



Mark Redd

EVP & Chief Operating Officer

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Dear Valued Customer,

Providing service and operating safely are two of CPKC's key foundations that define our culture and values leading to growth and success. At CPKC, operating safely is more than a requirement for doing business, it is fundamental to who we are as a company and why CPKC has long been an industry leader in rail safety.

We are committed to protecting our people, our communities, our environment, and our customers' goods by being the safest, best performing, and most customer-focused rail transportation provider in North America.

Operating safely is a journey and not a destination. It requires ongoing commitment. Historically, between ~10 and 20 percent of all CPKC train accidents occur on customer / industry tracks. Together, we can reduce this number. This letter outlines how you can help us achieve this goal as we head into winter. To achieve this goal with you, our valued customer, we have created a CPKC Customer Safety Handbook, which is available on our website: <https://www.cpkcr.com/en/safety/customer-safety>

This handbook provides clear direction on safe rail operations and can help to educate your employees on the potential hazards on and around tracks.

We would like to highlight six key areas from the handbook:

- 1. Track Maintenance:** Depending on location, federal, provincial, or state regulations require monthly track inspections by a qualified inspector. If your track is not maintained to regulatory standards, we will not be able to switch safely on your property, which may result in suspension of service and / or additional tariffs.
- 2. Housekeeping Conditions:** One of the leading causes of personal injuries at customer facilities is slips, trips and falls. Please ensure your facility is free of walking hazards such as debris and spills and that snow and ice are cleared or sanded when present.
- 3. Restricted Clearance Hazards:** Serious injuries can occur if clearances are restricted. Your facility must be free of side and overhead clearance restrictions. If restrictions are unavoidable, such restrictions must be clearly identified by warning signs and communicated to CPKC. Gates leading into your facility must open fully and be properly secured in all weather conditions to prevent them from swinging closed during switching operations.
- 4. Loading and Containment:** Railcars must be properly loaded, and all doors, hatches and outlet gates must be fully closed prior to dispatching any railway car.



5. **Equipment Securement and Handling Requirements:** Railcars must not be moved while handbrakes are fully or partially applied. This can lead to skidding or excessive heating, both detrimental to the structural integrity of the track and wheels.
6. **Leaving Cars:** When leaving railcars, do not move or leave railcars foul of any CPKC tracks as trains and train units may hit foul equipment or personnel.

Foul of track – means being within four feet (1.2 m) of the nearest rail. This is close enough for the equipment or individual to be struck by a moving train or track unit.

As we approach winter, it is imperative your walking areas and track are safe and free of debris. Sanding or cleaning away snow or ice before our crews' arrival is one of the ways that poor winter weather effects can be mitigated.

Please contact your local CPKC Operations office ahead of your scheduled service with as much advance notice as possible if your facility is not serviceable because of snow and / or ice, and then advise when it will be clear.

For more information on preparing your facility for winter, to schedule a CPKC Customer Safety Audit, and / or for additional training resources contact your local CPKC Operations office.

When we work together, we enable safe, efficient, and on-time customer service. Thank you in advance for your commitment to safety so that everyone can go home safe.

Respectfully,

Mark Redd
EVP & Chief Operating Officer