



Pascagoula Refinery Katrina Response



- **Total of 1,200 employees at the facility from MS & AL**
- **One third suffered significant damage to their homes**
- **Everyone impacted by trauma of family and friends**
- **Priority to care of our employees and the community**

Pascagoula during Katrina Storm Surge



Pascagoula Waterfront Area



Pascagoula Beach Blvd



Preparation and Immediate Response

- **Hurricane Plans initiated as Katrina entered Gulf**
- **Refinery shutdown and evacuated in readiness**
- **Joined County Emergency Operations Center EOC**
- **Relationships must be established ahead of time**
- **Offered support to EOC in whatever form needed**
- **Focus on personal safety and welfare of everyone**
- **Started immediately accounting for all employees**
- **Assessment of individual needs and basic support**
- **Close co-ordination with all agencies via the EOC**

Taking Care of People

- **Quickly established extent of devastation and needs**
- **EOC agencies overwhelmed and a vacuum created**
- **Reliable communication was a key major challenge**
- **Priority for delivery of basic humanitarian supplies**
- **Crews established to focus on three key areas:**

Assisting employees and their families

Supporting EOC agencies and community

Damage assessment of refinery facilities

Noteworthy Accomplishments

- **Storm damage prevented normal crude processing**
- **Critical fuel supplies distributed within 72 hours**
- **“Virtual refinery” operation established using jetty**
- **Developed fuel supply logistics for critical users**
- **Enabled MS Power to re-connect customers by 9/11**
- **Repaired county and local municipal water systems**
- **Actions facilitated public order being maintained**
- **Rebuilt Child Daycare Centers to assist families**
- **Re-commissioned Refinery Incident and Injury Free**