Entergy Corp., with about 14,000 employees, is the parent company of five utility companies (including Entergy New Orleans—the smallest of the companies) and provides electricity to 2.7 million customers in Arkansas, Louisiana, Mississippi, and Texas. Prior to Hurricane Katrina, Entergy was New Orleans' only Fortune 500 company and one of the city's largest private employers; the company is based in a 28-story building on Loyola Avenue in downtown.

In the days before Hurricane Katrina, Entergy activated its disaster recovery plan and moved functions to its disaster recovery site in Little Rock, AR and its storm command center in Jackson, MS.

After Katrina, 1.1 million Entergy customers were left without power; another 766,000 lost power after Rita as well. Recovery costs for the company could reach $1.3 billion. In New Orleans alone, nearly all of Entergy New Orleans' 190,000 customers were out of power for several weeks.

Shortly after the hurricane, Entergy located 2,800 New Orleans-based workers. Senior executives moved to the former Worldcom headquarters in Clinton, MS (suburb of Jackson) and employees were assigned to other Entergy locations in the region. In October, about 425 of the 1,400 Entergy workers from New Orleans were in Clinton, MS (a Jackson suburb) working out of the former WorldCom headquarters. The rest of the employees were spread among Little Rock, Houston, and Beaumont.

Entergy New Orleans filed for Chapter 11 bankruptcy protection on September 23, 2005.

Entergy brought in more than 9,000 employees from other locations to help with recovery (about eight times the normal staffing level). Other companies, such as American Electric Power Co., of Columbus, Ohio, have sent workers to assist with recovery.

In April, Entergy announced that it would gradually return to its headquarters in New Orleans, although some operations will remain at other locations. New offices will be established in Hammond, LA (bill processing) and Little Rock, AR (an information technology center). Additional jobs will also be moved to The Woodlands, TX (finance jobs) and Jackson, MS (operations functions).
Approximately 1.75 million of BellSouth’s phone lines were knocked out by Katrina. Network restoration, including capital and expense, was estimated to cost $600 million. BellSouth brought in more than 1,400 people to help with the recovery effort, some were employees in other cities (many from Atlanta) and some were borrowed from SBC and Verizon. The company also set up “tent-cities” for its employees, their families, contractors, and company volunteers. At one point, one of these shelters in Baton Rouge held 600 cots.

About 220 BellSouth Corp. jobs (about 11 percent of its New Orleans workforce) permanently left New Orleans in December 2005 as a result of Hurricane Katrina. 190 sales representatives will remain in Baton Rouge and Covington, LA where they have worked since evacuating New Orleans. 30 data entry employees will remain in Decatur, and Birmingham, AL. These moves were necessary when the company decided to abandon its technical center in eastern New Orleans, relocating 300 engineers to the call center at One Canal Place.

BellSouth reportedly offered its barely-damaged 250,000 square foot building in eastern New Orleans to the city to be used as a police headquarters. In late November of 2005, BellSouth reportedly withdrew the offer after the city decided to deploy a city-owned wireless network throughout the city to help stimulate resettlement. Because a state of emergency was declared after Katrina, the city got around a state law banning municipalities from offering free broadband services. BellSouth opposes legislation that would continue the service. Installation of the network was eventually awarded to Earthlink.

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**Legend:**
- Red: Movement of employees from hurricane-damaged areas
- Blue: Movement of employees back to hurricane-damaged areas

Note: when such data is available, the width of each line represents the approximate number of employees that moved between that link.
Ruth's Chris Steakhouse was founded in New Orleans in 1965 and now has 91 restaurants in 30 states and four foreign countries. Until Hurricane Katrina, it was headquartered in Metairie, LA (a New Orleans suburb); the hurricane damaged the company's two New Orleans-area locations and left lingering questions of the viability of keeping its headquarters in the city. However, the company had indicated a possible move even before Hurricane Katrina.

Top executives moved to Orlando before the hurricane struck New Orleans and a temporary office was established soon after the hurricane. The company considered six cities for its permanent move: Atlanta, Baton Rouge, Dallas, Houston, Orlando, and Tampa. The ultimate decision came down to Orlando and Dallas and the move to Orlando was underway only two weeks after the hurricane. Ruth's Chris had become a public company only three weeks before Katrina. Having 5,000 shareholders meant that the company had to reduce uncertainty and make decisions quickly. The decision to leave New Orleans has been controversial and seen by many as abandonment of the city. All senior executives agreed to relocate, but only about 60 percent of the 58-person corporate staff had decided to move by October.

Despite the hurricane and the relocation, revenues of the company increased by eight percent in 2005, from $199.1 million to $214.5 million. Since Hurricane Katrina, Ruth's Chris opened six more restaurants throughout the nation and plans to open 15 more restaurants in 2006, including its severely-damaged restaurant in Biloxi.
Oreck Corp, a vacuum cleaner maker with estimated annual revenue over $190 million, has its corporate headquarters in New Orleans and its manufacturing plant near Gulfport, Mississippi. 1,200 employees were directly affected by Hurricane Katrina. Oreck's buildings survived the hurricane but critical roads and utilities were destroyed at each location. The company's disaster plans did not plan for a storm so large that it would impact both New Orleans and Gulfport. Chief executive Tom Oreck evacuated with his family to Houston and eventually relocated the company headquarters to an IBM disaster recovery center in Dallas. Employees were also relocated to Atlanta and about 30 to Denver and Boulder, Colorado, where the company has a backup computer system and a call center.

In the meantime, Oreck purchased three generators, bought or leased 33 trailers, and tried to establish contact with the rest of its employees who worked at the Long Beach plant. Help from IBM with data services and other non-contractual services and from a distribution arrangement with UPS, the company was back in operation only ten days after the hurricane and assumed normal operations by March of 2006. In December of 2006, Oreck announced that it will begin phasing out its manufacturing plant in Gulfport, which employs about 450 people, and relocating to a new plant in Cookeville, Tennessee.
Shell's incident command team moved to Robert two days before the hurricane made landfall. Shortly after Hurricane Katrina, Shell—one of New Orleans' largest employers—set up temporary offices in Baton Rouge, Robert, LA, and Houston. About 500 of the 1,000 New Orleans employees incrementally relocated to Shell's corporate offices headquartered in Houston. Shell was one of many energy companies that temporarily relocated to Houston after Katrina. Most of the rest of Shell's employees relocated to Robert, LA while a few moved to Baton Rouge.

For six months after Hurricane Katrina, about 430 Shell employees from New Orleans ran their regional office from the Shell Robert Training and Conference Center in Robert, LA (a facility that normally trains and houses new petroleum industry employees). Shell purchased 43 trailers for employees and built foundation beds on the training grounds to support the trailers. Employees slept in trailers, student rooms, and on mattresses in office buildings; others were housed in area hotels or apartments. Shell also constructed a secondary dining area, established a health and wellness trailer, and built volleyball and basketball courts and a track for recreation.

Shell brought its 1,000 New Orleans-based workers back to its New Orleans offices at One Shell Square (which suffered minor damages) in phases throughout February of 2006. The return of the first 250 employees was celebrated in Lafayette Square. With many downtown restaurants still closed, Shell installed a temporary cafeteria for employees in New Orleans; employees will also have access to leased parking spaces at subsidized rates.
Chevron Corp., New Orleans' second largest oil company (behind Shell), evacuated its more than 3,000 employees and contract workers in the Gulf region before Hurricane Katrina; some employees had no homes to return to. 300 of the 1,200 employees and contractors at a Chevron refinery in Pascagoula, MS were left homeless. Chevron built a 12-acre tent-city near the refinery that was capable of housing 1,500 people (employees, contractors, and their families) and provided basic services (catering, laundry, recreation, etc.). Chevron announced in February that all 750 New Orleans-based employees would return by the end of March. The staff had been temporarily working out of Lafayette and Madisonville, LA after floodwaters from Katrina flooded the company's downtown offices. The employees returned in March to the heavily-damaged offices but the company soon decided to move permanently, citing concerns about the city's utilities, levees, and infrastructure.

In early May, Chevron decided to relocate its downtown New Orleans offices to a business park south of Covington, LA, across Lake Pontchartrain from New Orleans. This move is the city's largest corporate departure since Hurricane Katrina, although local officials note that the company is at least staying in the region. The company will build a new office building on about 20 acres in the office park; it is expected to be completed late in the summer of 2007. Employees will have two years to decide to accept or decline a relocation package from Chevron.

Chevron had considered moving to Houston, where many of its operations are located, but decided to move to Covington near where it temporarily relocated 200 of its New Orleans employees shortly after the hurricane and where it can better service its Gulf Coast properties. Many of Chevron's New Orleans employees actually lived in St. Tammany Parish anyway, making the upcoming move more convenient for them to travel to work. The move also allows the company to remain close to its various offices and other facilities in Lafayette, Picayune, Venice, Leeville. Plans are being made by Chevron to expand the Pascagoula refinery, taking it from the eighth-largest refinery in the U.S. to the second-largest refinery in the U.S. and tenth-largest in the world.
Standard Coffee Service, a division of The Standard Companies and a nationwide distributor of coffee and filtered water, transferred its computer system and call center to a backup location in Boulder, CO the day before Hurricane Katrina struck New Orleans. The headquarters and a distribution center of Standard were knocked out by Hurricane Katrina. Most of the company’s 650 employees, including 160 from New Orleans who were directly affected by the hurricane, were back at work only a few days later in Dallas, Lubbock, TX, and Boulder, CO. Nearly two weeks after the hurricane struck, all but seven of the company’s employees had been located and operations were running smoothly and delivery trucks were being rerouted to Lubbock and Knoxville, TN.¹

The company’s operating headquarters were moved to an IBM recovery facility in Dallas. The entire headquarters staff were relocated and lived in temporary housing in Dallas. Distribution and repair operations were relocated to Lubbock, Texas.²

Standard began moving its employees back to New Orleans in phases; as of early October, 20 percent of its New Orleans workforce had returned. The company also created a relief fund called Beans for New Orleans to help local businesses and employees get back on their feet.³

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¹ Movement of employees from hurricane-damaged areas
² Movement of employees back to hurricane-damaged areas
³ Note: when such data is available, the width of each line represents the approximate number of employees that moved between that link.
Isle of Capri Casino, Inc. sustained damage to five of its facilities and to its Biloxi headquarters from hurricanes Katrina, Rita, and Wilma. In the aftermath of Katrina, the company temporarily moved its offices to Bossier City, LA, where it took 10 days to track down all of the company’s vice presidents.

In November of 2005, the company announced plans to move its headquarters to St. Louis; it ultimately chose the suburb of Creve Coeur. The move will relocate about 150 corporate positions at a cost of $10 million and will begin in the summer of 2006 and will have an estimated economic impact of nearly $37 million per year for the region. The casino chose St. Louis over Kansas City and cited easy access to its 15 casinos and gambling facilities as a primary reason for choosing the St. Louis area. President and COO Tim Hinkley said that the recent hurricanes affect the company’s ability to oversee all of its properties around the nation and its ability to attract quality talent to the Gulf Coast.

The company re-opened its damaged casino in Biloxi in December and sold two of its properties in Bossier City, LA and Vicksburg, MS. It will also keep regional offices in Biloxi. Casinos on the Gulf Coast employ about 14,000 people and the Biloxi region is the third largest casino market in the nation.