



Dear Pipeline Performance Group clients and industry partners,

Given the current uncertainty with the Coronavirus (COVID-19), we want to reach out and let you know what we are doing to be proactive and keep work moving forward while maintaining a safe environment for our team and our clients.

To ensure we meet our client needs while doing our part to keep you and our team safe, we are closely monitoring the guidance of the Centers for Disease Control regarding the spread of the virus in the U.S. and globally.

We are taking steps to ensure the well-being and safety of our team. This includes instructing team members who feel ill to stay home and not travel. Also, to self-quarantine based on exposure to at-risk individuals. We are also urging all team members to be vigilant about recommended hygiene practices.

If we have plans for an onsite visit with you, we look forward to seeing you and want to reassure you that we are doing everything we can to ensure a safe and secure experience. Your safety is our highest priority and we truly appreciate the trust that you place in our company. As your company updates your travel and meeting guidelines, please keep us posted so that we can prepare and comply accordingly.

For projects that involve offsite work, everything will continue as planned. For projects that are scheduled to be conducted onsite, we are modifying the project plans to conduct work offsite and will coordinate with each client to take advantage of remote and virtual technology as appropriate for each project.

We are committed to supporting our clients in the quest for operational excellence, pipeline safety and human factors support of Controllers, as we all seek to navigate the current landscape. Currently we provide online training in Team Resource Management (TRM) and Fatigue Risk Management Training. We are expanding our online presence and remote technology to provide other services in our areas of expertise. Please let us know if there is a specific area of interest to you and your team.

If you have questions or would like to discuss ideas to continue to move forward while respecting the travel restrictions that your company has implemented, please contact us.

Best regards,

Charles, Michele and Ali
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