



## **SHELL STORM UPDATES - RITA**

**2005**

### **Royal Dutch Shell plc**

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## 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.

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# Tropical Storm Rita Update #1

19/09/2005

## Upstream

In preparation for Tropical Storm Rita entering the Gulf of Mexico later this week, Shell evacuated 195 non-essential personnel on Sunday. Another 350 nonessential personnel are planned to be evacuated today (Monday).

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

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# Hurricane Rita Update #2 - Refining

21/09/2005

## **Downstream - refining**

The Shell and Motiva refineries along the Gulf Coast are closely monitoring Hurricane Rita. We will take action as appropriate per our hurricane readiness and response plans. Our refinery locations are: Shell Deer Park Refinery, near Houston, Texas; Motiva Port Arthur Refinery, near Beaumont, Texas; Motiva Convent Refinery, near Baton Rouge, Louisiana; and the Motiva Norco Refinery, near New Orleans. The refineries continue to run at normal rates.

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# Hurricane Rita Update #3 - Upstream

21/09/2005

## Upstream

On Tuesday, 9/20, another 215 personnel were safely evacuated from Shell's Gulf of Mexico operations areas. Remaining offshore personnel to be evacuated on Wednesday is approximately 50.

During the day on Monday, wells were shut-in at the Auger, Brutus, Bullwinkle, Boxer and West Cameron 565 fields. Shell operated, total gross, production day rate for these wells is 133 thousand barrels of oil and 250 million cubic feet of gas.

On Tuesday, wells were shut-in at the Enchilada, Salsa, Cougar and North Padre 975 fields. Shell operated, total gross, production day rate for these wells is 28 thousand barrels of oil and 188 million cubic feet of gas.

Offshore personnel will be redeployed beginning in our eastern operations area after the hurricane has safely passed.

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

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# Hurricane Rita Update #4 - Refining

21/09/2005

## Refining

The Shell Deer Park Refinery began a safe and orderly shutdown of its refining and chemical plant facilities on Wednesday afternoon in anticipation of the effects of Hurricane Rita. The shutdown will be completed by late Thursday morning. Shell will maintain essential personnel on site to ensure around-the-clock safety and security, as well as to provide hurricane impact assessment and restart support. At this time, we cannot confirm a schedule for resuming operations and production.

Motiva Enterprises is closely monitoring hurricane developments and has contingency plans in place for its three Gulf Coast refineries, located in Port Arthur, Texas; and Convent and Norco, Louisiana. All three Motiva refineries continue to operate normally.

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# Message to staff from J. Hofmeister, pres, Shell Oil Company

22/09/2005

## Hurricane Rita employee assistance

While Houston was spared much of Hurricane Rita's damaging force, we are aware of wind-related damage to our Motiva Port Arthur Refinery. Damage assessments at our Shell Deer Park refinery and chemical plant are currently underway and will determine the timeline for re-starting the facilities.

At this time, I do not have full reports concerning the status of our various Houston-area facilities, however initial indications are that One and Two Shell are fine, and Woodcreek and West Hollow Technology Center have not sustained any apparent effects due to Hurricane Rita.

I ask that all our personnel to take a few moments to let their supervisor know their current situations. However, for our Deer Park and Port Arthur refinery employees we would ask that you do the following:

- **For Deer Park employees**, please call 713 246 INFO (713 246 4636) or the toll free line 1-866 656 2035 for specific instructions on returning to work.
- **For Port Arthur employees**, please do not report to work just yet. Listen to the radio and/or call the 877-40-Shell, or 866 745-5489 and choose option 6 (Downstream option) for more information.
- In order to make sure all our employees are safe, we are also asking Deer Park and Port Arthur employees to call a temporary call center at Fidelity. Starting tomorrow, from 8AM until 4PM CST please call 1-800-30-Shell and either say Operator (or hit 0) and identify yourself as a Shell/Motiva employee. You will be transferred to a call center representative to collect certain information.

If you are Houston-based and have evacuated to a safe location, please be mindful of the request made by President Bush, Governor Perry, and Mayor White to remain where you are until the return routes have been cleared for your area to allow for emergency response personnel to respond to those most affected by Hurricane Rita. In the meantime, you may call 713-241-2005 for continually updated recorded office status and return to work information.

Another staff update will be issued tomorrow and will contain additional details including a timeframe for returning to work, as well as employee assistance resource information such as salary continuance and interest-free programs.

My thanks to all staff for helping stage safe shutdowns for our various facilities and my best wishes for everyone's safe return to Houston and surrounding areas.

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# Hurricane Rita Update #5

22/09/2005

## **Downstream**

The Motiva Port Arthur Refinery began a safe and orderly shutdown on Thursday morning in anticipation of the effects of Hurricane Rita. Motiva will maintain essential personnel on site to ensure around-the-clock safety and security, as well as to provide hurricane impact assessment and restart support. At this time, we cannot confirm a schedule for resuming operations and production.

Our number one priority continues to be the protection of people, the community and the environment.

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# Hurricane Rita Update #6

22/09/2005

## Supply

At the present time, we are experiencing product run-outs at Shell-branded stations in the Houston area. Members of Shell's retail staff are working diligently to help resupply Shell stations as quickly as possible. We are making every effort to navigate current road conditions and deliver gasoline in a safe and efficient manner.

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# Hurricane Rita Update #7 - Lubricants

23/09/2005

## Lubricants

Due to the anticipated path of Hurricane Rita, the Houston Lube Plant, Houston Regional Distribution Center, and Houston Distribution Center shut down operations at noon, Thursday, September 22, 2005.

A complete evaluation of the facilities will take place by Monday morning, September 26, provided safe access to the facilities is possible. Normal operations will resume thereafter, pending the results of this evaluation.

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# Hurricane Rita Update #8 - Refining

23/09/2005

## **Refining**

The Motiva Convent Refinery and the Motiva Norco Refinery in Louisiana continue to operate at normal rates with a full complement of operating personnel. As a precaution we have released non-essential personnel and asked them to monitor our internal message systems for updates. The safety of our people and assets, the community and the environment continue to be our highest priority.

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# Hurricane Rita Update #9 - Supply

23/09/2005

## Supply

Shell and Motiva employees along with our retailers and wholesalers have been working diligently to meet the gasoline needs of our customers during these unprecedented circumstances.

Areas that may be impacted by Hurricane Rita:

Currently, tanker drivers have been evacuated and all Motiva terminals have been closed in areas that may be impacted by Hurricane Rita. We have taken these precautions in an effort to ensure the safety of our employees and contractors as well as to help ensure facilities are secured and will remain in operational condition. Consequently, there will be no further fuel deliveries to Shell and Texaco-branded stations supplied by Motiva in the path of the Hurricane until it is safe to do so.

These safeguards will help ensure that the facilities can be safely and quickly reopened once the storm passes. All efforts are being made to resume station deliveries as soon as possible with particular attention to the evacuation routes.

Other Texas Areas:

In other Texas cities to which people have evacuated, employee and tanker drivers continue to work diligently to make deliveries in an effort to keep up with consumer demand and to maintain supplies of Shell gasoline. We are experiencing runouts at some stations in Austin, San Antonio and Dallas due to the unprecedented consumer demand, but we are bringing in drivers and tankers from other markets to help. To help the situation, we recommend motorists conserve fuel wherever possible and avoid topping off tanks. Following are some tips for conserving fuel:

**Use alternative modes of transportation.** Whenever possible, use carpools or take public transportation. Also consider active transportation modes such as bike riding, roller blading or walking.

**Maintain regular refueling habits.** Frequently topping off the tank is not only unnecessary, but it also increases lines at the pump and contributes to wasting fuel. Drivers can also significantly enhance fuel economy through regular vehicle maintenance and smart driving techniques.

**Plan trips carefully.** Cutting down on the time spent in the car is the easiest way to conserve fuel. To minimize driving time, experts recommend combining all your short trips and errands.

If you have to drive, please:

**Keep tires properly inflated.** Keeping tires at their proper air pressure cuts down on the amount of fuel used while driving. Under-inflated tires can decrease fuel economy by up to one mile per gallon.

**Avoid high speeds.** Reducing high speeds will cut down on fuel usage. Fuel efficiency decreases significantly at speeds in excess of 60 miles per hour. While driving on the highway, for example, reducing speed from 65 mph to 60 mph reduces fuel consumption by 10 percent.

**Drive Smoothly and avoid jackrabbit starts.** Starting a vehicle abruptly requires about twice as much gasoline as gradual starts. Take it slow before accelerating at a stop sign or stoplight. Avoiding unnecessary speedups, slow downs and stops can save as much as two miles per gallon. Stay away from sudden braking by staying alert and driving steadily. Keep a reasonable, safe distance from the car ahead of you and anticipate traffic conditions.

**Avoid excessive idling.** Decreasing run time while the car is not moving will increase gas conservation. Avoid excessive idling by turning off your engine upon arriving at your destination or if you are delayed for more than a couple of minutes. Drivers can also cut back on idling by limiting warm-up time to one to three minutes.

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# Hurricane Rita Update #10 - Supply

24/09/2005

## Supply

### Shell Restarts Facilities, Focuses on Re-Supplying Stations on Evacuation Routes

With the brunt of Hurricane Rita past, Shell and Motiva are immediately focusing attention on re-starting critical Southeast Texas facilities in order to resume station deliveries as soon as possible. The companies are mobilizing drivers and evaluating road and power conditions to help ensure quick and efficient deliveries, with top priority given to stations along evacuation routes and supplying emergency service vehicles. The Motiva North Houston terminal has power and has re-opened.

Four tanker trucks pre-loaded with gasoline before the storm have already been dispatched for local distribution and will return to the terminal for re-loading immediately after leaving designated stations. The companies are working closely with local authorities to prioritize locations along Interstate 45, Interstate 10 and Highway 290 in order to supply fuel for residents returning to the evacuated areas. The company is also prioritizing deliveries in Austin and Dallas to supply fuel for returning motorists.

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# Hurricane Rita Update #11 - Refining

24/09/2005

## Refining

### Shell and Motiva Refinery Update

#### Motiva Port Arthur Refinery

An emergency operations center has been established at the Motiva Port Arthur Refinery where efforts to assess damage are currently underway.

While no flooding is apparent, the refinery has sustained wind damage including downed power lines and cooling water-tower damage.

We have no start-up date at this point for operations at the Port Arthur refinery.

#### Shell Deer Park

Shell Deer Park refinery and chemical plant are conducting a thorough post-hurricane damage assessment. The assessment will continue over the weekend, and at this early stage there does not appear to be serious damage from wind or rain.

The outcome of the assessment will determine the timeline for restarting the facilities. A high priority is to resume gasoline production.

Employees are being accounted for and there have been no hurricane-related injuries.

We maintained a workforce of about 90 at Shell Deer Park during the hurricane to ensure site security and integrity. Another 60 employees were evacuated to Shell's Westhollow Technology Center on Thursday, most of whom are returning today and Sunday. While at the remote location, they worked on a plan for restarting the refinery and chemical plant in a safe and controlled manner.

#### Motiva Convent and Norco refineries

The Motiva Convent Refinery and Motiva Norco Refinery continue to run at normal production. Both refineries are shipping gasoline, diesel and aviation fuel to the market.

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# Hurricane Rita Update #12

24/09/2005

## Supply

### Shell Continues to Re-Supply Fuel to Houston Area, Focus Remains on Evacuation Routes

Shell Oil Company and Motiva Enterprises LLC are reporting that both the North Houston and Pasadena distribution terminals are fully operational. The North Houston terminal was brought online today, Saturday, September 24, 2005 at 12:30 p.m. CST and has been servicing fuel tankers throughout the afternoon. By midnight, Shell and Motiva expect to have shipped out a minimum of 30 loaded tankers from the North Houston terminal that will deliver approximately 270,000 gallons of gasoline to Shell stations in Houston and the surrounding communities.

Additionally, the Pasadena terminal was brought online at approximately 7:00 p.m. CST and wholesalers have been notified and will begin making deliveries as long as curfews and power supplies permit.

Across Texas, Shell and Motiva continue to mobilize trucks and drivers to provide fuel to the primary cities housing evacuees, including Dallas, Austin and San Antonio, and most stations have sufficient supply. Re-fueling priorities are dedicated to locations for emergency service vehicles as well as those on the primary routes for residents returning to evacuated areas, including Interstate 45, Interstate 10 and Highway 290.

Shell and Motiva are joining with local officials to ask consumers to conserve fuel and avoid unnecessary driving while teams work to re-supply the area. The companies support Houston Mayor Bill White's call for an orderly and systematic return to the city while crews work to open roads and restore power and as Shell and others in the gasoline industry work to re-supply stations. Drivers can access storm updates along with fuel conservation tips from Shell and Motiva by clicking on "Storm Updates" at [www.shell.com/us](http://www.shell.com/us).

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# Message to staff from J. Hofmeister, president, Shell Oil Company

25/09/2005

## General

We have had an opportunity to begin detailed assessments at our various facilities impacted by Hurricane Rita. We know that the storm had far-reaching effects into the already devastated New Orleans area in addition to what we have heard about in eastern Texas and western Louisiana. Our thoughts are with our colleagues who have been affected by this storm.

I want to emphasize to all Shell and Motiva employees that you should make the safety and well being of your families and securing your home your first priority and then focus on helping us restore operations. Additionally, I want to reiterate my support for Governor Rick Perry and Mayor Bill White and their staged return plan for Houston and surrounding areas.

However, we would like to know that you are safe and have put in place processes for employees to check-in and let us know of your status. All employees should contact their supervisor or manager as soon as possible to help us manage both personal and work-related needs.

## Return to Work

While all Houston area office facilities are undamaged and are ready to reopen, in the spirit of supporting the staged return plan and to assist fuel conservation efforts underway, all office locations will remain closed until Wednesday September 28th, except for essential personnel. Employees may call 713-241-2005 for continually updated recorded office status and return to work information.

Please call your supervisor to determine if you are in the essential personnel category in particular for Trading, Pipeline, Supply, Customer Service and EP operational restart. We encourage all other employees who can, to work from home and be available via phone or email to support business activities.

Shell and Motiva plant facilities will follow a different schedule.

- Shell Deer Park  
Deer Park employees should call 713 246 INFO (713 246 4636) or the toll free line 1-866 656 2035 for specific instructions on returning to work. Please listen carefully for the entire message.
- Port Arthur  
Employees in the directly affected areas of Port Arthur and Beaumont should call the Shell Emergency Response Line (866-745-5489, option 6 or 877-40-SHELL, option 6). Initially this will be routed to the Shell Benefits Service Center at 1-800-30-Shell where relevant information will be collected. Please say "operator" or hit 0 to speak to call center representative. For Port Arthur general plant information data, please call 1-409-982-5711.

- **Houston Lubes**  
An assessment of the Houston Lubes Plant (HLP), Houston Regional Distribution Center, and Houston Distribution Center indicated the facilities are in good condition, and are ready to resume normal operations on Monday, September 26. HLP employees should call 713.277.3801 (or their supervisor) for details on returning to work. Employees who are in town are encouraged to report for work on Monday at these three facilities, as they are operationally essential.

### **Employee Assistance**

To help alleviate some of your worries, we are activating the existing disaster-related employee assistance programs for Hurricane Rita including ensuring salary continuation, interest-free loan programs and providing temporary living support both short term and longer term for those whose primary living residence was damaged and is not habitable.

More information on these will be forthcoming from your local HR departments as well as future CorpComms.

Again, I want to offer my thanks to all employees and their families for their support and commitment during this difficult time.

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# Hurricane Rita Update #13 - Lubricants

25/09/2005

## Lubricants

An assessment of the Houston Lubes Plant, Houston Regional Distribution Center, and Houston Distribution Center indicated the facilities are in good condition and are ready to resume normal operations on Monday, September 26.

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# Hurricane Rita Update #14 - Chemicals

25/09/2005

## Chemicals

Having been shut down since Thursday, September 22 in preparation for Hurricane Rita, the Shell Chemical LP Deer Park, TX. chemical plant is now in the process of inspecting equipment before it can begin to prepare for its start up phase. Health and safety inspections have already been completed.

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# Hurricane Rita Update #15 - Refining

25/09/2005

## Refining

Shell Deer Park refinery and chemical plant continue to assess the impact of Hurricane Rita to ensure the integrity of equipment, systems and processes before restarting. Only minor damage has been identified at this point. We have developed a restart plan and will be implementing this plan over the next few days

A high priority for the refinery is to resume gasoline production. Today, we expect to begin shipping by pipelines gasoline, diesel, and jet fuel to U.S. markets. This is a combination of fuel received at our docks and product we had in inventory prior to shutting down the facility.

We continue to focus on safety and protecting the environment as we return to normal operations.

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# Hurricane Rita Update #16 - Supply

25/09/2005

## Supply

### Shell Deliveries Top 1.8 Million Gallons in Houston Area

Shell Oil Company and Motiva Enterprises LLC are reporting that greater than 1.8 million gallons of fuel have been shipped to gasoline stations across the greater Houston area and strategic locations along major return routes. As of approximately 6 p.m. CST Sunday, Sept. 25, Shell and Motiva had shipped 201 tank loads with plans to deliver another 40 tanker loads of fuel by midnight tonight. The addition of six company-operated tankers were added this morning to support distribution operations.

Additional tankers provided by wholesalers and contractors were also supporting the companies' fuel supply efforts. Both the North Houston and Pasadena terminals are fully operational and servicing the area. In addition to prioritizing fuel supply in the immediately affected areas and along return routes from Dallas, Austin and San Antonio, Shell and Motiva are working with local authorities to ensure fuel supply for emergency vehicles across the impacted areas. To date, the companies have delivered fuel to help support the Houston Metro system, Houston Police Department and Houston Fire Department.

Shell and Motiva continue to closely monitor production and supply as the industry continues efforts to repair and re-start facilities impacted by two hurricanes in order to maintain consistent supply across the country and return to normal operations. The companies continue to support local officials' requests to consumers to conserve fuel and avoid unnecessary driving while teams work to re-supply the area.

The companies support Houston Mayor Bill White's call for an orderly and systematic return to the city while crews work to open roads and restore power and as Shell and others in the gasoline industry work to re-supply stations. Drivers can access storm updates along with fuel conservation tips from Shell and Motiva by clicking on "Storm Updates" at [www.shell.com/us](http://www.shell.com/us) <<http://www.shell.com/us>>.

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# Hurricane Rita Update #17 - Refining

26/09/2005

## Refining

### **Motiva Port Arthur Refinery**

Post-hurricane assessments continue at the Motiva Port Arthur Refinery. There is no power at the facility and some flood damage has been identified. Severe winds damaged the hydro cracking unit, power lines, cooling water-towers and other facilities. Our Emergency Operating Center continues to work around the clock at the site to identify repairs that will be needed.

We have no start-up date at this point for operations at the Port Arthur refinery. The Motiva Port Arthur Refinery has a crude throughput capacity of about 275,000 barrels per day.

### **Motiva Convent and Norco refineries**

The Motiva Convent Refinery and Motiva Norco Refinery continue to run at normal production. Both refineries are shipping gasoline, diesel and aviation fuel to the market. Convent has a crude throughput capacity of about 225,000 barrels per day. Norco has a crude throughput capacity of about 240,000 barrels per day.

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# Hurricane Rita Update #18 - Upstream

26/09/2005

## Upstream

Prior to Hurricane Katrina, Shell's net GoM production from Shell-operated and outside-operated fields for the first half of 2005 averaged around 450,000 barrels of oil equivalent per day (boe/d). At the time of evacuation for Hurricane Rita, 160,000 boe/d of Shell net production (operated and outside-operated) that had been brought back on-line after Hurricane Katrina was shut-in. That production remains shut in.

Saturday afternoon (9/24) Shell conducted a fixed wing over flight of its Gulf of Mexico assets in the path of Hurricane Rita and it appears they suffered no significant topsides damage. On Sunday sixty-five operations staff were redeployed to begin restart operations and by the end of Monday over 400 staff will be back on location. On-site inspections thus far confirm no significant damage from Rita, though assessments are continuing, including of the pipeline and processing facilities that support our offshore production.

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# Hurricane Rita Update #19 - Supply

27/09/2005

## Supply

### **Shell Deliveries Top 4.3 Million Gallons, 60 Percent of Shell Stations With Fuel Update as of 7:00 p.m.**

Shell Oil Company and Motiva Enterprises LLC are reporting that 60 percent of Shell-branded stations in the Houston area have gasoline and that the number increases every hour. Since Saturday morning, shortly after the storm, Shell and Motiva employees have been working around the clock to ensure there is a supply of fuel for people returning to the city.

As a result of these efforts, more than 486 tanker loads or 4.3 million gallons of fuel have been shipped to strategic station locations across the greater Houston area and along return routes from Dallas, Austin and San Antonio since Saturday. The companies will continue to deliver fuel this evening with at least 70 deliveries scheduled between now and midnight. Additionally, Shell and Motiva continue to work with local authorities to ensure fuel supply for emergency vehicles across the impacted areas.

In the Aftermath of Hurricane Katrina and Hurricane Rita, the companies continue efforts to repair and reopen facilities that were impacted. Additionally, as the industry works to return to normal operations, Shell and Motiva continue to monitor production and existing supply levels in order to help ensure a consistent supply of fuel at stations across the country. We support local officials' requests to consumers to conserve fuel and avoid unnecessary driving.

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# Hurricane Rita Update #20 - Pipeline

27/09/2005

## Pipeline

The Shell-operated Capline System lost power for approximately 13 hours as a result of Hurricane Rita, but was able to resume pumping on Saturday. It is currently operating at 36,000 bbls per hour. Capline's normal operating rate is 45,000 bbls per hour. The system incurred no damage from Hurricane Rita.

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# Hurricane Rita Update #21 - Chemicals and Refining

27/09/2005

## Chemicals and Refining

Shell Deer Park refinery and chemical plant have completed the damage assessment of Hurricane Rita and are moving forward with an integrated restart plan. The restoration of utilities is nearly completed, which will be followed by the startup of process units.

We are transporting by pipelines diesel fuel and jet fuel from inventory and are prepared to ship inventoried gasoline as required by our customers. Today, we will begin blending gasoline components from pre-Rita inventory to further help meet product demand.

With the partial reopening of the Houston Ship Channel, we have a crude oil vessel at our dock today.

Shell Deer Park fueled more than 400 local, county and state law enforcement vehicles as a result of Hurricane Rita.

We continue to focus on safety and protecting the environment as we return to normal operations.

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# Hurricane Rita Update #22 - Supply

27/09/2005

## Supply

### **Motiva's Beaumont Terminal Reopens and Shell Gasoline Deliveries Top 5.2 Million Gallons**

Shell Oil Products US and Motiva Enterprises LLC have reopened their Beaumont Terminal and tankers have begun pulling fuel from the location. With three terminals now open, the companies are reporting that 70 percent of Shell-branded stations in the Houston area have gasoline and that the number will increase hourly.

Since Saturday morning, shortly after the storm, Shell and Motiva employees have been working around the clock to ensure there is a supply of fuel for people returning to the city. As of this morning, more than 581 tanker loads equating 5.2 million gallons of fuel had been shipped to strategic station locations in Houston and along return routes.

In the Aftermath of Hurricane Katrina and Hurricane Rita, the companies continue efforts to repair and reopen facilities that were impacted. While Shell and Motiva employees and retailers are working diligently to ensure there is an adequate supply of gasoline, it is important to remember that the country is recovering from two major hurricanes in areas most critical to our nation's fuel supply.

Motiva and Shell hope you'll join the companies and their employees in support of local, state and national officials' who have requested that consumers conserve fuel and avoid unnecessary driving. Drivers can access storm updates along with fuel conservation tips from Shell and Motiva by clicking on "Storm updates" at [www.shell.com/us](http://www.shell.com/us).

For more information, please call the Shell Media Line at 713/241-4544.

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# Hurricane Rita Update #23 - Chemicals and Refining

28/09/2005

## Chemicals and Refining

Shell Deer Park refinery and chemical plant today began the restart phase of their operations following the controlled shutdown from Hurricane Rita. The restart period will extend into next week as equipment, systems and processes become fully operable and production increases toward normal operating rates. Critical to the success of startup is the stability of utilities such as electricity, steam, water, nitrogen and air.

Products of highest priority are gasoline, diesel fuel, jet fuel, phenol, ethylene and propylene. We continue to transport by pipelines fuels from inventory and those blended from components that were in storage prior to the hurricane.

We will make every effort to minimize higher than normal flaring, possibly accompanied by smoke, that may occur during startup.

We continue to focus on safety and protecting the environment as we return to normal operations.

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# Hurricane Rita Update #24 - Chemicals

29/09/2005

## Chemicals

Shell Chemical LP's petrochemical complex in Deer Park, Texas, which consists of ethylene, propylene, aromatics, solvents, butadiene, isoprene, phenol and cumene units, was shut down as a precautionary measure as Hurricane Rita approached. Pre-startup safety reviews are being conducted on every unit to validate readiness to restart. No major damage has been identified to-date. Return to full production rates is expected over the next few weeks.

The New Orleans area was heavily impacted by Hurricane Katrina. SCLP's Norco petrochemical complex, which produces ethylene, propylene, aromatics, and butadiene, sustained some damage. It is in the process of re-starting and currently running at reduced rates, with full production expected within the next few weeks as necessary repairs are completed.

Assets at SCLP's Geismar petrochemical complex, which includes units producing ethylene glycol, ethylene oxide, alpha olefins, ethoxylates, alcohols and PDO, were not physically impacted by the hurricanes but production has been impacted by feedstock, fuel and logistics. The complex has restarted at reduced rates.

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# Hurricane Rita Update #25 - Retail

29/09/2005

## **Retail**

Shell Oil Products US and Motiva Enterprises LLC are pleased to report that all 400 Shell stations in Houston and the surrounding areas are open and have been refueled in record time thanks to valiant efforts by the companies' tanker drivers, retailers, wholesalers and employees. Together they worked around-the-clock to deliver 1,000 tanker loads totaling 9 million gallons of gasoline in an effort to ensure their communities were re-supplied quickly, safely and efficiently.

"Our employees, our drivers and our retailers and wholesalers have worked diligently to resupply Houston for families, friends, fellow residents and emergency responders," said David Sexton, President of Shell Oil Products US. "We have witnessed an incredible spirit of partnership and support, and tremendous credit and thanks go to these independent businesspeople as well as local law enforcement for their role in this monumental task."

While the fuel supply in Houston improves every day, it is important to remember that the country and the industry continue to recover from two major hurricanes that have impacted the nation's fuel supply. We continue to repair and re-start facilities in Deer Park, Port Arthur, New Orleans and other areas impacted by Hurricane Rita and Hurricane Katrina. We are also carefully managing available supply so that we can continue to provide fuel to consumers across the country.

However, until pipelines and refineries come back on line, fuel conservation is a necessity. Motiva and Shell hope you'll join the companies and their employees in support of local, state and national officials who have requested that consumers conserve fuel and avoid unnecessary driving.

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# Hurricane Rita Update #26 - Upstream

04/10/2005

## Upstream

Prior to Hurricane Katrina, Shell's net GoM production from Shell-operated and outside-operated fields for the first half of 2005 averaged around 450,000 barrels of oil equivalent per day (boe/d). Post-Katrina, Shell net production (operated and outside-operated fields) was 160,000 boe/d.

Except for gas production at Fairway (Mobile Bay), all Shell net GoM production (operated and outside operated) was shut in because of Hurricane Rita.

As of this week (week of October 2nd), production at Shell-operated Brutus, Glider, Bullwinkle, Enchilada, Popeye, Fairway and North Padre Island fields is flowing and ramping up to pre-hurricane rates.

Fields scheduled to come on production over the next few weeks are Salsa and Cougar as well as partial production at RamPowell and Main Pass 252.

As a result of post Hurricane Rita underwater damage surveys and assessments, Shell has discovered that its Auger 12" gas export line was damaged at two locations on the ocean floor. The current estimate is that the pipeline repairs will take 4 to 6 weeks to complete, weather permitting. The Auger structure was not damaged from hurricane Rita and topsides damage is minimal. Auger is ready to resume production once the pipeline repairs are completed.

Future updates will be posted as recovery activity warrants.

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# Hurricane Rita Update #27 - Refining

05/10/2005

## Refining

Assessments continue and repair work has begun at the Motiva Port Arthur Refinery. Partial power was restored at the plant late yesterday. We continue to work as quickly as possible to be able to re-start operations, which we expect to occur within the month. The plant will be brought up gradually and safely towards full production over several days once start-ups begin. The Motiva Port Arthur Refinery has a crude throughput capacity of about 275,000 barrels per day.

Shell Deer Park refinery and chemical plant continue to increase production of gasoline, jet fuel, diesel and chemical products as part of restart activities following the Hurricane Rita shutdown. The refinery has a crude throughput capacity of about 340,000 barrels per day.

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# Hurricane Rita Update #28 - Retail

05/10/2005

## Shell and Motiva Provide List of New Orleans Re-Opened Stations

Shell Oil Products US and Motiva Enterprises LLC are announcing specific locations of the 41 Shell stations in the New Orleans area that are open for business as of Tuesday, October 04, 2005, in order to serve local customers, business owners and emergency response teams in the area.

While many New Orleans neighborhoods still lack basic services and mandatory evacuation orders remain in effect for many parts of New Orleans, Shell and Motiva inspection teams are on site making necessary repairs and re-opening stations to better serve those customers and fuel emergency response vehicles in the area. Shell will continue to provide updates on service station openings through the Shell Web site at [www.shell.com/us](http://www.shell.com/us) as well as through ongoing status reports.

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# Hurricane Rita Update #29 - Upstream

11/10/2005

## Upstream

As of October 11, Shell's net GoM production from Shell operated and non-operated fields post Hurricanes Katrina and Rita is approximately 200,000 barrels of oil equivalent per day (boe/d).

The Shell operated fields on line in the GoM include Brutus, Popeye, Fairway, North Padre Island, Bullwinkle, Boxer, Enchilada, Salsa, Conger and Cougar. Additionally, partial production at RamPowell and Main Pass 252 has resumed as a result of the temporary barging operation at Main Pass 252.

Prior to Hurricane Katrina, Shell's net GoM production from Shell-operated and non-operated fields for the first half of 2005 averaged around 450,000 boe/d. Post-Katrina and pre-Rita, Shell net production (operated and non-operated) was 160,000 boe/d.

Future updates will be posted as recovery activity warrants.

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# Hurricane Rita Update #30 - Refining

12/10/2005

## **Refining**

Repair work continues to progress at the Motiva Port Arthur Refinery, with some utility sub-systems coming up over the past couple of days. We are working quickly and methodically toward initiating our re-start sequence, which we expect to begin sometime this month. The Motiva Port Arthur Refinery has a crude throughput capacity of about 275,000 barrels per day.

Shell Deer Park refinery and chemical plant continue to increase production of gasoline, jet fuel, diesel and chemical products following the Hurricane Rita shutdown. The refinery has a crude throughput capacity of about 340,000 barrels per day.

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# Hurricane Rita Update #31 - Refining and Chemicals

17/10/2005

## Refining and Chemicals

Shell Deer Park Refining Company is operating at normal rates following the restart from Hurricane Rita.

Shell Deer Park Chemical Plant is at or near normal rates in most of its process units. Following a successful post-hurricane restart, the Olefins-3 unit was shut down for maintenance of its steam system. This work has been completed and the unit is in restart mode.

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# Hurricane Rita Update #32 - Refining

18/10/2005

## Refining

Repair work continues to progress at the Motiva Port Arthur Refinery, with most utility systems up and running. We are completing the final site assessments and repair work required to initiate the start-up sequence this week. The restart period will extend into next week as equipment, systems and processes become fully operable and production increases toward normal operating rates. We continue to focus on safety and protecting the environment as we return to normal operations. The Motiva Port Arthur Refinery has a capacity of 275,000 barrels of crude throughput per day.

Shell Deer Park Refining Company is operating at normal rates following the restart from Hurricane Rita. It has a capacity of 340,000 barrels of crude throughput per day.

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# Hurricane Rita Update #33 - Refining

21/10/2005

## **Refining**

The Motiva Port Arthur Refinery has initiated its start-up sequence. The restart period will extend into next week as equipment, systems and processes become fully operable and production increases toward normal operating rates. We continue to focus on safety and protecting the environment as we return to normal operations. The Motiva Port Arthur Refinery has a capacity of 275,000 barrels of crude throughput per day.

Shell Deer Park Refining Company is operating at normal rates following the restart from Hurricane Rita. It has a capacity of 340,000 barrels of crude throughput per day.

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# Hurricane Rita Update #34 - Refining

25/10/2005

## **Refining**

The Motiva Port Arthur Refinery has restarted most of its units and expects to be near full production rates by the end of this week. We continue to focus on safety and protecting the environment as we return to normal operations. The Motiva Port Arthur Refinery has a capacity of 275,000 barrels of crude throughput per day.

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# Hurricane Rita Update #35 - Refining

31/10/2005

## Refining

The Motiva Port Arthur Refinery has completed its start up. Most processing units at the facility are at or near normal rates. The Motiva Port Arthur Refinery has a capacity of 275,000 barrels of crude throughput per day.

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# Hurricane Rita Update #36

02/12/2005

## Upstream

As of December 2005, Shell has restored Gulf of Mexico production to 340 thousand boe per day (Shell share) of the approximately 450 thousand boe per day (Shell share) prior to hurricane Katrina and Rita and up from a level of 200 thousand boe per day at the end of the third quarter.

Progress continues on the Mars platform and is expected to start production by the middle of 2006. Full production is expected to be restored in the second half of 2006.

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