



April 18, 2022

Dear Valued Customer,

At CP, operating safely is more than just a requirement for doing business; it is fundamental to who we are as a company. For the past 16 years, Canadian Pacific (CP) has reported the lowest Federal Railroad Administration train accident frequency rate of any North American Class I railway.

Operating safely is an ongoing journey that requires the commitment of the entire organization and the broader supply chain. Historically, between 15 and 20 percent of all CP train accidents occur on customer tracks. Together, we can reduce this number. This letter outlines how you can help us achieve this goal as we head into spring.

Our *Customer Safety Handbook*, which is available on our website: <https://www.cpr.ca/en/customer-resources/customer-safety> 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 five key areas from the handbook:

- 1. Track Maintenance:** Depending on location, federal and/or provincial/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 is cleared or sanded.
- 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 CP. 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.

As we approach spring and the thawing season. It is imperative your walking areas and track are safe and free of debris. Scheduling routine maintenance including preventive maintenance and repairs, and sanding or cleaning away snow or ice in early spring, and arranging for the cutting of grass / weed management throughout the growing season; before our crews arrive are only some of the ways in which poor weather and seasonal effects can be mitigated this time of year and throughout the summer. If flooding, high water or poor drainage could affect our ability to service your facility safely, please provide us with as much advance notice as possible.

Please contact your local CP Operations office to advise of issues such as flooding or high water, to get more information about preparing your facility for spring, to schedule a CP Customer Safety Audit and for additional training resources.

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 Operations