



# Customer Track Maintenance Guide





## Winter Safety

Safety is of the utmost importance at CN, not only for our employees but also for you, our customers.

We've developed this Customer Track Maintenance Guide in order to help bring attention to the additional hazards that are present during the winter months, especially for our crews performing switching activities.

Winter is a challenging time for a railroad; many of the service disruptions are caused by accumulations of snow and ice. On the track, problems with switches and crossings are mainly caused by snow — so clearing the snow solves the problem.

Our goal is to move your products as quickly and safely as possible. Please contact your service delivery representative or account manager if you have any questions.

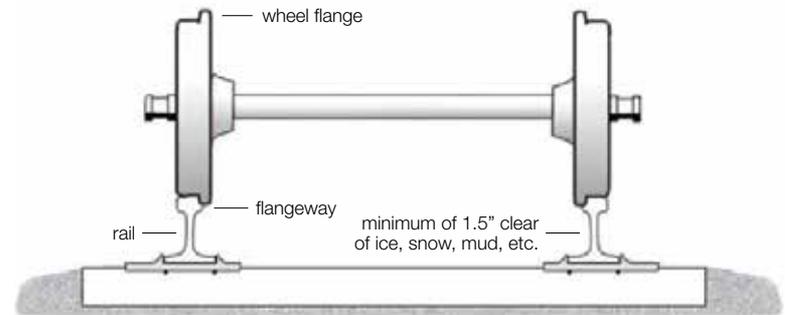
Additional information on our seasonal safety guidelines can be found at: [www.cn.ca/seasonalsafety](http://www.cn.ca/seasonalsafety)

## Flangeways

Be particularly vigilant where flangeways can become contaminated with snow, ice, or other material, or where any trackage is covered by excessive amounts of snow or ice, or other material. Ensure equipment can be carefully operated through flangeway over such track.

Be especially aware at crossings, as these are prone to these types of conditions.

At a minimum, flangeways must be cleared to a depth of 1.5".



### Acceptable:



### Not acceptable:





## Switches

Be aware that switches can become very difficult to line due to cold weather and snow/ice build-up in the switch points. Attempting to line a stiff switch can and does lead to back, leg and arm injuries. Proper switch maintenance prior to the winter season can reduce this risk.

Although CN is responsible for the maintenance of switches on the main line, crews cannot properly service a customer if they cannot line the switches within their facility.

### Acceptable:



### Not acceptable:



## Derails

Derails can be buried under snow and must be cleared so train crews can find them. All derails must be properly identified by a sign (as pictured).

Keep in mind that these derails need space to open. A derail, unable to completely open, will sit high and this situation will cause damage and, in some cases, even a derailment.



**Acceptable:**



**Not acceptable:**





## Walking Conditions

Everyone is more at risk of injury due to icy conditions. Please ensure icy walkways, particularly trackside, are sanded and/or salted to help crews operating on your property. Also be aware of debris and material that can pose tripping hazards, especially when obscured by fresh snow.

It is imperative that windrows be cleared trackside by 4-5 ft to allow for safe walking and proper inspection of the cars by train crews prior to movement.

### Acceptable:



### Not acceptable:





## Contacts

### CN Network Operations Centre

1-800-661-3963

- Derailment of any railcar.
- Leak or suspected leak of any tank car or other dangerous commodity on CN property.
- Equipment or materials within the main track or siding clearance envelope (8 m/25 ft from nearest rail).
- Damage to any switch, derail, sign, rail or track structure.
- Any other condition or situation which might cause injury, damage or derailment.

### CN Police

1-800-465-9239

- Trespassers, vandalism, damage to CN property.
- Railroad crossing concerns, violations, accidents.

### CN Service Delivery Centre

1-866-926-7245

- Changes to any structures, ramps, loading docks, ground conditions, temporary piles, parked vehicles, etc., within the track clearance envelope for industrial track:
- Height 6.71 m (22 ft) above the rail.
- Side clearances:
  - Top of rail to 1.22 m above rail requires side clearance of 1.83 m/6 ft\*
  - Over 1.22 m above the rail requires side clearance of 2.44 m/8 ft\*
- Damage to any railcar, including ladders, doors, couplers, etc.
- Unless explicitly permitted by CN, no work shall take place within 8 m/25 ft of the nearest rail except in the presence of a CN representative.
- Derails left unlocked or in a non-derailing position.

\*From the centre of the track.

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