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2017 Customer Safety Spring Focus Letter

April 7, 2017

Dear Valued Customer,

Central Manitoba Railway (CEMR) has the lowest personal injury and train accident frequency rate of any Canadian short-line railway. We are proud of this fact and of the work that we do to maintain our safe operating record. A large part of this success is a result of our partnership with you. We are asking for your ongoing support to help us prevent future railway-related accidents by ensuring all railway equipment is handled correctly, handbrakes are applied, your track is maintained properly, and that your property has no restricted clearance and/or tripping hazards.

Historically, between 15-20% of all CEMR train accidents occur on industry track. Through our business partnership, our goal is to reduce this number together. Safety is good business for everyone, and your attention to track condition is vitally important as we prepare for spring. This letter outlines how you can assist us in achieving this goal.

To assist you further, our Customer Safety Handbook provides clear direction on safe rail operations, with specific focus on industry track and customers. This handbook will help educate your employees on the hazards of rail operations and raise their situational awareness. A copy of our Customer Safety Handbook is available on our website: <http://www.cemrr.com/wp-content/uploads/2016/10/CEMR-2016-Customer-Safety-Handbook.pdf>

Within it there are five key areas we would like to highlight:

1. **Track Maintenance**

Depending on your location, federal and/or provincial regulations require monthly track inspections by a qualified inspector. Please make these inspection records available upon request by CEMR or any regulatory inspector. If your track is not maintained to regulatory standards, we will not be able to safely switch on your property, which may result in suspension of service and/or additional tariffs.

The risk of derailment increases if mud, snow, ice and debris collect on and around tracks, more so within flangeways at crossings. Installation of rubber seals (available from CEMR or any other railway equipment suppliers) between the rail and crossing materials will minimize the amount of debris accumulating within these flangeways. Ensure crossings are constructed in a manner that has a defined flangeway on the gauge side of the rail. Note that gravel dumped into the track to form a crossing does not provide the required stability and this practice has resulted in many derailments in winter.

2. **Restricted Clearance Hazards**

Serious injuries can occur if clearances are restricted. Your facility must be free of side and overhead clearance restrictions. If inevitable, such restrictions must be clearly identified by warning signs and communicated to CEMR. Please review your plans with us prior to making any changes to rail clearance restrictions. Gates leading into your facility must open fully and be properly secured in all weather conditions (including when the ground is frozen) to prevent them from swinging closed during switching operations; reducing the risk of injury to our employees.

1. **Loading and Containment**

Cars must be properly loaded and all doors, hatches and outlet gates must be fully closed prior to dispatching any railway car.

1. **Equipment Securement and Handling Requirements**

Complete details on equipment securement and handling requirements are included in the Customer Safety Handbook. However, one very important point: railcars must not be moved while handbrakes are fully or partially applied. This can lead to skidding or excessive heating - both detrimental to the structural integrity of the track and wheels. Additional information is available in the short video entitled "Please Release Me...Let Me Roll"; click the following: <http://www.aar.com/wdprc/>

1. **Housekeeping Conditions**

The number one cause of personal injuries at customer facilities is slips, trips and falls. Ensure your facility is free of walking hazards such as weeds, debris, material and spills and that snow and ice is cleared or sanded.

Spring Planning

As we are now coming into spring and the thawing and in some cases flood season, we want to highlight a few important items to keep your track and walking areas safe:

- In poor weather, sand or clean away snow and ice (freezing rain) to ensure walking and switching areas are safe ahead of our crews;
- Arrange for brush/grass cutting and vegetation management along tracks, right-of-ways and sightline corridors;
- Have a track maintenance contractor or a qualified person inspect your track(s) and facility, including after any high water or flooding;
- Schedule routine maintenance and repairs including preventative maintenance on any derrails/switches to ensure their ease of use;
- Ensure all signage used to indicate restricted/close clearances and/or track protection are displayed as required, unobstructed, and markings clearly visible (i.e. clean, sign paint is fresh, etc.);
- Identify the need for long-term capital work;
- Schedule a CEMR Customer Safety Audit; and
- Schedule railway specific training: safe car handling, use of rail car moving equipment, etc.

In cases of flooding, high water or poor drainage that may impact safely servicing your facility, please contact your local CEMR Operations office with as much advance notice as possible.

Please also advise CEMR when any flooding and/or high water has subsided and your track has been inspected and determined to be safe and returned into service.

To schedule a CEMR Customer Safety Audit, obtain information on inspection or maintenance of your track, information on our 3rd Party Operating Process, and available training resources, please contact your local CEMR Operations office.

Thank you in advance. As business partners working together we can both ensure safe, efficient and ontime product shipment for the remainder of 2017 and beyond.

Jay Cranney
General Manager
Central Manitoba Railway