



Keith Creel
President and Chief Executive Officer

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Dear Valued Customer,

For the past 13 years, Canadian Pacific (CP) has reported the lowest Federal Railroad Administration train accident frequency rate of any North American Class I railway. It requires a shared commitment to safety by our entire organization to achieve these results so consistently. CP is proud to operate the safest railroad in Canada and the United States.

You are large part of this success. Historically, between 15 and 20 percent of all CP train accidents occur on customer tracks. Through our business partnership, our goal is to reduce this number together. This letter outlines how you can assist us in achieving this goal as we head into winter.

Our *Customer Safety Handbook* provides clear direction on safe rail operations and can assist in educating your employees on the potential hazards of rail operations. A copy of our *Customer Safety Handbook* is available on our website: www.cpr.ca/en/customer-resources/customer-safety

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 safely switch on your property, which may result in suspension of service and/or additional tariffs.
- 2. Restricted Clearance Hazards:** Serious injuries can occur if clearances are restricted. Your facility must be free of side and overhead clearance restrictions. If inevitable, 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 (including when the ground is frozen) to prevent them from swinging closed during switching operations.
- 3. 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.
- 4. Equipment Securement and Handling Requirements:** Do not move railcars while handbrakes are partially or fully applied. This can lead to skidding or excessive heating, both detrimental to the structural integrity of the track and wheels.
- 5. 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.

We are now coming into the winter season. Keeping your track and walking areas safe is especially important at this time of year. Sanding or cleaning away snow or ice before our crews' arrival is one of the ways in which poor winter weather effects can be mitigated.

Contact your local CP Operations office ahead of your scheduled service with as much advance notice as possible if your facility is not serviceable because of snow, ice, and advice when it will be clear.

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

Working together, we can ensure efficient and on-time product shipment for all. Thank you in advance for your ongoing support and commitment to safety so that both your employees and ours can go home safe.

A handwritten signature in cursive script that reads "Keith Creel".

Keith Creel
President and Chief Executive Officer