and their employees are accounted for and safe. Sites in this region are open and serving customers.

Additionally, Motiva continues to remind wholesalers of Shell-branded stations in the storm's projected path of the importance of pre-filling their tanks with fuel to meet anticipated motorist demand as well as the importance of safety for operators, employees and customers. The company also emphasizes the need for wholesalers to remain in constant communication with Motiva management while their areas are affected by the storm.

[Return to Contents](#)

# Tropical Storm Fay Update - #12

23/08/2008

## **6:30PM - Downstream Retail**

Motiva wholesalers continue to report that Shell-branded stations are open for business in northwest Florida despite Tropical Storm Fay. All operators and employees are safe and there is no reported operational damage to any stations. In the meantime, Motiva continues to monitor Tropical Storm Fay's progress westward along the Gulf Coast.

[Return to Contents](#)

# Tropical Storm Fay - Update #13

24/08/2008

## **4:00PM - Downstream Retail**

Motiva notes that Tropical Storm Fay has weakened to a depression without causing issues for any of its wholesalers or their independently operated Shell-branded sites. Its Florida retail network continues to provide quality fuels and service to customers.

This is our final update for Tropical Storm Fay.

[Return to Contents](#)