



Customer Communications on the Coronavirus (COVID-19)

Kinder Morgan, Inc.

Terminals Operations

3/23/2020 - 8:00 a.m.

Update Statement

Status of KM Terminals Operations

As an update to our initial statement on March 16th, we want you to know that KM continues to provide uninterrupted service at all Terminal locations nationwide. As many are aware, many state governments have restricted specific lines of business within their states. Kinder Morgan operations are not impacted in any of these locations – our Terminals and business functions are characterized as “Essential Infrastructure” and “Life Sustaining” businesses. While much of our workforce is telecommuting at this time, our local facility operations teams continue to be fully staffed and to date, we have not seen a measurable impact in our operational capacity. We have also fully prepared for back-up remote operations of our Control Centers.

At each of our facilities we are conducting verbal screening of all employees, contractors and supply chain partners prior to entry. We have fully implemented “Social Distancing” and have incorporated numerous contingencies designed to eliminate face to face contact. We have increased our sanitization efforts and all employees have the appropriate Personal Protective Equipment.

We continue to monitor and observe local, state, and federal restrictions as well as guidance from the CDC and WHO. We conduct daily update calls with each of our Regions in accordance with our Incident Command System and Pandemic Plan. We will continue to update our robust planning and preparation in anticipation for future restrictions.

We sincerely appreciate your business and the trust you place in us to handle your product safely and reliably. We will continue to provide additional updates as necessary as this unprecedented situation continues to evolve. Please contact your KM representative if you have additional questions or concerns. Thank you.