2024

Safety Plan

CSX
INTERMODAL TERMINALS INC.

The 2024 Safety Plan requires leaders to be out among the workforce guiding them in our mission to ensure every team member arrives and departs the terminal safely.

Safety Leaders are responsible for knowing the plan and sharing its contents with their team and contract partners. The goal is to develop and build a ONE CSX region and terminal approach to safety.

In 2024, CSX Intermodal's safety plan focus will be on the following:

1. Safety Culture

- Pre-shift Safety Briefing
- Monthly Safety Meetings
- Safety Blitz
- Manager Safety Audits
- Equipment Status

2. Accountability

- Operational Testing
- O-Test Supervisor Validations
- Manager Safety Audit (MSA)
- Contractor Badging, Training and Compliance
- Terminal Incident Reporting and Reviews

3. Training

- Regulatory Training
- Operational Performance Evaluations (OPE)
- Monthly Rules Test

4. Proactive Exposure Control

Reduce

- Exposures
- Physical Hazards
- Brain Centered Hazards

Commit To

- Three Level Inspections
- Approaching Others

Operate Safely

The 2024 Safety Plan aligns with the CSX Guiding Principle, Operate Safely, by maintaining 100% compliance with safety and operating rules 100% of the time to protect our employees, our customers' freight and the communities in which we operate.

1. **Safety Culture**

Every terminal stakeholder (employee, contractor and drayman) needs a clear understanding of how to operate safely at CSX.

- Focus on the critical rules
- Avoid life-changing events
- Look out for others and hold them accountable to operate safely

2. **Accountability**

- Be where the work is; get out on the terminal
- Set the example
- Immediately address and coach to change unsafe behavior

3. **Training**

- Provide resources to ensure operational readiness
- Develop employee knowledge and skills necessary to operate safely
- Continue to build a foundation of safety

4. **Reduce**

- Exposures
- Physical Hazards
- Brain Centered Hazards

Commit To

- Three Level Inspections
- Approaching Others

Know your 2024 Safety Goals!

- Mishap Severity Index (MSI) of .115
- OSHA Rating of 1.00

Training & Terminal Administration

- Managers are responsible to ensure new hire, recurring, regulatory and remedial training is assigned and completed as appropriate per Standard Operating Procedures requirements.

- Training completion for online resources is administered through Direct Access and supporting resources are available from learningadmin@csx.com.

- CSX Instructional Design provides regulatory-compliant training resources to support safe and efficient operations.

Leading Indicator Dashboards - Dashboard Guide for Roles and Responsibilities
(all dashboards available on the Intermodal Safety Team Site)

Dashboard	Required Action
Days since last tested	Identify employees not engaged with an O-test in over 16 days. Terminal leaders must ensure they get tested as early as the next shift worked. Conduct 5 tests per leader each week, one of which is a critical rule. The system cutoff for this requirement is midnight on Saturday or entered within 48 hours from the time of the test for the test to count.
Monthly Rules Test	Ensure timely completion of rules tests by each leader. All complete by 3rd Tuesday of each month.
Operational Performance Evaluation (OPE)	OSHA requires a documented observation every 3 years of specific job tasks. Conduct OPEs of all personnel not current with an evaluation by the end of the 1st quarter. Ensure number of qualified operators exceeds the terminal needs for each equipment type. OPEs must be documented using the Learning Record Submission tile in Direct Access.
OPTS Analytics Dashboard	Review leader test profiles to ensure compliance with Region or terminal guidance. Address issues of noncompliance with the leader and their Director.
OPTS Dashboard	Conduct 5 tests per leader each week including one of which is a critical rule. The system cutoff for this requirement is midnight on Saturday or entered within 48 hours from the time of the test for the test to count.
Training	Complete annual training and all other training requirements.
Supervisor O-Test Validations	Hub Directors will conduct 8 validations per month. All other leaders with direct reports (managers) will conduct 1 validation per week in addition to their own O-Test requirements.

Performance Metrics

Metrics within this plan include the following:

- OSHA injury rating

- Mishap Severity Index (MSI)

- Contractor Incidents and OSHA injuries

- Regulatory compliance training

- Operational performance evaluations

- Rules testing through OPTS

- Drayman incidents and outreach program

- ISNetworld registration, badging and training compliance for contractors performing work and services on CSXIT property.

- Other metrics as presented during weekly safety calls and as directed by the Safety Council.

Safety metrics are updated regularly and published on Intermodal Safety Team Site.

Terminal leaders will review safety performance regularly and at monthly safety meetings to identify opportunities to improve (including contractors and the dray community who operate on the terminal). Factors to consider are:

- Identification of contributing factors and recommended practices to improve safety performance in challenging areas.

- Forward-looking statistics by month and quarter that can be emphasized early to correct or prevent a trend area in advance (seasonal transitions, severe weather preparations, etc.).

- Identification of safety trends that need attention or improvement (high mishap/injury areas).

- Identification of rules testing strategies for employees/contractors that drive improvement into areas not meeting expectations.

- Reports and video generated by onboard camera systems from lift equipment and hostler trucks.

- ISNetworld compliance of contractors operating on the terminal.

Safety Plan Elements

SAFETY PROGRAM ELEMENT	REFERENCE	EXPECTATION
Terminal Safety Action Plan (TSAP)	**Terminal**	Terminal level plan to improve and sustain desired safety performance through monthly audit/ inspection of facilities, equipment, and training and contractor compliance through Leadership, Engagement, Training and Accountability.
Pre-Shift Safety Brief	**Safety Plan**	Discuss safety issues and concerns before work starts and when work conditions change during a shift. Mandatory requirement for employees and contractors.
Monthly Terminal Safety Meeting	**Team Site**	Monthly meeting of terminal leaders (employees, contractors) to discuss topics specified in the TSAP. Focus on performance (safety and productivity), communication and solutions. Terminal Leaders will submit written minutes (uploaded) to the Safety team site by the end of each month.
Manager Safety Audit	**Team Site**	Manager Safety Audit is conducted to ensure terminal leaders regularly review specific terminal facilities for serviceability, safety, and productivity. A monthly cross-functional terminal audit is conducted and submitted to the Safety team site along with the minutes from the Monthly Safety meeting. CSX Facilities Managers and contractors working on terminal will participate. Where issues are identified, solutions are the responsibility of the terminal leaders.
Contractor Badging, Training and Compliance	**ISNetworld**	Terminal leaders will validate (during the monthly Safety meeting), contractors who operate on CSX property by instructing the contractor to present a printed copy of their employees ISNetworld status. Contractors who are not compliant will not operate on CSX property.

Safety Plan Elements (cont'd)

SAFETY PROGRAM ELEMENT	REFERENCE	EXPECTATION
Safety Blitz	**As directed**	Leaders focus execution of the Safety Plan through audit of processes and testing during a specified time frame. The goal of the Safety Blitz is to increase the frequency and quality of engagement with employees on safety concerns.
Equipment Status	**MyAssets**	Properly functioning equipment is essential to safe operations. Terminals have a robust process to inspect, identify and maintain equipment readiness per the guidance in the Equipment Reliability Program (ERP). Equipment inspections are documented using a Daily Vehicle Inspection Report (DVIR). Discrepancies are reported to the terminal maintenance contractor for correction. Visibility of equipment status will be maintained in the MyAssets Application. Expectations are that DVIRs are completed daily and discrepancies reported to maintenance. Maintenance will plan necessary corrections and provide feedback to Operations on repairs.
Terminal Incident Reporting & Reviews	**MRS and Incident Report Tool**	The first report of an incident is recorded by the terminal using the Initial Incident Report tool immediately. Follow up reporting is completed within 48 hours of the mishaps using the Mishap Reporting System (MRS). Incidents are reviewed weekly on the Intermodal Operations Safety Call and monthly during the terminal safety meeting. Employee incidents require a discussion of rule violation, remedial training assigned and how the disciplinary policy was applied. Incident review will include root cause analysis (what, why) and plans to prevent future occurrence and improve safety performance at the terminal.

SAFETY PROGRAM ELEMENT	REFERENCE	EXPECTATION
Operational Testing	**OPTS**	Testing of employees and contractors is an opportunity to provide real time feedback on tasks being performed with the expectation of being 100% rules compliant. Meaningful feedback should be provided immediately following the test.
O-Test Supervisor Validation	**Tableau**	• Testing focused on areas with the most risk of leading to behavior that could cause a mishap • Opportunity to provide guidance on testing for the region/terminal • Improved conversations on rules tests(what, who, when) • Improved compliance on day of week testing • Follow up on 5 tests per week including 1 critical rule
Employee Testing Intervals (Days since last test)	**Tableau**	Leaders will monitor crew and contractor "last test" dashboard to ensure testing and engagement is occurring at least every 16 days. Status of employees not tested in over 16 days is discussed on the weekly safety call.
Operational Performance Evaluations (OPE)	**Direct Access and Tableau**	To meet OSHA requirements for equipment operators, CSXIT conducts an OPE every 3 years for each item of equipment the employee operates. OPE requirements and templates are located on the team site.
Learning Record Submission	**Direct Access**	Enter completions for, OPE, Safety Blitz, etc. using the Learning Record Submission tile in Direct Access.
Regulatory Training	**Direct Access and Tableau**	Training required for the year is assigned in January 2024. Training is completed by July 31, 2024.

Safety Plan Elements (cont'd)

SAFETY PROGRAM ELEMENT	REFERENCE	EXPECTATION
Drive-cam coaching	**Lytx.com**	Regular review of events from Lytx website, coaching and discipline as required. Video evidence of rule non-compliance are addressed through the discipline system/recorded in OPTS as a rule failure.
Power Equipment Maintenance Shop	**Intermodal Equipment Reliability Program**	Regular leader visits to the shop to reconcile with maintenance on equipment status, inspect housekeeping, hazmat, electrical and safety expectations.
CCT Maintenance Shop	**Intermodal Equipment Reliability Program**	Regular leader visits to discuss terminal chassis requirements, repairs in progress, bad order reporting, housekeeping, hazmat, electrical and safety expectations.
Leader Safety & Training Audits with Safety Team	**Team Site**	Safety coaching and mentoring with a Safety Team member during terminal level audit. Opportunity to align expectations among leaders and recognize progressive productivity and safety performance.
Industrial Hygiene	**Industrial Hygiene Team Site**	Maximum compliance with annual Hearing Conservation Program across the terminals.

2024

General Safety Concepts

Exposure

A state of vulnerability to workplace hazards

Safety is… controlling exposure for yourself and others.

Fatality
Lost Time
Recordable
First Aid

Exposure

Processes & Systems

Facilities & Equipment

At-Risk Behavior

Brain-Centered Hazards

What is a Brain-Centered Hazard?
An elevation in exposure that all people experience as a natural function of the human brain's operation that increases the likelihood of an error.

'Brain-Centric Layers of Protection' must be added to reduce the likelihood of critical human performance errors.

The 7 Brain-Centered Hazards

Memory
Operating on information that feels correct in the moment and relying on our memory system.

Fast Brain Functioning
Conducting important tasks without conscious thought and reliance on habits.

Social Think
Our innate need to go along with our group/ tribe prevents us from approaching others.

Visual Recognition
Missing important information due to the human visual system.
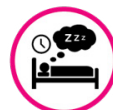
Fatigue
When our brains or bodies are fatigued our risk for error increases significantly.

Divided Attention
Attempting to multi-task leads to missed information and error.

Stress & Urgency
When we notice hints of urgency from others, we put pressure on ourselves to complete tasks.

Hazard Inspections

What is a Hazard Inspection?
A workplace inspection that focuses on the infrastructure. The Hazard Inspection is used to assess the conditions and set of circumstances that could impact employee safety.

It provides an opportunity to...

1. Observe a specific location for safe and unsafe conditions.
2. Follow up and take action to correct any identified hazards.
3. Communicate to their team identified hazards and the actions taken.
4. Interrupt fast brain thinking, and address brain centered hazards.

Three Level Inspection

1. **Knee and below**
2. **Head level and above**
3. **Knee to head**

CSX

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