



## **SHELL STORM UPDATES – HURRICANE IKE**

### **2008**

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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)). These factors also should be considered by the reader. Each forward-looking statement speaks only as of the date of this press release, May/12/2010. 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). You can also obtain these forms from the SEC by calling 1-800-SEC-0330.

# Hurricane Ike - Update #1

08/09/2008

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

*(This information is up-to-date as of 8:00 a.m. Central, Sept. 8, 2008. Further updates will be provided as needed.)*

Forecasts show Ike will likely enter the Gulf of Mexico Wednesday. Therefore, on Sunday, Shell brought in about 150 people from its offshore facilities. Approximately 500 remain offshore. We will continue to bring personnel back to shore, with the intention of completing a full evacuation of personnel from Shell-operated facilities on Wednesday, in advance of Ike.

Shell had begun to bring some production back online, after being shut in because of Hurricane Gustav. Minimal production from Shell-operated assets will continue to flow until we have to fully evacuate and once again shut in production because of a hurricane.

We will provide further updates, as needed.

*NOTES AND DISCLAIMERS: Shell-specific shut in numbers are not issued externally. Each day, the [Minerals Management Service - opens in new window](#) provides an overall GOM production shut in status, as of the previous day.*

*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.*

# Hurricane Ike - Update #2

09/09/2008

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

*(This information is up-to-date as of 10:00 a.m. Central, Sept. 9, 2008. Further updates will be provided as needed.)*

Current forecasts still show Ike will likely enter the Gulf of Mexico tomorrow and will cause deteriorating flying and seas conditions for a significant part of the Gulf of Mexico. We continue to make plans to maintain production that has been re-established since Gustav but still evacuate most or all of our Shell operated assets by Wednesday or Thursday. We currently have 240 personnel offshore.

Due to Gustav repairs to some Shell operated facilities and downstream infrastructure recovery, remaining production recovery from Gustav will be delayed until after we can redeploy after Hurricane Ike has safely passed. We are able to take advantage of this downtime to complete maintenance work at the Mars, Ursa and Main Pass 252 locations that was scheduled for later in September.

We will provide further updates, as needed.

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# Hurricane Ike - Update #3

09/09/2008

## 6:00PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 6:00 p.m. Central, Sept. 9, 2008. Further updates will be provided as needed.)*

Hurricane Ike is now emerging into the Gulf of Mexico. We safely evacuated 193 offshore personnel today. We will evacuate the remaining 47 personnel by end of day tomorrow (Wednesday) and Shell operated production will be shut-in with the exception of natural gas from the Fairway Field in the Mobile Bay area.

We are working our redeployment plans and expect to be able to start sending crews out to some of our East operations area on Friday afternoon. Redeployment to remaining areas of the Gulf will continue Saturday and Sunday, weather permitting.

Absent any major change in these plans, we do not plan on issuing another GoM operations update until this weekend when Ike has passed and we complete a fixed wing flyover and initial redeployments.

Due to Gustav repairs to some Shell operated facilities and downstream infrastructure recovery, complete production recovery from hurricanes Gustav and Ike will be delayed until after Ike has safely passed and we can assess facilities. We are able to take advantage of this downtime to complete maintenance work at the Mars, Ursa and West Delta 143 (mistakenly referred to as Main Pass 252 in the morning update) locations that was scheduled for later in September.

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# Hurricane Ike - Update #4

10/09/2008

## **10/09/08 1:15PM Central - Downstream Retail and Supply/Distribution**

Motiva and its retailers and wholesalers are monitoring and preparing for Hurricane Ike to ensure Shell-branded stations and terminals are prepared for landfall. All of the Motiva equity terminals in Texas are stocked at safety levels and Shell-branded stations from Corpus Christi to Houston are being stocked with fuel in anticipation of increased motorist demand.

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 prioritizing locations on evacuation routes and major arteries. Additionally, we recommend consumers fill up early and often to help avoid a last minute run on supply.

Many of the back up generators used to restore power to stations impacted by Gustav are being returned, staged and ready to be strategically deployed to stations in Texas if power is needed to restore key locations. Additionally, Motiva's 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.

And as always, Motiva employees and Shell-branded operators have been reminded of the importance of safety for their employees and customers.

# Hurricane Ike - Update #5

11/09/2008

## **11AM Central - Shell and Motiva Gulf Coast Manufacturing**

Shell and Motiva manufacturing facilities along the Gulf Coast continue to monitor Hurricane Ike closely and are 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.

Following is the status as of 11:00 a.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park today began a controlled shutdown of its refining and chemical operations in preparation for Hurricane Ike. Plans are to maintain utilities (steam, air, water, electricity) to allow a quick restart when weather conditions are safe to resume operations.

### **Motiva Port Arthur Refinery:**

The Motiva Port Arthur refinery plans to continue running, but at reduced rates.

### **All Other Sites:**

Other Shell and Motiva sites along the Gulf Coast continue to operate or ramp up after Gustav per previous updates.

## **Hurricane Ike - Update #6**

11/09/2008

### **1:55PM Central - Downstream, Retail and Supply & Distribution**

Shell-branded stations in Texas are experiencing a spike in demand as anticipated as residents are evacuating prior to Hurricane Ike making landfall. Despite the demand increase, supply at the station level remains strong in general. Areas with mandatory evacuations are experiencing the greatest increase in demand, and in Houston, approximately 10% of Shell branded stations were out of fuel as of 10 a.m. this morning. However, station outages are minimal, temporary and sporadic thanks to the hard work and diligence of Shell-branded tanker drivers, operators and employees as well as a strong safety stock at Texas terminals.

Tank truck deliveries will continue and stations will remain open as long as it is safe to do so. As always, safety is the number one priority and Shell-branded tank drivers, retailers and wholesalers and their employees may need to evacuate the area at some point.

# Hurricane Ike - Update #7

11/09/2008

## **3:40PM Central - Downstream, Retail and Supply & Distribution**

Given the mandatory and voluntary evacuations, Shell-branded stations continue to experience a spike in demand. In Houston and the surrounding areas, approximately 30 percent of Shell-branded station area experiencing outages as of 2 p.m. today.

These station outages are temporary and sporadic as tank drivers and station operators continue to work diligently to refill stations. Deliveries have been prioritized along evacuation routes and major arteries, but have been slowed as a result of evacuation traffic.

Tank drivers will continue to make deliveries as long as it is safe to do so and Shell-branded stations will remain open as long as possible. As always, safety is the number one priority and tank drivers, Shell-branded retailers and wholesalers and their employees may need to evacuate the area as the storm moves closer.

Safety stock at terminals is strong and generators are ready to be deployed to strategic locations where power is an issue. Once the storm has passed, we will begin restocking stations as soon as it is safe. Additional tank trucks have been secured to help expedite the refueling process.

## **Hurricane Ike - Update #8**

11/09/2008

### **4:55PM Central - Lubricants**

With the anticipated approach of Hurricane Ike toward the Houston area, Shell Lubricants' immediate priority continues to be the safety and well being of our employees, especially those faced with mandatory and voluntary evacuations. As such, we are taking the necessary steps to shut down our local facilities including our lubricants blend plant and local distribution centers.

Following the storm, all facilities will be assessed to determine when we can resume normal operations. In the interim we have strategically located third-party warehouses for extra inventory of finished packaged goods, to help ensure steady supply to customers. We have contingency plans and secondary locations in place for our Customer Service Center if needed after the hurricane passes through the region. Furthermore, we have worked with key raw material suppliers to help ensure they have strong business continuity plans in place.

# Hurricane Ike - Update #9

12/09/2008

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

Shell and Motiva manufacturing facilities along the Gulf Coast continue to monitor Hurricane Ike closely and are 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.

Following is the status as of 6 p.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park continues with a controlled shutdown of its refining and chemical operations in preparation for Hurricane Ike.

### **Motiva Port Arthur Refinery:**

Due to shifts in Hurricane Ike's track this afternoon, the Motiva Port Arthur refinery has begun a controlled shutdown of its operations.

### **All Other Sites:**

Other Shell and Motiva sites along the Gulf Coast continue to operate or ramp up after Gustav per previous updates.

# Hurricane Ike - Update #10

12/09/2008

## **11:15AM Central - Downstream, Retail and Supply & Distribution**

Tank drivers made valiant efforts yesterday to keep Shell-branded stations in impacted areas of Texas supplied. Despite the fact that traffic from evacuations slowed tank deliveries, the amount of product delivered to Shell stations doubled daily averages for impacted areas. Deliveries continued throughout the night and this morning and as a result approximately 50 percent of Shell-branded stations are open with fuel in Victoria and the Houston/Galveston area; and approximately 65 percent of stations in the Beaumont/Pt. Arthur area are open with fuel.

Tank truck deliveries will continue until terminals close and as long as it is safe to do so. Motiva's Beaumont (Port Arthur), Pasadena and North Houston terminals will close in the next few hours in preparation for Hurricane Ike making landfall. In the meantime, Motiva will try to get as many trucks through the terminal as possible. Product supply at terminals remains at safety levels.

Shell-branded retailers and stations in mandatory evacuation areas have begun to close in compliance with the evacuation order. As always, safety is the number one priority and as the storm continues to make landfall, additional stations will close to ensure the safety of employees. Once the storm has passed, reopening stations will begin as soon as it is safe to do so.

# Hurricane Ike - Update #11

12/09/2008

## 11AM Central - Shell Pipeline

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 11:00 a.m. CDT today:

**Offshore facilities:** We safely evacuated our offshore personnel and shut in our offshore systems. We plan to redeploy personnel and start up systems in sync with offshore production that resumes.

**The Shell-operated Capline Crude Oil Pipeline System:** We continue to make crude oil deliveries from St. James, Louisiana. Rates have slowed somewhat due to temporary reductions at some entry points, but we anticipate rates to ramp back up shortly after Hurricane Ike passes through.

**The Houma-to-Houston Crude Oil System:** The system has temporarily suspended service at the request of customers due to slow downs or shut downs at delivery points. We expect to ramp up crude oil deliveries in sync with customers resuming production.

Our finished product storage and delivery systems in the Houston and Port Arthur areas have completed final deliveries prior to Hurricane Ike's arrival. Personnel not essential to certain storm actions have been released. The systems are prepped for safe restart once the storm passes through and complete assessments have been made.

[Information on Shell Pipeline Gulf of Mexico operations - opens in new window](#) (opens in new window).



# Hurricane Ike - Update #12

12/09/2008

## **3:30PM Central - Downstream, Retail and Supply & Distribution**

Motiva's Beaumont (Port Arthur), Pasadena and North Houston terminals are now closed and product supply at those terminals and others in Texas remain at safety levels.

Tank drivers have picked up their last loads and have made or are making their last deliveries to potentially impacted areas to help ensure as many Shell-branded stations as possible are refueled prior to Ike making landfall.

Additionally, extra tanker trucks and drivers have been called in from other areas to expedite station restock to ensure area motorists have a reliable supply of fuel after the storm. And, some Shell-branded wholesalers have preloaded trucks with fuel so tankers can make deliveries immediately.

As always, safety is the number one priority and, as the storm grows near, stations will close to ensure the safety of employees. Once the storm has passed, Motiva and its retailers and wholesalers will reopen stations as soon as it is safe to do so.

Generators are ready to be deployed to strategic locations in the event power is an issue at some Shell-branded stations.

# **Hurricane Ike - Update #13**

12/09/2008

## **4:15PM Central - Downstream, Retail and Supply & Distribution**

During the last 36 hours, more than 6 million gallons of fuel was delivered to Shell-branded stations in Victoria, Pasadena, Houston, Galveston, Beaumont and Port Arthur. Product delivered during this time was more than double daily product averages in some areas.

Terminals are at safety stock levels and the three Motiva equity terminals in the area have back-up emergency generators. Additionally, generators are ready to be deployed to Shell-branded stations in strategic locations where power is an issue. Wholesalers in the area have contractors poised and ready to assess station damage, make repairs and reopen stations as quickly as possible.

This will be our last retail and supply update for today.

# Hurricane Ike - Update #14

13/09/2008

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

*(This information is up-to-date as of 8:00 a.m. Central, Sept. 13, 2008. Further updates will be provided as needed.)*

Now that Ike has passed through the Gulf of Mexico, Shell is making plans to conduct a flyover of our GoM assets that may have been impacted by Ike, most notably the Auger Tension Leg Platform. The flyover may happen today or tomorrow, depending on flying conditions around the facilities.

We plan to redeploy a small amount of personnel today to some Shell-operated assets that were not in the immediate path of Ike. These personnel are flying out of an area not affected by the hurricane. We intend to continue to redeploy personnel over the next several days. These dedicated people will focus on ensuring safe conditions, establishing power and communications and conducting damage assessments.

Once power and communications are restored at our facilities, then personnel can commence repairs, and where possible, conduct restart and production ramp up procedures. Production ramp up at each facility will vary and could take from a few days to weeks.

Further updates will be posted when new information is available.

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# Hurricane Ike - Update #15

13/09/2008

## **12:45PM Central - Downstream, Retail and Supply & Distribution**

We are continuing to monitor Hurricane Ike and its impact on the Shell-branded network as it travels through the impacted area. At this time, we are in the process of contacting retailers and wholesalers to ensure their safety.

As reported prior to the storm, product supply level at both Shell stations and our terminals is adequate throughout Texas. The three Motiva equity terminals in the area have back-up emergency generators. Additionally, extra tanker trucks and drivers have been called in from other areas to expedite station restock to ensure area motorists have a reliable supply of fuel after the storm. And, some Shell-branded wholesalers have preloaded trucks with fuel so tankers can make deliveries immediately.

Stations will be assessed, repaired and reopened as quickly as possible. Generators are ready to be deployed to Shell-branded stations in strategic locations where power is an issue. More updates will become available as it is safe for inspection teams to assess the damage to Shell-branded stations. As always safety of employees, wholesalers and consumers is the first priority.

# Hurricane Ike - Update #16

13/09/2008

## **3PM Central - Shell and Motiva Gulf Coast Manufacturing**

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible.

Following is the status of operations as of 12 p.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park today will begin conducting health, safety and environmental assessments of the refinery and chemical plant. The site has some power, but it is too early to predict when the refinery and plant will resume normal operations.

### **Motiva Port Arthur Refinery:**

Emergency Response and Health and Safety personnel will begin initial assessments when conditions permit safe entry into the facility. It is too early to predict when the refinery will resume normal operations.

### **Motiva Norco Refinery:**

The refinery is making products but is limited by dependent resources that were affected by Hurricanes Gustav and Ike. We will increase production as more resources become available.

### **Motiva Convent Refinery:**

Initialization of some units has begun although production is still constrained by availability of dependent resources. The facility is able to blend some components although it is not yet able to make finished gasoline products. The Motiva Convent truck rack continues to provide supply to customers from existing inventory.

### **Shell Chemical Norco Facility:**

The facility is still in start up sequence.

### **Shell Chemical Mobile Facility:**

Operating normally and supplying product to customers.

### **Shell Chemical Geismar Plant:**

The facility is still in start up sequence and is supplying product to customers from existing inventory.

# Hurricane Ike - Update #17

13/09/2008

## 2PM Central - Shell Pipeline

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 11:00 a.m. CDT today:

**Offshore facilities:** We plan to redeploy personnel this afternoon in the Eastern Gulf of Mexico and work westward through Sunday to assess and begin process of restarting systems in sync with offshore production.

**The Shell-operated Capline Crude Oil Pipeline System:** We continue to make crude oil deliveries from St. James, Louisiana. We anticipate ramping up to scheduled rates as soon as additional crude supply becomes available.

**The Houma-to-Houston Crude Oil System:** The system remains on standby. We expect to ramp up crude oil deliveries in sync with refinery customers as they resume production in the Houston and Port Arthur areas.

Our finished product storage and delivery systems in the Houston and Port Arthur areas will begin the process of assessing facilities to recommence deliveries to customers as soon as it is safe to do so.

Find additional information on Shell Pipeline Gulf of Mexico [operations](#).

# **Hurricane Ike - Update #18**

13/09/2008

## **5:10PM Central - Downstream, Retail and Supply & Distribution**

We strive to be competitive and have a history of being sensitive to price changes, as do our resalers and wholesalers, especially when caused by significant events. Shell and Motiva do not condone price gouging and we encourage dealers and wholesalers to price responsibly, and virtually all have done just that.

If a customer feels a Shell-branded station is charging a price that is unjustifiable when compared to others in the area, he or she should contact their local State Attorney General or the Shell Customer Service Center at 888-467-4355 with details. Allegations are taken seriously and we will investigate prices that are out-of-line with the market.

## **Hurricane Ike - Update #19**

14/09/2008

### **7:45PM Central - Downstream, Retail and Supply & Distribution**

At this time, we are in the process of contacting our retailers and wholesalers in areas impacted by Hurricane Ike. We have contacted more than 40 percent of our operators and are pleased to report they are safe.

From initial reports, there is no significant damage to stations in Victoria, Texas, and all of those sites are open.

Stations in high-impact areas are now under assessment where it is safe to do so. As always, safety of employees, wholesalers and consumers is the first priority.



# Tropical Depression Ike - Update #20

14/09/2008

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

*(This information is up-to-date as of 8:00 a.m. Central, Sept. 14, 2008. Further updates will be provided as needed.)*

Today, Shell personnel plan to conduct a fixed-wing plane overflight of the assets that were in the path of Ike to assess possible damage.

On Saturday, we redeployed approximately 50 people to a few assets not in the immediate path of Ike. We plan to redeploy approximately 170 people today. Redeployments to Shell-operated assets will continue next week until we reach our pre-storm staffing levels of about 1,400 people.

As personnel go back offshore, their main priorities are ensuring safe conditions, establishing power and communications, assessing damage, commencing repairs and preparing for production restart procedures.

Production ramp up at each facility will vary, depending on damage assessments and repairs, as well as downstream oil and gas infrastructure readiness.

Further updates will be posted when new information is available.

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# **Tropical Depression Ike - Update #21**

14/09/2008

## **1:00PM Central - Downstream, Retail and Supply & Distribution**

At this time, we are in the process of contacting our retailers and wholesalers in areas impacted by Hurricane Ike. We have contacted more than 40 percent of our operators and are pleased to report they are safe.

Stations in high-impact areas, such as Houston, Galveston, Beaumont and surrounding areas are still under assessment. Initial reports indicate damage is moderate, however the majority of the stations are closed due to power outages or availability of site personnel. We are working with the local power company to try to ensure stations along reentry routes are on the priority list for power restoration. We have generators and will deploy them to ensure Shell stations in strategic areas can be reopen as soon as it is safe.

The Pasadena Terminal did not sustain significant damage and is now open. We are currently running the safety review at our Beaumont terminal, which is anticipated to reopen this afternoon. The Houston Terminal has sustained damage, and is being assessed further. At this time, all other Motiva terminals in Texas, with the exception of the Hearne Terminal, which is lacking power, are up and running and have adequate supply. As always safety of employees, wholesalers and consumers is the first priority.

# Tropical Depression Ike - Update #22

14/09/2008

## 12 PM Central - Shell Pipeline

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 11:00 a.m. CDT today:

**Offshore facilities:** We continue to redeploy personnel today in the Eastern Gulf of Mexico and are working westward as weather permits to assess and begin process of restarting systems in sync with offshore production.

**The Shell-operated Capline Crude Oil Pipeline System:** We continue to make crude oil deliveries from St. James, Louisiana. We're ready to deliver at scheduled rates as soon as additional crude supply becomes available.

**The Houma-to-Houston Crude Oil System:** Further assessments have detected spot flooding and electrical outages at some facilities at the western end of the system. Work is in progress to enable the system to make crude oil deliveries in sync with refinery customers as they resume production in the Houston and Port Arthur areas.

Our finished product storage and delivery systems in the Houston and Port Arthur areas continue to assess facilities. Generators are being installed where needed at facilities to recommence deliveries from tank storage and to be ready to receive products from manufacturers as they come back online.

Information on Shell Pipeline Gulf of Mexico operations can be found [here - opens in new window](#).

# Hurricane Ike - Update #23

14/09/2008

## 6:00PM Central - Shell and Motiva Gulf Coast Manufacturing

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible.

Following is the status of operations as of 6 p.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park is continuing its health, safety and environmental assessments of the refinery and chemical plant. Maintenance required as a result of damage from Hurricane Ike is being prioritized to ensure a safe restart. Varying levels of basic utilities (steam, air, water, electricity) are in service. At this time, we are unable to predict when the refinery and plant will resume normal operations.

### **Motiva Port Arthur Refinery:**

The Motiva Refinery is continuing its health, safety and environmental assessments of the refinery. There is no electricity available to the site from the local utility provider. It is too early to predict when the refinery will resume normal operations.

### **Motiva Norco Refinery:**

The refinery is making products but is limited to about 60 percent capacity by dependent resources that were affected by Hurricanes Gustav and Ike. The refinery continues to adjust production up and down based on available resources.

### **Motiva Convent Refinery:**

The refinery is not yet able to make finished gasoline and other products, but initialization of some units continues. When production begins, it will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike. The facility is able to blend some components and provide limited supply to the Motiva Convent truck rack.

### **Shell Chemical Norco Facility:**

The facility is still in start up sequence. Production will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike.

### **Shell Chemical Mobile Facility:**

Operating normally and supplying product to customers.

### **Shell Chemical Geismar Plant:**

The facility is still in start up sequence and is supplying product to customers from existing inventory. Production will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike.

# **Tropical Depression Ike - Update #24**

14/09/2008

## **7:00PM Central - Downstream, Retail and Supply & Distribution**

At this time, we are in the process of contacting our retailers and wholesalers in areas impacted by Hurricane Ike. We have contacted more than 70 percent of our operators and are pleased to report they are safe.

Also, 30 to 40 percent of our Shell-branded stations in Houston and Beaumont are now open, and it is anticipated that an additional 20 stations will be open by the end of the day.

The safety review of the Beaumont Terminal was completed and operations resumed this evening.

We are making fuel deliveries as quickly as possible to stations as they reopen. We are also bringing additional generators into the market to deploy once safety checks are complete and staff is available.

We want to reassure our customers that the fuel supply in the area is adequate at the terminals. We appreciate consumers' efforts to conserve fuel and avoid unnecessary driving while Shell-branded stations are being reopened and restocked. This helps expedite fuel supply restoration, helps avoid long lines and helps avoid temporary outages at stations that are currently being restocked. We are working as quickly as possible to restore the Shell network in Houston and Beaumont, and we appreciate your efforts. Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

# Tropical Depression Ike - Update #25

14/09/2008

## 7:00PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 7:00 p.m. Central, Sept. 14, 2008. Further updates will be provided as needed.)*

Today, we conducted a fixed-wing flyover of our Gulf of Mexico assets that were in the path of Ike and found no major structural damage to any of our platforms or drilling rigs. We were able to get personnel on some of the platforms and found some amount of moderate damage, which is still being assessed. We will continue to send crews offshore to further assess conditions at all our installations.

Today, we safely redeployed approximately 125 people to some of our offshore assets. Yesterday, we safely sent out 50 people. Redeployments will continue until we reach our pre-storm staffing levels of about 1,400 people.

As personnel go back offshore, their main priorities are ensuring safe conditions, establishing power and communications, assessing damage, commencing repairs and preparing for production restart procedures. Production ramp up at each facility will vary, depending on continuing damage assessments and repairs, as well as downstream oil and gas infrastructure readiness.

Further updates will be posted when new information is available.

**NOTES AND DISCLAIMERS:** *Shell-specific shut in numbers are not issued externally. Each day, the Minerals Management Service provides an overall GOM production shut in status, as of the previous day.*

*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.*

# **Tropical Depression Ike - Update #26**

15/09/2008

## **12PM Central - Downstream, Retail and Supply & Distribution**

At this time, we have been in contact with more than 85 percent of our operators and are pleased to report they are safe.

As of 10AM CT, 40 percent of Shell-branded stations geographically dispersed in Houston and Beaumont are open. We are trying to restock these stations as quickly as possible, but sporadic outages should be expected, given the consumer demand. The majority of the stations are closed due to power outages or availability of site personnel, however, as the week progresses we expect these to come back online very soon.

Nineteen generators are being deployed into the market starting today at strategic sites once safety checks are complete and staff is available. On top of that, an additional 10 generators have been secured and we will start deploying those as the week goes on.

We are also working with the local power company to try to ensure stations along reentry routes are on the priority list for power restoration and it is anticipated that an additional 30 stations will be open by the end of the day.

We want to reassure our customers that the fuel supply in the area is adequate at the terminals. We appreciate consumers' efforts to conserve fuel and avoid unnecessary driving while Shell-branded stations are being reopened and restocked.

This helps expedite fuel supply restoration, helps avoid long lines and helps avoid temporary outages at stations that are currently being restocked. We are working as quickly as possible to restore the Shell network in Houston and Beaumont, and we appreciate your efforts.

Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

## **Tropical Depression Ike - Update #27**

15/09/2008

### **2PM Central - Shell Trading**

Shell Energy North America and Shell Trading (US) Company has invoked their business continuity plans and are conducting operations from the Trading contingency site and virtually via homeworkers and non-Houston offices. Two Houston Center, headquarters for both North American Trading companies, is closed at least through Tuesday, Sept. 16, to allow for uninterrupted building inspection and repairs.



# Tropical Depression Ike - Update #28

15/09/2008

## 2PM Central - Shell Pipeline

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 2:00 p.m. CDT today:

**Offshore facilities:** We have begun to transport crude oil inland from some Eastern Gulf of Mexico production facilities. For the Central and Western Gulf, continuing poor weather conditions have slowed facility assessments.

**The Shell-operated Capline Crude Oil Pipeline System:** We continue to make crude oil deliveries from St. James, Louisiana. We're ready to deliver at scheduled rates as soon as additional crude supply becomes available.

**The Houma-to-Houston Crude Oil System:** Work is in progress to mitigate spot flooding and restore electricity at some facilities at the western end of the system. The system is not able to move crude oil from Houma at this time.

Our finished product storage and delivery systems in the Houston and Port Arthur areas did not sustain damage from Hurricane Ike. Portable generators are in place and we expect to begin making deliveries from inventory today to connecting truck terminals and pipelines that are operating. We continue to work with the local utility providers to restore electricity.

Information on Shell Pipeline Gulf of Mexico operations can be found [here - opens in new window](#).

# **Tropical Depression Ike - Update #29**

15/09/2008

## **6PM Central - Downstream, Retail and Supply & Distribution**

At this time, we have been in contact with more than 90 percent of our operators and are pleased to report they are safe.

As of 4PM CT, stations are continuing to come back online and we are continuing to deploy generators. By end of day it's estimated a total of 50 additional stations geographically dispersed throughout Houston and Beaumont will be open.

As additional stations restore power and employees are able to get back at the sites, we're focusing on resupplying those stations accordingly. State and local authorities are providing tanker drivers with police escorts to ensure deliveries are made in a safe and orderly manner day and night.

At the Houston North Terminal, two lanes have reopened and we hope to have all lanes reopened by late tonight.

We appreciate consumers efforts to conserve fuel and avoid unnecessary driving while Shell-branded stations are being reopened and restocked. This helps expedite fuel supply restoration, helps avoid long lines and helps avoid temporary outages at stations that are currently being restocked.

We are working as quickly as possible to restore the Shell network in Houston and Beaumont, and we appreciate your efforts. Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

# Tropical Depression Ike - Update #30

15/09/2008

## 5:30PM Central - Shell GoM Offshore E&P Operations, Upstream

*(This information is up-to-date as of 5:30 p.m. Central, Sept. 15, 2008. Further updates will be provided as needed.)*

Today, we safely redeployed another 152 offshore personnel, primarily in our East operations area. Redeployments to some locations in the Gulf of Mexico were hindered by a stalled cold front that was generating less than optimum flying conditions in some areas. This brings our total compliment of offshore staff to over 300. Redeployments will continue until we reach our pre-storm staffing levels.

As personnel go back offshore, their main priorities are ensuring safe conditions, establishing power and communications, assessing damage, commencing repairs and preparing for production restart procedures. Production ramp up at each facility will vary, depending on continued damage assessments and repairs, as well as downstream oil and gas infrastructure readiness.

Some production in our East operations area was commenced today. Further updates will be provided as needed.

*NOTES AND DISCLAIMERS: Shell-specific shut in numbers are not issued externally. Each day, the Minerals Management Service provides an overall GOM production shut in status, as of the previous day*  
<<<http://www.mms.gov/2008Hurricane/2008HurricaneSeason.htm> - opens in new window>>.

*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.*

# **Tropical Depression Ike - Update #31**

16/09/2008

## **10AM Central - Shell and Motiva Gulf Coast Manufacturing**

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of operations as of 10 a.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park has completed its health, safety and environmental damage assessments from Hurricane Ike. The refinery and chemical plant now are in the initial phase of restarting operations. Normal rates are expected in 5-7 days. Top priorities during restart are safety and to minimize flaring.

We will begin transporting gasoline from our storage tanks to a nearby terminal on Wednesday, which will then distribute the fuel by tank-trucks to area service stations.

### **Motiva Port Arthur Refinery:**

The Motiva Port Arthur refinery is continuing its health, safety and environmental assessments of the refinery. Minor repairs are underway and we are working with the local utility provider to bring electricity to the site and are setting up portable generators for buildings to support people needs. A priority is establishing generator power to enable movements of gasoline and diesel in inventory to the pipeline distribution system. It is too early to predict when the refinery will resume normal operations.

### **Motiva Norco Refinery:**

The refinery is making products at about 80 percent capacity but remains limited by dependent resources that were affected by Hurricanes Gustav and Ike. The refinery continues to adjust production up and down based on available resources.

### **Motiva Convent Refinery:**

The refinery is making some blending components but is not yet able to make finished gasoline and other products. Initialization of production units continues. When production begins, it will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike. The facility continues to provide limited supply to the Motiva Convent truck rack.

### **Shell Chemical Norco Facility:**

The facility is still in start up sequence. Production will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike.

### **Shell Chemical Mobile Facility:**

Operating normally and supplying product to customers.

**Shell Chemical Geismar Plant:**

The facility is still in start up sequence and is supplying limited product to customers from existing inventory. Production will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike.

# **Tropical Depression Ike - Update #32**

16/09/2008

## **10AM Central - Downstream, Retail and Supply & Distribution**

We have assurances that all of our operators are safe.

As of 10:00AM CT, 40 percent of the Shell-branded network is open in Houston and Beaumont, and fuel supply at these stations will be sporadic throughout the day. Our wholesalers and tank drivers are working diligently to restock local areas and improve fuel availability at open stations. Additional trucks and drivers are also arriving from other markets. The resupply effort will improve, now that all area terminals are operational, including Hearne, Beaumont, Pasadena and North Houston.

Stations continue to come back online as safety checks are complete, power is restored, and employees return. We continue to deploy generators to locations where needed.

We would like to reiterate that there is ample product in Houston and Beaumont, and we are working as quickly as possible to supply it to Shell-branded stations. We appreciate consumers' efforts to conserve fuel and avoid unnecessary driving while stations are being restocked. This helps expedite fuel supply restoration, helps avoid long lines and helps avoid temporary outages. Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

# **Tropical Depression Ike - Update #33**

16/09/2008

## **2PM Central - Shell Pipeline**

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 2:00 p.m. CDT today:

### **Offshore facilities:**

We continue to transport crude oil inland from some Eastern Gulf of Mexico production facilities. For our Central Gulf Gathering System and Western Gulf systems, assessments continue. Damage was reported at our Eugene Island 331 intermediate pumping station platform. An underwater survey team is on scene today to make further assessments.

### **The Shell-operated Capline Crude Oil Pipeline System:**

We continue to make crude oil deliveries from St. James, Louisiana. We've begun to ramp up rates as additional crude supply becomes available.

### **The Houma-to-Houston Crude Oil System:**

Work is in progress to mitigate spot flooding and restore electricity at some facilities at the western end of the system. The system is not able to move crude oil from Houma at this time.

Our finished product storage and delivery systems in the Houston and Port Arthur areas are using portable generators to make limited deliveries from inventory today to connecting truck terminals and pipelines. We continue to work with the local utility providers to restore electricity.

Find additional information on Shell Pipeline Gulf of Mexico [operations](#).

# Tropical Depression Ike - Update #34

16/09/2008

## 5:30PM Central - Shell GoM Offshore E&P Operations, Upstream

*(This information is up-to-date as of 5:30 p.m. Central, Sept. 16, 2008. Further updates will be provided as needed.)*

We safely redeployed another 227 personnel today (Tuesday). Our total compliment of offshore staff is approximately 550. Redeployments will continue and should be up to needed working levels within the next 2-3 days.

Some Shell operated production in our East operations area was commenced yesterday and is currently at 26,000 barrels of oil equivalent per day (Total Gross).

There is some production constraint due to downstream pipeline infrastructure pressures that will improve as those systems come back up to normal operations. While Hurricane Ike did not damage our East area assets, we still have remaining repair work at some locations (Mars, Ursa, West Delta 143 and Cognac) from Hurricane Gustav that could not be completed before we evacuated for Ike.

As mentioned earlier, we are also using this downtime to complete some regular maintenance work at several of these facilities that was scheduled, prior to Gustav and Ike, for later this month. We currently expect the bulk of the remaining production in the East area to start up late this weekend and into mid next week.

In our West operations area, staff at the assets closer to the eye of Hurricane Ike's track are ensuring safe conditions, completing damage assessments, commencing repairs and preparing for production restart procedures. Drilling operations will commence in several locations over the next day or two.

Production ramp up at each facility will vary, depending on repairs and downstream oil and gas infrastructure readiness. We expect production restart and ramp up could commence at some locations over the next day or two and ramp up into next week also.

Further updates will be provided as needed.

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*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.*



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# **Tropical Depression Ike - Update #35**

17/09/2008

## **1pm Central - Shell and Motiva Gulf Coast Manufacturing**

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of operations as of 1 p.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park has completed its health, safety and environmental damage assessments from Hurricane Ike. The refinery and chemical plant now are in the initial phase of restarting operations. Normal rates are expected in 5-7 days. Top priorities during restart are safety and to minimize flaring.

We will begin transporting gasoline from our storage tanks to a nearby terminal on Wednesday, which will then distribute the fuel by tank-trucks to area service stations.

### **Motiva Port Arthur Refinery:**

The Motiva Port Arthur refinery has completed initial assessments and is now conducting start up assessments. Minor repairs are progressing and we are working with the local utility provider to bring electricity to the site. Portable generators are in place for buildings and to support people needs. Work is underway to establish some internal utilities using generation power and to begin initialization of the refinery this weekend. Meanwhile, we plan to use generators to move existing products in inventory to the pipeline distribution system today.

### **Motiva Norco Refinery:**

The refinery is expects to be at normal rates today and continues to adjust production based on available resources.

### **Motiva Convent Refinery:**

The refinery expects to be making gasoline and other products by this weekend. The refinery will ramp up rates as more dependent resources come online. Meanwhile, the facility continues to provide supply to the Motiva Convent truck rack.

### **Shell Chemical Norco Facility:**

The facility is making some products and expects to be at planned rates this weekend.

### **Shell Chemical Mobile Facility:**

Operating normally and supplying product to customers.

### **Shell Chemical Geismar Plant:**

The facility is still in start up sequence and is supplying limited product to customers from existing inventory. Production will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike.

# **Tropical Depression Ike - Update #36**

17/09/2008

## **2:30PM Central - Downstream, Retail and Supply & Distribution**

We have assurances that all of our operators are safe.

As of 10AM CT, 50 percent of the Shell-branded network is open in Houston and Beaumont, and fuel supply at these stations will be sporadic throughout the day. Stations continue to come back online as safety checks are complete, power is restored, and employees return. We continue to deploy generators to locations where needed.

We are working as quickly as possible to supply Shell-branded stations and appreciate consumer's efforts to conserve fuel and avoid unnecessary driving while stations are being restocked.

This helps expedite fuel supply restoration, helps avoid long lines and helps avoid temporary outages. Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

We are hopeful the fuel supply at Shell-branded stations in Houston and Beaumont will return to normal sometime this weekend. If the situation changes, we will update you accordingly.

# Tropical Depression Ike - Update #37

17/09/2008

## 2:55PM Central - Shell Pipeline

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 2:00 p.m. CDT today:

**Offshore facilities:** We continue to transport crude oil inland from some Eastern Gulf of Mexico production facilities. For our Central Gulf Gathering System and Western Gulf systems, assessments continue. Damage was reported at our Eugene Island 331 intermediate pumping station platform. An underwater survey team is on scene today to make further assessments.

**The Shell-operated Capline Crude Oil Pipeline System:** Capline is operating generally at scheduled rates.

**The Houma-to-Houston Crude Oil System:** Some delivery of crude oil is planned for the eastern end of the system today. Work is in progress to mitigate spot flooding and restore electricity at some facilities at the western end of the system.

Our finished product storage and delivery systems in the Houston and Port Arthur areas are using portable generators to make limited deliveries from inventory today to connecting truck terminals and pipelines. We continue to work with the local utility providers to restore electricity.

Find additional information on Shell Pipeline Gulf of Mexico [operations](#).

# **Tropical Depression Ike - Update #38**

17/09/2008

## **3:15PM Central - Lubricants**

Following Hurricane Ike, Shell Lubricants' immediate priority continues to be the safety and well being of our employees as they work to recover from the impact of the storm.

We have activated our business continuity plans to maintain product supply to our customers. As a reminder, our plan includes increased inventories at our plants, Regional Distribution Centers, and temporary warehouses outside of the Houston and gulf coast area. While we are still assessing damage to our lubricants facilities our focus is on getting back to normal operations and servicing our customers as quickly as possible.

Our Supply Chain organization is working closely with our carriers and other suppliers to minimize impact to existing orders, and we are shifting some orders to other plants in our network to meet customer needs. Additionally, our Customer Service Center is ramping up to fully service customers. However, given the severity of the hurricane some temporary delays may be expected.

# Tropical Depression Ike - Update #39

17/09/2008

## **5:00PM Central - Shell GoM Offshore E&P Operations - Upstream**

*(This information is up-to-date as of 5:00 p.m. Central, Sept. 17, 2008. Further updates will be provided as needed.)*

We redeployed another 270 people today, bringing the number of personnel on Shell-operated facilities offshore to about 820. We expect to complete redeployments in the next couple of days.

We continue to safely conduct our business, with no injuries reported even during this period of increased activity.

We are currently producing from some of our East operations at a rate of about 26,000 barrels of oil equivalent per day (Total Gross).

Continued production ramp up at the East facilities will depend on a variety of factors, including regular maintenance, repairs from Gustav and downstream oil and gas infrastructure readiness.

The eye of Hurricane Ike was closest to our West operations, so in that area, redeployed personnel are ensuring safe conditions, completing damage assessments, commencing repairs and preparing for production restart procedures.

Production ramp up at each facility will vary, depending on repairs and downstream oil and gas infrastructure readiness. Production restart and ramp up could begin at some locations over the next few days, depending on downstream capabilities.

Drilling operations will begin in several locations, some as early as tomorrow.

As personnel have been deployed to the assets, they have found some amount of moderate damage. This can be characterized as damage needing materials, manpower resources and some amount of time to repair.

The extent of the damage and specific time to repair will vary from platform to platform, but could be days to weeks. More clarification of damage and time required to repair will come through further assessments. Damage found includes such things as: grating; tubing and cable trays; displaced equipment; and missing or damaged escape capsules.

Although assessments are still ongoing, at this point, we believe we have the necessary resources to safely and efficiently make needed repairs to our facilities. We do not anticipate any material delivery issues and our normal complement of Shell staff (project and construction managers, civil and mechanical engineers, inspectors, safety technicians, etc.) along with our core contractor base, will be used for platform repairs.

Further updates will be provided as new information is available.

**NOTES AND DISCLAIMERS:** *Shell-specific shut in numbers are not issued externally. Each day, the Minerals Management Service provides an overall GOM production shut in status, as of the previous day*[\*HurricaneSeason - opens in new window\*](#) *(opens in new window).*

*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.*



# **Tropical Depression Ike - Update #40**

18/09/2008

## **12:30PM Central - Downstream, Retail and Supply & Distribution**

As of 10:00AM CT, approximately 70 percent of the Shell-branded network is open in Houston and Beaumont. More than 330 stations are now open in Houston and more than 30 sites are open for business in Beaumont.

While we are working around the clock to supply these sites as safety checks are complete, power is restored, and employees return, many Shell-branded stations continue to experience temporary and sporadic outages. We are increasing our trucks and drivers in the Houston area to continue to support the demand and expedite fuel to the sites.

We are hopeful the fuel supply at Shell-branded stations in Houston and Beaumont will return to normal sometime this weekend assuming power continues to be restored. We continue to deploy generators to locations where needed.

While we are working as quickly as possible to supply Shell-branded stations, we are also providing fuel to numerous emergency response organizations across many impacted states.

To reiterate, we always appreciate consumer's efforts to conserve fuel and avoid unnecessary driving while stations are being restocked. This helps expedite fuel supply restoration, helps avoid long lines and helps avoid temporary outages. Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

# Tropical Depression Ike - Update #41

18/09/2008

## 2:00PM Central - Pipeline

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 2:00 p.m. CDT today:

**Offshore facilities:** We continue to transport crude oil inland from some Eastern Gulf of Mexico production facilities. For our Central Gulf Gathering System and Western Gulf systems, assessments continue. Service-restoration plans are in progress related to damage at our Eugene Island 331 intermediate pumping station platform.

**The Shell-operated Capline Crude Oil Pipeline System:** Capline is operating generally at scheduled rates.

**The Houma-to-Houston Crude Oil System:** We continue to make deliveries of crude oil on the eastern end of the system. Work is in progress to begin deliveries of crude oil to customers on the western end of the system over the next few days.

Our finished product storage and delivery systems in Houston has local utility power and is fully operational and making deliveries to connecting truck terminals and pipelines. Our Port Arthur storage and delivery systems are using portable generators to make limited deliveries from inventory. We continue to work with the local utility providers to restore electricity.

Find additional information on Shell Pipeline Gulf of Mexico [operations](#).

# Tropical Depression Ike - Update #42

18/09/2008

## 4:00PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 4:00 p.m. Central, Sept. 18, 2008. Further updates will be provided as needed.)*

We redeployed nearly 200 people today, bringing the number of personnel on Shell-operated facilities offshore to about 1,020.

At our East operations, we are currently producing a small amount from a few locations. While Hurricane Ike did not damage our East-area assets, we continue repair work caused by Hurricane Gustav at some locations that could not be completed before we evacuated for Ike.

We have taken the business decision to remain shut-in at some of these locations and use this time to complete essential maintenance work that had been previously scheduled for October at Mars, Ursa and West Delta 143. By conducting the maintenance now, we avoid additional shut-in in October.

Completing this work during the current shut-in reduces the risks associated with multiple shut-in and ramp-up procedures and reduces overall production deferment. We would expect to conclude repairs and maintenance at these facilities and begin producing the first week of October, providing downstream infrastructure is ready to accept product at that time.

At our West assets, we are continuing Ike-related damage assessments, beginning repairs and preparing for production restart procedures. Production ramp up at each facility will vary, depending on repairs and downstream oil and gas infrastructure readiness.

Drilling operations began at some locations today.

Further updates will be provided as new information is available.

**NOTES AND DISCLAIMERS:** *Shell-specific shut in numbers are not issued externally. Each day, the Minerals Management Service provides an overall GOM production shut in status, as of the previous day.*

*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.*

## **Tropical Depression Ike - Update #43**

19/09/2008

### **3:30PM Central - Shell Trading**

Shell Energy North America and Shell Trading (US) Company, which invoked its business continuity plan before the storm to help ensure continued operations for their customers, will continue business operations from the Trading contingency site, virtually via homeworkers and non-Houston offices, as well as from their headquarters at Two Houston Center through Sunday, Sept. 21. Most of the floors at Two Houston Center, which only received minor damage from Hurricane Ike, are open and functioning normally. The building is expected to be completely open for business on Monday, Sept. 22.

# **Tropical Depression Ike - Update #44**

19/09/2008

## **4PM Central - Shell and Motiva Gulf Coast Manufacturing**

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of operations as of 4 p.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park has completed its health, safety and environmental damage assessments from Hurricane Ike. The refinery and chemical plant now are in the initial phase of restarting operations. Normal rates are expected in 5-7 days. Top priorities during restart are safety and to minimize flaring. We are transporting gasoline from our storage tanks to a nearby terminal, which is distributing the fuel by tank-trucks to area service stations.

### **Motiva Port Arthur Refinery:**

The Motiva Port Arthur refinery has completed initial assessments and is now conducting start up assessments. Minor repairs are progressing and we are working with the local utility provider to bring electricity to the site. Portable generators are in place for buildings and to support people needs. Work is underway to establish some internal utilities using generation power and to begin initialization of the refinery this weekend. Meanwhile, we plan to use generators to move existing products in inventory to the pipeline distribution system today.

### **Motiva Norco Refinery:**

The refinery is expects to be at normal rates today and continues to adjust production based on available resources.

### **Motiva Convent Refinery:**

The refinery began making gasoline and other products today. The refinery plans to safely increase production over the next few days while working to minimize flaring.

### **Shell Chemical Norco Facility:**

The facility is making some products and expects to be at planned rates this weekend.

### **Shell Chemical Mobile Facility:**

Operating normally and supplying product to customers.

### **Shell Chemical Geismar Plant:**

The facility is still in start up sequence and is supplying limited product to customers from existing inventory. Production will be constrained by availability of dependent resources that were affected by Hurricanes Gustav and Ike.

# **Tropical Depression Ike - Update #45**

20/09/2008

## **10:00AM Central - Downstream, Retail and Supply & Distribution**

As of 10:00AM CT, approximately 75 percent of the Shell-branded stations in Houston and Beaumont are open. We are continuing to increase our trucks and drivers in the Houston area to support the demand and expedite fuel to the sites. We continue to deploy generators to locations where needed.

Motiva and Shell are striving to meet supply needs despite disruptions in production and logistics caused by the hurricanes and uncertain timing of refinery start-ups. While we are working hard to meet the needs of consumers in the market, supplies are tight and some markets will experience temporary outages.

Until refineries and pipelines have resumed full capacity, conservation is a necessity. Motiva and Shell hope you'll join the companies and their employees in support of the American Petroleum Institute and local, state and national officials who have requested that consumers conserve fuel and avoid unnecessary driving.

Conserving fuel will help provide more reliable supply to drivers in regions where supply is tight. Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

# **Tropical Depression Ike - Update #46**

21/09/2008

## **2:30PM Central - Downstream, Retail and Supply & Distribution**

Shell-branded stations in Houston and Beaumont continue to come back online with approximately 90 percent of the sites now open in the area. To help expedite the process, a total of 35 generators have been deployed to date.

We are extremely grateful for the efforts of our wholesalers and tank drivers, who are working diligently and around the clock to restock local areas and improve fuel availability at open stations. Following Ike, nearly 1,000 deliveries have been made to the Greater Houston area totaling more than 8 million gallons of gasoline.

To reiterate, while Motiva and Shell are working hard to meet the needs of consumers in the market, supplies are tight and some markets may experience temporary outages. Until refineries and pipelines have resumed full capacity, conservation is a necessity.

Motiva and Shell hope you'll join the companies and their employees in support of the American Petroleum Institute and local, state and national officials who have requested that consumers conserve fuel and avoid unnecessary driving. Conserving fuel will help provide more reliable supply to drivers in regions where supply is tight. Drivers can access fuel conservation tips at [www.shell.com/us/fuelstretch](http://www.shell.com/us/fuelstretch).

# Tropical Depression Ike - Update #47

22/09/2008

## 11:00 Central - Shell and Motiva Gulf Coast Manufacturing

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of operations as of 11:00 a.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park is progressing with the restart of its refinery and chemical plant. Units are being brought online in a planned and sequential manner with emphasis on safety and the environment. Production and distribution of motor fuels post-Ike is expected to begin on Tuesday. Normal operating rates are expected by this weekend.

### **Motiva Port Arthur Refinery:**

Power has been restored at the Motiva Port Arthur Refinery. Utility systems are up and running and units are being brought online in a planned and sequential manner with emphasis on safety and the environment. Production of gasoline and other products is expected to begin later in the week. Meanwhile, we continue to blend gasoline and diesel from existing inventories for shipments into the pipeline distribution system.

### **Motiva Norco Refinery:**

The refinery is operating at planned rates.

### **Motiva Convent Refinery:**

The refinery is making gasoline and other products at about 90 percent capacity. Plans are to increase production to normal rates over the next couple of days with a focus on safety and the environment.

### **Shell Chemical Norco Facility:**

The facility is operating at planned rates.

### **Shell Chemical Mobile Facility:**

The facility is operating at planned rates.

### **Shell Chemical Geismar Plant:**

The facility is still in start up sequence and is supplying limited product to customers from existing inventory.

Find additional information about Shell and Motiva hurricane preparation and [response](#).



# Tropical Depression Ike - Update #48

22/09/2008

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

*(This information is up-to-date as of 4:00 p.m. Central, Sept. 22, 2008. Further updates will be provided as needed.)*

Dedicated employees and contractors continue working safely to repair Shell-operated facilities in the Gulf of Mexico and prepare for production ramp-up. We currently have about 1,210 personnel offshore, manning our facilities.

Production increased slightly over the weekend and we are currently producing approximately 32,000 barrels of oil equivalent per day (total gross) from a few Shell-operated facilities. Production ramp up at remaining facilities will vary, depending on repairs and downstream oil and gas infrastructure readiness.

Further updates will be provided as new information is available.

*NOTES AND DISCLAIMERS: Shell-specific shut in numbers are not issued externally. Each day, the Minerals Management Service provides an overall GOM production shut in status, as of the previous day:*

<http://www.mms.gov/2008Hurricane/2008HurricaneSeason.htm> - opens in new window

*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.*

# Tropical Depression Ike - Update #49

22/09/2008

## 5:00PM Central - Shell Pipeline

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 5:00 p.m. CDT today:

### *Offshore facilities*

#### **Eastern Gulf Pipeline Corridor:**

Most of the Delta pipeline system is up and delivering crude oil.

#### **Central Gulf Pipeline Corridor:**

The Amberjack pipeline north of the South Timbalier 301 platform is back in service and flowing oil from limited production platforms. Work to restore other connecting pipelines is ongoing.

Mars and Ursa pipelines are standing by for pre-start testing when associated production facilities are ready.

Plans are in development to reroute the Auger pipeline system around the damaged Eugene Island 331 platform. As a temporary measure to allow for production flow on Auger as quickly as possible, plans are in development to redirect flow from the Auger pipeline to another system in the area.

The Eugene Island pipeline remains down pending repairs at a third-party pump station and work to isolate sub-sea connections to damaged producer platforms.

The Boxer pipeline remains down pending the start-up of the Eugene Island pipeline and the closure of a sub-sea valve to isolate a damaged producer platform.

#### **Western Gulf Pipeline Corridor**

The Cougar pipeline remains down awaiting repairs at a producer platform.

Work is progressing to restart the Central Gulf gathering system.

### *Onshore Facilities*

#### **The Shell-operated Capline Crude Oil Pipeline System:**

Capline is operating generally at scheduled rates.

#### **The Houma-to-Houston Crude Oil System:**

We continue to make deliveries of crude oil on the eastern end of the system and have started deliveries into the Port Arthur and Houston areas at limited rates. Repairs continue to certain facilities on the western part of the system that experienced spot flooding.

**Finished products storage and delivery systems:**

Our finished product systems in Houston have local utility power and are making deliveries to connecting truck terminals and pipelines. Our Port Arthur finished product systems are using portable generators to make limited deliveries from inventory. We continue to work with the local utility providers to restore electricity.

Find additional information on Shell Pipeline Gulf of Mexico [operations](#).

# **Tropical Depression Ike - Update #50**

23/09/2008

## **10:30AM Central - Downstream, Retail and Supply & Distribution**

As of 10:00 a.m. today, the majority of Shell-branded stations in Houston and Beaumont (95 percent) are fully operational and servicing residents in these areas. The remaining 5 percent will reopen once power is restored. Additional generators have been deployed to these sites to help expedite the process.

To reiterate, we are extremely grateful for the efforts of our wholesalers and tank drivers, who are working diligently to restock local areas and help improve fuel availability at open stations.

# **Tropical Depression Ike - Update #51**

24/09/2008

## **2PM Central - Shell and Motiva Gulf Coast Manufacturing**

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible. We are also sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Shell, through its ownership interest in the Deer Park Refinery and its Chemicals facilities, and Motiva, which is owned 50 percent by Shell affiliates, have a combined refining crude oil throughput capacity along the US Gulf Coast totaling about 1.2 million b/d (gross). Most of this capacity was shut down or slowed when Hurricane Ike made landfall on September 13, 2008. There was minor damage to some facilities, but capacity is almost back to normal rates. As of today, refining capacity online for Shell and Motiva is about 950,000 b/d (gross).

Following is the status of site operations as of 2 p.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park is producing gasoline and other products. The refinery is at about 70 percent capacity and we expect to make steady progress toward normal rates by this weekend. Refining and chemical units are being brought online in a planned and sequential manner with emphasis on safety and the environment.

### **Motiva Port Arthur Refinery:**

The Motiva Port Arthur Refinery is making gasoline and other products at about 50 percent capacity and we expect to make steady progress toward normal rates by this weekend. Units will continue to be brought back online in a planned and sequential manner with emphasis on safety and the environment.

### **Motiva Norco Refinery:**

The refinery is operating at planned rates.

### **Motiva Convent Refinery:**

The refinery is operating at planned rates.

### **Shell Chemical Norco Facility:**

The facility is operating at planned rates.

### **Shell Chemical Mobile Facility:**

The facility is operating at planned rates.

### **Shell Chemical Geismar Plant:**

The facility has begun to make some products. Plans are to increase production according to business plans with emphasis on safety and the environment.

# Tropical Depression Ike - Update #52

25/09/2008

## 11:00AM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 11:00 a.m. Central, Sept. 25, 2008. Further updates will be provided as needed.)*

As of September 25, several Shell operated assets in the GoM are still shut in for hurricane repairs, maintenance or waiting on downstream infrastructure repairs. Shell operated GoM assets produce peak rates of about 500,000 barrels of oil equivalent per day (boe/d), Total Gross (TG) but have mostly been shut in since Saturday, August 30th in preparation for Hurricane Gustav. Production ramp up is occurring slowly and is currently at 32,000 boe/d TG.

Shell Net GoM peak production (our interest in both Shell operated and non-operated production) runs in the 350,000 boe/day range and is currently at about 39,000 boe/d.

As noted earlier, we have accelerated scheduled maintenance on the Mars, Ursa, and West Delta 143 assets and expect them to be back on line by the end of next week. Other Shell operated assets expected to be back on line by end of next week are Brutus and South Timbalier 301.

By the middle of the following week, the Auger and Enchilada assets are expected to be back on line.

We are back to pre-hurricanes offshore staffing levels with about 1,270 personnel manning our facilities.

**NOTES AND DISCLAIMERS:** *Shell-specific shut in numbers are not issued externally. Each day, the Minerals Management Service provides an overall GOM production shut in status, as of the previous day <http://www.mms.gov/2008Hurricane/2008HurricaneSeason.htm> - opens in new window.*

*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.*

# **Tropical Depression Ike - Update #53**

26/09/2008

**9:00AM Central - Shell and Motiva Gulf Coast Manufacturing**

## **Statement Regarding Shell and Motiva Manufacturing Turnarounds Post Gustav and Ike**

Given the interruptions to personnel, preparation activities and market supply due to Hurricanes Gustav and Ike, Shell and Motiva have decided to defer certain turnaround maintenance activities planned for third quarter 2008 at some Gulf Coast manufacturing sites. This will allow our employees and contractor staff time to recover from the intense efforts associated with the recovery efforts and to deal with personal impacts from the storm. It also will help address customer demand as we rebuild finished product inventories.

# **Tropical Depression Ike - Update #54**

26/09/2008

## **3PM Central - Shell Pipeline**

Protecting people and the environment remain our top priorities as we take action per our hurricane readiness and action plans. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 3 p.m. CDT today:

### **Offshore facilities**

#### **Eastern Gulf Pipeline Corridor:**

Most of the Delta pipeline system is up and delivering crude oil.

#### **Central Gulf Pipeline Corridor:**

The Amberjack pipeline north of the South Timbalier 301 platform is back in service and flowing oil from limited production platforms. Work to restore other connecting pipelines is ongoing.

Mars and Ursa pipelines are standing by for pre-start testing when associated production facilities are ready.

Plans are in development to reroute the Auger pipeline system around the damaged Eugene Island 331 platform. As a temporary measure to allow for production flow on Auger as quickly as possible, plans are in development to redirect flow from the Auger pipeline to another system in the area.

The Eugene Island pipeline remains down pending repairs at a third-party pump station and work to isolate sub-sea connections to damaged producer platforms.

The Boxer pipeline remains down pending the start-up of the Eugene Island pipeline and the closure of a sub-sea valve to isolate a damaged producer platform.

#### **Western Gulf Pipeline Corridor**

The Cougar pipeline remains down awaiting repairs at a producer platform.

Work is progressing to restart the Central Gulf gathering system.

### **Onshore Facilities**

#### **The Shell-operated Capline Crude Oil Pipeline System:**

Capline is operating generally at scheduled rates.

#### **The Houma-to-Houston Crude Oil System:**

We continue to make deliveries of crude oil on the eastern end of the system and have started deliveries into the Port Arthur and Houston areas at limited rates. Repairs continue to certain facilities on the western part of the system that experienced spot flooding.



**Finished products storage and delivery systems:**

Our finished product systems in Houston and Port Arthur have local utility power and are making deliveries to connecting truck terminals and pipelines from inventory and from refineries that are back online.

[Information on Shell Pipeline Gulf of Mexico operations - opens in new window](#) (opens in new window).

# Tropical Depression Ike - Update #55

27/09/2008

## 9AM Central - Shell and Motiva Gulf Coast Manufacturing

This will be the final update posted for Shell and Motiva manufacturing relative to Hurricane Ike.

Shell and Motiva are committed to maintaining safe operations and to restoring any impacted production safely and as quickly as possible. We are also sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Shell, through its ownership interest in the Deer Park Refinery and its Chemicals facilities, and Motiva, which is owned 50 percent by Shell affiliates, have a combined refining crude oil throughput capacity along the US Gulf Coast totaling about 1.2 million b/d (gross). Most of this capacity was shut down or slowed when Hurricane Ike made landfall on September 13, 2008. There was minor damage to some facilities, but capacity is almost back to normal rates. As of today, refining capacity online for Shell and Motiva is about 1,000,000 b/d (gross).

Following is the status of site operations as of 9 a.m. CDT today for Shell and Motiva manufacturing facilities along the Gulf of Mexico:

### **Shell Deer Park Refinery and Chemical:**

Shell Deer Park is producing gasoline and other products. The refinery is nearly at planned rates.

### **Motiva Port Arthur Refinery:**

The Motiva Port Arthur Refinery is making gasoline and other products at about 70 percent capacity with planned rates expected within the next few days.

### **Motiva Norco Refinery:**

The refinery is operating at planned rates.

### **Motiva Convent Refinery:**

The refinery is operating at planned rates.

### **Shell Chemical Norco Facility:**

The facility is operating at planned rates.

### **Shell Chemical Mobile Facility:**

The facility is operating at planned rates.

### **Shell Chemical Geismar Plant:**

The facility is operating at planned rates.

# Tropical Depression Ike - Update #56

01/10/2008

## 1:00PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 1:00 p.m. Central, Oct. 1, 2008. Further updates will be provided as needed.)*

Shell operated GoM assets normally produce peak rates of about 500,000 barrels of oil equivalent per day (boe/d), Total Gross (TG). Until this week, most Shell operated production facilities in the GoM had been shut in since Saturday, August 30th in preparation for Hurricane Gustav. Total Shell Net (SN) GoM peak production (our interest in both Shell operated and non-operated production) normally runs in the 350,000 boe/day range.

Current Shell operated production is about 65,000 boe/d TG and current total Shell Net production is about 110,000 boe/d.

As of Wednesday, October 1st, the Shell operated Mars facility has come back on line. West Delta 143 (Mensa production) and Ursa will come back on line later this week. Mars, Ursa and West Delta 143 assets are coming back on line after the completion of hurricane related repairs and scheduled maintenance. Production ramp up to normal rates will vary for each facility over the course of several days. These three Shell operated production hubs normally produce about 300,000 boe/d, TG (150,000 boe/d SN).

Find additional information about Shell in the [Gulf of Mexico](#).

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# Tropical Depression Ike - Update #57

02/10/2008

## 9AM Central - Shell Pipeline

Protecting people and the environment remain our top priorities. We are sensitive to the family obligations of our employees and are making staffing decisions that allow employees to take care of personal matters.

Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 9 a.m. CDT today:

### *Offshore facilities*

#### **Eastern Gulf Pipeline Corridor:**

The Delta pipeline system is delivering crude oil at nearly normal rates.

#### **Central Gulf Pipeline Corridor:**

The Amberjack pipeline north of the South Timbalier 301 platform continues to deliver crude oil from limited production platforms. Work to restore other connecting pipelines is ongoing.

The Mars pipeline has begun crude deliveries and the Ursa pipeline is expected to restart crude deliveries over the next couple of days. Plans are in development to reroute the Auger pipeline system around the damaged Eugene Island 331 platform. As a temporary measure to allow for production flow on Auger as quickly as possible, plans are in development to redirect flow from the Auger pipeline to another system in the area. The Eugene Island pipeline remains down pending repairs at a third-party pump station and work to isolate sub-sea connections to damaged producer platforms. The Boxer pipeline remains down pending the start-up of the Eugene Island pipeline and the closure of a sub-sea valve to isolate a damaged producer platform.

#### **Western Gulf Pipeline Corridor**

Partial deliveries of crude oil have begun on the Central Gulf gathering system and deliveries will increase as producers continue to come online. The Cougar pipeline remains down awaiting repairs at a producer platform.

### *Onshore Facilities*

#### **The Shell-operated Capline Crude Oil Pipeline System:**

Capline is operating normally.

#### **The Houma-to-Houston Crude Oil System:**

The Houma-to-Houston system is delivering crude oil to customers generally at requested rates. Repairs continue to one pump station that experienced spot flooding.

#### **Finished products storage and delivery systems:**

Our finished product systems in Houston and Port Arthur are operating normally. Find additional information on Shell Pipeline Gulf of Mexico [operations](#).

# Hurricane Gustav/Ike Recovery - Update #58

14/10/2008

## 4:00PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of 4:00 p.m. Central, Oct. 14, 2008.)*

Shell operated GoM assets normally produce peak rates of about 500,000 barrels of oil equivalent per day (boe/d), Total Gross (TG).

Total Shell Net (SN) GoM peak production (our net interest in both Shell operated and non-operated production) normally runs in the 350,000 boe/day range.

Current Shell operated production from the Gulf of Mexico is about 325,000 boe/d TG and current total Shell Net production is about 260,000 boe/d.

Further updates will be provided as additional production comes back on line and ramps up.

For more information about Shell in the Gulf of Mexico, visit our web:

<[http://www.shell.us/home/content/usa/aboutshell/media\\_center/storm\\_center/shell\\_motiva\\_prepared/offshore/about\\_gom.html](http://www.shell.us/home/content/usa/aboutshell/media_center/storm_center/shell_motiva_prepared/offshore/about_gom.html)>

**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.*

# Hurricane Ike - Update #59

15/10/2008

## 5PM Central - Shell Pipeline

Protecting people and the environment remain our top priorities. Following is the status of Shell Pipeline facilities affected by Hurricane Ike as of 5 p.m. CDT today:

### Offshore facilities

#### Eastern Gulf Pipeline Corridor:

The Delta pipeline system is delivering crude oil normally.

#### Central Gulf Pipeline Corridor:

The Amberjack pipeline north of the South Timbalier 301 platform continues to deliver crude oil from limited production platforms. Work to restore other connecting pipelines is ongoing.

The Mars pipeline is delivering crude oil normally and the Ursa pipeline is in the process of restarting. Plans are in development to reroute the Auger pipeline system around the damaged Eugene Island 331 platform. As a temporary measure to allow for production flow on Auger as quickly as possible, plans are in development to redirect flow from the Auger pipeline to another system in the area. The Eugene Island pipeline is in the process of restarting.

The Boxer pipeline remains down pending work to isolate a damaged producer platform.

#### Western Gulf Pipeline Corridor

Partial deliveries of crude oil have begun on the Central Gulf gathering system and deliveries will increase as producers continue to come online.

The Cougar pipeline is in the process of restarting.

### Onshore Facilities

#### The Shell-operated Capline Crude Oil Pipeline System:

Capline is operating normally.

#### The Houma-to-Houston Crude Oil System:

The Houma-to-Houston system is delivering crude oil to customers at requested rates.

#### Finished products storage and delivery systems:

Our finished product systems in Houston and Port Arthur are operating normally.

Information on Shell Pipeline Gulf of Mexico operations can be found [here - opens in new window](#).

# Hurricane Gustav/Ike - Update #60

05/11/2008

## 3:30 PM Central - Shell GoM Offshore E&P Operations - Upstream

*(This information is up-to-date as of Nov. 1, 2008. Further updates will be provided as needed.)*

Shell operated GoM assets normally produce peak rates of about 500,000 barrels of oil equivalent per day (boe/d), Total Gross (TG).

Total Shell Net (SN) GoM peak production (our net interest in both Shell operated and non-operated production) normally runs in the 350,000 boe/day range.

Current Shell operated production from the Gulf of Mexico is about 375,000 boe/d TG and total Shell Net production is approximately 300,000 boe/d.

Find additional information about Shell in the [Gulf of Mexico](#).

*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.*

# Hurricane Gustav/Ike - Update #61

08/12/2008

## Shell GoM Offshore E&P Operations - Upstream

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

Shell operated GoM assets normally produce peak rates of about 500,000 barrels of oil equivalent per day (boe/d), Total Gross (TG).

Total Shell Net (SN) GoM peak production (our net interest in both Shell operated and non-operated production) normally runs in the 350,000 boe/day range.

Current Shell operated production from the Gulf of Mexico is over 400,000 boe/d TG and current total Shell Net production is about 310,000 boe/d.

Remaining Shell operated production facilities with repairs ongoing are the Salsa, Bullwinkle and South Timbalier 300 assets. Production resumption dates for remaining facilities will vary, but all repair work should be completed around the end of March, 2009.

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*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.*