



Customer Communications on the Coronavirus (COVID-19)

Kinder Morgan, Inc.

4/6/2020 – 9am

Updated Statement

Status of KM Terminals Operations

As an update to our last statement on March 23, we continue to provide uninterrupted service at all of our Terminals nationwide. Our operations continue to be characterized as “Essential Infrastructure” and “Life Sustaining” business and, therefore, are not currently limited by the many state government restrictions placed on other lines of business.

While much of our workforce is telecommuting, our local facility operations continue to be staffed. At each of our facilities we are continuing verbal screening of all employees, contractors, and supply chain partners prior to entry. We also continue to implement “Social Distancing,” numerous contingency plans designed to eliminate face to face contact, use of Personal Protective Equipment, and sanitization at our locations.

As we continue to operate our facilities under the escalating COVID-19 conditions, we are refining our processes and procedures to protect our workforce and guests from the hazards of COVID-19. Certain Kinder Morgan Terminals will be implementing an incremental health screening to their Terminal entrant verbal screening process. Using a non-contact, non-invasive thermometer, an entrant’s temperature will be added to the screening criteria. Those that do not meet the screening criteria may be refused access to the terminal.

The screening will be conducted while maintaining social distancing recommendations applicable to each of our Terminals.

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 of future restrictions.

We sincerely appreciate your understanding and trust placed with us to support CDC objectives and Kinder Morgan standards to handle your product safely and reliably. We will continue to provide additional updates as necessary as the COVID-19 event continues to evolve.

Thank you.