# Customer Safety Handbook

*Issued November 2016*

# Central Region Railroads

**ALM** Arkansas Louisiana & Mississippi Railroad Company; **AKMD** Arkansas Midland Railroad Company;
**BXN** Bauxite & Northern Railway Company; **DGNO** Dallas, Garland & Northeastern Railroad, Inc.;
**FP** Fordyce & Princeton R.R. Company; **KRR** Kiamichi Railroad Company L.L.C.;
**KYLE** Kyle Railroad Company; **LRWN** Little Rock & Western Railway, L.P.;
**MNA** Missouri & Northern Arkansas Railroad Company, Inc.; **PNW** Prescott and Northwestern Railroad Company;
**TNER** Texas Northeastern Railroad; **WSR** Warren & Saline River Railroad Company

The Railroad Customer Safety Handbook highlights the many ways customers can have an impact on safety. Compliance with the rules of this book does not relieve customers from their responsibilities or limit their liability vis-à-vis laws and regulations or directives applicable to their operations and their relationship with the Central Region railroads.

## Welcome Central Region Railroad Customers

Our success depends on providing superior service to our customers. We value your business above all else, and we pay close attention to improving our service to you, every day.

Our staff is well-educated and trained to meet your requirements, with the capacity to deal with almost any situation. Our regionally based management team applies best practices to conduct business with personalized involvement and a commitment to strong relationships with local customers and communities.


## Safety is the No. 1 priority at G&W railroads every day.

Since our crews are on and off equipment much more frequently in short line railroading and industrial switching, we're proud that the combined employee injury-frequency rate of Genesee & Wyoming Inc.'s railroads surpasses those of the Class 1 railroads.

For 2015, G&W railroads achieved a combined reportable injury- frequency rate of 0.53 per 200,000 man-hours. This is five times better than the short line peer group average and better than any Class I railroad for the seventh consecutive year.

The American Short Line and Regional Railroad Association (ASLRRA) recognized 75 G&W railroads with the **Jake Award With Distinction** for 2015, which is presented to ASLRRA-member railroads that complete the year with perfect safety records.

A 2015 ASLRRA President's Award was presented to the company's Columbus & Ohio River Rail Road for the best injury-frequency rate (0.0) in the 50,000 to 150,000 man-hour category.

Also in 2015, Teddy Maybrier, Vice President of Safety and Training for Genesee & Wyoming Railroad Services, Inc., was named **Safety Professional of the Year** by the ASLRRA. Teddy joined the company in 2005, after a distinguished career with CSX. During his 49 injury-free years in railroading, he has demonstrated selfless devotion to people, safety and public service. He led all aspects of creating the company's Jacksonville Training Center, where more than 2,000 students – including over 500 locomotive engineers and 125 conductors – have completed critical training since its opening in 2011.

Teddy's award comes one year after Mike Lundell, Vice President of Compliance and Safety for Genesee & Wyoming Railroad Services, Inc., won the same **Safety Professional of the Year** award. Susie Klinger, Operations Manager of the Tomahawk Railway, became the first employee of a G&W railroad to be named **Safety Person of the Year** by the ASLRRA. Tyrone James, Senior Vice President of Safety, Compliance & Training for Genesee & Wyoming Railroad Services, Inc., was named **ASLRRA Safety Professional of the Year** in 2012.

Safety is never "fixed," and we are committed to continuous improvement. Our goal is for every one of our operating regions to be injury-free, every day.


To request an Operation Lifesaver presentation at your school or community organization, contact Ken Mannka at kmannka@gwrr.com.

**Here's what you can do to stay safe around trains...**

## Never trespass on railroad property or right of way!

Doing so is illegal and risks serious injury or death.

## Cross only at designated pedestrian or roadway crossings!

Look for a train moving from either direction -- and then look for a ***second*** train from either direction.

## Always expect a train!

Trains do not have set schedules and can approach from either direction at any time of day or night. Trains do not take holidays.

## Don't stand next to tracks!

Trains can overhang the tracks by three feet on either side, and straps and tiedowns can extend even further.

## Never try to beat a train!

Because of their size, you cannot judge a train's speed or distance. Trains cannot make sudden stops. Remember that a locomotive weighs 200 tons. An automobile being hit by a train is equivalent to a soda can being hit by an automobile.

# Table of Contents

# 1. Introduction

## 1.1 Purpose of This Handbook

The purpose of this handbook is to relay vital safety information to you and is required by the Central Region railroads. The information contained in this handbook applies to customer trackage, when the consequences of unsafe acts and conditions can affect both your employees and Central Region railroad employees. This includes important safety requirements for customers operating on or near Central Region railway property. Please ensure that all of your employees understand and follow the safety principles in this handbook.

Although most of this handbook covers practices, recommended best practices for specific railway operations are also included. These can help you improve safety on your property. Recommended procedures and practices are noted as recommendations or requests.

If at any time you have a safety concern with a railroad operating practice or with railroad equipment, please do not hesitate to contact your Customer Service Specialist **(CSS)**.

Additional copies of this handbook are available for download from G&W's website, **www.gwrr.com.** Use *Find a Railroad* and click on Arkansas Louisiana & Mississippi Railroad Company; Arkansas Midland Railroad Company; Bauxite & Northern Railway Company; Dallas, Garland & Northeastern Railroad, Inc.; Fordyce & Princeton R.R. Company; Kiamichi Railroad Company L.L.C.; Kyle Railroad Company; Little Rock & Western Railway, L.P.; Missouri & Northern Arkansas Railroad Company, Inc.; Prescott and Northwestern Railroad Company; Texas Northeastern Railroad; WSR Warren & Saline River Railroad Company and then follow the link to Customer Safety Handbook.

## 1.2 How to Use This Handbook

This handbook can help you inform your employees about the hazards of rail operations. It is written in a concise, instructional format to give you the most important information without any excess material. The handbook can be used to look up specific safety requirements and protocols.

Many topics in this handbook refer the customer to their **CSS**.

Central Region railroad employees are available to assist customers with basic rail safety including procedure reviews and developmental education. Contact your **CSS** for more information.

## 1.3 For Your Information: Central Region Railroad Policies

### *1.3.1 Safety Policy*

Central Region railroads are committed to the health and safety of our employees and the public where they are impacted by our operations. To fulfill this commitment, all of us must make health and safety an integral part of our lives.

Central Region railroads are committed to provide the leadership, organization, training and resources needed to maintain a healthy and safe working environment. No job on Central Region railroads will ever be so important that we can't take the time to do it safely.

### *1.3.2 Environmental Protection Policy*

Central Region railroads are committed to conducting their operations and activities in a manner that:

- protects the environmental health and welfare of its employees and other persons who may be affected by its operations and activities;
- protects the natural environment to meet the needs of today without hindering the ability of society to meet future needs;
- meets or exceeds environmental requirements of government applicable to its operations and activities; and
- keeps employees and the public informed about its environmental plans through communication programs.

# 2. Overview of Customer Safety Requirements in This Handbook

## 2.1 Safety through Teamwork

Central Region railroads place a strong emphasis on workplace safety. We strive to arrive at customer sidings on time and without damage to the product, while always protecting the safety of our employees and our operation.

Rail safety is everyone's business, and there are five key areas outlined below where we need your help. We believe that partnering with you on this action plan will continue to ensure our safety success.

### *2.1.1 Track Maintenance*

#### Spring 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, trees and debris from right-of-ways.
3. Have a track maintenance contractor inspect your trackage and facility.
4. Schedule routine repairs and maintenance.
5. Identify the need for any long term capital-type work.
6. Schedule a Central Region railroad customer safety audit.
7. Eliminate all close clearances and identify all approved permanent close clearances with proper signage and illumination.

#### Winter Plan

The risk of derailments on private sidings increases during winter months. These derailments can be caused by the buildup of snow, ice and debris on and around tracks, especially at flangeways of crossings. In general, the customer is responsible for snow removal up to the main track switch. The following winter plan has a housekeeping focus on removing debris and tripping hazards before snow arrives:

1. Arrange resources in advance, such as snow removal and availability of sand.
2. Keep flangeways of tracks that run through private or public roads clear of snow, ice and debris.
   - This includes sanding or cleaning away ice caused by freezing rain to ensure the area is safe ahead of railroad crews.
3. Clear snow buildup caused by vehicles crossing over the tracks.
4. Clear snow which has slipped from adjacent roof tops onto the siding track.
5. Inspect the siding before service.
6. Keep all switches in the plant free of snow (this includes switch points and the area(s) in which employees stand to operate switches) and ensure that they are draining properly.
7. To ensure rail service during severe winter conditions, it is the customer's responsibility to ensure their facility is kept clear of snow and ice with specific attention to flangeways on crossings. If your facility is not cleared in time for your next scheduled service, you must contact the **CSS** of the applicable Central Region railroad ***with as much advance notice as possible***. You must also advise of the estimated date/time when your facility will be cleared so that the applicable Central Region railroad can restart your service on your next available scheduled service day. Failure to comply could result in service being suspended temporarily.

# Examples of a “cleaned” switch

### *2.1.2 Movement and Securement of Equipment*

Moving and securing rail equipment is one of the most important aspects of railway safety. Equipment that is not properly secured can significantly impact the safety of railway operations. The safety information in *Section 3, Railcars: Hand Brakes, Doors, Wheel Sets* and *Section 4, Railcar Handling: Loading, Lifting, Moving* is useful for all employees who are responsible for movement and securement of railway equipment.

### *2.1.3 Walking Hazards*

The number-one cause of personal injuries to railroad industry employees on customer tracks is slips, trips and falls. It is crucial that your trackage and facility within 12 feet of the centerline of tracks be free of walking hazards including debris, spillage, uneven surfaces, snow and ice. Please see *Section 7, Working on or Near Tracks* for more information on walking hazards and how they are regulated.

### *2.1.4 Restricted Clearance Hazards*

Very serious injuries to railway employees can occur at customer sidings because of restricted clearances. It is crucial that your facility is free of side and overhead clearance restrictions as much as practicable. Where there are restrictions, the applicable Central Region railroad must be notified, and the restrictions must be protected by designated warning signs.

Before making any changes to your facility that may create rail clearance restrictions, please conduct a review with local Central Region railroad Engineering personnel. To schedule this, call your **CSS** and notify us of your proposed changes. For more details, refer to *Section 8, Railway Clearances*.

### *2.1.5 Spillage/Wheel Contamination*

Wheel contamination from consumer products like flour, canola oil and cornstarch can reduce braking capacity and cause other problems with rail equipment. These and other similar substances can cause serious incidents and equipment damage at railroad hump yard operations. Please ensure that your facility is free from spillage and wheel contamination. Refer to *Section 3.3, Spillage and Wheel Contamination* for more information.

# 3. Railcars: Hand Brakes, Doors, Wheel Sets

## 3.1 Hand Brakes

Railcars have two braking systems:

- **Air brakes** use air pressure when cars are connected to a locomotive. They are used for train control and are not intended to secure standing cars.
- **Hand brakes** are used to secure standing railcars when they are not coupled to a locomotive. They prevent unintentional movement. Hand brakes take up slack on a chain which is linked by a series of rods, levers and gears to brake shoes. The brake shoes apply force against the wheels.

### *3.1.1 Minimum Number of Hand Brakes*

The table below lists the minimum number of hand brakes required to secure a car or block of cars. **It is highly recommended that cars are always secured with no less than the minimum number of hand brakes applied to each block.** In some cases (e.g. when loading heavy material or securing cars on a grade or type of equipment such as center beam cars) extra hand brakes may be required. Increase these numbers if you are having difficulty controlling movement, experience unintended movement or are unable to test effectiveness. If you require assistance or would like a Central Region railroad representative to review your use of hand brakes, please call your Central Region railroad **CSS**.

**Note: In cold weather, braking effectiveness is decreased.**

| Number of Hand Brakes to Apply | |
|---|---|
| **Number of cars coupled together** | **MINIMUM number of hand brakes** |
| 1 | 1 |
| 2 | 2 |
| 3-9 | 3 |
| 10-19 | 4 |
| 20-29 | 5 |
| 30-39 | 6 |
| 40-49 | 7 |
| 50-59 | 8 |
| 60-69 | 9 |
| 70-79 | 10 |
| 80-89 | 11 |
| 90-99 | 12 |
| 100-109 | 13 |
| 110-119 | 14 |
| 120 or more | Divide by 10 and add 3 |

When securing cars on a grade:

- Apply **more than the minimum** number of hand brakes.
- Apply hand brakes to the cars at the lower end of the down grade track.

If a railcar has a defective hand brake:

1. Report it to your **CSS.**
2. Couple the car to another car with an effective hand brake.

### *3.1.2 Safe Operation of a Hand Brake*

There are many different types of hand brakes, with different methods of operation. The following safe practices are recommended for all hand brakes.

**Ensure the equipment is in good working order:**

- Observe the condition of ladders, steps, grab irons and brake steps before climbing onto a car.
- Before operating any hand brake, observe its type and the condition of all parts, including the hand wheel or lever and chain. Ensure the chain is not caught on the platform.
- Do not attempt to use a hand brake or other equipment that is difficult to operate, defective or damaged.
  - Report the defective hand brake or equipment to your **CSS** so that it can be repaired or replaced. The life of the next person on this car may depend on that hand brake.

**Always use the correct hand position:**

- Never reach through the spokes of a brake wheel, because the wheel may spin.
- Use one hand to operate the hand brake and the other hand to firmly grip the equipment.
- When applying a hand brake, always grip the wheel with the thumb on the outside. Grasp the rim of the wheel for maximum leverage.
- When releasing wheel-type hand brakes, keep hands and fingers clear of the wheel.

**Always keep the correct body position:**

- Be alert while climbing on a car, while operating the hand brake and while climbing down from the car.
- Be aware of other equipment in the area.
- Avoid applying hand brakes on the leading platform of a moving car.
- Maintain 3-point contact (as shown in the photo below) when applying or releasing a hand brake. This reduces your risk of falling if cars unexpectedly move or a hand brake malfunctions.
  - Exception: Standing equipment with a low side-mounted brake may be operated from the ground.
- Never operate a hand brake while standing on a draw bar head, other coupling mechanism or rail.
- Be on guard against sudden car impacts. Anticipate starts and stops.
- Observe lading for tonnage and type of load. Be cautious of a surge or shift of load (e.g. tank car will have a surging effect due to lading moving back and forth inside).

**To apply a hand brake:**

1. Reach behind the brake wheel with your right hand and place the release lever or pawl (if so equipped) in the “ON” position. Keep hands, fingers and loose clothing away from the wheel spokes.
2. Grip the brake wheel rim with your right hand, keeping your thumb on the outside. Turn the brake wheel clockwise to take up the slack in the brake chain.
3. After slack is taken up, place your right hand at the 7 o’clock position on the rim of the wheel. Keeping your back straight, push hard downward with your right leg as you lift upward in short pulls on the brake wheel with your right hand. Minimize twisting by keeping hips and shoulders facing in the same direction.
4. Visually observe that the brake shoes are tight against the wheels. Keep in mind that some hand brake riggings are connected to brake shoes on both ends of the car while others are only connected at one end. You may need to check both ends of the car.

## Releasing a Hand Brake

Before releasing a hand brake, consider the following:

- Is there anyone working on or around the equipment?
- Is the equipment on a slope? Will it start to roll if the hand brake is released?
- Are there dock plates, loading chutes, hoses or other attachments connected to any of the cars?
- Are there any hoses, cables, extension cords or other obstructions lying across the rails?
- Can the cars be safely moved, stopped and hand brakes re-applied?
- Are the operators familiar with safe practices for car movement?
- Are there any derails in the vicinity?

**To release a hand brake:**

1. Assume the same 3-point stance as when applying a hand brake. Again, keep hands, fingers and loose clothing clear of the wheel. (Some types of wheels spin when the release lever or pawl is tripped in the “OFF” position).
2. Reach behind the brake wheel with your right hand and place the release lever or pawl (if so equipped) in the “OFF” position. Never reach through the wheel spokes.
3. If the hand brake is not equipped with a release lever or pawl, grasp the wheel at the one o’clock position and turn the wheel counterclockwise until the brake is completely released.
4. Ensure the hand brake is fully released. Observe that the:
   - Brake chain is loose,
   - Pawl is kicked out (if so equipped), and
   - Bell crank is in down position (if so equipped).
5. After the hand brake is fully released, return the release lever to the “ON” position.

Bell crank in released position

**After Moving Rail Equipment**

1. Assume the same stance as for applying the hand brake.
2. Apply the required number of hand brakes and test effectiveness if possible.
3. Visually observe that the brake shoes are tight against the wheels. Remember that some hand brake riggings are connected on both ends of the car while others are connected at one end. You may need to check both ends of the car.
4. Push or pull the car(s) slightly to ensure brakes are providing a sufficient retarding force.
5. Observe the cars to ensure they are completely at rest.

### *3.1.3 Caution: Partially and Fully Applied Hand Brakes*

**NEVER move railcars while hand brakes are applied.**

A hand brake can apply enough force on the wheels of a railcar to prevent the wheels from turning when the car moves. This causes the wheel to skid along the rail. Skidding a wheel for as little as one second can cause small cracks on the tread. These small cracks lead to spalling (where little pieces of the tread fall out) and to deeper cracks in the structure of the wheel. Structural damage can go undetected until the wheel suddenly breaks apart.

**It is very dangerous to leave hand brakes partially applied. ALWAYS fully release hand brakes before moving railcars.**

Partially applied hand brakes cause excessive heating that can damage the wheel. Please develop procedures to ensure hand brakes are fully released before shipping railcars. The video "Please Release Me…Let Me Roll" explains the effects of moving railcars with the hand brake applied in more detail. To see this video, visit: www.aar.com/wdprc.

### *3.1.4 The Safe Way to Operate a Brakestick*

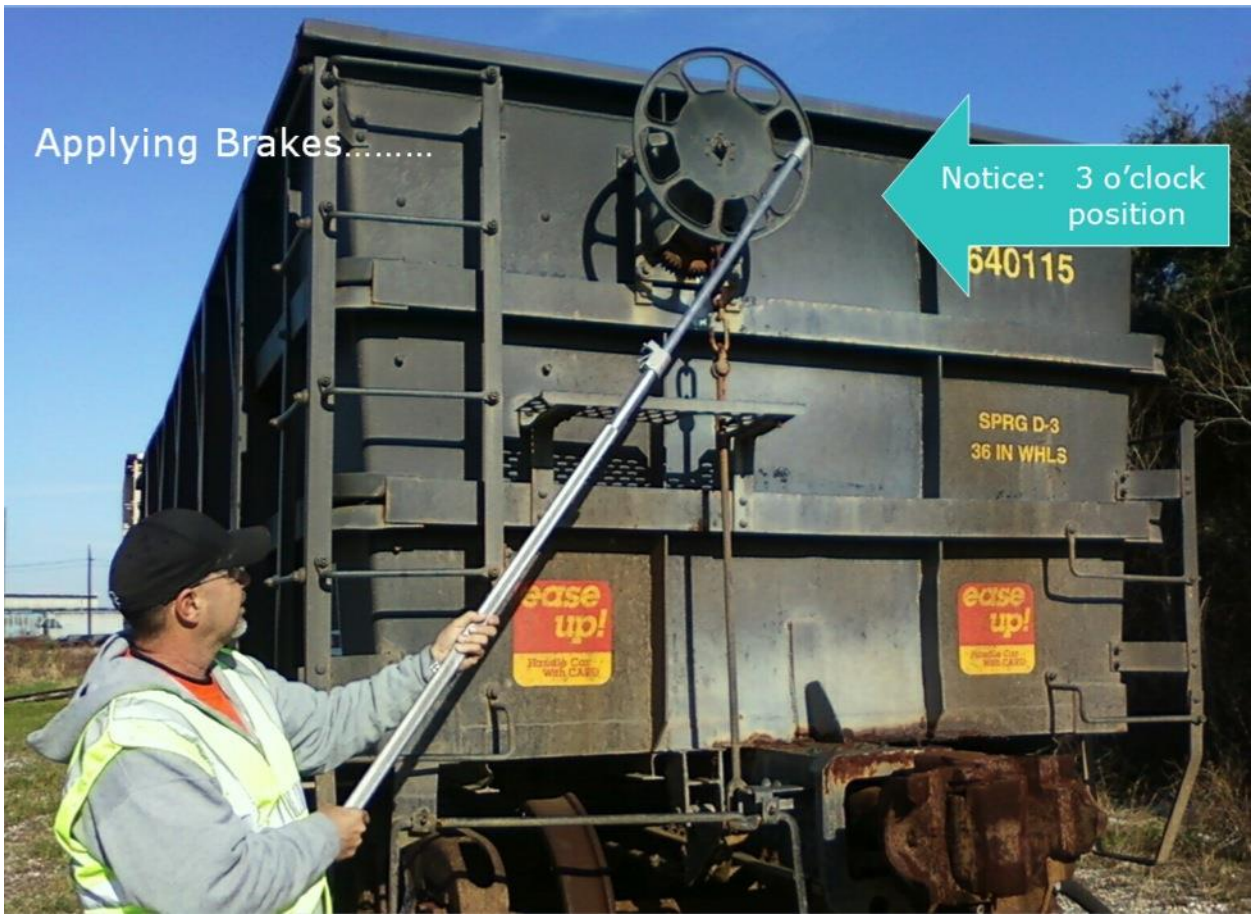
The right tool for the job will make the job easy and safe. A brakestick is a tool with moving and locking parts; prior to use, it should be inspected thoroughly. During your inspection, be sure that all pieces operate easily with little or no resistance. **Check the following: 1) brakestick is straight; 2) locking mechanism works properly; 3) The hook at the end is not damaged. If any of the above is found, do not use brakestick.**

**The Right Way to Use a Brakestick**

Make sure you have the right protection in place (i.e. 3-Step Protection)
Release the locking mechanism and fully extend the brakestick, notice the holes on the sliding part of the stick – lock into holes. Brakesticks are only safe for use when the locking mechanism can lock down properly. Be aware of pinch-point hazards.

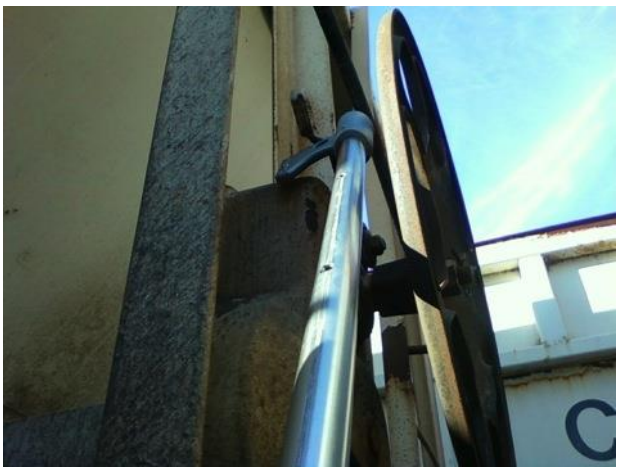
**Applying the brake**

1. Have feet planted on the ground firmly.
2. Keep a firm grip and an even spacing of hands.
3. Standing off the side of the brake wheel, hook the brake wheel between the 3 and 6 o'clock positions.
4. Standing on the opposite side of the brake, hook the brake wheel between the 12 and 2 o'clock positions.
5. Now use the brakestick to turn the wheel and apply tension to the brake chain.
6. Always be aware of your hand position and avoid any pinch-point hazards.
7. As tension increases on the brake chain, shorten your turns/pulls to maintain a good balance.
8. Always pull the brakestick across your body, never into your body.



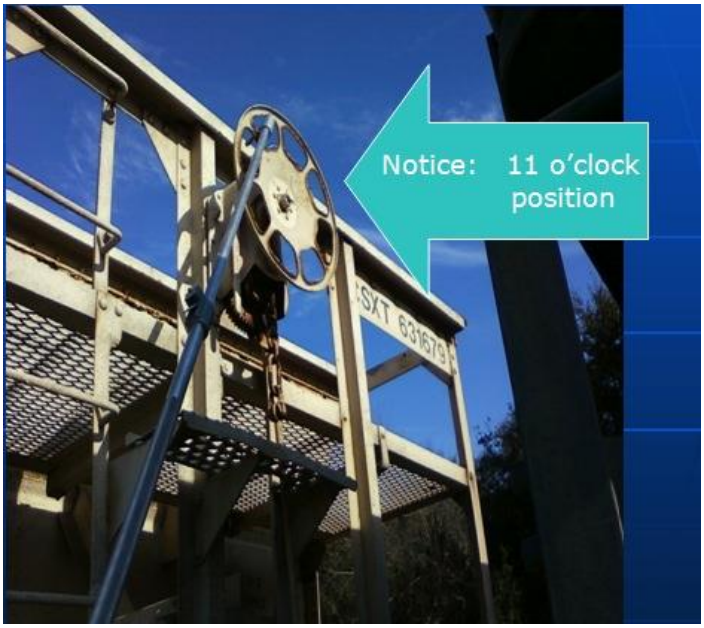

Applying brakes

## Release a hand brake using the quick-release lever



**Use the top grooved side of the hook to lift the release bar and push up to release**

## Releasing without using a quick-release lever




1. Keep a firm grip and an even spacing of hands.
2. Standing off the side of the brake wheel, hook the brakestick on the wheel between the 9 and 11 o'clock positions and pull with short turns to release the brake.
3. Standing on the opposite side of the brake wheel, hook the brakestick on the wheel between the 7 and 8 o'clock positions and pull with short turns to release the brake.
4. Always be aware of your hand position and avoid any pinch-point hazards.
5. Always pull the brakestick across your body, never into your body.

## Safety points when using a brakestick

- Never foul adjacent tracks or equipment when applying and releasing hand brakes.
- Always have 3-step protection before applying or releasing hand brakes.
- Properly store your brakestick to prevent trip and fall hazards.
- The proper storage of a brakestick is the best way to keep it in good working condition.

### You can purchase brakesticks from the following companies:

- **Omni Group, Inc.**
  - **http://www.omnigroupcorp.com/**
- **Surf Prep Inc.**
  - **http://www.surf-prep.com/brake-sticks.html**
- **Railroad Tools and Solutions, Inc.**
  - **http://www.rrtoolsnsolutions.com/miscproducts/index.asp**

## 3.2 Doors: Operation and Spill Prevention

### *3.2.1 General Procedures*

The Association of American Railroads (AAR) publishes circulars and best practices for the safe opening and use of all railcar doors. Contact your **CSS** if you operate railcar doors to obtain this information.

**Opening Doors**

- Use caution when opening doors of any type. Lading can shift during transport and may fall out or push the door out of its tracks.
- Before opening, visually inspect the door and supporting hardware for damage.
- Always use the proper tools to open doors. Improper tools can damage railcars.

**Closing Doors**

Close and secure all doors before releasing cars. This includes bottom gates and top hatch covers. Leaving railcar doors open or unsecured:

- Impacts railway safety,
- Allows trespassers to climb into cars,
- Allows loss of commodity, and
- Decreases locomotive fuel efficiency.

Please take the necessary time and precautions to ensure railcar doors are closed before transport. Do not load cars with defective doors or gates.

### *3.2.2 Plug Doors*

All plug doors must be securely closed according to regulatory requirements before a Central Region railroad moves the car.

Please keep in mind the following when operating plug doors:

- Inspect plug doors before attempting to open them. Ensure door hinges are secure in the track, top and bottom, before opening. Ensure nothing is bent, damaged or broken.
- Observe that the operating handle is loose in its keeper before removing the keeper from the handle. If the handle is not loose, this may indicate that the lading is applying pressure against the door.
- Use caution when opening plug doors. Loads that have shifted against the door can cause the handle to spin unexpectedly, and the door to jump outwards when released. This can result in employee injury.
- Never use lift equipment to open a railcar door. If the door is difficult to open, use a cable or chain winch for assistance.

The training video, “General Damage Prevention, Use and Protection of Boxcar Doors” demonstrating inspection and safe operation of plug doors is available for purchase from https://www.aarpublications.com/Publications/.

### *3.2.3 Bottom Gates and Hatch Covers – Closed Covered Hopper Cars*

Before opening the bottom gates on closed covered hopper cars:

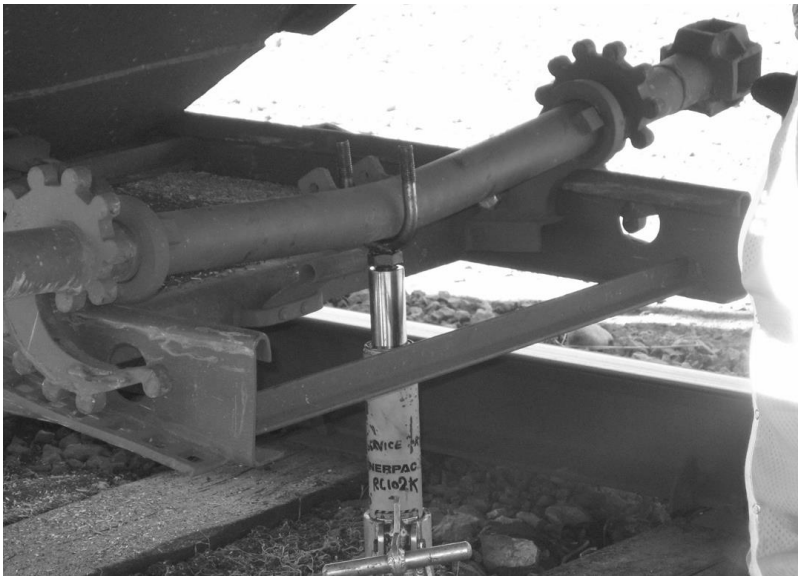
- Be sure to use the correct gate opening device or tool.
- Release all gate locks (including those with self-locking locks). This prevents bending and damage to the gate shaft and opening mechanisms.
- Ensure the gate opening device is well into the capstan. This prevents damage to the capstan such as rounding of the square drive socket.
- Do not over-torque the capstan.

Damaged capstan (rounded square drive socket)

When loading covered hoppers:

- Be gentle with hatch covers.
- Inspect all gates to ensure they are properly closed and secured to prevent any spillage.
- Ensure hatch covers are closed prior to shipping.
- We recommend that you use a fall protection system.

For any questions, contact your **CSS t**o talk to a Central Region railroad mechanical representative.



Bent hopper gate being repaired

## 3.3 Spillage and Wheel Contamination

Report all leaks and spills to your **CSS** if they occur on Central Region railroad property (see *Section 15, Emergency Telephone Numbers* for contact information). If on customer property, contact your

maintenance personnel. If the substance spilled is a dangerous good, please refer to *Section 5.3, Dangerous Goods Emergencies* for more information on reporting and emergency procedures.

### *3.3.1 Wheel Contamination*

Wheel contamination from consumer products like flour, canola oil and cornstarch can cause problems with rail equipment. These and other similar substances can affect braking and lead to serious incidents at rail yard hump operations.

To avoid wheel contamination:

- **Ensure your facility is free of product contamination and spillage.**
- Clean up all spills immediately.
- Report any leaks to your **CSS**.

To prevent serious incidents and equipment damage:

- If railway equipment is rolled through a contaminated area, it is mandatory to pressure-clean the wheels with air or water.
- After cleaning, inspect the wheels to ensure no potential lubrication still exists.

### *3.3.2 Wildlife Protection*

Grain and other food products that leak from hopper gates, or are left on hopper car tops and end sills, attract wildlife to the tracks where they are at risk of being contacted by trains.

To help reduce this risk to wildlife, customers need to:

- Spot and report any defective hopper gates.
- Ensure the loading chute is completely closed when positioning cars underneath.
- Before loading and after unloading hoppers, ensure gates are closed and secured to prevent spillage.
- After loading, inspect top and side sills and clean off any grain or other food product.
- Once cars are pulled, have a process to clean spills on or near tracks.

## 3.4 Wheel Sets

### *3.4.1 General Information*

Railcar wheel sets are comprised of two wheels, two bearings and one connecting axle. The condition of the wheel sets is extremely important to safe railway operations. When a freight car is set off for a customer, it often must be moved for loading. When moving and spotting cars, there is a risk of contacting the freight car wheels, journal bearings or axles with equipment such as forklifts, other large machinery or equipment indexers. This can cause serious damage.

### *3.4.2 Wheel Set Damage*

Under the weight of a railcar and at increasing speed, any damage to the wheel or bearing can progress to the point of catastrophic failure, and can result in train derailment. If a car derails, note the speed and distance traveled as this will govern whether the wheel set will be inspected or replaced. In addition, if a bearing is ever submerged in water it must be replaced.

Contact your **CSS** or the Central Region railroad Mechanical Department immediately if:

- A wheel derails,
- There is any potential damage to bearings (i.e. signs of high temperature or bearings submerged in water),
- There is any contact to a freight car wheel or bearing by a forklift or any other machine or device.

# 4. Railcar Handling: Loading, Lifting, Moving

## 4.1 Loading

### *4.1.1 Regulations and Requirements*

The Association of American Railroads (AAR) establishes General Rules governing loading requirements for railcars. Specific instructions and requirements are contained in AAR Circulars, Best Practices and General Information Series.

Follow the loading rules for the type of lading and railcar being used. This applies to all railcars including intermodal containers and trailers, boxcars and covered hoppers.

For more information please see www.aar.org.

Before loading, ensure that the railcar is in good mechanical condition and that it fits the following:

- Weathertight/leakproof,
- Interior floor in good condition (no holes),
- Interior walls in good condition,
- Doors and locking mechanisms in good condition, closed properly and sealed,
- Safety appliances such as ladders, steps, railings are not broken,
- If in doubt, contact your **CSS**.

### *4.1.2 Balance and Securement*

The wheels of a railcar are flanged to guide the railcar through curves and to prevent it from sliding off of the rail. An improperly balanced load causes the wheel on the lighter side to climb the rail, particularly during curving.

**It is vital that all loads are properly balanced and secured. Before releasing a car after loading or unloading:**

1. Ensure the load is properly blocked and secured. Add more blocking and bracing as required.
   - For closed car loading, including intermodal containers/trailers and box cars, use blocking and bracing to prevent movement of the load in transit.
   - **Do not use end doors for blocking and bracing as train forces are too strong.**
2. Check that all doors, hatches, and outlet gates are fully closed.
3. Remove all loose material from any open car deck. Particularly ensure that double-stack well cars have no interbox connectors (IBCs) lying on the deck.
4. Remove or secure any banding, chains, or cables.

Note: Supplementary tariffs (such as Central Region General Tariff 1000-series) may result in charges and penalties for improper load securement and resulting damage to equipment. For questions contact your **CSS**.

Clearance request forms can be obtained on our website, **www.gwrr.com.**

### *4.1.3 Dimensional Loads*

A dimensional load is a shipment that is greater than the maximum standard for size, weight, and/or height of center of gravity. The track structure is carefully designed to handle the standard forces of railcar weight and movement. Dimensional loads place excessive stress on the equipment and track and can cause damage and derailment. To prevent damage:

- Observe the load limit stenciled on the car or identified in the Universal Machine Language Equipment Register (UMLER).
- Ensure that your load is within the maximum standard for weight and height of center of gravity.

**Any shipment with one or more of the following characteristics may require special clearance:**

1. Width exceeding 10 feet, 8 inches.
2. Height exceeding 15 feet, 10 inches (above top of rail).
3. Weight exceeding 220,000 lbs (or any shipment requiring cars with more than 4 axles).
4. Overhangs the end(s) of a car or is bolstered on two or more cars.
5. Uses a car with truck centers of less than 28 feet or greater than 66 feet.
6. Locomotives, cranes, work equipment, passenger cars, track inspection cars, or similar types of rolling stock moving on their own wheels.
7. Must move in “special train service” due to its physical characteristics.

### *4.1.4 Overloads*

There are two types of overloads. One is equipment capacity overload, which occurs when the weight of the goods loaded exceeds the allowable capacity for that specific equipment type. The second type of overload is when the total weight of the equipment and lading exceeds the track capacity for the routing supplied by the customer.

The track structure is carefully engineered to handle the regular forces of railcar weight and movement. Improperly loaded or overweight cars place excessive stress on the equipment and the track which may cause damage and possible derailment. Shippers are required to observe the load limit stenciled on the side of the car and to ensure that the gross weight of car and lading does not exceed the maximum weight capacity for the route to be traveled. Your **CSS** can provide information on maximum weight capacities for your intended route.


**Note:** If you must come onto Central Region railroad property to fix an overload, contact your **CSS** in advance to ensure compliance with improper load securement and overloaded cars.

Supplementary tariffs (such as Central Region railroad General Tariff 1000-series) may result in charges and penalties for overloaded equipment. For questions, please contact your **CSS**.

### *4.1.5 Damage Prevention*

The rail environment encompasses inherent shocks, vibrations and random kinetic energy.

Safe stowage and cargo securement is mandatory by railway regulation. Shippers are responsible for adequately loading and securing a shipment for safe rail transportation, in accordance with Central Region railroads and AAR standards. More information including handouts and loading plans can be can be obtained by contacting your **CSS**.

## 4.2 Lifting

The frame or body of a standard railcar sits on two center plates, each on top of a truck assembly. The lubricated surface of the center plates allows the truck to rotate beneath the body and allows rail equipment to turn without causing excessive force on the gauge between the rails. Neither the car body nor the wheels are fastened to the truck assemblies. The components sit in place primarily by weight; therefore, never lift railcars. If an emergency condition requires the railcar to be lifted, contact your **CSS** immediately to have the car inspected and ensure it is sitting correctly on the center plate and bearings.

## 4.3 Moving

### *4.3.1 Procedures*

The movement of railcars by mechanical methods (i.e. loaders, cables, winches, pulleys) requires the development of safe work procedures specific to each operation. Central Region railroads encourage customers to develop, document and train their employees in safe car movement. Here are a few key requirements to keep in mind when developing procedures for railcar movement. Procedures must:

- Clearly outline the method of controlling and signaling that will be used during car movement activities. This includes keeping someone in a position to observe the leading end of the movement and relay signals to the equipment operator.
- Ensure that no car can be moved while people are working in or around that equipment.
- Include the requirement to walk around and inspect for the removal of all dock plates, loading/ unloading equipment, connecting hoses or cables and loose debris of any kind.
- Ensure established methods of communication are followed.
- Notify Central Region railroad management immediately in the event a railcar wheel is derailed.

### *4.3.2 Hand Operated Car Mover and Trackmobile*

The following steps are recommended when moving freight cars with hand operated car movers and trackmobiles.

#### Hand Operated Car Mover

Hand operated car movers should not be used to move cars on an incline. The following steps are recommended when using a hand operated car mover:

1. Be aware and fully understand how it operates.
2. Ensure the track is clear of obstructions for the entire distance the car will be moved.
3. Advise everyone in the area of the intended move and ensure they understand.
4. Discuss the intended move with all personnel involved.
5. Fully release the car's hand brake, unless required to control movement. In this case, ensure the wheels do not skid.
6. Keep someone at the hand brake to apply it when required.
7. After the car is moved, fully apply the hand brake and if possible, test its effectiveness.

**Trackmobile**

A trackmobile should only be operated by qualified individuals. The following steps are recommended when operating a trackmobile:

1. Ensure the track is clear of obstructions for the entire distance the car will be moved.
2. Advise everyone in the area of the intended move and ensure they understand.
3. Discuss the intended move with all personnel involved.
4. Ensure the trackmobile is set for track operations.
   - Ensure the rail wheels are correctly aligned with the track.
   - Retract the road wheels completely using the Road Wheel hydraulic control.
5. Ensure the trackmobile brakes work as intended.
6. Couple or connect the trackmobile to the car to be moved.
   - When raising the coupling device, be sure not to lift the railcar off of its truck assembly.
7. Fully release the hand brake.
8. Keep someone at the hand brake to apply it when required.
9. After the car is moved, fully apply the hand brake and if possible, test its effectiveness.

**If you require assistance or would like a Central Region railroad representative to review your procedures used to move railcars, please call your CSS.**

### *4.3.3 Coupling Cars*

When coupling cars:

- Ensure that the car being coupled to is properly secured before coupling so that if the coupling does not make, the car will not roll away.
- Ensure all couplers are aligned and that at least one knuckle is open before coupling to any car.
- Do not adjust drawbars or knuckles, hoses or angle cocks when cars are about to couple.
- Confirm that any string of cars is fully coupled together before moving or leaving, if possible. A slight push or pull should be sufficient.
- Ensure one angle cock is left open after moving cars with coupled air lines.

### *4.3.4 Leaving Cars*

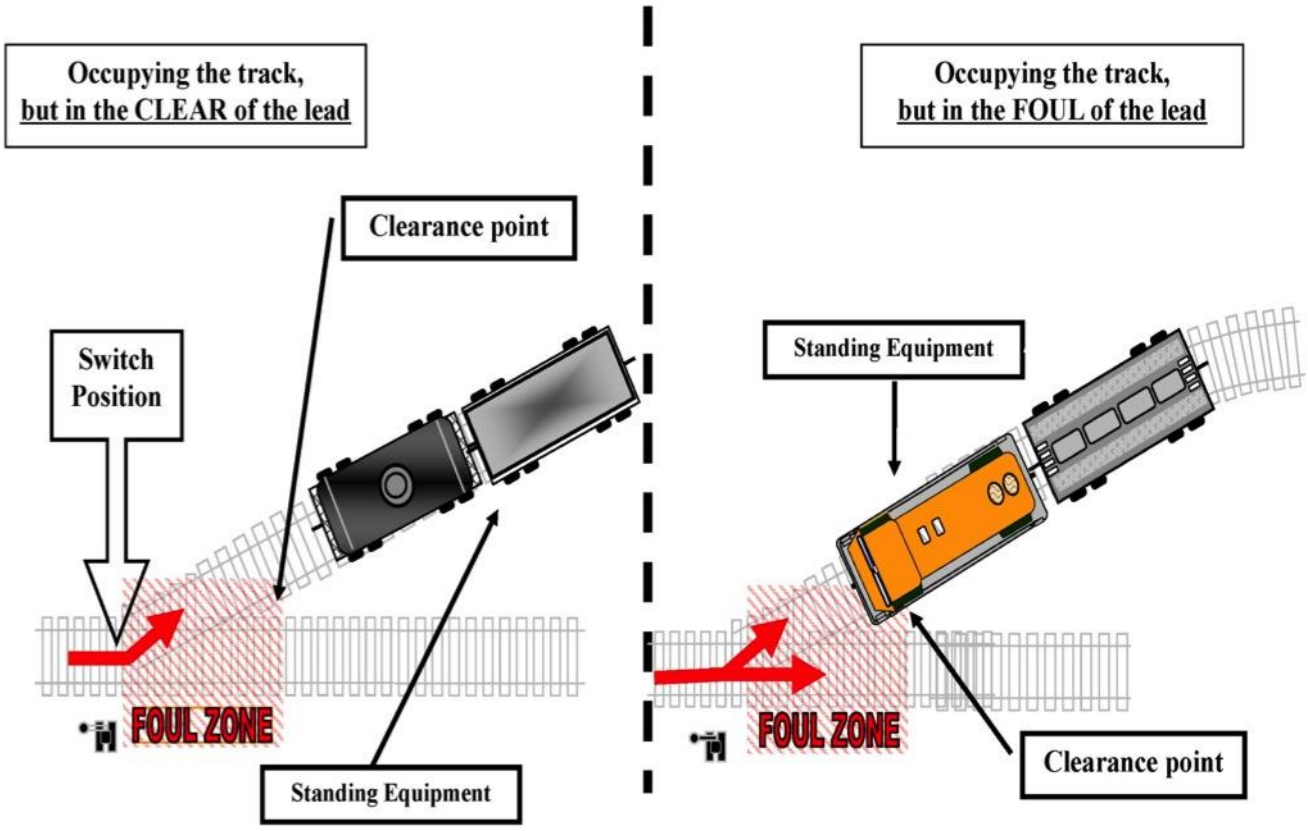
When leaving cars:

- Do not move or leave railcars foul of Central Region railroad main tracks, sidings, or other tracks including tracks within your facility. Trains and track units can hit foul equipment or personnel.
  - Foul of track means being within four feet of the nearest rail. This is close enough for the individual or equipment to be struck by a moving train or track unit.

Note: Within your facility, if you must leave railcars foul of the clearance point of a switch, the switch must be lined towards those cars and leave the cars as close to or occupying the switch, to make it obvious to others that the railcars are, in fact, foul.

- Do not leave parked railcars within 50 feet of a derail set in the derailing position.
- Apply the required number of hand brakes and test effectiveness if possible (refer to *Section 3.1, Hand Brakes*).

# Leaving Equipment in the Clear




### *4.3.5 Key Safety Reminders*

Follow these important rules when moving cars:

- Do not lift railcars in any way.
- Do not push or pull on the car by the handrail, ladder or any other part of the car not designed for that purpose.

Always report the following to the Central Region railroad management:

- Anytime a wheel of a railcar derails.
- Any damage to a railcar.
- Any damage to a handrail, ladder, walkway or other safety appliance.

Always use hand brakes correctly:

- Do not move railcars with the brakes applied, unless required to control movement. If so, ensure the wheels do not skid.
- Do not release hand brakes until it is clearly identified how the movement will be controlled and stopped.
- Always leave cars standing with sufficient hand brakes applied.

For more information refer to *Section 3.1, Hand Brakes*.

# 5. Transportation of Dangerous Goods

## 5.1 Regulations and Resources

When handling cars containing dangerous commodities or hazardous materials, comply with all applicable regulatory requirements. For additional information, please refer to:

- United States: The Hazardous Materials Regulations of the Department of Transportation (49 CFR)
  - http://hazmat.dot.gov/regs/rules.htm

The 2012 Emergency Response Guidebook is a joint publication by the US Department of Transportation, Transport Canada and the Secretariat of Communications and Transportation of Mexico (SCT). It is designed as guide for first responders (such as firefighters, police and other emergency services personnel) for transportation incidents involving hazardous materials. For a copy of this guide, please see: http://hazmat.dot.gov/pubs/erg/gydebook.htm.

For copies of these documents and help understanding and implementing them, contact:

- United States: AAR Bureau of Explosives (BOE)

### *5.1.2 Bureau of Explosives (BOE) Inspectors*

The BOE has inspectors throughout the US and Mexico to serve as a self-policing agency to:

- Hazmat shippers and carriers, and
- Container manufacture, repair, and reconditioning companies.

BOE inspector services include:

- Training that exceeds regulatory requirements for hazmat general awareness and familiarization, function specific hazmat training and recurrent training,
- Advanced hands-on emergency response training (Pueblo, CO),
- Certification and re-certification inspections of tank car repair facilities to ensure compliance with the AAR Manual of Standards and Recommended Practices, M-1002,
- Confidential inspections to evaluate compliance with Hazmat Regulations,
- Quality Assurance Audits

## 5.2 Loading and Unloading Procedures/Regulations

The following applies to all workers involved in loading and unloading tank cars carrying dangerous goods. They must:

- Be trained under the appropriate regulations:
  - United States: The Hazardous Materials Regulations of the Department of Transportation (49 CFR).
- Be experienced in and know the safety requirements for the specific loading and/or unloading
- operation being performed.
- Know about the tank cars being used and their fittings, the type of product being loaded or unloaded, and marking, labeling and/or placarding requirements.
- Comply with all applicable regulations including:
  - United States: The Hazardous Materials Regulations of the Department of Transportation (49 CFR).

### *5.2.1 Offering Dangerous Goods for Transportation*

Central Region railroad train crews must go through a basic checklist before transporting a regulated substance. Before offering your goods to one of our Central Region railroads, please be sure that:

- The railcar is properly placarded.
- There are no signs of railcar damage.
- There are no signs that the railcar is leaking.
- All dangerous goods documentation is provided.
- The overall condition of the railcar is acceptable for transportation.

Failure to comply with these will result in refusal to move the car.

### *5.2.2 Documentation*

All consignors, consignees or their representatives must provide the correct documentation for loaded, partially loaded or residue cars to the applicable Central Region railroad employees.

## 5.3 Dangerous Goods Emergencies

Report any incident, accident or leak involving dangerous goods immediately to:

- The appropriate chemical transport emergency center:
  - United States: call CHEMTREC, 1 (800) 424-9300

# 6. Trackside Protection and Signage

**Protect your track using properly lined and locked switches and derails before operating any rail equipment.** This ensures that the movement does not enter Central Region railroad track. Personnel operating any type of railway equipment must comply with all applicable federal rules and regulations. This includes but is not limited to the US General Code of Operating Rules (GCOR).

## 6.1 Derails

### *6.1.1 Function*

Although extremely damaging to the wheels and track, derails protect people and operations from free rolling and uncontrolled railcars and equipment. They do this by guiding the flange of the wheel over the rail, so that the wheels drop onto the ties and ballast.

Derail signage indicates the location of a derail. Be familiar with these locations on the tracks you use. A derail sign with a number attached to it indicates other derail(s) on adjacent track(s) where signs cannot be installed because of clearance restrictions.


### *6.1.2 Use on Central Region Railroad Tracks*

**Applying and removing derails on Central Region railroads is the responsibility of Central Region railroad personnel.**
If you observe a derail in the unlocked or non-derailing position, call the Customer Service Department.

### *6.1.3 Use on Customer Tracks*

**Keep all equipment 50 feet away from a derail locked in the derailing position.** The Central Region railroads recommend locking unattended derails in the derailing position, whether there are cars on the track or not. On a facing point move, avoid riding a car over a derail left in the non-derailing position. Like switches, customers and their employees must know the location of derails on their property and assist in their upkeep. This includes the following:

- Keep the ground surface level and clear of snow and debris around the derail.
- Make sure there is no ice buildup or rust present.
- Ensure the derail is secured to the track.
- Ensure derails remain locked in the derailing position when being used for protection.
- Ensure the derail is properly lubricated and moves freely when open or closed.
- Keep derail signs clean and visible.

## 6.2 Switches

### *6.2.1 Use on Central Region Railroad Tracks*

**Central Region railroad switches are the responsibility of Central Region railroad personnel.**

**Stay away from track switches.** Remotely operated switch points can move unexpectedly with enough force to crush ballast rock.

### *6.2.2 Use on Customer Tracks*

Customers and their employees must know the location of switches on their property and assist in their upkeep. This includes the following:

- Keep the ground surface level around the switch to avoid walking hazards.
- Clear the area from snow, debris and anything else that may disturb movement.
- Make sure there is no ice buildup or rust on the block.
  - This may require sanding.
- Make sure switches are adjusted and lubricated.
- Ensure the bolts are secured to the base.
- Ensure switches remain locked or the keeper J-hook inserted when not in use.
- Keep switches clean and painted, and the targets clear and visible.

## 6.3 Flagging and Signage


Blue flag in use

### *6.3.1 Use on Central Region Railroad Tracks*

**Do not obstruct, remove, relocate or alter any signs, signals or flags necessary for the safe operation of the railway without proper authorization.**

Railcar loading and unloading operations require protection to ensure that equipment is not moved while employees are working on or near it. There are various ways in which this can be achieved such as the use of derails, locked switches and blue flags. Blue flags are used by railcar maintenance personnel to indicate that they are working on, under or near rail equipment. At the same time, the track is locked at both ends to prevent equipment from gaining access to that track.

### *6.3.2 Use on Customer Tracks*

Central Region railroads want to prevent inconsistencies that may develop in blue flag use, which would jeopardize the positive nature of this protection. When using blue flag protection on your property, the following is requested:

- Keep blue flags clean on both sides, free of dirt, oil and grease, etc. which would otherwise make it difficult for others to clearly see the flag.
- Keep the paint on both sides of the flag in good condition so that it can be clearly seen and is not weathered or obstructed by rust.
- Secure and lock the blue flag using mechanical means such that it will not fall down due to wind, or be inadvertently removed.
- Do not display blue flags between adjacent railcars. This can block the blue flags from view by our employees.
- Display blue flags at one or both ends of all equipment on the same track, depending on the layout and access to the tracks.
- Develop safety procedures to ensure flag protection and its removal are understood and complied with by all employees.

High visibility blue lights are used for work done during the evenings and bad weather conditions to ensure the signal is visible. When using blue lights, we request that you follow the same procedures as given for blue flags.

Note: If a blue flag is left up or a blue light left on, Central Region railroad crews will not perform switching operations at that location or track.

# 7. Working on or near Tracks

There are several important safety concerns that you should be aware of prior to working on or near rail equipment and track. Central Region railroads believe in sharing best safety practices. The practices outlined below are required at all times by all personnel on Central Region railroad property. We recommend that you follow them on your trackage as well.

## 7.1 Working around Tracks

**DO NOT perform work on or near any Central Region railroad tracks without advance coordination and direct authority of the Central Region railroad.**

Be alert:

- Watch for the possible movement of trains, engines, cars and other on-track equipment. They can move at any time, on any track, and in either direction.
- Be especially careful in yards and terminal areas. Cars are pushed and moved, and can change tracks often. Cars that appear to be stationary or in storage can begin to move.
- Look before you step. Trains can approach with little or no warning. You may not be able to hear them due to atmospheric conditions, terrain, noisy work equipment, or passing trains on other tracks.
- Be aware of the location of structures or obstructions where clearances are close.
- Never rely on others to protect you from train or car movement. Watch for yourself!

Watch for tripping and slipping hazards:

- Be aware that rails and ties can be slippery and railway ballast can shift while walking on top of it.

Stay clear of tracks whenever possible:

- Never stand, walk or sit on railway tracks, between the rails or on the ends of ties unless absolutely necessary.
- Never stand or sit on rails.
- Do not occupy the area between adjacent tracks in multiple track territory when a train is passing.
- Never stand on or foul the track when there is an approaching engine, car or other moving equipment.
- Stand a minimum of 50 feet away from the tracks if possible, when rail equipment is passing through.

Stay away from trackside devices:

- Stay away from track switches. Remotely operated switch points can move unexpectedly with enough force to crush ballast rock.
- Stay away from any other railway devices you are unsure of.

In the United States, On Track Safety rules developed by the Federal Railroad Administration (FRA) apply. The FRA requires specific training and obedience of these rules at all times when working on or near railroad property. Large regulatory fines can result from any violations.

## 7.2 Crossing Over Tracks

When crossing railway tracks:

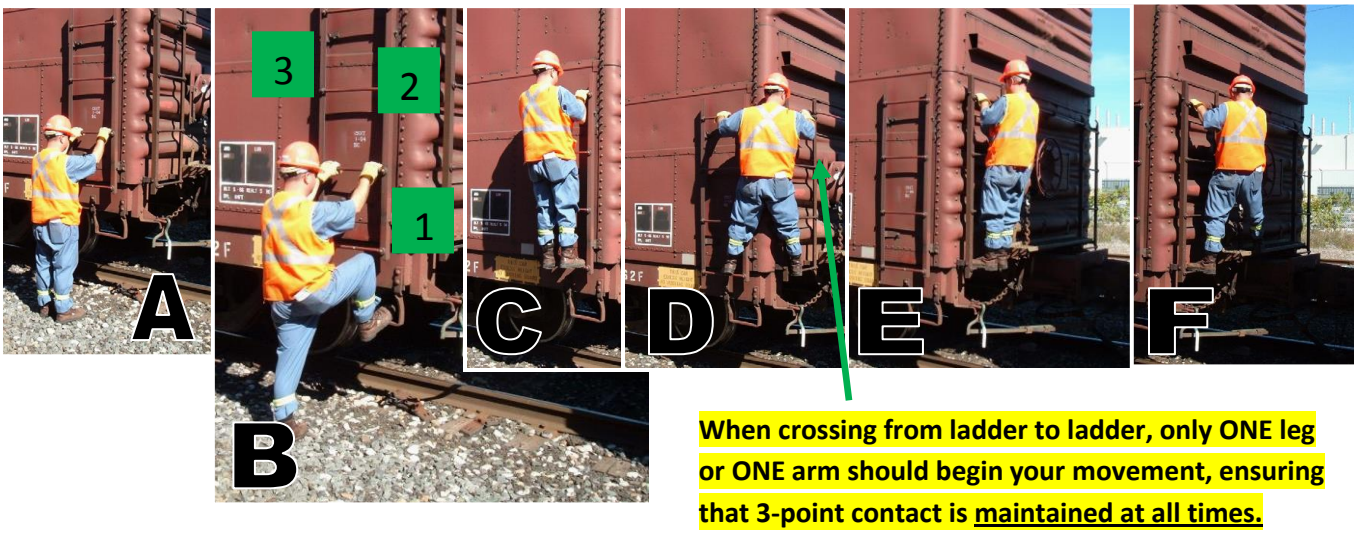
- Watch for movement in both directions before crossing.
- Watch for pinch points at switch locations.
- If the tracks are clear, walk single file at a right angle to the rails.
  - Never step on the rail.
  - Never walk between the rails of any track.
- Keep at least 50 feet away from the end of a car or locomotive to protect yourself from sudden movement.

- If crossing between two railcars, ensure there is at least 100 feet between them.
- Never move equipment across the tracks unless at an established road crossing or under the supervision of a Central Region railroad Flag Person otherwise it can damage the track.

## 7.3 Crossing over Equipment

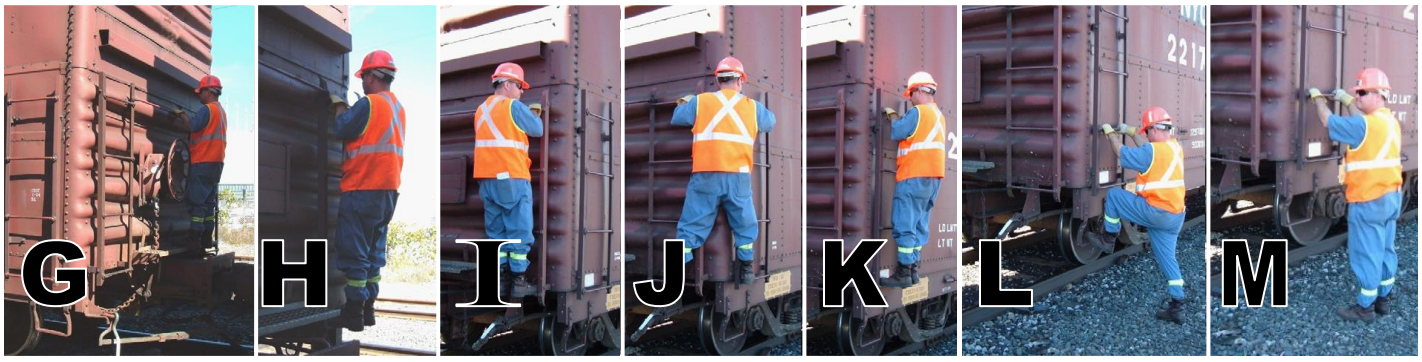
In some cases, you may have to cross over rail equipment. Always try to walk around, following the safety guidance given previously in section 7.2. However, if you must cross over a car to apply or release a hand brake, be extremely careful, and abide by the following:

- Never cross under equipment.
- Never try to cross over moving equipment.
- Always use safety devices such as ladders, handholds and crossover platforms.
- Never put your feet on moveable machinery such as couplers, sliding sills or uncoupling levers.
- Never step onto any part of the coupler or assembly, angle cock, air hose, wheel or truck assembly, train line or operating (uncoupling) lever.
- Always keep "3-point contact" (e.g. two feet and one hand) with equipment and safety devices.
- Do not stand, sit or walk on any part of open top railcars (i.e. gondolas, hoppers, ballast cars, or air dump cars).




**When crossing from ladder to ladder, only ONE leg or ONE arm should begin your movement, ensuring that 3-point contact is maintained at all times.**

**For your safety, maintain 3-point contact at all times.**




Crossing over Equipment

## 7.4 Preventing Hazards

### *7.4.1 Tripping and Slipping*

Obstructions can cause tripping hazards and car derailments:

- Keep tracks free of the accumulation of snow, ice, vegetation and debris. It is especially important to keep flangeways at road crossings free of ice and debris.
- Remove any discarded banding used to support shipped products and other debris from the tracks.
- Deliver maintenance materials to the work site as close to the actual work being done as possible to reduce the risk of materials becoming track obstructions.
- Try to “clean-as-you-go!”

When unloading pits are used, both rail and customer employees can fall in and seriously injure themselves.

- Ensure all unloading pits are covered.
- Ensure that the location of pits or other in-ground hazards are properly marked.

### *7.4.2 Water*

Standing and flowing water are serious hazards to track stability. Water can also freeze, causing a potential slipping hazard. Drainage systems direct water away from the track. If on Central Region railroad tracks, report the following to your **CSS** immediately:

- Blocked culverts,
- Water undercutting the track,
- Standing pools of water adjacent to any track.

If these occur on your trackage, please contact your maintenance personnel immediately.

### *7.4.3 Line of Sight*

Keep sightlines clear at all railway crossings and where there is frequent employee or pedestrian traffic. Snow piles and vegetation, materials, equipment and other obstructions must be removed if they affect the ability to see train traffic at public or private crossings.

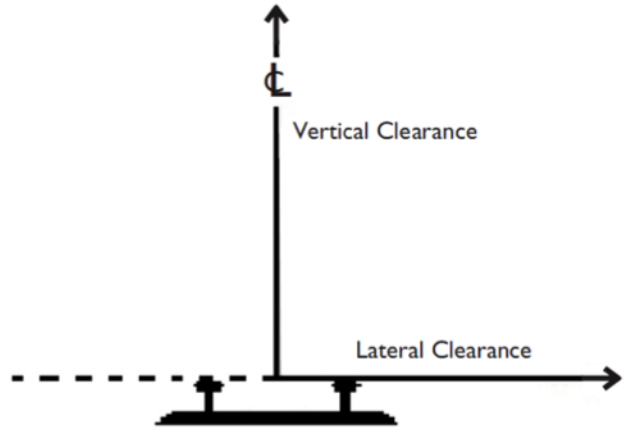
**Contact the applicable Central Region railroad CSS immediately if the minimum line of sight is compromised.**

# 8. Railway Clearances

## 8.1 Clearance Definitions

Clearance requirements protect the safety of people and equipment from moving railcars. Clearances are the vertical and horizontal distances from the track to the nearest obstruction:

- **Vertical clearances** are measured up from the top of the rail.
- **Lateral clearances** are measured from the middle of the track outwards.
- **Restricted clearances** are distances less than the given limits.



VERTICAL AND LATERAL CLEARANCES

## 8.2 Customer Spurs and Industrial Track

To reduce the risk of serious injuries or fatalities while switching, ensure there are no obstructions within the **12-foot lateral clearance** and the **22-foot vertical clearance** (i.e. no restricted clearances). If there is an unavoidable obstruction:

1. **Notify the applicable Central Region railroad immediately of the resulting restricted or "close" clearance, and**
2. Display restricted clearance signs at the site.

Possible obstructions include:

- Temporary piles of stock,
- Refuse containers,
- Holes, trenches or other ground obstructions,
- Parked vehicles,
- Equipment or parts of equipment,
- Fencing,
- Buildings.

Ensure any gates leading into your property can be opened properly and positively latched and secured in all weather conditions. This will prevent unsecured gates from swinging closed during switching operations, and injuring Central Region railroad employees.

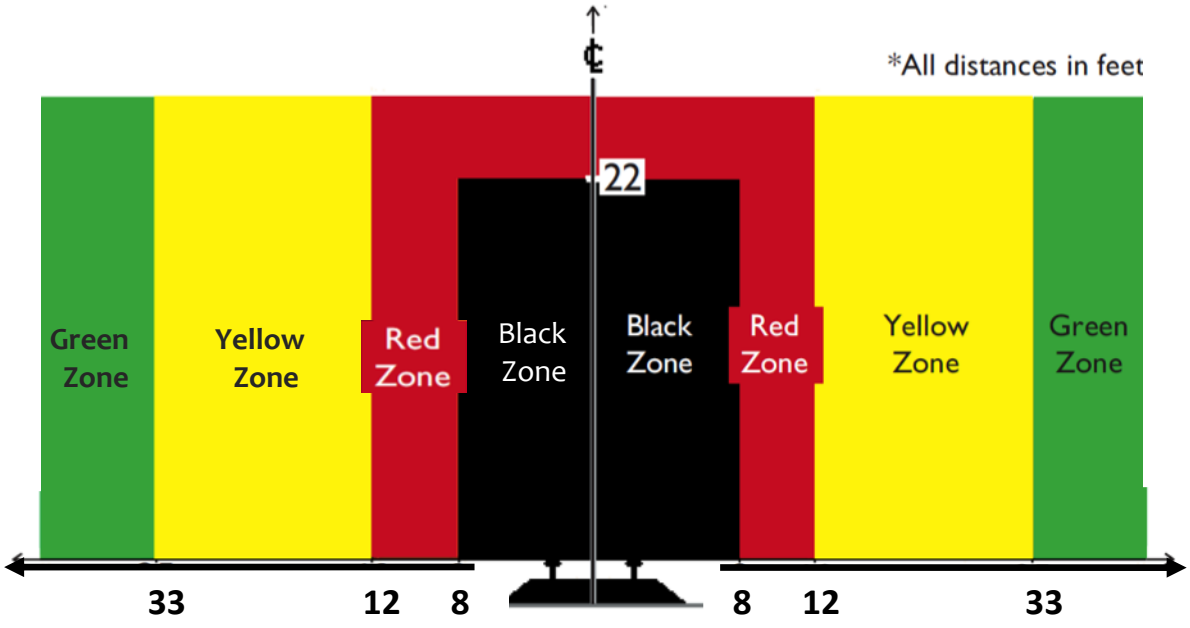
Note: Regulation Resources

- United States: Clearance requirements are defined by state. Refer to the AREMA manual for more information.


Example of restricted clearance sign

## 8.3 Central Region Railroad Main Track and Sidings

As a general rule, 33 feet on either side of the Central Region railroad main track is Central Region railroad property, called the "right-of-way." Avoid this area at all times. Advance permission from Central Region railroad management and coordination is required prior to accessing any Central Region railroad property and violators may be charged with trespassing. The diagram and explanations below show the levels of permission required for certain proximities to the track.




Clearance Zones for Central Region Railroad Track

**Black Zone**

No machinery, persons, equipment or parts of equipment are permitted within the **8-foot lateral clearance** and the **22-foot vertical clearance** envelope. Any violation creates a restricted clearance that is hazardous to Central Region railroad employees and customer employees. Notify your **CSS** immediately of:

- Any situation that causes an obstruction in this zone.

- Movement or change of track-side loading platforms or ramps, unloading augers and other equipment.

**Red Zone**

With written permission and advanced coordination protection from Central Region railroad personnel, machinery and equipment can be operated between 8 and 12 feet from the center of the rail, on either side of Central Region railroad track. This zone has no vertical limit – any work over the track must be approved. Providing 30-days advanced notice is required. Contact your **CSS** for permission and to arrange protection. (Also see *Section 11.4, Flagging Protection: Working with a Rail Flag Person.*)

**Yellow Zone**

If need be, temporary structures, materials and equipment can be between 12 and 33-feet from either side of Central Region railroad track. To be in the "Yellow Zone" requires permission from Central Region railroad management and possibly flagging protection, if deemed necessary. This zone also has no vertical limit – any work over the track must be approved. Again, contact your **CSS** thirty days in advance.

**Green Zone**

Keep buildings, equipment, machinery and personnel more than 33 feet away from either rail at all times. Typically, this is outside of the right of way, and in the "Green Zone."

Note**:** Prior to any construction or use of property in the "Green Zone," you must confirm property line with Central Region railroad management.

## 8.4 Infrastructure Changes

Before altering infrastructure on any Central Region railroad property or within any of the clearance zones on the Central Region railroad property or customer property, make sure to contact your **CSS** or the Property Manager at least 30 days in advance. You will be referred to an Engineering representative to discuss your building plan. The Central Region railroad may require flagging protection to ensure the safety of the railway and the customer.

## 8.5 Voltage Wire Lines

The required clearance limits for power lines are:

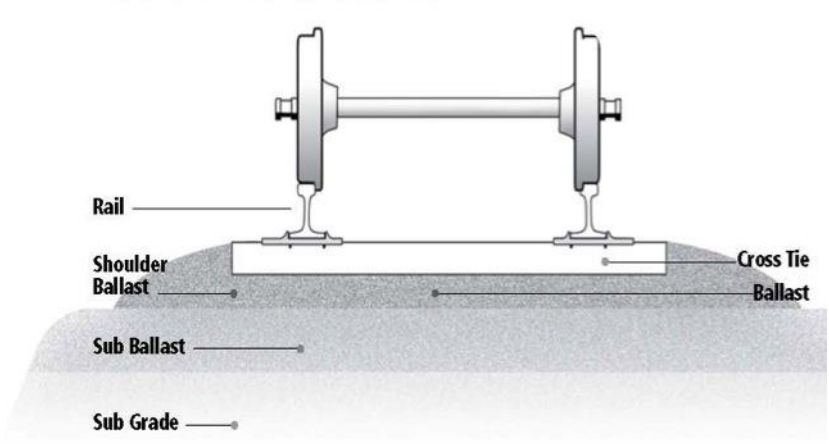
United States (lines carrying less than 750 volts):

- 27 feet (8.20 meters) above the top of the rail,
- 28 feet (8.50 meters) during installation for ballast lifts.

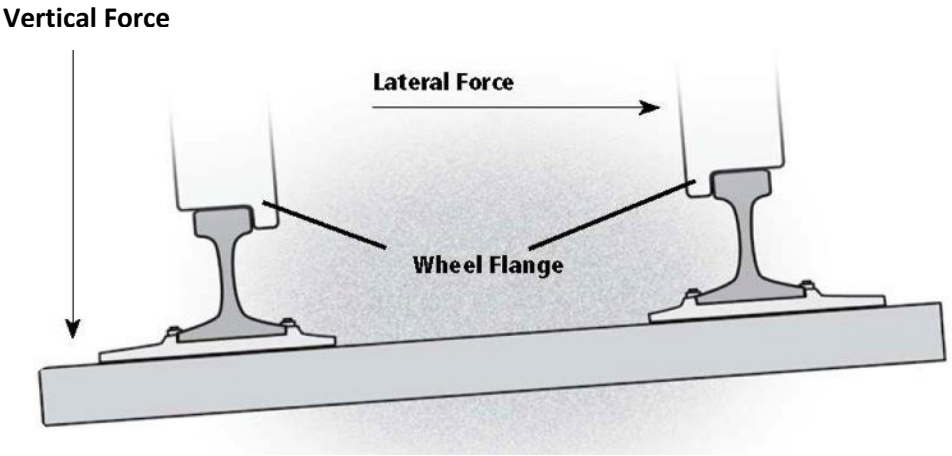
Note: Power lines carrying more than 750 volts require additional clearance (contact the Central Region railroad).

# 9. Track and Structure Maintenance

## 9.1 Roadbed and Track Structure




The track supporting roadbed plays a major role in preventing derailments. The roadbed is designed to support the weight of the car while keeping the tracks evenly spaced and running in a straight line. The track structure is carefully engineered around curves to “bank” the outside rail and counter lateral forces. This maintains an even weight distribution to both rails.




The wheels of railcars are flanged to prevent the car from sliding off the rail. An improperly balanced load causes the wheel on the heavier side to push inwards and may force the flange on the lighter side up and over the rail.

It is the relationship between lateral and vertical forces which determines whether the wheels:

1. Stay inside the rail,
2. Climb up over the rail, or
3. Push (spread) the rail out of the gauge

## 9.2 Regulation and Inspection

The maintenance of tracks and structures is regulated by the government. Customers must inspect and maintain their tracks in accordance with US federal regulations (or state equivalents) for "Other than Main Tracks & Sidings." If your track is not maintained up to regulatory standards, the applicable Central Region railroad will not be able to safely switch on your property, which may result in suspension of service and/or additional tariffs. If you are not currently under contract with a Central Region railroad for track maintenance services, please regularly inspect your trackage as per your local regulations by a qualified track inspector to ensure the overall safety of your facility and timely service.

Key customer requirements are as follows:

- Inspect each track, switch and crossing monthly with at least 20 calendar days between inspections.
  - If the track is used less than once per month, inspect before each use.
- If the inspector finds any deviation from the regulatory requirements, they must take immediate remedial action or take action to remove the track from service.
- Keep a record of all inspections performed including the date, location, nature of any defects found and any remedial action taken.
  - Keep these records for at least two years and make them available on request to Central Region railroad personnel or any regulatory inspector.

Each of your track inspectors must be qualified to inspect railway tracks in accordance with US federal regulations. Inspectors must be in possession of a certificate that indicates they have been trained and are qualified to conduct that work.

Note: If maintenance work is done, the contractor who performed the work may also be qualified to inspect it. If not, ensure a qualified inspector examines the track before allowing train operations.
If Central Region railroad Engineering Services inspects your tracks and structures, they will alert you of necessary improvements. **Notify the applicable Central Region railroad CSS immediately of any changes, damage or problems that may affect Central Region railroad trains or switching movements.**

## 9.3 Marking Tracks Out of Service

To mark a track out of service, put a lock on your switch and immediately contact your **CSS**. Your **CSS** will alert the Central Region railroad Roadmaster who will remove the track from service by use of a bulletin advising train crews not to use the track. The Roadmaster will also tag and lock the switch out of service. After the track is repaired, Central Region railroad Engineering Services and your inspector or a private contractor must inspect it before removing the lock. Contact your **CSS** to advise of the inspection so that the bulletin can be cancelled.

## 9.4 Track Scales

If you use track scales for weighing freight cars, inspect and test the scales annually. Include the scale tracks and infrastructure in the inspection. If you use track scales for commercial reasons, test and calibrate them in accordance with standards set by individual US states. The design of new or modified track scales must comply with AAR, AREMA and government standards.

# 10. Central Region Railroad Customer Inspection/Audit Process

[Intentionally left blank]

# 11. Safety Standards on Central Region Railroad Property

Railway facilities and operations can be dangerous. This is a brief summary of some of the Central Region railroad safety standards that apply to all personnel on Central Region railroad property. This however, is not a complete list. For more information on these and other Central Region railroad safety standards, contact your **CSS**.

## 11.1 Caution: Before Beginning Work on Central Region Railroad Property

Before beginning any work on Central Region railroad property, you must have approval and your employees must take part in a job safety briefing and local safety orientation given by a Central Region railroad employee. Please keep in mind that only qualified Central Region railroad employees can handle main track switches, derails, electric locking mechanisms and other appliances. Personnel operating equipment of any type on Central Region railroad tracks must be authorized and qualified. They must comply with all applicable federal rules and regulations, including but not limited to General Code of Operating Rules (GCOR) in the US.

***See Section 8.3, Central Region Railroad Main Track and Sidings to find out what permission and protection are required for the distance you will be working from the tracks.***

Note: Any third party customers operating rail equipment on Central Region railroad Main Lines must comply with the Third Party Operating Process document at all times.

## 11.2 Required Protection Programs

### *11.2.1 Fall Protection*

When working at elevated places, observe all objects in the immediate area and take a position to prevent being struck by a falling object. Look before making a step in any direction. Stay clear of slipping, tripping or stumbling hazards.

Work on a roof, platform, or other elevated part of a structure only after it has been inspected and found to provide adequate support.

Your fall protection system must comply with state or federal regulations.

Note: A fall protection system must be used if your operations require employees to work above these heights. The top of most railcars are above these heights.

## 11.3 Personal Protective Equipment

Personal protective equipment (PPE) protects against foreign objects entering the eyes and impacts to the head. It increases visibility of workers and protects against moving equipment. To reduce the risk of injury, all people on Central Region railroad property must comply with the following requirements for PPE. Regular visitors to Central Region railroad property are expected to supply their own.

| Personal Protective Equipment Requirements | | |
|---|---|---|
| **Type of Protection** | **Where Needed** | **Requirements** |
| **Hard Hats** | **Required on all Central Region railroad properties. Not required in an enclosed vehicle or office unless maintenance work is being performed. Crews are not required to wear hard hats.** | **Must be in proper condition and free from unnecessary marks. High visibility recommended. Must meet all requirements of ANSI Z89.1.** |
| **Safety Glasses** | **Required everywhere except offices.** | **Permanently attached side shields required. Must meet all requirements of ANSI Z89.1.** |
| **Safety Boots** | **Required everywhere except offices.** | **Keep laced to top and tied securely for ankle support. Must meet all requirements of ANSI Z41.1.** |
| **High Visibility Apparel** | **Required on all Central Region railroad properties. Optional within a vehicle or building.** | **Needs both fluorescent color and retroreflective properties. Color is lime green.** |
| **Seat Belts** | **Use required in all equipped vehicles.** | **Required of each vehicle occupant in all equipped vehicles. Use required in all equipped vehicles.** |
| **Hearing Protection** | **Required in all designated areas having high noise levels.** | **In compliance with applicable regulations for the job task.** |
| **Respiratory Protection** | **Required in all designated areas.** | **In compliance with applicable regulations for the job task.** |
| **Fall Protection** | **At any heights above those set by federal regulations or provincial or state equivalents.** | **In accordance with these regulations.** |

Note: All personal protective equipment must meet the requirements of the American National Standards Institute (ANSI), as applicable.

## 11.4 Flagging Protection: Working with a Rail Flag Person

### *11.4.1 Arranging for Flagging Protection*

When planning work on or near tracks, notify the applicable Central Region railroad **CSS** at least two weeks in advance so that Central Region railroad management team can assess the need for flagging protection. If flagging protection is necessary, the applicable Central Region railroad will provide a qualified Flag Person. There is a cost associated with providing this type of protection.

### *11.4.2 Working under Flagging Protection*

Good communication between customers and the Central Region railroad Flag Person is imperative. The Central Region railroad Flag Person is responsible for clearing any movement of workers and equipment near the tracks, no matter how minor.

Customers must:

- Include the Central Region railroad Flag Person in the job briefing prior to starting work
- Never assume a move is cleared unless you receive direct instructions from the Central Region railroad Flag Person
- Never interfere with a Central Region railroad Flag Person who is communicating by radio. Wait until they are finished and able to give you their full attention
- Do not assume a move is cleared by something overheard on the radio

# 12. Security on Central Region Railroad Property

## 12.1 Security Concerns, Incidents and Emergencies

Central Region railroads are committed to providing a safe and secure workplace and to protecting its employees, its assets, the public, and the environment in compliance with applicable legislation and government regulations. Please do not put yourself in danger, if you have any concern related to security on Central Region railroad property, report it immediately.

**Central Region Railroad Dispatcher 24-hour Emergency:**

**ARDC: 800-979-4958**

The following table lists security-related events with descriptions, examples and who to contact when faced with such threats on Central Region railroad property.

**Security Events and Actions**

| Event | Examples | Who to Contact |
|---|---|---|
| **Security Concern**<br>Any matter that could impact Central Region railroad security involving employees, Central Region railroad assets or customer goods in transit. Any happenings or persons out of the ordinary. | • Trespassers<br>• Abandoned or suspicious vehicles<br>• Any suspicious objects<br>• Vandalism attempts<br>• Stolen tools and equipment<br>• Unusual situations | **Call Dispatcher, 24-hour Emergency Line:**<br>**800-979-4958** |
| **Security Incident**<br>A deliberate act, accidental event or perceived threat that may lead to personal injury, property damage or loss of property against Central Region railroad assets, both human and material. | • Theft<br>• Vandalism<br>• Bribery<br>• Stalking<br>• Assault | |
| **Emergency**<br>An immediate or perceived danger to life, health or personal security of any individual and/or a grave threat to property or business operations. | • Train accidents<br>• Natural disasters<br>• Acts of terrorism | Call:<br>• 911 (if available), OR<br>• Local police, fire, or emergency department<br>Also call:<br>**Call Dispatcher, 24-hour Emergency Line:**<br>**800-979-4958** |

Note: Depending on the need, the Central Region railroad dispatcher may notify the appropriate authority to protect railway operations when there is activity on or near tracks.

### *12.1.1 In Case of Emergency*

- Remain calm
- Warn others
- Move to safety

### *12.1.2 Information to Gather*

When possible and safe to do so, gather as much information as possible including:

- Number of suspects and their descriptions,
- Vehicle make, model, color and license plate number if available,
- Direction of travel if the suspects left the scene,
- Description of suspicious objects:
  - Size,
  - Any unusual noise,
  - Odor or vapor coming from the object,
- Any victims present; names, number of victims, injuries or symptoms,
- Safest place for police or emergency responders to meet you.

## 12.2 Security Recommendations

### *12.2.1 Be Aware*

Watch for and report suspicious activity such as:

- Trespassers,
- Abandoned vehicles,
- Suspicious objects,
- Vandalism attempts, and
- Unusual situations.

### *12.2.2 Lock and Secure*

- Lock switches and derails when unattended
- Lock or secure doors and gates to restricted areas
- Secure all work materials and tools that can be used to interfere with safe railway operations
- Verify all vehicles and movable equipment are secured and locked down

### *12.2.3 Prevent Trespassing*

In the past there have been problems with trespassers on both Central Region railroad properties and customer properties. To help protect non-railway persons we recommend that customers:

- Post “No Trespassing” signs and other warning signs at any rail access points, in accordance with local regulations,
- Fence off unsafe areas (where practicable),
- Maintain the state of any current fences.

These actions will also help to prevent vandalism on Central Region railroad properties and customer properties.

## 12.3 Shipment Security

Customers can help improve transportation and supply chain security by monitoring the loading and contents of their shipments. This includes being vigilant in guarding against stowaways and the smuggling of implements of terrorism and contraband.

### *12.3.1 Seal Shipments*

Shippers must meet Central Region railroad sealing requirements which include:

- Applying high security seals at doors and other access openings, to all:
  - Loaded closed box cars,
  - Intermodal units/containers, and
  - Automotive rack type cars containing any freight (including dunnage).
- Always using high security seals approved under PAS ISO 17712 test standards.
- Providing seal numbers on the bill of lading and on manifests used for United States Customs.

### *12.3.2 Shipping "Security-Sensitive" Materials*

When shipping security-sensitive materials:

- Review storage locations and procedures to ensure appropriate security for various threat or alert levels.
- Notify your **CSS** and arrange to expedite the acceptance and delivery of the shipment.
  - This reduces potential exposure to surrounding people, property and the environment.

Security-sensitive materials are the materials or classes of materials that pose a significant risk to national security while being transported in commerce as defined by all applicable United States federal rules and regulations. Current US definitions include:

- Class 1.1, 1.2 or 1.3 explosives,
- Class 7 (radioactive) material,
- Poisonous inhalation hazard (PIH) or toxic inhalation hazard (TIH) commodities.

Note: PIH materials are gases or liquids that are known, or presumed on the basis of tests, to be toxic to humans. They can pose a health hazard in the event of a release during transportation. The terms PIH materials and TIH materials are synonymous. Examples include chlorine, anhydrous ammonia and sulfur dioxide.

# 13. Contact Information for Central Region Railroads

| Customer Service for ALM (Arkansas Louisiana & Mississippi Railroad Company) | |
|---|---|
| **General Email Box** | ALM-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Courtney Pilkenton**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Chris Wilhelms**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Tuesday - Saturday**<br>**Sunday - Monday** | <br><br>**Shawn Stalvey**, CS Specialist<br>**Mark Gaudin**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Senior Trainmaster - ALM**<br>Charlie Booth | Phone: (870) 515-6326<br>E-mail: AKMD-operation@gwrr.com |

| Customer Service for AKMD (Arkansas Midland Railroad) | |
|---|---|
| **General Email Box** | AKMD-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Courtney Pilkenton**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Jeff Pettigrew**, Senior CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Sunday - Thursday**<br>**Friday - Saturday** | <br><br>**Mark Gaudin**, CS Specialist<br>**Shawn Stalvey**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Senior Trainmaster – AKMD North End**<br>Rick Brown | Phone: (501) 472-2565<br>E-mail: AKMD-operation@gwrr.com |
| **Senior Trainmaster – AKMD West End**<br>Bobby Schultz | Phone: (501) 802-1830<br>E-mail: AKMD-operation@gwrr.com |
| **Senior Trainmaster – AKMD East End**<br>Charlie Booth | Phone: (870) 515-6326<br>E-mail: AKMD-operation@gwrr.com |

| Customer Service for BXN (Bauxite & Northern Railway Company) | |
|---|---|
| **General Email Box** | BXN-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Jane Hall**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Chris Wilhelms**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Tuesday - Saturday**<br>**Sunday - Monday** | <br><br>**Shawn Stalvey**, CS Specialist<br>**Mark Gaudin**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Senior Trainmaster – BXN**<br>Shawn Barlow | Phone: (501) 557-2600<br>E-mail: AKMD-operation@gwrr.com |

| Customer Service for DGNO (Dallas, Garland & Northeastern Railroad, Inc.) | |
|---|---|
| **General Email Box** | DGNO-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Janet Reissig**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Jeff Pettigrew**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Sunday - Thursday**<br>**Friday - Saturday** | <br><br>**Mark Gaudin**, CS Specialist<br>**Shawn Stalvey**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Assistant General Manager - DGNO**<br>Joe Newsom | Phone: (903) 390-2001<br>E-mail: joe.newsom@gwrr.com |

| Customer Service for FP (Fordyce & Princeton R.R. Co.) | |
|---|---|
| **General Email Box** | FPRR-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Courtney Pilkenton**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Jeff Pettigrew**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Sunday - Thursday**<br>**Friday - Saturday** | <br><br>**Mark Gaudin**, CS Specialist<br>**Shawn Stalvey**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Senior Trainmaster – FP**<br>Charlie Booth | Phone: (870) 515-6326<br>E-mail: AKMD-operation@gwrr.com |

| Customer Service for KRR (Kiamichi Railroad Company L.L.C.) | |
|---|---|
| **General Email Box** | KRR-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Courtney Pilkenton**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Chris Wilhelms**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Tuesday - Saturday**<br>**Sunday - Monday** | <br><br>**Shawn Stalvey**, CS Specialist<br>**Mark Gaudin**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Assistant General Manager – KRR**<br>John Black | Phone: (682) 704-9320<br>E-mail: john.black@gwrr.com |

| Customer Service for KYLE (Kyle Railroad Company) | |
|---|---|
| **General Email Box** | KYLE-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Janet Reissig**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Jeff Pettigrew**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Sunday - Thursday**<br>**Friday - Saturday** | <br><br>**Mark Gaudin**, CS Specialist<br>**Shawn Stalvey**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **General Manager – KYLE**<br>Tim Wallender | Phone: (785) 628-7701<br>E-mail: Timothy.Wallender@gwrr.com |

| Customer Service for LRWN (Little Rock & Western Railway, L.P.) | |
|---|---|
| **General Email Box** | LRWN-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Courtney Pilkenton**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Chris Wilhelms**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Tuesday - Saturday**<br>**Sunday - Monday** | <br><br>**Shawn Stalvey**, CS Specialist<br>**Mark Gaudin**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Senior Trainmaster – LRWN**<br>Rick Brown | Phone: (501) 472-2565<br>E-mail: AKMD-operation@gwrr.com |

| Customer Service for MNA (Missouri & Northern Arkansas Railroad Company, Inc.) | |
|---|---|
| **General Email Box** | MNA-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Jane Hall**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Chris Wilhelms**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Tuesday - Saturday**<br>**Sunday - Monday** | <br><br>**Shawn Stalvey**, CS Specialist<br>**Mark Gaudin**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **General Manager – MNA**<br>Rick Oeltjen | Phone: (417) 313-3046<br>E-mail: rick.oeltjen@gwrr.com |

| Customer Service for PNW (Prescott and Northwestern Railroad) | |
|---|---|
| **General Email Box** | PNW-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Courtney Pilkenton**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Jeff Pettigrew**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Sunday - Thursday**<br>**Friday - Saturday** | <br><br>**Mark Gaudin**, CS Specialist<br>**Shawn Stalvey**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Senior Trainmaster – PNW**<br>Bobby Schultz | Phone: (501) 802-1830<br>E-mail: AKMD-operation@gwrr.com |

| Customer Service for TNER (Texas Northeastern Railroad) | |
|---|---|
| **General Email Box** | TNER-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Janet Reissig**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Jeff Pettigrew**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Sunday - Thursday**<br>**Friday - Saturday** | <br><br>**Mark Gaudin**, CS Specialist<br>**Shawn Stalvey**, CS Specialist |
| **Customer Service Supervisors**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Assistant General Manager - TNER**<br>Joe Newsom | Phone: (903) 390-2001<br>E-mail: joe.newsom@gwrr.com |

| Customer Service for WSR (Warren & Saline River Railroad) | |
|---|---|
| **General Email Box** | WSR-cs@gwrr.com |
| **24/7 Phone Number** | **(800) 757-7387** |
| **1st Shift**<br><br>**Monday - Friday**<br>**Saturday – Sunday** | <br><br>**Courtney Pilkenton**, Senior CS Specialist<br>**Jay Pizarro**, CS Specialist |
| **2nd Shift**<br><br>**Monday - Friday**<br>**Saturday - Sunday** | <br><br>**Jeff Pettigrew**, CS Specialist<br>**Michael Mercurio**, Supervisor |
| **3rd Shift**<br><br>**Sunday - Thursday**<br>**Friday - Saturday** | <br><br>**Mark Gaudin**, CS Specialist<br>**Shawn Stalvey**, CS Specialist |
| **Customer Service Supervisor**<br>Michelle Mance<br>Michael Mercurio | Phone: (800) 757-7387<br>E-mail: mmance@gwrr.com<br>E-mail: michael.mercurio@gwrr.com |

| Operations | |
|---|---|
| **Senior Trainmaster – WSR**<br>Charlie Booth | Phone: (870) 515-6326<br>E-mail: AKMD-operation@gwrr.com |

# 14. Safety Resources and Materials

| Safety Information | Contacts |
|---|---|
| **Association of American Railroads (AAR)**<br>• Research into rail efficiency and safety<br>• Access to Railinc, leading provider of rail information technology to North American Railroads<br>• Link to congress for rail-related matters | Association of American Railroads<br>425 3rd Street SW<br>Washington, DC 20024<br>Tel: 1 (202) 639-2100<br><br>www.aar.org |
| **Association of American Railroads (AAR)**<br>**Bureau of Explosives (BOE)**<br>• Emergency response and hazmat awareness training<br>• Hazmat regulation inspections<br>• Certification and re-certification inspections of tank car repair facilities<br>• Hazmat transportation information<br>• Quality Assurance Audits | AAR Bureau of Explosives<br>Transportation Technology Center, Inc.<br>55500 Dot Road<br>Pueblo, CO 81001<br><br>Tel: (719) 584-7151<br><br>Email: BOE@aar.com<br><br>http://www.boe.aar.com/ |
| **Federal Railroad Administration (FRA)**<br>• Rail Safety regulations<br>• Railroad assistance programs<br>• Research into railroad safety | Federal Railroad Administration<br>1200 New Jersey Avenue SE<br>Washington D.C. 20590<br><br>www.fra.dot.gov |
| **Occupational Health and Safety Administration (OSHA)**<br>• US Labor information programs<br>• Confined spaces and other regulations | U.S. Department of Labor<br>Occupation Safety and Health Administration<br>200 Constitution Avenue NW<br>Washington D.C. 20210<br><br>www.osha.gov |

# 15. Emergency Telephone Numbers

Emergencies are critical situations that may affect personnel, public safety or the environment. If you encounter any of these situations contact the numbers listed immediately.

| Critical Safety Information | Contacts |
|---|---|
| CHEMTREC®<br>**(Chemical Transportation Emergency Center)**<br>• Chemical Transport Emergencies (United States Only) | **Emergency:** 1 (800) 424-9300<br><br>**Information:** 1 (800) 262-8200<br><br>www.chemtrec.com/Chemtrec |

# Job Briefings: An Important Note

The Central Region railroads believe it is important to perform job briefings before starting any activity and as the job or conditions change. Job briefings identify safety hazards and emergency procedures related to the work being done, whether it is in the yard or the office. Following is a sample of a job briefing list. We hope you will consider including the following topics in your job briefings.

Date: _____

Train Symbol: _____

Engineer: _____

Conductor: _____

Other: _____

## Job Safety Briefing Check List

| | | Comments |
|---|---|---|
| **When Reporting for Duty:** | | |
| ☐ | On Time, ready for work | |
| ☐ | Mentally and Physically Prepared | |
| ☐ | Proper PPE | |
| ☐ | Verify Special Instructions in System Timetable | |
| ☐ | Check Bulletin Boards | |
| ☐ | Required Books/Notices | |
| ☐ | Current Daily Safety/Operating Bulletin | |
| ☐ | GCOR/Safety Rule of the Day review | |
| ☐ | Job Safety Briefing | |
| ☐ | Contact the Train Dispatcher/Yard Master | |
| **Prior to Commencing Work:** | | |
| ☐ | Eight Absolutes Plus 2 | |
| ☐ | Risk/Hazard Assessment, i.e. footing, weather conditions, close clearance, etc. | |
| ☐ | Proper Track Warrant/Authority | |
| ☐ | Radio Check | |
| ☐ | Proper Paperwork/Instructions | |
| ☐ | Lantern Working | |
| ☐ | Job Safety Briefing Updated | |
| **Prior to Departure:** | | |
| ☐ | Hand Operated Switches and Derails Lined, Locked, Checked and Job-Briefed | |
| ☐ | Equipment Set Off Properly Secured and In the Clear | |
| ☐ | Shipping Documents for TDG/Hazmat and Position-In-Train Documentation Updated | |
| ☐ | Proper Air Brake Test Performed | |
| ☐ | Mechanical Pre-departure Inspection Completed | |
| ☐ | Excess Locomotives Isolated or Shut Down as Required | |
| **While Working:** | | |
| ☐ | Observe Train for Defects | |
| ☐ | Proper Use of Brakestick | |
| **End of Duty:** | | |
| ☐ | Did I Clear My Authority with Dispatcher/Yardmaster | |
| ☐ | Did I Protect My Train | |
| ☐ | Are All the Switches I handled Lined Correct | |