

A MESSAGE FROM OUR CEO

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Chief Executive Officer

PERMA-PIPE International Holdings, Inc.



PARTNERS IN EXCELLENCE

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PERMA-PIPE'S COMMITMENT TO OUR EMPLOYEES & CUSTOMERS DURING THE COVID-19 OUTBREAK

While everyone across the world continues to navigate the uncertainty of the Coronavirus (COVID-19) outbreak, PERMA-PIPE remains committed to supporting our employees and customers and to providing continuity of service.

PERMA-PIPE's leadership team is meeting regularly to assess and appropriately respond to the crisis as it evolves, to support the safety and health of our employees and customers, and to adjust our operations to maintain continuity. PERMA-PIPE's global facilities are operating in accordance with guidance from local government and public health authorities.

We have put in place response teams tasked with monitoring global events, implementing recommended practices, and other virus-mitigating actions to reduce the risk of our employees contracting the Coronavirus. We have extensive online collaboration capabilities for our employees to communicate with each other, our customers, and our suppliers. We are working tirelessly to help everyone stay safe while at the same time continuing to serve you. Please reach out to your local PERMA-PIPE team or contact us at investor@permapipe.com with any additional questions and concerns.

See below for answers to frequently asked questions regarding our business continuity plan. We will update you as conditions change. We want you to know that at this critical time, you can count on us to be there to support your business.



PERMA-PIPE BUSINESS CONTINUITY PLAN

Frequently Asked Questions

1. Response Teams

We have a corporate response team in place to track and distribute information, support our local response teams in locations around the world, and manage the potential business impact.

2. Restrict Global Travel & Site Visits

In accordance with guidance provided by the government and public health authorities, we have restricted all international and domestic travel for our employees as well as restricted visitors to all our global plants until further notice. Visitors with critical needs and services only will be allowed on our premises upon senior management approval.

3. Teleworking

Where possible, we are allowing our employees to work remotely and encouraging the use of teleconferencing and videoconferencing to conduct their business to reduce the risk to our customers, employees, and their families.

4. Maintaining Safe Operations

The safety of our employees is first. For employees working on-site, we have taken further steps to keep them isolated or segregated from one another. Employees and visitors to each of our facilities will have their temperature taken upon arrival. Frequent touch areas are cleaned daily. We have also posted additional information from the public health authorities to educate the importance of handwashing, how to prevent the spread of the virus, and how to recognize symptoms, as well as how to keep a clean and healthy work environment.

5. Using Protective Measures

In addition to the PERMA-PIPE QHSE policy, we have asked all employees to follow the prevention protocols from the public health authorities as another practical approach to reduce exposure.

6. Managing Employees Reported COVID-Positive Or Having Symptoms.

We have established measures for communicating and managing reported cases where COVID-19 has occurred. We are following guidelines provided by the Centers for Disease Control and Prevention and will be regularly reviewing the situation at each of our facilities.

7. Operations Management

We have been working closely with our supply chain partners to reduce the impact on our customer's projects. Field service technicians are permitted to travel by vehicle, and their movements are monitored daily.