# Customer Handbook

BUILDING AMERICA®

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Building America for all generations by connecting our nation's businesses and communities to each other and the world.

# GO HOME SAFE

**MY CO-WORKERS HAVE MY BACK, AND I HAVE THEIRS.**

I will stop to fix an unsafe situation or address an unsafe behavior.

I will accept the same actions from my co-workers.

**WE WILL ALL GO HOME SAFE.**

# Handbook Overview

A transportation leader for over 160 years, at Union Pacific Railroad, we're prepared to ship just about anything: coal and chemicals, food and forest products, automobiles and agricultural products – safely and on time. Our strategy focuses on Safety, Service, and Operational Excellence, and we're investing $10 million a day in infrastructure, technology and network expansion to keep things running smoothly. We're dedicated to providing the top-notch service we sold our customers and ensuring our operations are safe and efficient for everyone.

This Customer Handbook provides rail safety information that can help you make informed decisions regarding safety on or near industry tracks. It should serve as an additional resource to supplement your own safety program. By providing this guidance, Union Pacific does not claim control over customers' workplaces or over customers' employees. You are ultimately responsible for the safety of your operation, and you must comply with all terms of your track agreements.

Robust safety programs reduce the risk of injuries and train-related incidents on or around industry-maintained tracks. A safety program tailored to any industry tracks you maintain will also help reduce the risk of unwanted service interruptions and can help you avoid "Not Prepared for Service" charges. The majority of train-related incidents that occur on industry-maintained tracks are the result of poor track conditions, objects on or impeding the track, and conditions that lead to the accumulation of materials around the track, such as product spillage, ice, rain, drainage and mud.

Education, communication, awareness and prevention are necessary components for a successful safety program. Rail safety information is an initial step toward providing a safe place to work for everyone. This informative Handbook is geared toward customers with industry tracks at their facilities and those who ship or receive any type of rail car.

# Job Briefing

As a measure of safety, job briefings can be a fundamental part of your employees' daily work routine. Briefings help an employee think through a job from start to finish, ensuring he or she knows and understands what is expected that day.

- The tasks to be performed.
- The equipment available.
- The capabilities of the team members who will do the task.
- How each assignment ties into the overall operation.
- How to complete the job without being injured.

Job briefings at the beginning of the workday, throughout the workday, and as conditions change, help raise employees' awareness levels and avoid hazards.

## Customer Safety Impact

Job briefings are a simple and important form of communication that may help employees work in a safe and efficient manner.

# Track and Facility Maintenance

## Track Maintenance

Poor track conditions are a leading cause of train-related incidents on industry tracks. A planned preventative track maintenance program, performed by qualified personnel, will reduce your potential for derailments and other undesired events that can result in delayed service.

Your track must be maintained in a way that complies with federal standards referenced in any applicable track agreements and with Union Pacific standards for industry track. Please contact a third-party track maintenance contractor for track inspection and maintenance support.

### Good to Know:

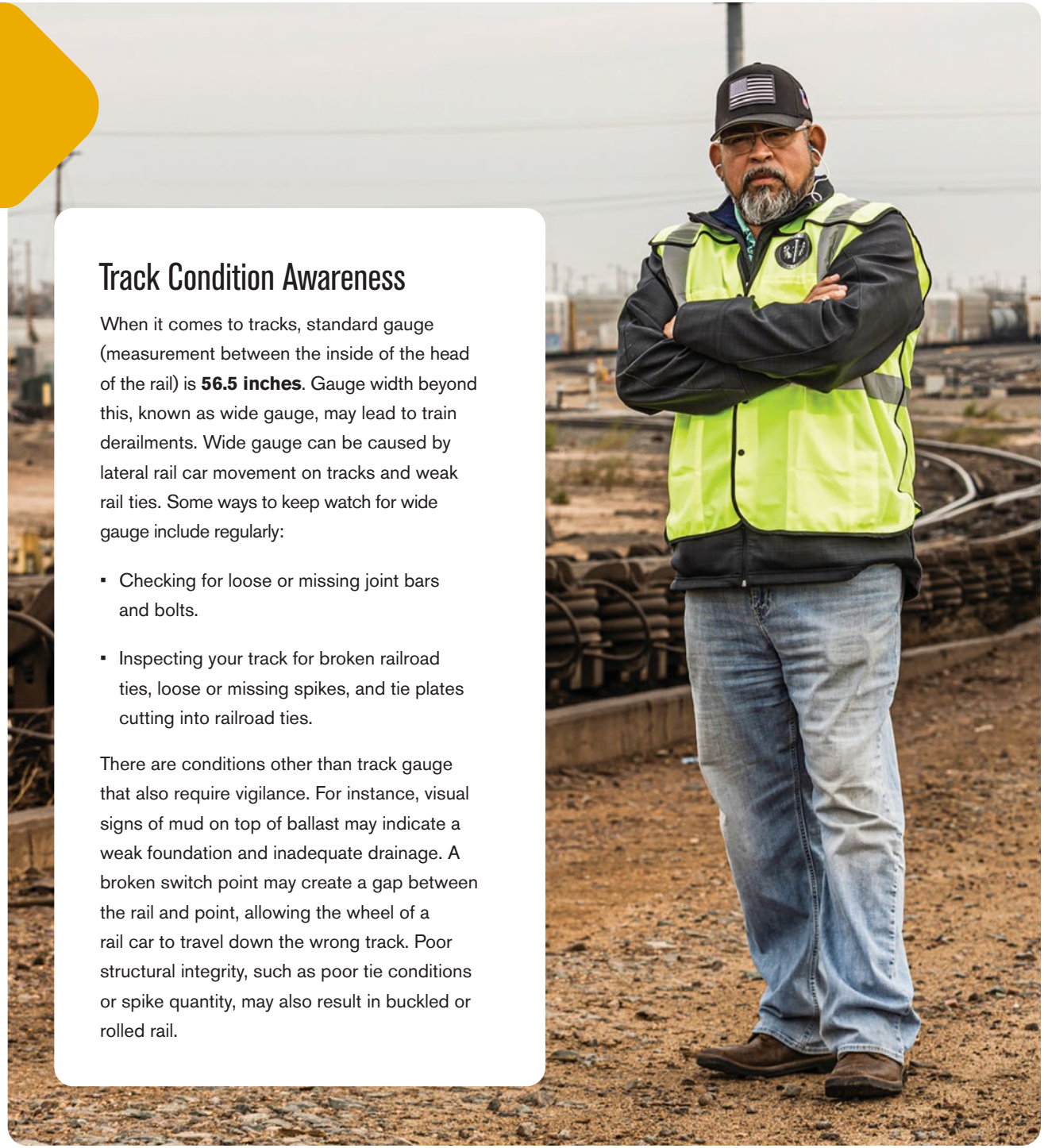
When trespassers, signs of unauthorized occupancy, or significant collections of debris are spotted near railroad tracks, contact local law enforcement.

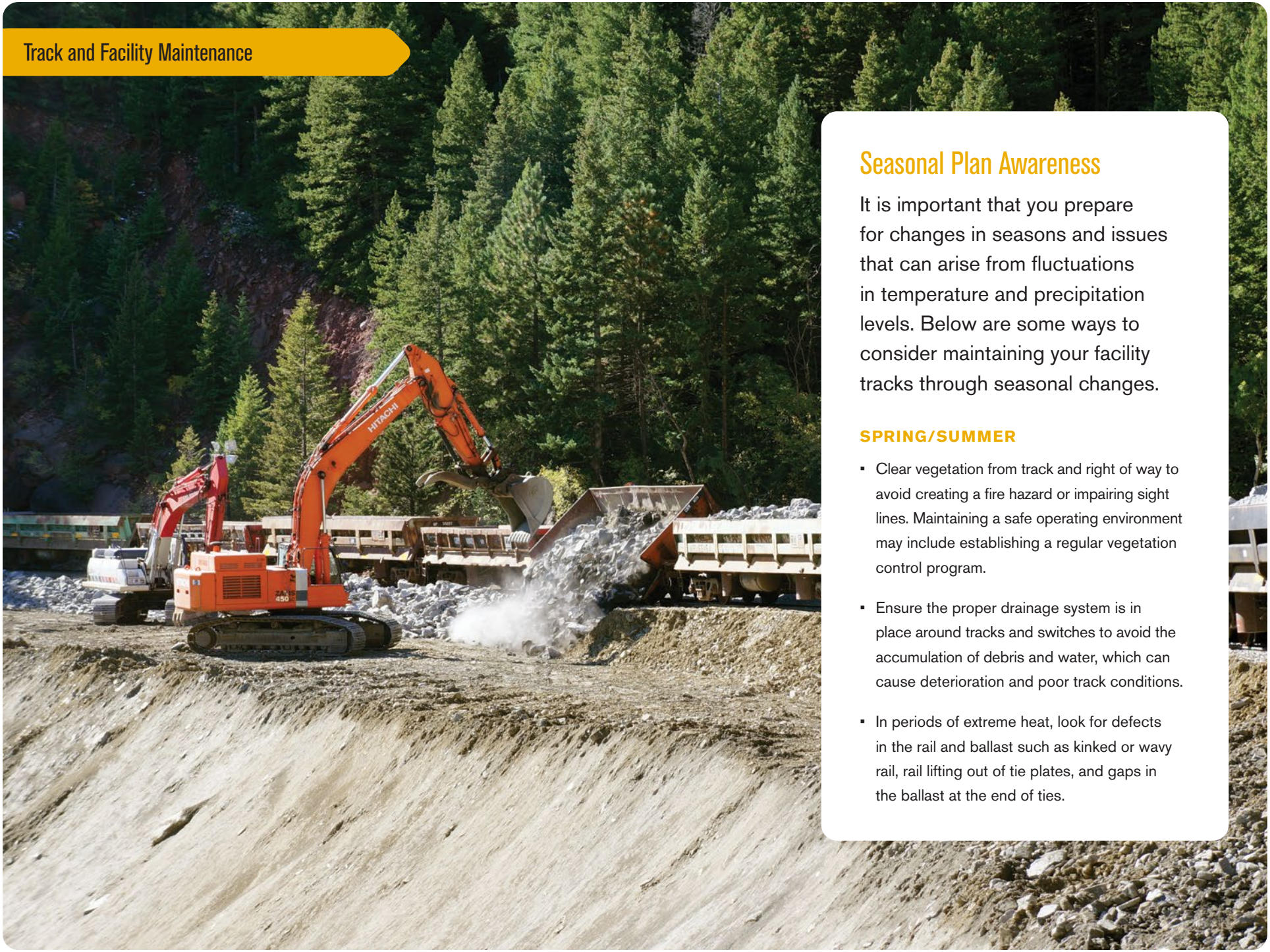
## Track Condition Awareness

When it comes to tracks, standard gauge (measurement between the inside of the head of the rail) is **56.5 inches**. Gauge width beyond this, known as wide gauge, may lead to train derailments. Wide gauge can be caused by lateral rail car movement on tracks and weak rail ties. Some ways to keep watch for wide gauge include regularly:

- Checking for loose or missing joint bars and bolts.
- Inspecting your track for broken railroad ties, loose or missing spikes, and tie plates cutting into railroad ties.

There are conditions other than track gauge that also require vigilance. For instance, visual signs of mud on top of ballast may indicate a weak foundation and inadequate drainage. A broken switch point may create a gap between the rail and point, allowing the wheel of a rail car to travel down the wrong track. Poor structural integrity, such as poor tie conditions or spike quantity, may also result in buckled or rolled rail.



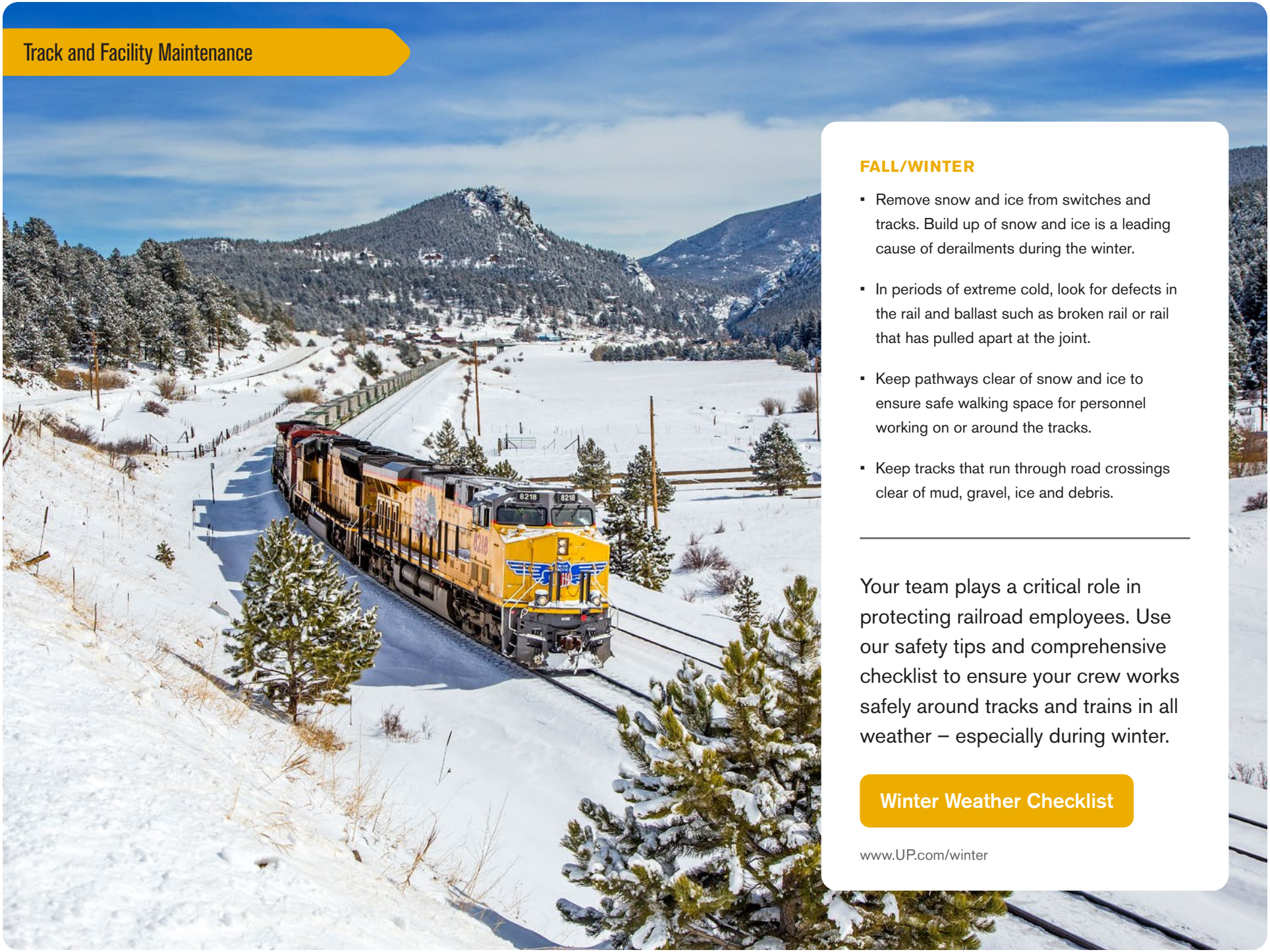



## Seasonal Plan Awareness

It is important that you prepare for changes in seasons and issues that can arise from fluctuations in temperature and precipitation levels. Below are some ways to consider maintaining your facility tracks through seasonal changes.

### SPRING/SUMMER

- Clear vegetation from track and right of way to avoid creating a fire hazard or impairing sight lines. Maintaining a safe operating environment may include establishing a regular vegetation control program.
- Ensure the proper drainage system is in place around tracks and switches to avoid the accumulation of debris and water, which can cause deterioration and poor track conditions.
- In periods of extreme heat, look for defects in the rail and ballast such as kinked or wavy rail, rail lifting out of tie plates, and gaps in the ballast at the end of ties.



## FALL/WINTER

- Remove snow and ice from switches and tracks. Build up of snow and ice is a leading cause of derailments during the winter.
- In periods of extreme cold, look for defects in the rail and ballast such as broken rail or rail that has pulled apart at the joint.
- Keep pathways clear of snow and ice to ensure safe walking space for personnel working on or around the tracks.
- Keep tracks that run through road crossings clear of mud, gravel, ice and debris.

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Your team plays a critical role in protecting railroad employees. Use our safety tips and comprehensive checklist to ensure your crew works safely around tracks and trains in all weather – especially during winter.

**Winter Weather Checklist**

www.UP.com/winter

### ROAD CROSSING CONDITIONS AND SIGNS

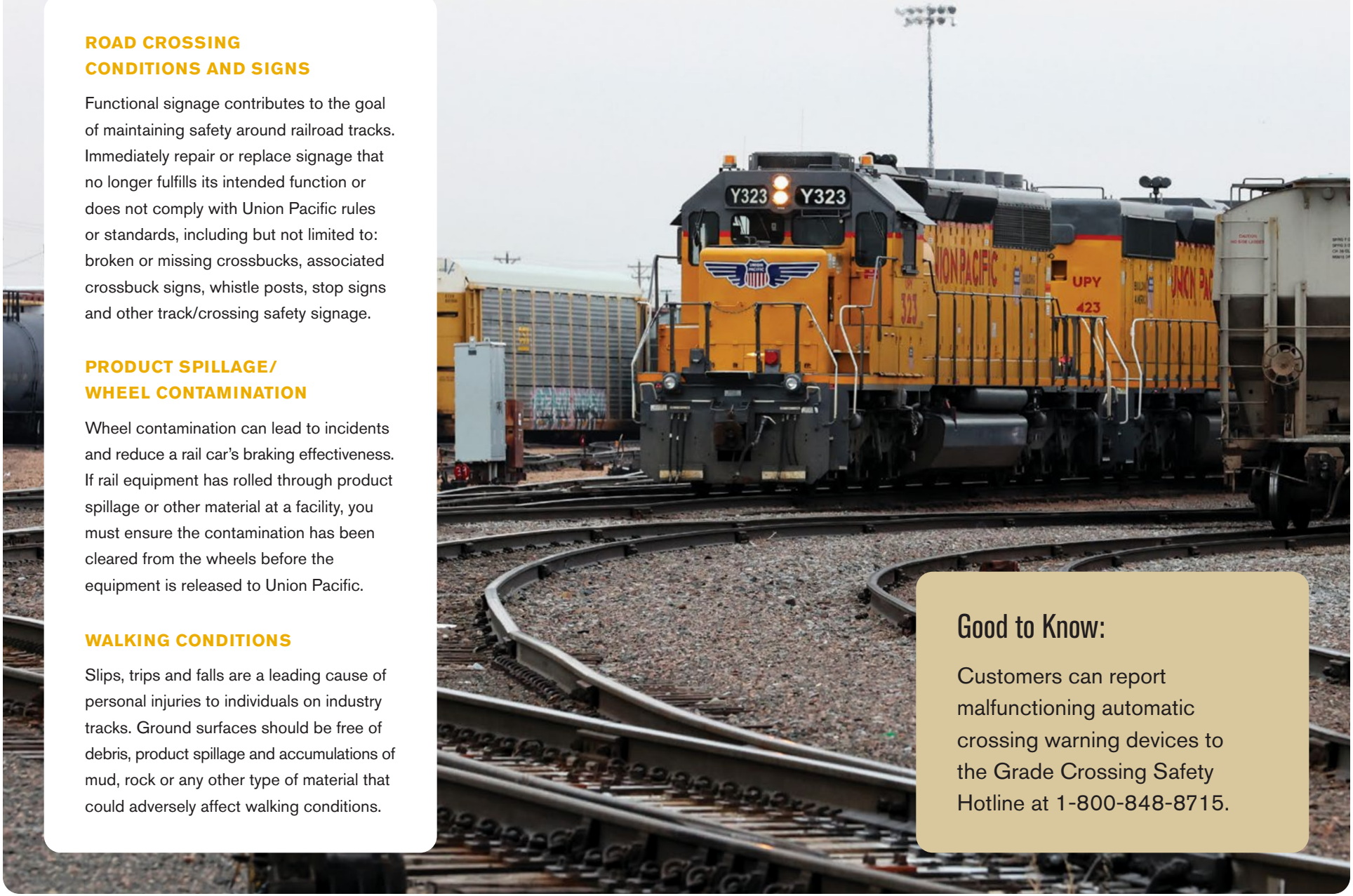
Functional signage contributes to the goal of maintaining safety around railroad tracks. Immediately repair or replace signage that no longer fulfills its intended function or does not comply with Union Pacific rules or standards, including but not limited to: broken or missing crossbucks, associated crossbuck signs, whistle posts, stop signs and other track/crossing safety signage.

### PRODUCT SPILLAGE/ WHEEL CONTAMINATION

Wheel contamination can lead to incidents and reduce a rail car's braking effectiveness. If rail equipment has rolled through product spillage or other material at a facility, you must ensure the contamination has been cleared from the wheels before the equipment is released to Union Pacific.

### WALKING CONDITIONS

Slips, trips and falls are a leading cause of personal injuries to individuals on industry tracks. Ground surfaces should be free of debris, product spillage and accumulations of mud, rock or any other type of material that could adversely affect walking conditions.




## Good to Know:

Customers can report malfunctioning automatic crossing warning devices to the Grade Crossing Safety Hotline at 1-800-848-8715.

## FACILITY GATES

Any gates at your facility need to be either automated or include anchor posts and fastenings to secure the gates in place when open. Gates at your facility that are not automated should be operated by you, as needed, to permit railroad access.

## SWITCHES

Switches are used to change the route of rail cars, trains and locomotives. There are different types of automated and manual switches, but regardless of the variety, proper alignment is important.

When aligning a switch, consider the following:

- Look in both directions and be alert for moving equipment on adjacent tracks or approaching the switch.
- Inspect the switch and immediate area for potential problems, e.g., debris, locked switch, spiked switch or tracks, damaged switch or tracks, etc.
- Address problem areas prior to moving forward.
- Operate the switch using safe footing and body mechanics.
- Ensure the switch is aligned for the intended car movement.

## DERAILS

A derail is designed to force the wheels of a rail car off the track to protect people and operations from unattended movements. Ensure you know where they're located, never leave them unlocked and never use private locks on Union Pacific derails.

### Customer Safety Impact

- Be familiar with all switches in your facility and the proper operation and maintenance requirements of each.
- Become familiar with the location of derails on the tracks you use.
- Don't leave unattended derails unlocked and in the non-derailing position, whether there are cars on the track or not.
- Do not employ private locks on Union Pacific derails.
- Evaluate whether your facility is adequately protected.

# Working on or around Rail Cars

Rail cars are used to transport commodities across the country safely and efficiently. A variety of rail cars are used by Union Pacific and our customers to ship many types of products. Doors, brakes, gates, outlets, hatches and other parts can vary by car type. It is important to familiarize yourself with each rail car type you handle.

Prior to climbing on rail cars, visually inspect ladders, handholds, and steps to ensure they are not defective.

For more information regarding specific rail equipment types and specifications, please visit UP.com.

## BASIC RAIL CAR DESIGN AND MECHANICS

The frame, known as the body of a rail car, sits on two center plates – one on top of each truck assembly, which contains the axles and wheels. The trucks rotate under the rail car body. The center plate is lubricated so that the trucks can turn without excessive force on the gauge between the rails. Neither the car body nor the wheels are fastened to the trucks. Each component sits in place primarily by weight.

Freight cars have two braking systems that help stop the movement of the car – the air brake system and hand-brakes. The air brake system is typically operative only when rail cars are attached to a locomotive. Air brakes should never be relied on when a locomotive is not attached. Rail car handbrakes are used to properly secure the cars when the cars are not attached to a locomotive. If necessary, apply chocks to the wheels to ensure no movement of the rail car.

### Customer Safety Impact

You should never lift or raise the body of the rail car. Always contact Union Pacific to report concerns regarding rail cars.

## RAIL CAR LOADING, LOAD BALANCING AND LOAD SECUREMENT

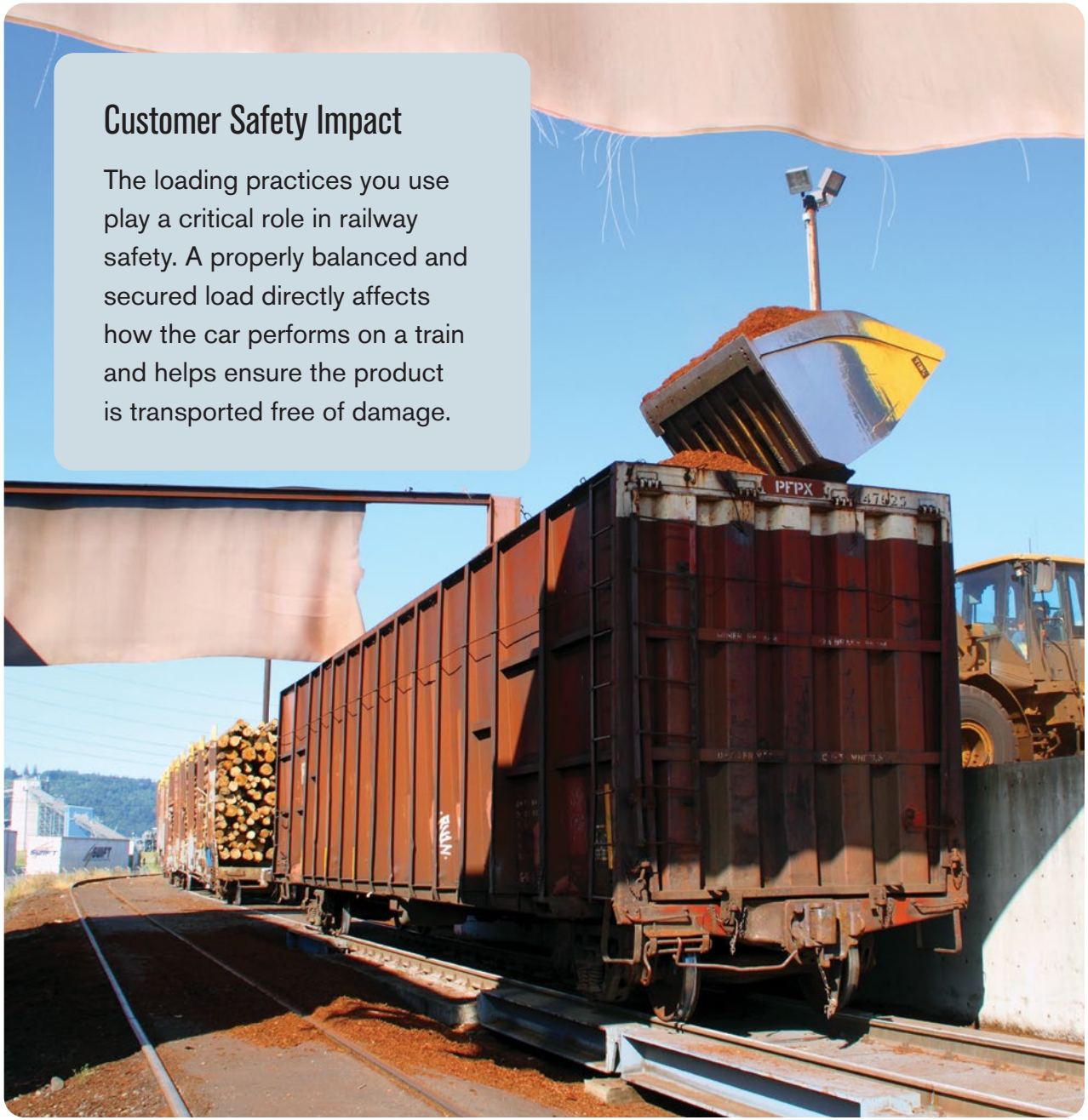
Each rail car, regardless of size, type or design, must be properly loaded within the specifications. Active rail car specs, including load limits, width, height and other applicable information can be found on the Universal Machine Language Equipment Register (UMLER), which is accessible to customers at UP.com. Any load in excess of the specified weight or any load improperly positioned or secured to the car increases the risk of a derailment.

By design, each car has a limited amount of side-to-side movement to allow for even distribution of wheel-to-rail contact. Therefore, it is imperative that all loads are properly positioned and secured to allow for the mechanics of the car to function as intended.

Each rail car also has a total capacity weight. The light weight and load limit numbers are stenciled on the side of every rail car and are also available on UMLER. When a car exceeds its total capacity weight, it reduces the car's structural integrity. Rail cars that are properly loaded reduce the risk of delays and safety hazards. Exercise care when filling cars to avoid spillage of product.

### Good to Know:

The light weight (LT WT) of the car plus the load limit (LD LMT) of the car equals the total capacity weight of the car.




### Customer Safety Impact

The loading practices you use play a critical role in railway safety. A properly balanced and secured load directly affects how the car performs on a train and helps ensure the product is transported free of damage.

## Working on or Around Rail Cars

The Association of American Railroads (AAR) and federal regulations establish rules governing loading requirements for rail cars. The AAR also provides publications detailing the best practices for loading a variety of commodities, often referred to as loading diagrams.

There are various other standards, circulars, guidelines and requirements detailing proper rail car loading. The Union Pacific Shipment Quality team is also an excellent resource you can utilize for assistance with loading guidelines. More information about Shipment Quality and Field Managers in your area can be found at UP.com. Use caution when opening boxcar doors as the product may have shifted in route and could possibly fall out when opening the door. In addition, the product may be leaning against the car door and cause door handles to spin when handle locks are disengaged. Refer to markings on car for operating instructions. Ensure all appendages (e.g., doors and outlet gates) are fully closed and locked prior to shipment.

### OPERATING RAIL CAR DOORS

Rail car doors can vary among car types. Anyone operating or closing rail car doors should be familiar with the safety advisories published by the AAR. All rail car doors should be securely closed by your staff prior to releasing the cars. Take precautions when opening rail car doors to avoid being struck by falling or shifting lading. Operated improperly, rail car doors could cause serious injury.

## Good to Know:

Blue flags mean hands off! Union Pacific employees performing maintenance on rail equipment are required to post blue flags. Union Pacific blue flags must be respected by all customers and may not be removed by anyone other than a Union Pacific employee. Blue flags indicate tracks cannot be operated over.

### MOVEMENT AND SECUREMENT OF RAIL EQUIPMENT

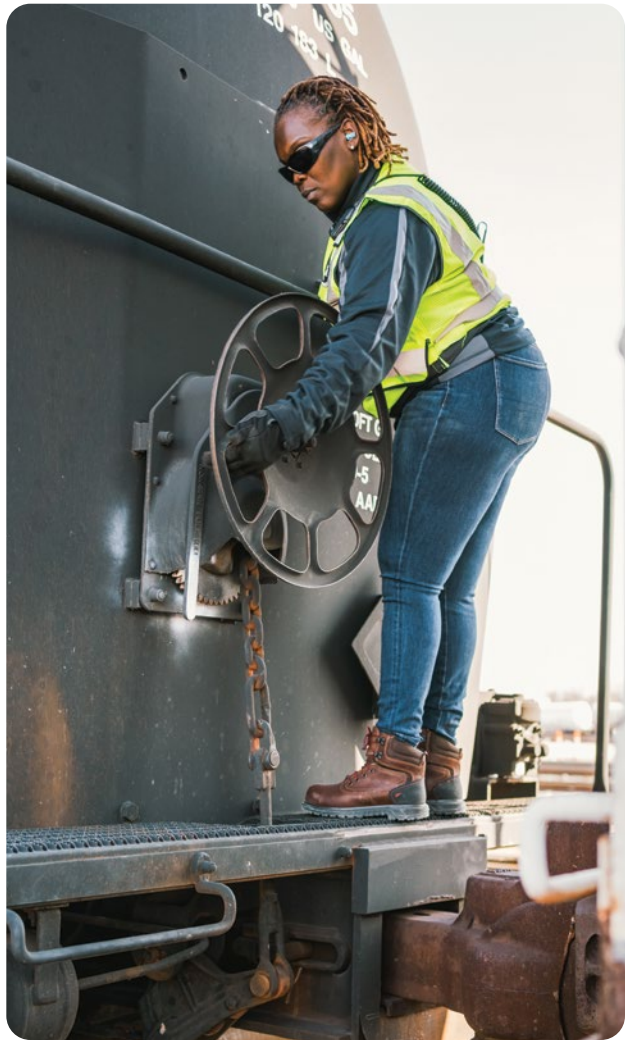
Moving and securing rail cars and rail equipment is one of the most important aspects of rail safety. If your facility is qualified to move rail equipment, it is imperative to adhere to the following:

- Know the route is clear.
- Check the switch points.
- Protect the movement with eyes on the leading end of the movement.
- Ensure the rail cars do not foul other tracks.
- Properly apply a sufficient number of handbrakes.
- Handbrakes should be fully released (painted links visible) prior to movement.

Rail cars should be moved only with proper rail car movement equipment.

## Customer Safety Impact

Understanding rail car door operating procedures and risks are important contributors to reducing injuries and transit delays.



# Railway Clearances

Railway clearances refer to the distance from the track to the nearest obstruction. Vertical clearances are measured parallel to the plane of the top of the rails. Side clearances are measured from the track center and at right angles to the plane of the top of the rails. Clearance restrictions protect the safety of personnel and equipment when moving rail cars, helping avoid collisions, side swipes and personal injuries.

In general, all equipment, obstructions and installations of any kind must be kept a minimum of **nine feet** away from the track center of any spur or industrial track. This includes but is not limited to: temporary piles of stock, refuse containers, parked vehicles, equipment, buildings or other obstructions. You should adhere to the terms of your track agreements. Clearance impairments are not permitted unless consented to by Union Pacific in writing. If restricted side and overhead clearances exist inside the facility, then the location must be protected with clearly visible warning signs.

### YOU MUST NOTIFY UNION PACIFIC IMMEDIATELY OF THE FOLLOWING SITUATIONS:

- Any restricted clearance in the facility without warning signs.
- Any emergency that causes an obstruction within the nine-foot clearance envelope laterally and 24-foot clearance vertically.
- Any alterations planned to track-side loading platforms or to the location of loading ramps, unloading augers and other equipment.
- Any holes, trenches or other ground obstructions.

For additional assistance or questions, contact Union Pacific Customer Care & Support. 800-272-8777.

# Contact Information and Additional Resources

## Emergency Hotline:

**888-UPRRCOP (877-7267)**

Call for all railroad emergencies. Callers should be prepared to provide their name, location and details about their observations. Examples of emergency situations include such things as derailments, train or track problems that cause concern for safe passage of trains, accidents or vehicles stalled on the tracks, trespassing, hazardous material releases, and fire on or near tracks.

## Non-Emergency Hotline:

**800-848-8715**

Report non-emergency situations involving Union Pacific. Examples of non-emergency situations include such things as rough crossings, blocked crossings, malfunctioning crossing gates, vegetation issues, idling locomotives and corporate relations. The non-emergency hotline should also be used to report events or activities that cross railroad tracks or approach railroad property including, but not limited to, high, wide or low clearance vehicle moves; funeral processions; local government agency activities; cattle crossings; sporting events; motorcades and parades; fairs, carnivals and farmers markets; or any other large gathering near Union Pacific property.

Always expect a train.
UnionPacificCares.com

## Customer Care & Support:

**800-272-8777**

Customer Care & Support is a 24/7 resource for customers who require assistance with their shipment needs. If you have questions related to shipping or tracing, please contact our Customer Call Center at 800-272-8777.

If you have questions related to billing or our eBusiness tools, please call our eBusiness Team at 800-872-1045. Office hours are 7 a.m. to 7 p.m. Central Monday through Friday and 8 a.m. to 3 p.m. Central Saturday.

## Before You Dig Hotline:

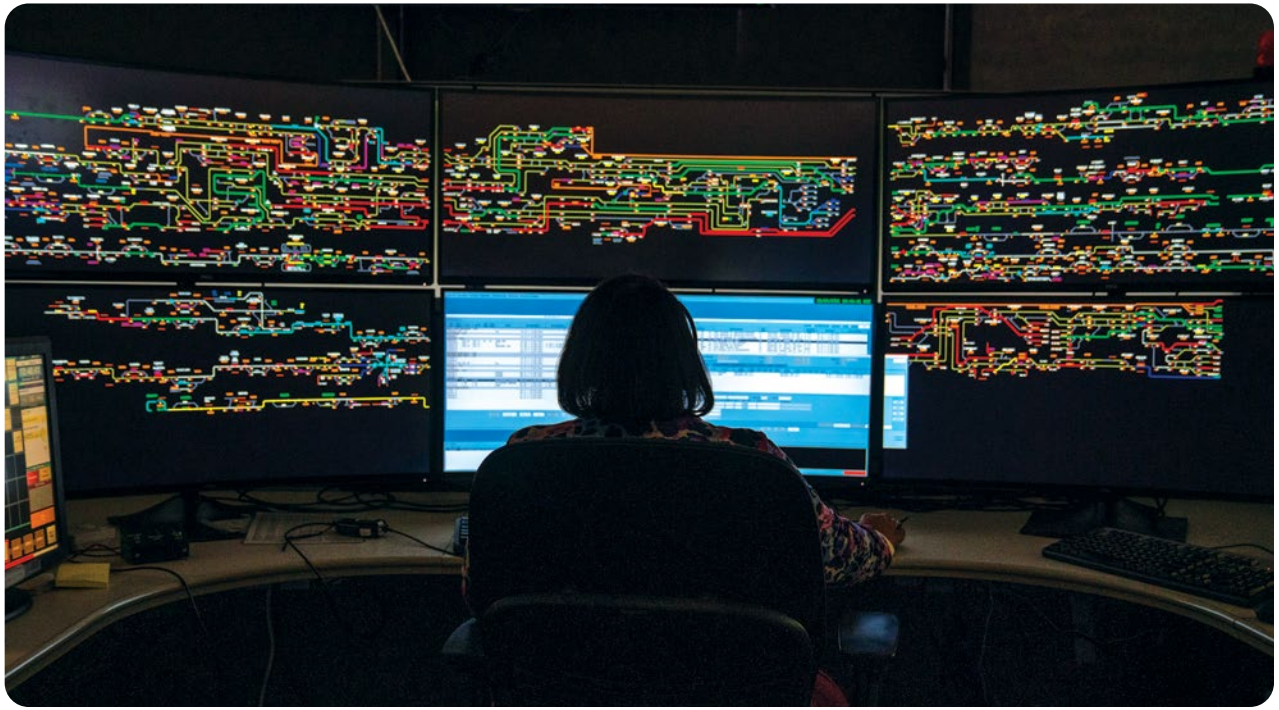
**800-336-9193**

Before digging near railroad tracks, call this number to request authorization.

## Grade Crossing Safety Hotline:

**1-800-848-8715**

Call this number to report malfunctioning automatic crossing warning devices.



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