



Customer Station Bulletin – March 30, 2020

Update on CP's response to COVID-19

As the COVID-19 pandemic unfolds, CP's priorities have not changed. We remain committed to the safety of everyone as we operate our business: employees, customers and the communities where we operate. As federal, provincial, state and local governments take steps to keep people home where possible, they continue to recognize the essential nature of railway services. We are proud of the work our railroaders are doing every day to ensure the North American supply chain continues to operate.

CP's network remains fluid. The Canada-U.S. border is open for commerce, with both national governments recognizing the necessity for ongoing cross-border trade. Similarly, whether it is transporting fuel oil and propane, or foods, pharmaceuticals and disinfectants or moving grain to our ports, CP's trains are continuing to move in Canada and the U.S. The supply chain supporting essential railway operations also remains strong.

A week ago, those employees who are not in critical operations or operations-support roles were directed to work from home full-time, and that instruction remains in place. These employees continue to provide vital services to support our network and our customers from their homes, while doing their part to flatten the curve of the COVID-19 crisis. For critical railway operating employees, CP has instituted rigorous practices to ensure that they have a healthy and safe environment to work in. CP is servicing a 24/7 resource line for its employees to proactively address and mitigate emerging issues related to COVID-19. Where shelter-in-place orders are in effect, CP critical railway operating employees carry dispensations to continue reporting for work. So far, COVID-19 has not created any staff shortages at CP or significantly impaired our ability to provide critical rail transportation services.

While some rail shippers impacted by COVID-19 are dialing back their volumes, others are moving more. Shipping demand is strong for food and essential products, grain and fertilizers. The 13,000-strong CP family is working diligently to keep our customers' supply chains moving effectively and efficiently. CP is a company built for the long haul, and you can continue to depend on us now in these unprecedented times and in the future when the risk of COVID-19 retreats and the economy recovers.

In addition to Customer Station, [CP now has a COVID-19 page on cpr.ca](#) that includes links to resources and other company news.

If you have any questions please contact your account manager or customer service representative.

Thank you for your business.

John Brooks
Executive Vice-President and Chief Marketing Officer