

Dear Valued Customer,

OmniTRAX 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 our customers. Like you, we consider safety as good business and strive to work together to ensure your employees and ours have a safe working environment everyday.

We want to thank each of you for your business in 2020, in what was a difficult year for everyone. Fortunately, due to our rigorous COVID -19 protocols and employee-monitoring program, disruptions in rail services were not an impact to our commitment to service. As we move into spring-summer of 2021, we will ensure rail services continue in the safest and healthiest path and our employees remain focused on their duties. For any specific information on our continued COVID-19, protocols to include FRA Emergency Order E-032 please contact your local General Manager, and they would be more than happy to discuss.

In 2020, we recognized a 5% percent reduction of all OmniTRAX train accidents that occurred at our customer facilities and although improvements are evident versus previous year, our goal continues to be assisting you in reducing and eliminating these incidents. Focus on facility operations and track conditions continue to be extremely important as we transition to into the spring and summer Season.

Key areas that continue to need focus:

Track Inspection and Maintenance: A thorough track inspection that identifies conditions approaching and/or is currently not safe for operations is the first line of defense. As you know, if you do not inspect your track conditions and maintain it, we may not be able to safety switch your facility, resulting in suspension of service. In addition, when performing maintenance on track, please validate that protection against train movements are in place for the maintenance crews. Additionally, please verify that OmniTRAX Management is aware of maintenance activity.

Modification or Additional Infrastructure: Prior to any modification or additional infrastructure, please contact OmniTRAX engineering department at engineering@omnitrax.com and your local General Manager. This includes modification of track, crossings, overhead equipment, load out bays, or if any obstructions are, added or equipment will breach minimum clearance standards.

Housekeeping: Slips, trips and falls continue to be the number one cause of injury. Validate that drainage is adequate and that all drainage equipment is functioning properly. Doing so will prevent flooding that may affect both track surface and walking conditions. Loading and Containment: Secure all doors, hatches and outlet gates prior to releasing for transport.

Railcar Handling and Securement: Release all hand brakes prior to moving railcars. Failure to completely release the hand brakes prior to moving may result in wheel flat spots as a result of friction between the rail and wheel. Railroad securement, such as fences and gates, should have proper locking mechanisms to ensure they do not breach minimum clearance standards if swinging.

To assist you and your employees in understanding safe rail operations we have provided a link to the [OmniTRAX Customer Safety Handbook](#).

OmniTRAX encourages your participation in any joint safety meetings and audits. Customers can arrange for joint meetings or audit assistance by contacting your local OmniTRAX Railroad General Manager or Commercial Representative.

Thank you for your business and continued support in building a strong joint safety culture.



Gord Anutooshkin
Chief Operating Officer



Peter Touesnard
Chief Commercial Officer

RAIL MADE

EASY

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EASY

Arrange resources in advance, such as grass cutting & Clear away grass, weeds and debris from right-of-ways.

Safe:



Unsafe:



Spring-Summer Plan

The following Spring Plan will help reduce the potential for derailments and injuries, and help ensure our timely service:

1. Arrange resources in advance, such as grass cutting.
2. Clear away grass, weeds and debris from right-of-ways.
3. Spray for insects to include ant bed mitigation.
4. Have a track maintenance contractor inspect your trackage and facility.
5. Schedule routine repairs and maintenance.
6. Identify the need for any long-term capital-type work.

In cases of flooding, high water or poor drainage that may impact servicing your facility safely, you must contact your local General Manager or Network Operations Center (NOC) at 877-276-3777 **with as much advance warning 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 with any questions or concerns.

A copy of our Customer Safety Handbook is available on our website:

<http://omnitrax.com/wp-content/uploads/2019/03/OmniTRAX-Customer-Safety-Handbook-2019.pdf>

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Notes: