



## Customer Station Bulletin - March 18, 2020

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### Update on CP's response to COVID-19

CP is committed to the health and safety of our employees, customers and the communities in which we operate. We also recognize that rail service is critical to our customers, supply chains and the North American economy. Given the challenges across the continent, and around the world, our work as railroaders is more important now than ever before. We are committed to delivering for you and the broader economy in this period of tremendous uncertainty.

CP is proactively monitoring the COVID-19 pandemic situation and taking action where required. Our service is not currently impacted by COVID-19; our trains continue to operate throughout North America and as noted today, the U.S.-Canada border will remain open for trade. Governments on both sides of the border have made it clear that trade must continue, and we relish our role in continuing to provide safe and efficient service. We remain focused on operating responsibly, safely and efficiently and on delivering for our customers.

Our COVID-19 preparedness planning team has enacted pandemic planning actions to facilitate business continuity across our entire network. This group leads the efforts in our Emergency Command Centre and continues to monitor the COVID-19 situation closely. Actions include:

- Enhanced cleaning efforts to ensure the ongoing health of our critical operating employees, including in locomotives, bunkhouses and crew cabs;
- Additional sanitizing and cleaning activities being practiced throughout the network;
- Business continuity has been enacted by separating critical staff between our main buildings and our business continuity facilities;
- Built in redundancies put in place throughout the network to further protect our operation;
- Limiting visitor and third-party access to facilities, and;
- Enhancing our IT capacity to better support employees as they conduct business meetings via phone or videoconference.

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.

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

Thank you for your business and continued understanding.

John Brooks  
Executive Vice-President and Chief Marketing Officer

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