

Dear Valued Customer,

OmniTRAX, Inc. is committed to a safe working partnership with all customers. In the spirit of our safe culture, we seek to promote our industry leading efforts in safety with all of our customers. Like you, we see safety as good business. Let's work together to ensure your employees and ours have a safe working environment each and every day.

Historically, 18-22 percent of all OmniTRAX train accidents occur at customer facilities and our goal is for you to help us reduce or eliminate these incidents. Attention to facility operations and track conditions is extremely important as we prepare for spring. To assist your employees in understanding safe rail operations and raise their situational awareness we have provided a link to the OmniTRAX Customer Safety Handbook. Here are 5 key areas we would like you to focus on:

Track Inspection and Maintenance: The risk for a derailment increases without proper maintenance. The first line of defense is a thorough track inspection which identifies conditions approaching and/or currently unsafe for operations. This inspection should provide enough information on track conditions to perform repair work and preventative maintenance. If your track is not properly inspected and maintained, we will not be able to safely switch your facility which may result in suspension of service. Depending on your location, Federal/State/Provincial regulations require track inspections by a qualified track inspector. If this is a requirement, make sure your inspection records are available upon request to OmniTRAX or any regulatory agency. When performing maintenance on tracks ensure maintenance crews are properly protected against train movements. Please ensure that OmniTRAX managers and crews understand maintenance is being performed. .

Modifications to or Additional Infrastructure: If you are adding or modifying tracks, crossings, overhead equipment, load out bays etc., or have any obstructions or pieces of equipment within minimum clearance standards; ensure you contact OmniTRAX Customer Service and OmniTRAX Engineering (engineering@omnitrax.com) as soon as possible and prior to any work being done so your plans can be reviewed against the OmniTRAX Technical Specifications for Industrial Tracks. Serious injury or damage to equipment can occur if these minimum standards are not met.

Housekeeping: The number one cause of injuries at customer facilities is slip, trip, and falls. Please ensure your facility is free of any debris, hoses, or uneven ground. Ensure drainage is adequate and drainage equipment are working properly to prevent hazards including flooding, track surface conditions, and poor walking conditions.

Loading and Containment: Cars should be properly loaded with all doors, hatches, and outlet gates secured prior to releasing any railroad car.

Railcar Handling and Securement: Rail cars must not be moved while hand brakes are fully or partially applied as the wheels of a rail car develop flat spots due to friction between the rail and the wheel. Wheels with flat spots are detrimental to the structural integrity of the railway track and the wheel itself. Complete details concerning the handling of railcars are available in the customer safety handbook. If further information is required on the movement of railcars or the use of derails at your facility, please contact your local OmniTRAX railroad immediately. Railroad fences/gates securing your property should have proper locking mechanisms to ensure gates don't swing back into rail equipment when cars are being spotted or pulled. Without proper gate securement railroad employees can be seriously injured if struck by or knocked off of a car by a gate.

We encourage joint safety meetings and audits with our customers; these can be easily arranged by contacting your OmniTRAX customer service (877-276-3777) or by directly contacting your local railroad General Manager or Regional Vice President of Operations. Thank you for your business and continued support of a joint "safe culture".



Sergio Sabatini

RAIL MADE

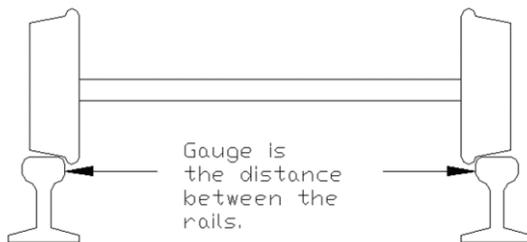
EASY

RAIL MADE

EASY

Gauge

Gauge is a critical measurement where wheels maintain contact with the running surface of the rail. Gauge is the distance between the rails measured 5/8" below the top of the rail head. It must be no less than 56" and no more than 58". If track is more than 57.5" look for other track conditions that could contribute to derailments.

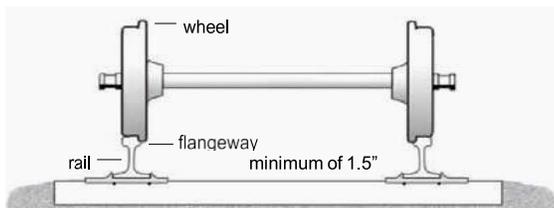


Tie Conditions

Tie Conditions are an important aspect of a high quality infrastructure. Ensure good ties are well distributed with no more than 4 bad ties in a row.

Flangeways

Be vigilant where flangeways could become packed with material or other debris. 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".



Switches

Proper switch maintenance is critical to ensuring safe operations of any facility. The switch maintenance may consist of regular lubrication, adjustments to the throw ensuring points are not gapped, adjustment to the alignment. Be aware that switches can become very difficult to line when they are not properly maintained. Attempting to line a stiff switch can and does lead to back, leg and arm injuries.

Although OmniTRAX maintains switches on the mainline, crews cannot properly service a customer if they cannot line the switches within your facility. When switches are regularly maintained and cleaned prior to arrival, delays to service and productivity can be avoided.

Spring Plan

The risk of derailments in customer facilities increases during spring months. These derailments can be caused by the buildup of changing conditions on and around tracks. The following Spring Plan has a housekeeping focus on removing debris and tripping hazards as conditions change:

1. Arrange resources in advance for track inspection and maintenance.
2. Understand your facilities railcar operations'. Communicate with the railroad and ask questions.
3. Keep flangeways of tracks that run through private or public roads clear of debris at all times.
4. Clear debris buildup caused by vehicles crossing over the tracks.

If your facility is not cleared in time for your next scheduled service, you must contact the Customer Service Center (CSC) at 877-276-3777 with as much advance notice as possible. You must also advise OmniTRAX of the estimated date/time when your facility will be cleared so that OmniTRAX can restart your service on your next available scheduled service day. Failure to comply could result in service being suspended temporarily.

As always, OmniTRAX is here to assist in the safe operation on your track and inside your facilities. Please contact your railroad General Manager or Regional Vice President of Operations with any questions or concerns.

A copy of our Customer [Safety Handbook](#) is available on our website.