



SHELL STORM UPDATES – HURRICANE KATRINA

Royal Dutch Shell plc

Royal Dutch Shell plc is incorporated in England and Wales, has its headquarters in The Hague and is listed on the London, Amsterdam, and New York stock exchanges. Shell companies have operations in more than 100 countries with businesses including oil and gas exploration and production; production and marketing of Liquefied Natural Gas and Gas to Liquids; manufacturing, marketing and shipping of oil products and chemicals and renewable energy projects including wind and solar power. For further information, visit www.shell.com

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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 and www.sec.gov - [opens in new window](#)). These factors also should be considered by the reader. Each forward-looking statement speaks only as of the date of this press release, October 14, 2010.

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

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

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

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Tropical Storm Katrina Update #1

25/08/2005

Upstream

While most forecast models indicate Tropical Storm Katrina will remain east of Shell's Gulf of Mexico operations, we will continue to treat the storm with caution.

Today and tomorrow, Shell will evacuate approximately 120 non-essential personnel from its easternmost Gulf of Mexico operations. These evacuations are a precaution.

There is no impact on Shell operated production as a result of Tropical Storm Katrina.

We will continue to monitor Katrina's projected path.

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Hurricane Katrina Update #2

26/08/2005

Upstream

Hurricane Katrina is now projected to take a more westerly path across the Gulf of Mexico.

As of Friday morning, Shell has evacuated a total of 146 offshore personnel and will continue to evacuate staff from facilities in the storm's projected path.

There is currently no impact on Shell operated production as a result of Hurricane Katrina.

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

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Hurricane Katrina Update #3

27/08/2005

Upstream

Hurricane Katrina's projected path across the Gulf continues to move west.

As of late Friday evening, Shell has evacuated a total of 465 offshore personnel and will continue to evacuate all remaining Gulf of Mexico staff, with the exception of those at our assets far to the west. Total planned evacuations for Saturday include 554 additional personnel.

On Friday, Shell began the process to shut-in production for two subsea fields, Tahoe and Crosby. However, all of Shell's central and easternmost Gulf of Mexico assets will likely be shut-in by the end of Saturday, the 27th. The total anticipated production impact, at that point, is estimated at 420 thousand barrels of oil and 1,345 million cubic feet of gas per day.

We will continue to monitor this intensifying storm very closely and respond to further developments.

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Hurricane Katrina Update #4

27/08/2005

Upstream

Hurricane Katrina's projected path across the Gulf continues to move west.

As of late Friday evening, Shell has evacuated a total of 465 offshore personnel and will continue to evacuate all remaining Gulf of Mexico staff, with the exception of those at our assets far to the west. Total planned evacuations for Saturday include 554 additional personnel.

On Friday, Shell began the process to shut-in production for two subsea fields, Tahoe and Crosby. However, all of Shell's central and easternmost Gulf of Mexico assets will likely be shut-in by the end of Saturday, the 27th. The rate of the total anticipated daily production impact, once those assets are fully shut-in, is estimated at 420 thousand barrels of oil and 1,345 million cubic feet of gas per day.

We will continue to monitor this intensifying storm very closely and respond to further developments.

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Hurricane Katrina Update #5

27/08/2005

Upstream

On Saturday, an additional 570 personnel were evacuated from the Gulf of Mexico bringing the total number of personnel evacuated as a result of Hurricane Katrina to 975.

All of Shell's central and easternmost Gulf of Mexico facilities have been shut-in during Friday and Saturday with the exception of the Fairway field. As of Sunday, the daily total gross Shell operated production shut-in as a result of Hurricane Katrina is expected to be approximately 420 thousand barrels of oil and 1,345 million cubic feet of gas.

We will continue to monitor this intensifying storm very closely and respond to further developments.

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Hurricane Katrina Update #6

28/08/2005

Upstream

On Sunday, Shell's remaining offshore staff (8) at North Padre Island 975 were evacuated.

This brings the total number of personnel evacuated as a result of Hurricane Katrina to 983.

We have also shut-in all Shell Gulf of Mexico production, including remaining production at the Fairway Field near Alabama. The daily total gross Shell operated production shut-in as a result of Hurricane Katrina is expected to be approximately 420 thousand barrels of oil and 1,345 million cubic feet of gas.

We will continue to monitor this Category 5 storm very closely and respond to further developments.

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Hurricane Katrina Update #7

28/08/2005

Refining

Shell and Motiva Gulf Coast Refineries Statement

1 p.m. CDT Sunday, August 28, 2005

We have been closely monitoring the weather developments and taking actions per our hurricane preparedness and response plans as appropriate. Protection of our people and assets, the community and environment are our top priorities.

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

- **Motiva Convent Refinery:**
Making plans for a safe and orderly shutdown of the facility by 6 p.m. CDT today. Non-essential personnel have been evacuated and emergency operations established.
- **Motiva Norco Refinery:**
Making plans for a safe and orderly shutdown of the facility by 8 p.m. CDT today. Non-essential personnel have been evacuated and emergency operations established.
- **Motiva Port Arthur Refinery:**
Monitoring weather developments.
- **Shell Deer Park Refinery:**
Monitoring weather developments.

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Hurricane Katrina Update #8

28/08/2005

Refining, Chemicals

Shell and Motiva Gulf Coast Manufacturing Statement 6 p.m. CDT Sunday, August 28, 2005

We have been closely monitoring the weather developments and taking actions per our hurricane preparedness and response plans as appropriate. Protection of our people and assets, the community and environment are our top priorities.

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

Motiva Convent Refinery: Expect to complete safe and orderly shutdown of the facility this evening. Non-essential personnel have been evacuated and emergency operations established.

Motiva Norco Refinery: Expect to complete safe and orderly shutdown this evening. Non-essential personnel have been evacuated and emergency operations established.

Motiva Port Arthur Refinery: Monitoring weather developments.

Shell Deer Park Refinery: Monitoring weather developments.

Shell Chemical Norco Plant: Completed shutdown. Non-essential personnel have been evacuated and emergency operations established.

Shell Chemical Geismar Plant: Expect to complete safe and orderly shutdown of plant this evening. Non-essential personnel have been evacuated and emergency operations established.

Shell Chemical Mobile Plant: Expect to complete safe and orderly shutdown of plant this evening. Non-essential personnel have been evacuated and emergency operations established.

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Katrina Update from Hofmeister, president, Shell Oil Company #9

28/08/2005

General, Upstream, Refining and Chemicals

As you are probably aware, Hurricane Katrina - one of the most powerful hurricanes to hit the Gulf of Mexico since Camille in 1969 - has been categorized as a Category 5 storm with maximum sustained winds of 175-180 mph with gusts to 220 mph with projected landfall to occur south of New Orleans very early Monday morning.

Katrina is expected to continue to intensify as it approaches the coast of Louisiana. It now appears certain that Katrina will be an extremely dangerous Category 5 hurricane with sustained winds of 170-180 mph at landfall. A storm surge of 16-19 feet is projected for southeast Louisiana near the mouth of the Mississippi. However, tides in bays/inlets, including along the shores of the Mississippi River, in Chandeleur Sound, and south Lake Pontchartrain could reach as high as 20-24 feet above normal.

Current status of Shell and Motiva operations in the Gulf area are:

On Sunday, Shell's remaining offshore staff (8) at North Padre Island 975 were evacuated. This brings the total number of personnel evacuated as a result of Hurricane Katrina to 983.

We have also shut-in all Shell Gulf of Mexico production, including remaining production at the Fairway Field near Alabama. The daily total gross Shell operated production shut-in as a result of Hurricane Katrina is expected to be approximately 420 thousand barrels of oil and 1,345 million cubic feet of gas.

As of 1 p.m. CDT, Sunday, Motiva Convent and Norco refining facilities are making plans for a safe and orderly shutdown of facilities by Sunday evening and non-essential personnel have been evacuated and emergency operations established.

The Shell Chemical Norco and Geismar plants in Louisiana are beginning shut down procedures.

One Shell Square will be closed on Monday and Tuesday. This is appropriate given the circumstances and consistent with what the Mayor is requesting of local businesses. Employees' first priority, of course, should be their safety and the safety of their families.

During any period of severe weather, Shell employees can access storm updates on our external website at www.shell.com/us via the [Storm Updates](#) link on the right-hand side of the web page, and tune in to local TV and radio stations for the latest updates and announcements concerning Shell facility closings.

After-hours One Shell Square emergency information will be communicated on a periodic basis as follows:

1. Radios and TV
WWL 870 AM Radio and WWL Channel 4 TV

2. Meridian Telephone Message
 - 504-728-7000 - Ext. XXXX (individuals having an OSS telephone)
 - 504-728-0300 (individuals not having an OSS telephone)

Shell Houston employees also can call the Shell Emergency Information Line at 713-241-2005 (at Woodcreek, 281-544-2436) for the latest updates on facility closings.

For more information on hurricanes, visit the [National Hurricane Center - opens in new window](#).

We will continue to closely monitor the weather developments and take actions per our hurricane preparedness and response plans as appropriate. Protection of our people and assets, the community and environment are our top priorities.

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Hurricane Katrina Update #10

29/08/2005

Upstream

Tracking devices onboard two drilling rigs under contract to Shell have drifted off location (Nobel's Jim Thompson and Transocean's Deepwater Nautilus).

Both rigs are being tracked by the owner companies and questions should be directed to the respective companies.

As soon as it is safe to do so, Shell will dispatch fixed-wing aircraft from the west to check the status of our Gulf of Mexico assets.

A minimum number of staff will be deployed as soon as possible to reestablish power and communications systems and to regain control of the drifting drilling rigs.

Once power is in place, production start-up will begin at the assets that are not damaged. If we discover damage to assets we will evaluate the situation and will proceed with repair and recovery plans.

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Hurricane Katrina Update #11

29/08/2005

Upstream

A fixed-wing reconnaissance flight has completed a preliminary assessment of damage to Shell's GoM assets.

An early report indicates Shell's Mars platform has sustained topside damage. We will make further assessments as soon as possible. Shell production staff will be deployed to five assets in the central/western GoM (Auger, Brutus, Enchilada, Cougar, Bullwinkle) on Tuesday to restart power systems and perform more detailed checks for damage.

Crews from Noble and Transocean are scheduled to fly out by mid-day Tuesday to reestablish operating systems on the two drifting drilling rigs. Anchor vessels and tugboats have been deployed to the two drifting rigs to remove loose anchor lines and hook up the rigs to towing bridles. Plans are to bring the rigs to shallow water and/or shipyards for repairs.

Shell's One Shell Square offices in downtown New Orleans will remain closed on Tuesday. The building is without power and water and there is no estimate on when either service will be restored. There is no flooding in the basement of the building and no structural damage, however some windows were broken. Communications in the New Orleans area have been difficult due to jammed phone lines. Employees can check for updates at 281 544 2436.

Shell is evaluating options to provide assistance to employees and their families in this difficult time. More information will be shared as soon as it is available.

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Hurricane Katrina Update #12

30/08/2005

Manufacturing, Retail, Refining, Lubricants, Pipeline

Efforts are underway to assess damage to Shell and Motiva manufacturing, retail and lubricants assets in areas impacted by Hurricane Katrina.

Early reports indicate minimal damage at the Motiva Convent Refinery and Shell Geismar Chemical Plant in Louisiana. The Geismar facility is in the final phase of assessment and is preparing for potential start-up, although no timeline has been set. Access to the Motiva Norco Refinery and Shell Norco Chemical Plant in Louisiana and the Shell Mobile Chemical Plant in Alabama remains limited, and damage to these facilities is still being assessed. These facilities are currently shut down.

Despite difficult communications, Shell continues to assess the impact of Hurricane Katrina on its retail facilities in the New Orleans market. Early reports indicate significant damage to the network. To help assist consumers, Motiva has frozen the wholesale prices it charges its distributors in hurricane-impacted areas of Louisiana, Mississippi, Alabama and Florida.

The Shell-operated Capline Pipeline system did not incur damage from Hurricane Katrina, but is currently down due to multiple pump stations that are without power. Shell Pipeline is working with utility officials to get power restored to the system. Shell Pipeline's four refined products pipeline systems between New Orleans and Baton Rouge do not show any damage, but are not operating due to power outages and lack of supply from impacted refineries. Pipeline systems connected to Gulf of Mexico offshore production and operated by Shell Pipeline are currently down and being assessed for damage.

Motiva distribution terminals in Kenner, Louisiana, and in Collins and Meridian, Mississippi, are closed due to flooding and power outages. Motiva's Convent Distribution Terminal in Louisiana is operating and currently supplying customers.

The Shell Lubricants blending plant in Vicksburg, Mississippi, has reopened, but the Metairie, Louisiana, lube blending plant remains closed. Six Jiffy Lube stores in Baton Rouge have reopened, although six in New Orleans are closed. Damage to these facilities is still being assessed.

Shell has implemented a toll-free number for employees. Any Shell or Motiva employee affected by Hurricane Katrina should call 866-745-5489 for information on assistance for themselves and their families.

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Katrina Update from Hofmeister, president, Shell Oil Company #13

30/08/2005

General, Refining, Chemicals, Retail, Supply & Distribution, Upstream

Hurricane Katrina hit the Louisiana coast as a strong storm packing high winds, rain and storm surge and has taken a serious toll on New Orleans, Gulfport, Miss., Mobile, Al., and surrounding areas.

Our first priority, of course, continues to be the safety and well being of our colleagues and their families. I'm pleased to say there have been no reported storm-related injuries to Shell or Motiva staff at this time. I'm certain this is due, in part, to the efficient and professional manner in which Shell employees responded in the face of this devastating storm.

Now, in Katrina's wake, we must turn our attention to helping Shell employees and their families regain a sense of normalcy in their lives and restoring Shell's operations as quickly and safely as possible. Here is some information that I hope will help:

General information

For employee assistance information and updates on plant status, I encourage employees to call 866-745-5489.

Hurricane Katrina relief and employee assistance programs

Discussions are underway between Shell and national and state organizations (American Red Cross, Salvation Army, Points of Light Foundation) to identify the needs (financial resources, in-kind donations, and/or volunteers) in areas affected by Hurricane Katrina.

Employee assistance interest-free loan program:

In an effort to help Shell employees affected by Hurricane Katrina, an Interest Free-Loan Program will be provided to employees. Employees needing transportation, clothing and shelter can apply for an immediate loan of up to \$2,500. Employees will have two years to repay this loan.

Employees needing to make repairs to their homes or replace furniture or major appliances, which are not covered by insurance or FEMA benefits, can apply for an additional loan of up to \$7,500. Reimbursement of the total loan (up to \$10,000) may be over a five-year period. This \$10,000 limit includes any outstanding interest free loans an employee may have (e.g., Tropical Storm Allison, Home PC Purchase, etc.).

Although both of these loans are interest free, employees will sign a promissory note. Repayment of these loans will be handled through payroll deductions.

Employees affected by the hurricane by either evacuation or otherwise should check with their local HR representative for information about reporting time off and inquiries about obtaining one or both of these interest-free loans.

Other helpful resources

Employees can also access Lifeworks (1-888-267-8126), Shell's on-line employee assistance program , that offers free confidential assistance. It aims to help employees and the other important people in their lives get through difficult times by offering practical resources and guidance. The User ID is '**dimensions**' and the password is '**lifeworks**'.

[Preparing for Hurricanes \(DOC, 44 KB\)](#)

[After a disaster... \(DOC, 41 KB\)](#)

[Hiring and Working with a Home Improvement Contractor After a Natural Disaster \(DOC, 28 KB\)](#)

[Getting Organized After a Natural Disaster \(DOC, 33 KB\)](#)

[Facing the Prospect of Rebuilding After a Natural Disaster \(DOC, 32 KB\)](#)

[Avoiding Frauds and Scams After a Natural Disaster \(DOC, 31 KB\)](#)

Emergency Contact Resources:

[Alabama \(DOC, 60 KB\)](#)

[Florida \(DOC, 58 KB\)](#)

[Georgia \(DOC, 29 KB\)](#)

[Louisiana \(DOC, 33 KB\)](#)

[Mississippi \(DOC, 30 KB\)](#)

Shell and Motiva operations update

Over the past few days, all 983 of our Gulf of Mexico (GoM) offshore personnel were evacuated and all Shell-operated GoM production was shut-in. In addition, our entire New Orleans staff was subject to a mandatory evacuation order from local authorities. Shell's One Shell Square offices in downtown New Orleans will remain closed on Tuesday.

The building is without power and water and there is no estimate on when either service will be restored. There is no flooding in the basement of the building and no structural damage, however some windows were broken. Communications in the New Orleans area have been difficult due to jammed phone lines. Employees can check for updates at 281 544 2436 or 866-745-5489.

In addition, all indications are that the evacuations and shut-ins were completed safely and without incident including all Retail as well as Supply & Distribution personnel in New Orleans area, our offshore assets and our Shell and Motiva manufacturing facilities: Motiva Convent Refinery, Motiva Norco Refinery, Shell Chemical Norco plant, Shell Chemical Geismar plant and Shell Chemical Mobile plant. This is a notable accomplishment and speaks directly to the preparedness of our Hurricane Team and all involved with our operations onshore, offshore and in New Orleans.

Some Retail locations were closed as personnel were evacuated. Terminal facilities in Convent and Kenner, LA were closed, as were terminals in Collins and Meridian, MS. We are currently assessing operations in all these areas.

A fixed-wing reconnaissance flight has completed a preliminary assessment of damage to Shell's GoM assets. An early report indicates Shell's Mars platform has sustained topside damage. We will make further assessments as soon as possible. Shell production staff will be deployed to five assets in the central/western GoM (Auger, Brutus, Enchilada, Cougar, Bullwinkle) today to restart power systems and perform more detailed checks for damage.

All Shell-operated GoM production was shut-in. The daily total gross Shell-operated production deferred as a result of the storm is approximately 420 thousand barrels of oil and 1,345 million cubic feet of gas.

Onboard tracking devices indicate that two drilling rigs (Nobel's Jim Thompson and Transocean's Deepwater Nautilus) drifted off location. Crews from Noble and Transocean are scheduled to fly out by mid-day today to reestablish operating systems on the two drifting drilling rigs. Anchor vessels and tugboats have been deployed to the two drifting rigs to remove loose anchor lines and hook up the rigs to towing bridles. Plans are to bring the rigs to shallow water and/or shipyards for repairs.

Once power is in place, production start-up will begin at the assets that are not damaged. If we discover damage to assets we will evaluate the situation and will proceed with repair and recovery plans.

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Hurricane Katrina Update #14

31/08/2005

Upstream

We have completed a preliminary assessment of nearly all Shell-operated GoM assets and can confirm most appear to have little or no damage except for certain Central GoM assets.

Personnel have already safely returned to our assets in the Western GoM (North Padre Island, and Brazos) some Central GOM (West Cameron, Green Canyon, and Garden Banks) and hurricane recovery and production start up activities have begun.

Eastern GoM assets (MP 252, Ram/Powell, Mobile Bay) do not appear to be damaged and post hurricane activities are underway there as well. Production from these assets will resume as appropriate once final inspections of the facilities are completed and pipelines and other related downstream facilities that transport our production to onshore locations have also been systematically inspected and are operational and ready to receive production.

Over-flights and site visits have identified damage to key Central GoM assets, West Delta-143, Cognac, and Mars. Equipment fabrication to repair WD-143 is underway, and assessment teams are visiting Cognac and Ursa today for initial inspection.

As reported earlier, the Mars Tension Leg Platform was significantly damaged in the storm. Attached is a photo of the Mars platform taken by Shell during one of the flights. We are making a full assessment of the damage over the next several days and will then develop a comprehensive repair and recovery plan.

Contractor personnel have boarded and secured both semi-submersible drilling rigs, the Transocean Deepwater Nautilus (DWN) and the Noble Jim Thompson (NJT), whose mooring lines broke during the hurricane. The DWN is currently under tow to a shallow water location for further assessment and repair. The NJT is planned to be secured to tugboats today.

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Hurricane Katrina Update #15

31/08/2005

Manufacturing, Refining, Retail, Pipeline, Lubricants, Supply & Distribution

Efforts are underway to assess damage and to restore operations at Shell and Motiva manufacturing, retail, pipeline and lubricants assets in areas impacted by Hurricane Katrina.

The Shell Geismar Chemical plant in Louisiana has started up two units and is working on starting up remaining units. Power has been restored to the Motiva Convent Refinery in Louisiana and the Shell Mobile site in Alabama. Repairs are underway at Convent.

Access to the Norco Refinery, the Shell Norco Chemical Plant and the Mobile site remains limited, and damage to these facilities is still being assessed. These facilities are currently shut down.

No start-up dates have been projected for any Shell or Motiva facilities.

Motiva continues to assess damage from the hurricane to its Shell-branded retail facilities in the Gulf Coast region. While numerous sites remain inaccessible, reports indicate significant damage to the retail network.

Response efforts include bringing in generators from other states to strategically located Shell stations in impacted areas so that fuel can be provided for vehicles used by emergency responders. To help assist consumers who have been adversely affected by Hurricane Katrina, Motiva continues to freeze the wholesale prices it charges distributors in the hurricane-impacted areas of Louisiana, Mississippi, Alabama and the Florida panhandle. Motiva's retail organization is working diligently to help meet consumer demand for gasoline in all markets.

The Shell-operated Capline Pipeline has successfully resumed operation and will begin receiving crude supplies for shipment. Operation of the pipeline system was halted due to power outages caused by the hurricane. Initial Capline service will be at reduced rates. Shell Pipeline's four refined products pipeline systems between Norco and Baton Rouge do not show any damage, but are not operating due to continued power outages and lack of supply from impacted refineries.

Pipeline systems connected to Gulf of Mexico offshore production and operated by Shell Pipeline are currently down and continue to be assessed for damage.

Motiva Distribution Terminals located in Kenner, Louisiana, and in Collins and Meridian, Mississippi, are closed due to flooding and power outages. Motiva's Convent Distribution Terminal in Louisiana is operational and supplying fuel to customers.

The Shell Lubricants blending plant in Vicksburg, Mississippi, has reopened, but the Metairie, Louisiana, lube blending plant remains closed. Six Jiffy Lube stores in Baton Rouge have reopened, although six in New Orleans are closed. Damage to these facilities is still being assessed.

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Katrina Aftermath from president of Shell Oil Company #16

31/08/2005

General

Hurricane Katrina plowed its way through the Gulf Coast along Louisiana, Mississippi and Alabama on Monday and has left unimaginable devastation in its wake.

Now in the aftermath of the storm, failing levees, rising floodwaters, and stranded people are making the situation in New Orleans worse by the hour. Our thoughts and prayers are with our employees, their families and friends who have been so terribly hurt by this tragedy.

I want to emphasize to all Shell and Motiva employees who are dealing personally with the effects of this natural disaster that you should make the safety and well being of your families your first priority. To help alleviate some of your worries, we are ensuring salary continuation, providing a temporary living supplement and offering assistance for locating temporary shelter and transportation.

I encourage employees to call the toll-free Shell Emergency Response Line at 866-745-5489 to access these employee assistance programs and obtain facility status updates.

Shell and Motiva will join others in the industry in supporting relief efforts by donating \$2 million to the American Red Cross. Additionally, many employees have expressed their wish to directly assist Katrina's victims. To that end, along with the company's direct donation, Shell and Motiva will match employee contributions up to another \$1 million. I encourage all Shell and Motiva U.S. employees to consider making individual contributions to help those devastated by Hurricane Katrina rebuild their lives.

To all of you, my deepest thanks.

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Katrina and impact from Jeroen van der Veer, Chief Executive #17

31/08/2005

General

You will have all heard about the devastating impact of Hurricane Katrina in the US and the Gulf of Mexico.

Our thoughts are with the families and friends of those who have suffered losses in this tragic event.

Our first priority as the storm approached was to ensure that all our staff were safely evacuated from impacted operations. We shut down our production facilities in the Gulf and closed refineries and chemicals facilities and our office in New Orleans.

Some of our facilities have been damaged and production is halted while we begin assessments and run checks. Our thanks go to all staff who worked hard to minimise the impact of the storm.

Employee assistance programmes are in place and we are continuing to consider other ways to best help our employees pull through this tragic event.

Also, Shell has started discussions with national and state organisations to identify the needs in areas affected by Hurricane Katrina.

Further information and updates can be found on the US intranet site and on www.shell.com/us.

Kind regards,

Jeroen van der Veer
Chief Executive

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Hurricane Katrina Update #18

01/09/2005

Refining

Motiva's Convent Refinery continues repairs and could initiate a restart in about a week.

Motiva's Norco Refinery is still assessing damage. There is power at the nearby substation, but not at the plant. Access to the Norco facility is limited, but improving. No start-up date is projected for the Norco refinery.

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Hurricane Katrina Update #19

01/09/2005

Pipeline

The Shell-operated Capline pipeline system resumed operations Wednesday afternoon and is currently operating at around 75 percent capacity.

Capline will resume service at full capacity once electric utility services are restored at pump stations located in Mississippi.

Shell Pipeline's four refined product pipeline systems in Louisiana remain down due to refinery outages. These systems were not damaged as a result of Hurricane Katrina and will re-start once refinery production resumes.

Selected western and central corridor pipeline systems connected to Gulf of Mexico offshore production, and operated by Shell Pipeline, have resumed operation. Shell Pipeline is continuing assessment and repair work to bring the remaining systems online.

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Hurricane Katrina Update #20

01/09/2005

Upstream

Comprehensive post-hurricane assessment and recovery operations continue at all Shell-operated Gulf of Mexico assets.

Significant efforts are ongoing to evaluate our hurricane-impacted assets, Mars, Cognac, and West Delta 143. Assessment and repair activities for two drilling rigs under contract to Shell, Transocean Deepwater Nautilus and Noble Jim Thompson continue as planned.

Today we are ramping up production at Auger, North Padre Island and Fairway (Mobile Bay). This systematic process can take several days before full production rates can be achieved.

Recovery of production from other GoM assets not impacted by Katrina will resume as appropriate once final inspections of the facilities are completed and pipelines and other related downstream facilities that transport and receive our production to onshore locations have been systematically inspected and are operational.

Shell is expanding its Robert Training Center facility in Robert, LA, about 45 miles northwest of New Orleans, to provide a temporary Operations Center to manage GoM production activities until such time as New Orleans offices can reopen. Activities include establishing communications and increasing space for offices and accommodations.

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Hurricane Katrina Update #21

02/09/2005

Chemicals

In the aftermath of Hurricane Katrina, Shell Chemical LP is in the process of assessing damage and restoring operations at its sites.

The Geismar, Louisiana chemical plant is operating at 60 percent of its capacity limited by logistics issues. Geismar produces products used by other industries and does not produce gasoline fuel.

Power has been restored to the Mobile facility in Alabama and it is in its start up phase. Progress will depend on certain logistics issues being resolved.

Access to the Norco Chemical Plant remains limited, and damage to this facility is still being assessed. As more employees resolve their personal situations and are able to return to work, assessment process will be accelerated. We anticipate a clearer picture of the site situation by next week.

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Hurricane Katrina Update #22

02/09/2005

Upstream

Comprehensive post-hurricane assessment, repair and recovery operations continue at all Shell-operated Gulf of Mexico assets.

Assessment and repair activities for two drilling rigs under contract to Shell, Transocean Deepwater Nautilus and Noble Jim Thompson continue as planned.

Today we began producing from our Cougar and Enchilada assets in the GoM, and the Yellowhammer Gas Processing Plant, in Mobile Bay, Alabama, is now operating.

Recovery of production from other GoM assets not impacted by Katrina will resume as appropriate once final inspections are completed. However, delivery of production from all assets in the GoM is dependent upon the operational status of pipelines and other related onshore processing/handling facilities that transport and receive our production. In many cases this supporting infrastructure is being systematically inspected and repaired as needed before being made operational.

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Hurricane Katrina Update #23

02/09/2005

Refining

Repair work continues at the Motiva Norco Refinery.

We continue to work as quickly as possible to be able to re-start operations, which could begin the middle of next week.

Repair work at the Motiva Convent Refinery should be completed this weekend and start-up of the refinery could occur as early as this Sunday.

Both plants will be brought up gradually and safely towards full production over several days once start-ups begin.

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Message to employees from president of Shell Oil Company #24

02/09/2005

General

The past week has been an extremely trying time for the people of Shell and Motiva.

My deepest thanks to everyone who has opened their hearts, homes and wallets to help colleagues, their families, friends and the broader communities affected by one of the worst natural disasters in the history of the United States.

As we continue to hear desperate stories of missing loved ones, devastation and chaos, I grow more concerned for staff who have not yet been accounted for. Please help us locate staff from the affected areas. Ask them to call their supervisors and let them know of the company's toll-free employee-assistance number, 866-745-5489.

We have made progress on many fronts -- reaching out to assist thousands of employees, retirees and their families, assessing facility status and returning our unaffected assets in the western Gulf of Mexico to operation. I commend the many Shell and Motiva people who have demonstrated their commitment to their colleagues, communities and company by working safely and efficiently to make all this happen in just a few days.

I am pleased to be able to tell you that, due to the magnitude of the damage to employees' homes in the affected areas, we are increasing the interest-free loan program by up to \$40,000. This is in addition to the current program of \$2,500 for emergency cash and the \$7,500 for repairs and replacement.

Shell also has joined Houston Mayor Bill White's "Doers Committee" as an active member to render help with dignity to the thousands of hurricane survivors who are seeking refuge in the City of Houston and surrounding areas. Shell and Motiva volunteers will be a critical part of that assistance effort.

Yesterday President Bush issued a call for fuel conservation. I support the president's position and encourage you, as Shell and Motiva employees and contributors to our industry, to be prudent in your use of energy during the course of the next few weeks.

Next week, we will begin a number of town hall discussions throughout the company. I hope everyone will attend a town hall to hear more about the status of employee assistance, our business continuity plans and our facilities, and to ask any questions you have.

Please remember this is a time of great emotional and physical stress and fatigue. I cannot emphasize enough that all employees carefully guard their health and that directly affected employees continue to make the health and welfare of their families their first priority.

Again, my deepest thanks to employees and retirees who have given so much during this time of great need. To our colleagues who have been so terribly affected by this nature disaster, know that our thoughts and prayers are with you all.

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Hurricane Katrina Update #25

02/09/2005

General

Based on all available information at this point, we believe that the One Shell Square office building in New Orleans has suffered relatively minor damage.

Fortunately, the building was not flooded. About two-dozen windows are missing. It is currently without power and will remain so until the situation in New Orleans is stabilized and power can be restored to the area.

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Hurricane Katrina Update #26

03/09/2005

Chemicals

Shell Chemical LP is continuing to make process in the assessing of damages and restoring of operations at its sites.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity limited by logistics issues. Geismar produces products used by other industries and does not produce gasoline fuel.

Power has been restored to the Mobile facility in Alabama and it is preparing for its start-up phase. Progress will depend on certain logistics issues being resolved.

Norco Chemical Plant is still in the process of assessing the facility. A large number of employees were able to return to work today having stabilized issues with their personal situations. This increased workforce will accelerate the assessment process. We anticipate a clearer picture of the site situation by next week.

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Hurricane Katrina Update #27

04/09/2005

Upstream

Production is now flowing and ramping up from all Shell operated assets in the Western Gulf of Mexico that were shut in because of Hurricane Katrina.

Over the last 24 hours Bullwinkle and West Cameron 565 began flowing, and production continues from Auger, Brutus, Cougar, Enchilada, and North Padre Island.

In the Eastern Gulf of Mexico our Fairway asset and Yellowhammer Gas Processing Plant near Mobile Bay are operating normally.

Ram Powell and Main Pass 252 are ready to resume production, however, delivery of production is dependent upon the completion of ongoing systematic inspections and any needed repairs of pipelines and other related onshore processing/handling facilities that transport and receive our production.

Significant efforts continue as we evaluate our hurricane-impacted assets, Mars, Ursa, Cognac, and West Delta 143.

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Hurricane Katrina Update #28

04/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring of operations at its sites.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity limited by offsite logistics issues. Geismar produces products used by other industries and does not produce gasoline fuel.

The Mobile facility in Alabama is in start-up phase and is at approximately 50 percent capacity. Further progress will depend on certain logistics issues being resolved.

More employees reported to the Norco Chemical Plant today. Assessment of their personal situations continue as part of the process towards preparing for a potential start-up phase.

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Hurricane Katrina Update #29

04/09/2005

Refining

The Motiva Convent Refinery has completed repairs and initiated its restart sequence.

The plant will be brought up gradually and safely towards full production over several days.

Repair work continues at the Motiva Norco Refinery. We continue to work as quickly as possible to be able to re-start operations, which could begin the middle of next week.

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Hurricane Katrina Update #30

04/09/2005

Pipeline

The Shell-operated Capline pipeline system is currently operating at approximately 40,000 barrels per hour.

Capline's normal rate is 45,000 barrels per hour. The system's pump station in Pine Grove, Mississippi remains without power. A generator is in route to Pine Grove in the event restoration of electric utility services is further delayed.

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Hurricane Katrina Update #31

05/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring of operations at its sites:

The Mobile facility in Alabama is in start-up phase and is at approximately 50 percent capacity. While Mobile is able to deliver transportation fuels at full capacity, sustainability of these rates will require bringing refining units to full capacity, which will require resolving logistical issues.

More employees continue to report in to the Norco Chemical Plant and Norco is continuing to work to make contact with the remainder of employees. Assessment of our employees' personal situations continues as part of the process towards preparing for a potential start-up phase.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity limited by offsite logistics issues. Geismar produces products used by other industries and does not produce gasoline fuel.

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Hurricane Katrina Update #32

05/09/2005

Refining

The Motiva Convent Refinery has initiated its restart sequence.

The plant will be brought up gradually and safely towards full production over several days. The Convent plant has a capacity of 225,000 barrels of crude throughput per day.

Repair work continues at the Motiva Norco Refinery, with some sub-systems coming up today. We continue to work as quickly as possible to be able to re-start operations, which could begin the middle of this week. The Norco plant has a capacity of 240,000 barrels of crude throughput per day.

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Hurricane Katrina Update #33

05/09/2005

Refining

The Motiva Convent Refinery startup plan is proceeding as scheduled.

The plant anticipates being at about two-thirds of crude throughput capacity and blending first gasoline stocks later today. The plant will continue to be brought up gradually and safely towards full production over the next several days. The Convent plant has a capacity of 225,000 barrels of crude throughput per day.

Repair work is progressing at the Motiva Norco Refinery, with more sub-systems coming up today. We continue to work as quickly as possible to re-start operations, which are expected to begin the middle of this week. The Norco plant has a capacity of 240,000 barrels of crude throughput per day.

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Message to US Staff from Jeroen van der Veer, Chief Executive #34

05/09/2005

General

I'd like to express my appreciation and admiration for how all our USA employees tackle the consequences of Katrina.

Thanks to your very regular updates and the many interactions going on between Shell people, I see that we have the right spirit to roll up our sleeves and to find a way through the huge task to recover from this hurricane.

On behalf of the Board, I wish you all the strength in the coming weeks.

Best regards,
Jeroen van der Veer

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Hurricane Katrina Update #35

06/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring operations.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity, limited by offsite logistics issues. Geismar produces first line derivative products, with full capacity exceeding 1 million tons per annum.

The Mobile facility in Alabama is in its final start-up phases and is already producing some of its products like gasoline at full capacity. Waterway logistics issues are being addressed. This is necessary to maintain plant capacity and build on current stocks of gasoline that are being used to operate loading racks at full capacity. Mobile produces fuel products and chemicals feedstocks with capacity greater than 1 million tons per annum.

More employees have reported to the Norco Chemical Plant. Assessment of their personal situations continues as part of the process towards preparing for a start-up phase. More definitive information on start-up dates will be available in the coming days as Norco Chemical develops start-up plans jointly with the refinery on site. Norco produces base chemicals and other products with combined capacity of greater than 1 million tons per annum.

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Hurricane Katrina Update #36

07/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring operations.

The Mobile facility in Alabama is nearly fully operational. Waterway logistics issues regarding crude imports are being addressed in order to maintain plant capacity. Mobile produces fuel products and chemicals feedstocks with capacity greater than 1 million tons per annum.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity, limited by offsite logistics issues. Geismar produces first line derivative products, with full capacity exceeding 1 million tons per annum.

While increasing numbers of Norco employees have reported to the plant, not all are yet accounted for. Assessments of the personal situations of staff are being factored into the preparation process for the initial start-up phase at the facility. Many utility systems are being commissioned and start-up plans are being jointly developed with the refinery on site.

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Hurricane Katrina Update #37

07/09/2005

Pipeline

The Shell-operated Capline pipeline system has been operating consistently at approximately 40,000 barrels per hour since Saturday and is fully meeting scheduled nominations.

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Message to staff from president of Shell Oil Company #38

07/09/2005

General

Today - just over one week since Hurricane Katrina roared ashore - our focus is now firmly on repairing lives, reuniting families and returning to some sense of business normalcy.

I'd like to share progress on some of these efforts with you.

Contacting and assisting our colleagues

While we have heard from nearly all Shell and Motiva employees who were living and working in the affected areas, there are still some whose status we haven't confirmed. Please help us locate all staff and/or ask them to call their supervisors or one of the company's toll-free employee-assistance numbers (**866-745-5489** and **877-40-SHELL**) or send an email message to katrinahelp@shell.com.

Nearly 200 Shell and Motiva human resources personnel have answered about 1,000 calls so far for information about pay, housing, loans, and other assistance and more than \$1 million in needed cash has been dispersed to staff under the interest-free loan program.

Volunteering our time

Our volunteer efforts are second to none. In Houston alone, more than 2,500 Shell and Motiva employees, retirees, and family members have donated their time and their hearts to a variety of Houston-area relief efforts including the Houston Food Bank, the Astrodome, the George R. Brown Convention Center Relief Center, Volunteer Houston, and the Red Cross Command Center.

Contributing to recovery

Shell and Motiva donated \$2 million directly to the American Red Cross and are matching up to an additional \$1 million in employee donations. Through the Shell Information Center, we have donated computers and IT expertise for installation and programming to serve Houston shelters as an information-management system.

More than 200 Shell retail stations are collecting items for the Houston Food bank and Red Cross. Pennzoil and Quaker State supplied 15,000 shirts, 8,000 toys, and 4,000 radios with flashlights and Shell Deer Park Refinery contributed 200 cots to survivors at shelters. Gasoline and other fuel has been provided to New Orleans city police, federal and other officials in Biloxi, Mississippi and \$100,000 in gas cards has been provided to help support survivors' return home.

Temporary Housing

Shell Real Estate Services and Shell Travel Services have made provisions for extensive temporary and medium-term housing for dislocated staff and their families. We've acquired hundreds of Houston area

apartments and we are working on more housing in Baton Rouge and other Louisiana areas. Temporary accommodations have been arranged for staff at Shell and Motiva manufacturing locations.

We will continue to use the Shell Emergency Response Line at 866-745-5480, or 877-40-SHELL to access these accommodations. A Temporary Housing Support feature will be added to the phone tree and available by Monday, September 12, 2005, at the latest.

Business Recovery

Work is well underway across all businesses to return operations to production to help meet the nation's energy requirements. More specific descriptions of what is being accomplished can be found on our external US website, www.shell.com/us, and a fuller picture will be provided as soon as possible.

Rising to the occasion

I continue to be immensely proud of the professional yet compassionate manner in which Shell and Motiva employees are approaching the task at hand. So many of you have already given so much of your time and energy to helping us move through this difficult time. And, so many others have opened their hearts, homes, and wallets to those in need. All of your efforts are greatly appreciated.

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Hurricane Katrina Update #39

08/09/2005

Production

Production is now flowing and ramping up from all Shell-operated assets in the Western Gulf of Mexico that were shut in because of Hurricane Katrina.

Production resumed from Auger, Brutus, Bullwinkle Cougar, Enchilada, North Padre Island and West Cameron 565. In the Eastern Gulf of Mexico, our Fairway asset and Yellowhammer Gas Processing Plant near Mobile Bay are operating normally. Shell's net GOM production from Shell-operated and outside-operated fields for the first half of 2005 averaged around 450 kboe/d. Currently, Shell's net GOM production has returned to approximately 160 kboe/d. Significant efforts continue as we make a comprehensive assessment of our hurricane-impacted assets, Mars, Ursa, Cognac, and West Delta 143 as well as of pipelines and other related onshore processing/handling facilities that transport and receive our production.

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Hurricane Katrina Update #40

08/09/2005

Refining

The Motiva Convent Refinery is now operating at about 75 percent capacity and is shipping gasoline, diesel and aviation fuel to the market.

The plant will continue to be brought up gradually and safely towards full production over the next few days. The Convent plant has a capacity of 225,000 barrels of crude throughput per day.

Repair work continues to progress at the Motiva Norco Refinery, with more utility sub-systems coming up yesterday and today. We are working quickly and methodically toward initiating our re-start sequence, which we expect to begin sometime over the next couple of days. The Norco plant has a capacity of 240,000 barrels of crude throughput per day.

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Hurricane Katrina Update #41

08/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring Operations.

The Mobile facility in Alabama is nearly fully operational. Waterway logistics issues regarding crude imports are being addressed in order to maintain plant capacity. Mobile produces fuel products and chemicals feedstocks with capacity greater than 1 million tons per annum.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity, limited by offsite logistics and feedstock availability. Geismar produces first line derivative products, with full capacity exceeding 1 million tons per annum.

Many utility systems are now in operation. Start-up plans are focused on getting the Motiva Norco refinery on site operational first, with the Shell chemical plant to follow.

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Hurricane Katrina Update #42

08/09/2005

Refining

The Motiva Norco Refinery has initiated its start up sequence.

The plant will continue to be brought up gradually and safely towards full production over the next several days. The Norco plant has a capacity of 240,000 barrels of crude throughput per day.

The Motiva Convent Refinery is now operating at almost 90 percent capacity and is shipping gasoline, diesel and aviation fuel to the market. The Convent plant has a capacity of 225,000 barrels of crude throughput per day.

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Hurricane Katrina Update #43

09/09/2005

Lubricants

The Metairie lubes plant remains flooded.

A response team is prepared to take action once the water clears. We are working to ensure continued supply to our customers.

Four of six Jiffy Lube stores in the New Orleans area are now accessible and are being assessed for damage. Two locations remain flooded.

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Hurricane Katrina Update #44

09/09/2005

Pipeline

Shell Pipeline Company - Pilottown & Nairn Incidents

Shell Pipeline Company LP has confirmed that damage from Hurricane Katrina resulted in two crude oil spills from company-owned assets in southern Louisiana.

In the first incident, crude oil was found leaking from an above-ground storage tank and into a tank dike and the surrounding area at a company tank farm in Pilottown. The incident was caused by apparent wind damage. In the second incident, crude oil was found leaking from a 20-inch pipeline in Nairn. Damage to the pipeline resulted from a breach in a hurricane protection levee.

In cooperation with the U.S. Coast Guard, response personnel and equipment from Shell and the Marine Spill Response Corporation were promptly deployed to both sites and crews have been working to contain and recover lost product. Of the approximately 10,000 barrels estimated to have been leaked in Pilottown, more than 6,200 barrels have been recovered to date. In Nairn, the release was estimated at 250 barrels. Recovery efforts continue at both sites.

Shell identified the two incidents during early surveillance following the hurricane. The incidents were promptly reported to the National Response Center, the U.S. Coast Guard, the U.S. Environmental Protection Agency and other authorities.

Headquartered in Houston, Shell Pipeline Company LP is a wholly owned subsidiary of Shell Oil Products US, a unit of Shell Oil Company.

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Shell Provides Update on Operational Impact of Katrina #45

09/09/2005

General

Upstream Operations:

Production is now flowing and ramping up from all Shell-operated assets in the Western Gulf of Mexico (GoM) that were shut in because of Hurricane Katrina. Production has resumed at Auger, Brutus, Bullwinkle, Cougar, Enchilada, North Padre Island and West Cameron 565. In the Eastern GoM, our Fairway asset and Yellowhammer Gas Processing Plant near Mobile Bay are operating normally.

Shell's net GoM production from Shell-operated and outside-operated fields for the first half of 2005 averaged around 450,000 barrels of oil equivalent per day (kboe/d). Currently, Shell's net GoM production has returned to approximately 160 kboe/d. Significant efforts continue as we make a comprehensive assessment of our hurricane-impacted assets (Mars, Ursa, Cognac, and West Delta 143) as well as of pipelines and other related onshore processing/handling facilities that transport and receive our production.

Pending full assessment and evaluation of infrastructure and assets, it is expected that about 60% of total production will be restored to pre-hurricane levels within Q4, 2005. The situation with respect to the remaining production, mainly from the Mars and Ursa area, Mensa, and Cognac, is still being assessed, but production from these facilities may not be feasible during the fourth quarter, depending on options available for recovery.

Downstream Operations:

Refineries

Shell and Motiva operate 7 refineries in the US with overall crude throughput of approximately 1 million barrels per day (bbl/d). Two Motiva refineries, Motiva Convent and Motiva Norco, representing about 27% of Shell's US refining capacity (net) were impacted by Hurricane Katrina. These refineries normally supply retail and other customers mainly in the PADD III Gulf Coast area.

The Motiva Convent refinery has completed repairs and initiated its restart sequence. It is expected that the refinery will be brought back towards full production over several days. Full production rates are expected to be achieved by the end of next week. The Motiva Convent refinery has a capacity of 235 thousand bbl/d of crude throughput (Shell share 50% = 117.5 thousand bbl/d).

Repair work continues at the Motiva Norco refinery and restart of operations could begin the middle of next week. The Motiva Norco plant has a capacity of 220 thousand bbl/d of crude throughput (110 thousand bbl/d = Shell share 50%).

Other Gulf Coast Shell refineries in Deer Park (334 thousand bbl/d = Shell share 50%) and Port Arthur (275 thousand bbl/d = Shell share 50%) are not affected.

Chemicals

Shell Chemical LP is continuing to make progress in restoring operations. The Geismar, Louisiana chemicals plant is operating at 60 % of its capacity, limited by offsite logistics issues. Geismar (Shell share 100%) produces first line derivative products. Full capacity is expected as logistics become available.

The Mobile facility in Alabama is in its final start-up phase. Mobile (Shell share 100%) produces base chemical feedstocks and fuels.

Norco (Shell share 100%) produces base chemicals and other products. More definitive information on start-up dates will be available in the coming days as start-up plans are developed jointly with the refinery.

Terminals and Retail

Terminal operations are nearly up and running across the affected area. Movement of product into our retail stations continues to be a significant challenge.

Work is in progress assessing the full impact of the storm on our network, and great efforts are being made to keep product flowing. Motiva has taken specific actions to help control prices in the affected areas and is also taking strict measures against price gouging by any of our branded locations

The Hague, September 9, 2005

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This press release contains forward-looking statements that are subject to risk factors associated with the oil and gas business.

It is believed the expectations reflected in these statements are reasonable, may be affected by a variety of variables which could cause actual results, trends or reserves replacement to differ materially, including, but not limited to: price fluctuations, actual demand, currency fluctuations, drilling and production results, reserve estimates, loss of market, industry competition, environmental risks, physical risks, successful negotiation and consummation of transactions, risk of doing business in certain countries, legislative, fiscal/regulatory developments including potential litigation and regulatory effects, economic and financial market conditions in various countries and regions, political risks, project delay or advancement, approvals and cost estimates.

Please refer to the Annual Report on Form 20-F/A (amendment no. 1) for the year ended December 31, 2004 for a description of certain important factors, risks and uncertainties that may affect the Companies' businesses. Neither of the Companies undertake any obligation to publicly update or revise any of these forward-looking statements, whether to reflect new information, future events or otherwise.

Cautionary Note to US Investors:

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 the term "recoverable resource" in this release that the SEC's guidelines strictly prohibit us from including in filings with the SEC.

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Message to Employees from president of Shell Oil Company #46

09/09/2005

General

Katrina Special Housing Assistance Policy

The past eleven days since Hurricane Katrina hit have been an extremely challenging time for the people of Shell and Motiva. I sincerely want to thank everyone who has worked so hard and been so generous in all ways to help our fellow employees, family members, friends and the broader communities affected by one of the worst natural disasters in the history of the United States.

As we are all aware, Hurricane Katrina has destroyed or heavily damaged the homes, communities and workplaces of hundreds of thousands of people. The final number of Shell and Motiva employees and families who have lost their homes or suffered severe damage is still unknown at this time.

As we all can imagine, the loss of a home and personal belongings is an extremely difficult experience. The fact that hundreds of thousands of people are displaced and need housing makes it enormously difficult for our own affected employees to get new accommodations. Therefore, Shell and Motiva are taking this opportunity to further support our employees at a time of exceptional and substantial need by immediately offering a unique program of assistance to help employees begin to get their lives settled.

Shell and Motiva are offering temporary housing support for up to a year for affected domestic and expatriate employees whose homes are not habitable or where the community infrastructure has been significantly damaged to the point where basic services are not sufficient. This temporary housing support will apply to those who cannot occupy their family home and /or whose work location has changed because of this disaster, and will be available during the period until they can return to either their home or their normal work location.

This temporary housing support will be provided in the form of either an allowance to assist in covering the additional costs of housing and utilities in the temporary location or in the form of Company provided housing. For those who were leasing a home or apartment, the support will be provided for a reasonable period of time needed for you to secure a new rental or lease unit.

The temporary housing support should be used for obtaining a lease in the area where your local management has indicated your work will be performed. It is intended that displaced or dislocated employees will lease temporary accommodations instead of purchasing accommodations.

Where the Company has authorized a geographical move, the assignment is expected to last at least three months, and the distance is 50 miles greater than the distance between your current permanent residence and work location, a one time special Katrina relocation allowance will be made. This allowance will be to offset the costs incurred by you in moving to and from the temporary location and will be a minimum of

\$7,500 or 10% of base salary, whichever is greater. In order to protect affected employees from additional tax burden, tax assistance will be provided on these special payments.

Regarding educational assistance, assistance will be provided, if needed, in the form of educational counseling and placement consultation through the Prudential Relocation Center and the Education Advisor. It is expected that all school-aged children will enroll in public schools. Exceptional issues regarding schooling will be addressed, as needed, and EBAS policies will remain unchanged.

More information on these special Katrina related policies will be available shortly via a Special CorpComm. We will continue to use the Emergency Response Line at **1-866-745-5489**, or **1-877-40-SHELL** to access these special policies. A special housing assistance feature will be added to the phone tree and available by Monday, September 12, 2005, at the latest.

It is my sincere hope that the immediate introduction of these measures by Shell and Motiva will make a big and early difference for each and every one of our employees and family members whose lives have been so severely affected.

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Hurricane Katrina Update #47

10/09/2005

Retail

Shell and Motiva representatives have made contact with all of their wholesalers and retailers in the hurricane-impacted areas of Alabama, Louisiana and Mississippi, and are pleased to report they are safe and secure.

In terms of network health, 100 percent of Shell-branded stations in Baton Rouge are back up and running, and 12 percent of locations in New Orleans have reopened. Local authorities have not granted access to the majority of Shell-branded sites in New Orleans due to safety concerns, so we have not been able to fully assess the condition of our network.

Inspection teams are on the ground and ready to evaluate each location thoroughly as it becomes safe to do so. As power is restored and flooding diminishes, the teams are working diligently to make necessary repairs and reopen stations to better serve customers and fuel emergency response vehicles in the area. We hope to reopen up to five more stations this weekend.

As always, the health and wellbeing of employees, fuel truck drivers and customers are of the utmost importance to us and we are working closely with local authorities to ensure sites are opened safely.

Along with its retail stations in Baton Rouge and New Orleans, there are 42 Shell-branded wholesale locations in the southern parts of Alabama, Louisiana and Mississippi impacted by Hurricane Katrina that are still being assessed.

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Hurricane Katrina Update #48

12/09/2005

Retail

Shell and Motiva representatives have made contact with all of their wholesalers and retailers in the hurricane-impacted areas of Alabama, Louisiana and Mississippi, and are pleased to report they are safe and secure.

In terms of network health, 100 percent of Shell-branded stations in Baton Rouge are back up and running, and 19 percent of locations in New Orleans have reopened. Local authorities have not granted access to the majority of Shell-branded sites in New Orleans due to safety concerns, so we have not been able to fully assess the condition of our network.

Inspection teams are on the ground and ready to evaluate each location thoroughly as it becomes safe to do so. As power is restored and flooding diminishes, the teams are working diligently to make necessary repairs and reopen stations to better serve customers and fuel emergency response vehicles in the area.

As always, the health and well-being of employees, fuel truck drivers and customers are of the utmost importance to us and we are working closely with local authorities to ensure sites are opened safely.

Along with its retail stations in Baton Rouge and New Orleans, there are 42 Shell-branded wholesale locations in the southern parts of Alabama, Louisiana and Mississippi impacted by Hurricane Katrina and are still being assessed.

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Hurricane Katrina Update #49

12/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring operations.

The Norco Chemical Plant in Louisiana is getting ready for start-up.

The Mobile facility in Alabama is nearly fully operational.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity, limited by offsite logistics and feedstock availability.

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Hurricane Katrina Update #50

12/09/2005

Refining

The Motiva Convent Refinery has returned to normal operation.

The Convent plant has a capacity of 225,000 barrels of crude throughput per day.

The Motiva Norco Refinery is back in operation and anticipates running at about 95 percent of crude throughput capacity today. The remainder is anticipated to come online over the next few days. The Norco plant has a capacity of 240,000 barrels of crude throughput per day.

Both refineries are shipping gasoline, diesel and aviation fuel to the market.

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Hurricane Katrina Update #51

13/09/2005

Lubricants

The water has receded at the Metairie lubes plant.

The response team has been deployed. We are working to ensure continued supply to our customers. Four of six Jiffy Lube stores in the New Orleans area are now accessible and are being assessed for damage. Two locations remain flooded.

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Hurricane Katrina Update #52

13/09/2005

Refining

The Motiva Convent Refinery continues to run at normal production and the Motiva Norco Refinery is running with nearly all units online.

The Convent plant has a capacity of 225,000 barrels of crude throughput per day. The Norco plant has a capacity of 240,000 barrels of crude throughput per day. Both refineries are shipping gasoline, diesel and aviation fuel to the market.

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Msg to staff from J. Hofmeister, president, Shell Oil Company #53

14/09/2005

General

I am extremely pleased to announce that we have been able to make contact with each one of our nearly 4,600 Shell and Motiva employees who live and work in the areas ravaged by Hurricane Katrina more than two weeks ago.

All are safe.

While this is certainly reason to celebrate, we know a long road to recovery is ahead. Our attentions now turn in earnest to helping our colleagues and their families rebuild their lives. Many are just now grasping the enormity of what has happened. Shell and Motiva will continue to be there for them.

Our work has not ended. We've made significant progress in restoring our operations, yet there is still much to do to bring our businesses back to pre-hurricane status safely and as quickly as possible.

This storm has tested all of us, and Shell and Motiva employees are resourceful, creative, caring and dedicated. Let's continue to work together to address both the short-term and long-term challenges ahead. I'm proud to be working with each and every one of you. I'm also proud of the support that we have received from Jeroen van der Veer throughout this difficult time.

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Hurricane Katrina Update #54

16/09/2005

Refining, Chemicals, Supply and Distribution, Retail, Lubricants

Shell and Motiva employees have been working around the clock to bring the companies' hurricane-impacted manufacturing, distribution, retail and lubricants facilities online and help maintain a steady supply of gasoline and other products across the United States.

Since the hurricane struck, their efforts have been focused on areas that sustained the greatest damage, and we are seeing encouraging signs of progress throughout our operations.

People

We are happy to report that all of our employees are now accounted for and safe. While the lives of many of our employees and families are far from normal, most affected Shell and Motiva personnel are getting back on their feet. Many have reached beyond their own needs to help distressed neighbors – especially the elderly and disabled – in their local communities. This is in addition to performing the work necessary to provide oil and chemical products for the region and beyond.

Refining

Of the two Motiva refineries in Louisiana that were impacted, Convent returned to normal production this week and Norco is nearly fully operational. Both refineries are delivering gasoline, diesel and jet fuel to market. The Shell Mobile facility in Alabama, which has a refining unit, has resumed full production of motor fuels and is shipping them to market.

Chemicals

For Shell Chemical LP, the Norco chemical plant is getting ready for start-up and the Mobile facility is nearly fully operational. The Geismar, Louisiana, chemical plant continues to operate at 60 percent of capacity, limited by offsite logistics and feedstock availability.

Supply and Distribution

With refining and pipeline infrastructure coming back online, the overall fuel supply situation continues to improve and all terminals continue to operate in hurricane-impacted areas. We continue to try to make up for the supply shortage that has been created by loss of refining production. Our efforts include seeking and securing additional supplies of refined product from other sources, including overseas.

Shell Pipeline Company crews continue to work with U.S. Coast Guard regarding two crude oil spills related to hurricane damage at company tank farm in Pilottown and pipeline in Nairn., both in southern Louisiana. Of the approximately 10,000 barrels estimated to have been leaked in Pilottown, more than 6,200 barrels have been recovered to date. In Nairn, the release was estimated at 250 barrels.

Retail

In our retail operations, all Shell-branded stations in Baton Rouge are back up and running, and 19 percent of locations in New Orleans have reopened. As power is restored and flooding diminishes, our inspection teams will work diligently to make necessary repairs and reopen stations to better serve customers and fuel emergency response vehicles in the area.

Along with the retail stations in Baton Rouge and New Orleans, there are 42 Shell-branded wholesale locations in the southern parts of Alabama, Louisiana and Mississippi impacted by Hurricane Katrina that are still being assessed.

Lubricants

Water has receded at the Metairie lubricants plant. A response team has been deployed and we are working to ensure continued supply to our customers. Four of six Jiffy Lube stores in the New Orleans area are now accessible and are being assessed for damage. Two locations remain flooded.

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Hurricane Katrina Update #55

16/09/2005

Production, Damage Assessments, Temporary Office Locations

People: All Shell Exploration and Production staff in the impacted Gulf Coast areas have been accounted for and are safe.

Production: Shell net production rates in the Gulf of Mexico are same as last reported, approximately 160 thousand barrels of oil equivalent per day (around 2/3rds oil; 1/3rd gas).

Damage Assessments: Damage assessments continue at the 4 Shell operated facilities still not capable of operating due to damage from Katrina. The 4 facilities are Mars, Ursa, Cognac and West Delta 143.

Underwater damage assessments at these locations have been completed and there is no damage to underwater facilities (i.e. risers, tendons, subsea equipment, etc)

Damage appears to be limited to topsides equipment.

Temporary Office Locations: Until Shell's offices at One Shell Square in New Orleans are habitable; Shell Exploration and Production staff will be temporarily located in 3 principal locations.

1. Shell's Robert, LA training facility has been transformed into the Gulf of Mexico producing operations staff temporary office base with 120 employees reporting on Wednesday, September 14. An additional 180 employees are expected to be based at Robert over the next 2 weeks.
2. Additionally, Shell has secured office space in Baton Rouge to temporarily house additional staff.
3. Staff will also temporarily be based at several Shell office locations in Houston.

Final temporary staffing levels at all 3 locations are still being finalized.

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Hurricane Katrina Update #56

16/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring operations.

The Norco Chemical Plant in Louisiana is getting ready for start-up.

The Mobile facility in Alabama is fully operational.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity, limited by offsite logistics and feedstock availability.

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Hurricane Katrina Update #57

19/09/2005

Refining

Motiva's Convent and Norco refineries in Louisiana are both running at normal production.

The Convent plant has a capacity of 225,000 barrels of crude throughput per day. The Norco plant has a capacity of 240,000 barrels of crude throughput per day. Both refineries are shipping gasoline, diesel and aviation fuel to the market.

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Hurricane Katrina Update #58

20/09/2005

Chemicals

Shell Chemical LP is continuing to make progress in restoring operations.

The Norco Chemical Plant in Louisiana is getting ready for start-up.

The Mobile facility in Alabama is fully operational.

The Geismar, Louisiana chemical plant continues to operate at 60 percent of its capacity, limited by feedstock availability.

Hurricane Katrina Update - #59

26/09/2005

Upstream

Prior to Hurricane Rita, Shell installed the necessary equipment to conduct temporary barging operations at its Main Pass 252 location.

The barging operation will allow production resumption at Ram Powell, Main Pass 252 and some other non-operated fields while downstream pipeline infrastructure damaged by Katrina is repaired. Crews are back at Main Pass 252 and expect to start the barging operation sometime this week. Production from this operation will be in addition to the production levels Shell established and reported post-Katrina.

Recovery teams continue their work on the four Shell operated facilities of Mars, Ursa, WD143, and Cognac damaged by Katrina.

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Hurricane Katrina Update #60

29/09/2005

Credit Cards

Certain Shell Gasoline Card and Shell MasterCard from Citi Cards cardholders from the Hurricane Katrina-impacted states of Louisiana, Mississippi, Alabama and the Florida panhandle have been granted temporary relief on credit card fees.

Citigroup is supporting our Shell-branded cardholders from FEMA-identified zip codes with actions such as waiving interest and fees, no payments due, suspending collection calls and negative credit bureau reporting, implementing disaster credit line increases, waiving cash advance fees and more. While the relief period is currently 30 days, that period will be evaluated by Citigroup on a continual basis. View details about [Citigroup's relief to cardholding customers - opens in new window](#), or call 1-800-950-5114.

Shell and Motiva have joined others in the industry in supporting relief efforts by donating \$2 million to the American Red Cross. Along with this direct donation, Shell and Motiva are matching employee contributions up to another \$1 million. Further, a number of Shell-branded retail locations in the Houston metropolitan area are serving as drop-off centers for donations, water, and other essential items, which are being provided to Katrina evacuees currently in Houston.

View [more information - opens in new window](#) on how Shell and Motiva are helping as much as possible to assist our neighbors and customers in their time of need.

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Hurricane Katrina Update #61

10/11/2005

Production

Shell has restored Gulf of Mexico production to more than 200 thousand boe per day (Shell share) of the approximately 450 thousand boe per day (Shell share) prior to Hurricane Katrina (operated and non-operated).

Good progress continues to be made on key assets including Ursa, Mensa and the Auger pipeline and an additional 150 thousand boe per day (Shell share) is expected to return to production during the fourth quarter 2005, some 80 thousand boe per day above earlier guidance.

Approximately 15 million barrels (Shell share) were deferred in the third quarter 2005 and approximately 18 million is expected to be deferred in the fourth quarter 2005.

Production from the Mars platform is expected to resume in the second half of 2006.

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Hurricane Katrina Update #62

12/12/2005

Retail

New Orleans Shell Stations Continue to Re-Open

Motiva Enterprises LLC is updating plans for re-opening Shell-branded gasoline stations in New Orleans that were forced to close due to the effects of Hurricane Katrina. Of the 85 Shell-branded stations in the greater New Orleans area, 54 have reopened, are fully operational and servicing residents, businesses and restoration workers. Motiva is continuing efforts to make necessary repairs and conduct safety inspections at 11 locations, which are expected to re-open over the coming months.

The remaining 20 stations have sustained extensive damage and are located in areas that lack both essential support services and sufficient customers. Due to the lack of a clear time frame as to when conditions might be suitable to reopen these stations in the most severely impacted areas of the city, we have had to make a very difficult decision to close these locations. Motiva is notifying these station operators of plans to end their operating contracts based on current conditions, but will continue to evaluate the possibility of reopening them at a later date.

Shell and Motiva continue to support the redevelopment of New Orleans and the surrounding Gulf Coast areas. With nearly 3,900 Shell and Motiva employees and their families in the state of Louisiana, we recognize there is a shared responsibility to help restore the vibrancy of this area. We are pleased that the majority of our New Orleans sites have reopened and continue to serve drivers, and we will continue to reopen Shell-branded stations as safety allows and community development progresses.

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