

TIMOTHY C. TIERNEY

PRESIDENT AND
CHIEF OPERATING OFFICER

April 1, 2020

Dear Fellow Conrail Employees:

At Conrail, our top priority is the daily safety of our employees and the communities we serve. As essential employees we need your support and assistance to continue operating an efficient supply chain at a time when reliable rail service is needed the most. As many of you know, America's freight railroads play a critical role in nearly every industrial, wholesale, retail and resource-based sector of our economy. For example, railroads typically originate roughly 60,000 carloads of food and agricultural products per week. Additionally, most products sold at retail providers such as Target or Walmart get to consumers with the help of rail intermodal.

Every one of our employees plays a valuable role in contributing to the railroad's success, especially during this uniquely challenging time. To that end, we are taking a number of steps to ensure we maintain healthy and safe environments to protect you and communicate these efforts clearly and consistently.

Steps Conrail is taking:

- Expanding the frequency of cleaning and sanitation in railroad maintenance facilities, dispatch and operations centers as well as on locomotives, rail equipment, and headquarters
- Monitoring the COVID-19 pandemic and the impact the ripple effects could have on employees, office and crew reporting locations, suppliers, customers, visitors, and other individuals and operations across the Conrail family
- Restricting employee business travel
- Continuing to provide employees with timely and accurate information on protecting themselves and their families through effective hygiene practices
- Cooperating with federal, state, and local health officials as this situation develops at rapid fire paces
- Utilizing the full scope of Conrail's resources to protect the health and well-being of its employees, including the resources of NS, CSX and the Association of American Railroads

Steps you can take:

- Avoid prolonged close contact (within 6 feet) with people
- Refrain from touching eye, nose, and mouth areas
- Wash hands often and well
- Clean and disinfect high touch-point objects and surfaces frequently
- Review Conrail's COVID-19 Prevention and Response Policy and FAQs (link below)

- If you or an employee on your team has been diagnosed with COVID-19, immediately alert your supervisor or call the HR Hotline at (856) 231-2402

Useful resources:

- [CDC COVID-19 Resources](#)
- [World Health Organization COVID-19 Resources](#)
- [Association of American Railroads COVID-19 Response](#)
- [Frequently Asked Questions](#)
- HR Hotline is 856-231-2402, and email coronavirus@conrail.com

We will continue to post updates to ensure employee health and safety, operations proficiency and seamless service as events warrant. Thank you for your cooperation as an employee and your partnership as a customer as we continue to navigate through these challenges.

Sincerely,



Timothy C. Tierney
President and Chief Operating Officer