

# Customer Safety

## IMPORTANT

Report all derailments, leak or suspected leak of any tank car or other dangerous commodity, equipment or materials within the main track or siding envelope (8m/25ft from nearest rail), derails left unlocked or in non-derailing position, damage to any switch, derail, sign, rail/track structure, damage to any railcar, including ladders, doors, couplers and any other condition or situation which might cause injury, damage or derailment

## Safety at CN

At CN, safety is of the utmost importance, and it underscores every activity that we undertake. Our goals are to keep our employees, our customer's goods and our communities safe.

Every railcar that gets moved, every brake that gets applied, every container that gets loaded, can have an impact. We ask all our employees to play their role as a safety leader, and today, we ask the same of you.

## Key Areas of Focus

We can learn from past incidents to avoid repeating the same event, and strengthen our mutual supply chains.

The main causes of incidents can be attributed to but not limited to:

1. Derailments as a result of defective rail, track infrastructure, switches, or derail issues.
2. Debris, equipment or material on main tracks or sidings or within 5 M (15 ft) of tracks or switches.
3. Poor track maintenance due to seasonal changes.
4. Improper use of rail equipment itself and the use of improper equipment to carry out rail related tasks.

**CN Emergency**  
1-800-661-3963

**CN Police**  
1-800-465-9239

Learn more:

[www.cn.ca/safety](http://www.cn.ca/safety)

## Quick Tips

1. Ensure that you and your staff have the proper training to work with rail equipment.
2. Only Push/Pull a railcar by specified parts designed for that purpose (not hand rails/ladders).
3. Release the hand breaks only once you identify how the movement will be controlled.
4. Remember to release the hand break.
5. Be aware of your surroundings at all times.
6. Inspect your track regularly and provide timely notifications to CN of any issues.
7. Remember that seasonal changes can impact track conditions.



*"We are all leaders, regardless of job title — we can all make a difference in each other's lives by doing the right thing and keeping safety at the top of mind."*

## Damaging Safety Appliances

The movement of railcars by untrained personnel can result in serious injury, derailment, or damage to the railcar, so please seek proper training and stay safe.

Do not push or pull on the car by the handrail, ladder or any other part of the car

not designed for that purpose. Damage to safety appliances places employees at risk.

Handbrakes must not be released until it is clearly identified how the movement will be controlled and stopped.

Cars must not be moved with the brakes

applied or when the wheels are skidding. This can cause a potential defect in the wheel, creating a safety concern.

Continuous awareness and inspection — like walking around the car and verifying for the removal of all dock plates, loading/unloading equipment, connecting hoses or cables or obstructions of any kind.

## Track Maintenance

It's important to inspect your track regularly for signs of defects and notify CN of any issues that would prevent the safe delivery or pickup of rail cars.

A key safety concern is the accumulation of snow, ice, vegetation or debris at customer sites. It is critical for the safety of shipping and railroad personnel that your tracks be maintained and always

in a safe condition, free of walking and operating obstructions that may cause a tripping hazard or car derailment.

It is especially important that flangeways at road crossings be clean and clear to prevent potential derailments.

Seasonal changes and periods of severe weather such as spring thaw and heavy rain can

negatively impact track conditions. Standing and flowing water are the greatest hazards to track stability. Drainage systems are designed to channel water away from the track structure. It is important to continuously monitor and maintain the track structure.



*"Our vision is to be the safest railroad in North America by establishing an uncompromising safety culture that leads to sustained leadership in safety."*

# Side Clearance Issues/Leaving Cars Foul



Whenever moving railcars please ensure they are not left “foul” of another track or route where it will be a hazard to other movements on adjacent tracks.

Fouling is leaving equipment on a track too close to a switch or within the turnout such that a movement on an adjacent track does not have sufficient clearance to pass safely,

including any personnel riding the side ladder of a car

In general, all equipment, tools, materials or obstructions of any kind must be kept a minimum of 5 metres (15 feet) from the nearest rail.

Clear sight lines at railroad crossings are a necessary part of railroad and community safety. Obstructions,

such as snow piles, materials or equipment may affect the visibility of approaching train traffic at public or private railroad crossings.

## Safety Moments

A “Rail safety moment” is an opportunity for us to engage our customers about how certain incidents at the customer location can be prevented. It’s a review of the incident

that may have taken place and not only what has been done but also how we can ensure that it does not happen again.

We hope that these “Safety Moments” are

a good learning experience and a way to further and collectively drive a culture of safety. Ultimately, the goal is to keep our crews and your own rail employees safe and ensure that everyone goes home.

[www.cn.ca/railsafety](http://www.cn.ca/railsafety)

[www.operationlifesaver.ca](http://www.operationlifesaver.ca)

## Rail Safety Pledge

Rail safety is everyone’s responsibility. At CN, we look out for each other, but we also need to work together to help keep our communities safe.

Together we can save lives. Take the pledge:

<http://www.mysafetypledge.com>

#RailSafety  
#SeeTracksThinkTrain