



## Customer Station Bulletin – March 12, 2020

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### **CP's response to COVID-19: company practices and precautions**

CP is committed to the health and safety of our employees, customers and the communities in which we operate.

CP's coronavirus (COVID-19) preparedness planning team, which includes all relevant stakeholders throughout the company, has operationalized its comprehensive preparedness framework and pandemic contingency action plan. This plan includes specific measures to facilitate business continuity in the event COVID-19 impacts CP's operations.

CP strives to follow the available best practices and guidance recommended by health authorities including Health Canada, the U.S. Centers for Disease Control and Prevention and the World Health Organization.

The company recognizes that rail service is critical to our customers, supply chains and the North American economy. Out of an abundance of caution and to mitigate risk for our employees and business operations, CP has:

- Restricted employee business travel;
- Screened employees returning from personal travel in high-risk locations;
- Strengthened clean workplace practices;
- Reinforced socially responsible sick leave recommendations;
- Limited visitor and third-party access to facilities; and
- Instructed employees to conduct business meetings by phone or videoconference.

CP is prepared for employees to work remotely when and where the need arises and has redundancies built in throughout the network to further protect our operation.

CP continues to monitor the COVID-19 situation closely. If you have any questions about CP's preparedness plans, please contact your account manager or customer service representative.

John Brooks  
Executive Vice-President and Chief Marketing Officer