

Communication is key to success for Boardwalk Pipelines



Rebecca Carballo | Nov. 12, 2020 | Updated: Nov. 12, 2020 4:01 p.m.



Boardwalk Pipelines employees helped build a home for Habitat for Humanity in 2019. The company emphasizes a culture in which every employee feels valued, respected, challenged, supported, and safe.

Photo: Boardwalk Pipelines / Boardwalk Pipelines

The main lesson leaders at Boardwalk Pipelines took away from the coronavirus pandemic is that communication and respect in the workplace is a must.

“A good workplace culture should foster an environment in which every employee feels valued, respected, challenged, supported, and safe,” said Mercy Kamps, the senior vice president of human resources, communications and investor relations.

As a pipeline company, Boardwalk provides transportation and storage of natural gas and natural gas liquids. The company has about 250 employees with headquarters in Houston and offices in Owensboro, Ky., and Baton Rouge, La. Boardwalk Pipelines ranked No. 3 among mid-size companies on the Houston Chronicle’s list of Top Workplaces. The company has had no layoffs throughout the pandemic, even though the coronavirus pandemic has lowered energy demand and natural gas prices.

Most employees are working remotely, Kamps said, requiring constant communication to ensure the smooth transition from the office to working at home. With conversations no longer happening naturally in the office, the company made it a point to stay in touch with employees

Kamps said the company has about 1,200 video meetings per week.

Kamps said the company also has an open-door policy, meaning employees are encouraged to ask questions and voice concerns. The chief executive, Stanley Horton, also encourages employees to reach out to him directly with any questions or concerns.

Employees have taken him up on the offer.

The company also has focus groups working on several inclusion initiatives. One looks at ways to identify and reduce unconscious bias, and another aims to make sure people of all genders feel included.

Kamps said initiatives like these are part of what makes Boardwalk Pipelines a Top Workplace.

“The bottom line is Boardwalk is a great place to work because we have great people,” Kamps said. “When you have great people who truly care about each other and treat each other with respect that makes for a very good work environment.”