

## To Our Customers,

Union Pacific is committed to providing the safest and most efficient rail transportation service in the industry. That commitment includes striving to eliminate chemical releases from rail cars, which remain a significant problem in our industry, resulting in service delays, employee injuries, environmental damage and unnecessary cleanup costs for both Union Pacific and our customers.

These episodes, known as non-accident releases (NARs), make up the largest portion of Union Pacific hazardous materials incidents. NARs can be prevented through aggressive efforts to identify the root causes of these occurrences and by the development of systems that ensure continual adherence to proper safety procedures.

The overwhelming majority of NARs are the result of rail cars not being secured properly per <u>AAR</u> <u>Pamphlet 34</u> guidelines for transportation. Union Pacific has an industry-leading Hazardous Materials Management team that can assist your company in applying the AAR securement guidelines and understanding best practices to follow. Our team can work with you to:

- Prevent the release of hazardous materials
- Prepare for all scenarios in which a release of hazmat might occur
- Respond safely to incidents and
- Recover from hazardous material releases

Our team is available to meet at your facility to discuss the AAR guidelines and best practices that other hazardous material shippers rely on to maintain safe operations. Please <u>contact the local Hazardous</u> <u>Materials Management team representative in your area</u> to learn more and set-up a customized presentation for your company.

Sincerely,

Union Pacific Hazardous Materials Management Team

