Customer Safety Handbook and Recommended Practices
# CUSTOMER SAFETY HANDBOOK

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INTRODUCTION

A special thanks to the Wisconsin and Southern Railroad team for initiating this Customer Safety Handbook. The WSOR team recognized a need to help educate and inform our customers who interact with rail equipment and operations, in best practices, and safety guidelines to use when working on and around railroads. All of us at Watco felt this guide would be helpful to all of our customers, not only on the WSOR, but across the entire Watco system, and we’re thrilled to be able to provide this handbook to you, to help keep safety first!

Watco Companies has been working very hard at improving the overall safety of the way it conducts business. We continue to have an exceptional safety record and strive to eliminate all incidents and injuries, through continuous improvement. We are very proud of these safety achievements and would like to extend an invitation to all our customers to join us in our safety efforts. We are committed to offering the highest level of service to all of our customers. In order to do that, we have asked each of our Team Members to unconditionally commit to workplace safety. Your business depends on efficient and safe shipment of your product. We need your help in ensuring the safety of our Team Members while performing switching or maintenance activities on your property. Therefore the goal to achieve a safe and efficient operation cannot be accomplished without your help.

We have developed this Customer Safety Handbook to serve as a guide to safe rail operations. We trust you will find this handbook helpful in educating your Team Members on the proper method of rail operations, and will raise your Team Members’ level of awareness of situations that may impact the safety of both Watco Team Members and yours. Watco Team Safety and Improvement Committee members, as well as Operations, Engineering, Mechanical, and Safety officers routinely visit customers’ facilities to share common safety goals and experiences, in hopes of imparting their knowledge of safe rail operations.

Watco is confident that through this effort and ongoing communication regarding workplace health and safety, efficient, on-time service will continuously improve with the added benefit that needless costs associated with incidents and injuries can be eliminated.

THANK YOU for your continued support and you have our assurance that we will take every effort necessary to make our common work areas as safe as we possibly can.

Watco Team Members, customers and contractors all have a role to play. To fulfill our commitment, we must all make health, safety and environmental protection an integral part of our lives.

DISTRIBUTION OF THIS BOOKLET IS TO ASSIST WATCO INDUSTRIAL PARTNERS IN THE SAFE HANDLING OF RAILCARS WITHIN THE CONFINES OF THEIR FACILITIES. THE INFORMATION PROVIDED IS GENERAL IN NATURE, AND IT IS NOT TO BE CONSIDERED ABSOLUTE, IN SOME CASES FEDERAL, STATE, AND LOCAL LAWS MAY APPLY TO YOUR SPECIFIC INDUSTRY OR OPERATION AND MUST BE FOLLOWED.
WATCO COMPANIES COMMITMENT TO SAFETY:

All of us at Watco Companies value your safety and health both on and off the job. We support the application of knowledge, encourages thinking, and promote learning from one another. Because safety is everyone’s job, we must all promote safe job practices and protect fellow Team Members from daily job hazards.

Where no specific rules or procedure applies, we must rely on good judgment, following the safest course available. We may need to contact a supervisor, or other resources for guidance. No action should ever be taken until we are fully aware of the hazards involved and have a plan to proceed safely.

**Our Creed**
- Always take the safe course
- I am my brother or sister’s keeper
- No task needs to be completed before it can be done safely
- Compliance with safety and operating rules is required and essential to our own safety and that of others

**Our Vision**
Our vision is that WATCO Companies LLC is recognized as the safest transportation and Logistics service provider in the world. This will be achieved through:
- A culture where safety is a value, not a priority subject to change
- An environment where Team Members look out for one another and actively participate in improving the safety of all work processes
- A culture rooted in mutual trust and respect where Team Members are encouraged to identify safety concerns and help in their resolution
- An environment where Team Members are empowered and are joint owners of the safety process

**Our Safety Principles**
- All injuries can be prevented
- All Team Members are responsible for their own safety and that of co-workers, preventing injuries and accidents, and displaying safe work behavior
- Team Members are empowered and expected to discontinue any activity that involves the use of unsafe practices or tools—When in doubt, you have the authority to STOP
- All Team Members are responsible to know the rules and safe job procedures for the work they perform
- Team Members are provided with the training, tools, and resources required to support a safe workplace
- Working safely is a condition of employment

*Remember:* No job is so important, no service so urgent that we cannot take time to perform all work safely.
JOB BRIEFINGS

Watco believes it is important to perform job briefings before starting any activity, or whenever conditions change. These job briefings can be formal, or ongoing and used for any task whether conducting a meeting in the office, loading or unloading railcars, switching freight cars in the yard, or any task that involves two or more people. Job briefings identify safety hazards and emergency procedures that are associated with the work to be performed. We also believe in sharing best safety practices.

Safe and productive work is the result of a well thought out and well communicated job plan. On jobs involving 2 or more Team Members, a job briefing must be held to ensure that all Team Members have a clear understanding of: the task to be performed, each Team Member's individual responsibility, and the type of protection required to carry out the work. If necessary, an additional job briefing should be held as the work progresses or as the situation changes.

Planning the Job Briefing

Develop your own work plan by:

- Determining the steps to be taken
- Planning the action for each step
- Reviewing the work or tasks to be done
- Checking the job location and work area
- Breaking the work down into manageable steps
- Determining the tools, equipment, and materials required
- Determining if a Cable (Fiber Optics) Release Form is required
- Determining if track protection is required with applicable safety rules and procedures.

Also, consider the existing and potential hazards that may be involved as a result of various work conditions.

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<tr>
<th>CAUSES OF POTENTIAL HAZARDS:</th>
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<tr>
<td>Job location and weather conditions</td>
<td>Time of day when the work is to be done</td>
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<tr>
<td>Type of work to be done</td>
<td>Safety or personal protective equipment required</td>
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<tr>
<td>Tools, equipment, and materials to be used</td>
<td>Working at night, (tripping and falling, and risk of fatigue)</td>
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<tr>
<td>Buried/overhead power cable along the right of way</td>
<td>Consider how the work will be assigned: Group or Individual</td>
</tr>
<tr>
<td>Traffic conditions and visibility</td>
<td>Individual abilities and experiences</td>
</tr>
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</table>

Conducting the Job Briefing

Before beginning any task, be sure that a complete job briefing is conducted with all individuals involved in the task. The principles of the job briefing are as follows:
What
A communication tool used by professionals to ensure that every team member knows what is to be done, how it is to be done safely, and is alert and focused on the job.

Who
All members of the work group, including outside parties or contractors, are to be included and are responsible to participate in the briefing.

Why
To ensure that the job is done right the first time: no injuries, no damage, and meeting WATCO standards.

When
At the beginning of the job or at any time during the job as conditions change or new tasks are started.

Where
Hold Job Briefings at or near the work site, in a safe location where the entire work group is together.

How
- **Plan the job:** Define the work to be done. How will it be done? What are the potential hazards? How will work assignments be made? What tools, equipment, and materials will be used?
- **Talk it through:** Use “how” and “why” questions to communicate specifically who does what, when, where, why, how. What special precautions need to be taken? What if a hazard emerges?
- **Ask questions:** All members of the work group are responsible to ask questions if they are unclear about work activities or have any safety concerns
- **Make room for special conditions:** If the job is complex enough, brief it in portions. What portions work best? What changes in job conditions require a re-briefing?
- **Do it again:** If the job changes or a new task is begun, take time to make the right plan and talk it over. Whenever in doubt we are responsible to stop and conduct a job briefing
- **Follow-up:** We are responsible to follow the briefing plans and make sure others in our work group follow the plans

Why Bother?
The individual who is typically alert and focused, but who is thinking of others things today, might be the same person to whom you are trusting your life.
Stretching:

It is recommended that workers performing physical activity prepare through a warm up that will stretch their muscles to enable for injury-free work.

Perform stretches:
- At beginning of tour of duty
- Prior to performing strenuous activity
- After a period of inactivity

Do not “bounce.” Stretch slowly and only to the point of mild tension.
You may follow the guidelines on the following diagrams:

**Recommended Stretches:**

- **Back Extension**
  - Repeat 3 times, 5 seconds each

- **Neck Forward**
  - Do once for 15 seconds

- **Neck Left & Right**
  - Do once for 15 seconds each side

- **Elbow Pullover**
  - Repeat 3 times, 5 seconds each, both sides

- **Shoulder Over**
  - Do once for 15 seconds each side

- **Shoulder Across**
  - Do once for 15 seconds each arm

- **Shoulder Back**
  - Do once for 15 seconds Both Arms

- **Bridge Stretch**
  - Do once for 15 seconds
Preparation for beginning work: In addition to Job Briefings, stretching, and other practices you may have in place, it is also recommended that the following items be addressed, to insure all involved, are engaged, understand their roles, and are prepared for the task at hand.

Before Starting Work: All safety systems on tools and work equipment are checked out. Remove or protect unsafe tools and equipment not meeting safe operating standards from the work environment, in accordance with your companies lock out/tag out process.

Follow Up–Check regularly to ensure that:

-All plans are being followed.
-Correct work procedures are being used.
-Each person is carrying out his or her assigned responsibilities.
-Any potential hazards have been identified and action has been taken to correct the situation.

Individual Responsibility: All Team Members, consistent with customer practices and procedures, are responsible for ensuring that:

-They clearly understand the work to be done.
-The work is carried out according to the job briefing or else modified appropriately through a re-briefing with all involved Team Members if conditions change.
-Tools and equipment are inspected and in safe condition before the job starts.
-They use safe practices throughout their shift and contribute to the safety of co-workers.
-They stop and clarify procedures when in doubt or if they encounter a safety issue connected with their activity.

Other Considerations:

-Explain what safety precautions and track protections are necessary.
-Explain existing or potential hazards and ways to eliminate or protect against them.
-Explain coordination required with others (i.e. road authorities, utilities, work crews).
-Make sure Team Members understand their work assignments and instructions.
-If special tools, material, equipment or procedures are to be used, ensure Team Members know how to use them safely.
OVERVIEW OF CUSTOMER SAFETY REQUIREMENTS

Safety is accomplished through teamwork. Watco places a strong emphasis on workplace safety. Watco strives to arrive at the customer industry track location without damage to the product, and in a timely manner while always protecting the personal safety of our Team Members and the safety of our operation.

It is the responsibility of all partners to ensure that railway equipment is handled correctly, and secured properly. Industry track must be maintained to standard which includes minimal side and overhead restrictions, and customers’ property is absent of debris, stored materials, spillage, and accumulations of snow or ice.

There are five key areas where we need you to continue to partner with us to ensure the safety of all railway operations.

1. Track Maintenance

Winter months increase the potential risk of derailments on private tracks. In many cases these derailments are caused by the accumulation of snow and ice on and around the tracks.

<table>
<thead>
<tr>
<th>Winter Plan Focus</th>
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<tr>
<td>1. Keep flangeways of tracks which run through private or public roads clear of ice at all times.</td>
</tr>
<tr>
<td>2 Clear snow accumulation caused by vehicles crossing over the tracks.</td>
</tr>
<tr>
<td>3. Clear snow which has slipped from adjacent roof tops onto the industry track.</td>
</tr>
<tr>
<td>4. Inspect industry track prior to use.</td>
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<tr>
<td>5. Keep all switches in your industry free of snow and ensure correct drainage.</td>
</tr>
<tr>
<td>6. During severe snow storm conditions, please ensure to call your Watco Customer Service Center or Railroad representative to advise them that your industry tracks are clear and ready for service, or if other arrangements need to be made to accommodate time needed to clear your tracks.</td>
</tr>
<tr>
<td>7. The specifics for responsibility for snow removal may be defined in your private track agreement. In most cases, it is our customer’s responsibility to clear customer tracks for use.</td>
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<tr>
<th>Spring Plan Focus</th>
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<tr>
<td>1. In Spring, or as needed, have a track maintenance contractor inspect your trackage/facility and schedule routine repairs and maintenance as well as highlight the need for long-term capital upgrades.</td>
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<tr>
<td>2. This planned, proactive work reduces the potential for derailments and injuries as well as ensures our ability to provide continued service.</td>
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2. Movement and Securement of Equipment:

Moving and securing railcars and equipment is one of the most important aspects of railway safety. Equipment that is not properly secured can have a negative impact on the safety of railway operations. Please review the important safety points as mentioned in Section 2 with your Team Members who are responsible for handling and securing railway equipment and ensure they understand and comply with the safety principles and requirements.

3. Walking Hazards:

A leading cause of personal injuries to railway Team Members that provide customer service is slips, trips and falls. It is crucial for you to ensure that your trackage and facility are free of walking hazards including debris, spillage, uneven surfaces and snow and ice in areas our Team Members are required to walk within your facility.

4. Restricted Clearance Hazards:

The number one cause of very serious injuries to railway Team Members within customer facilities is restricted clearances. It is crucial that your facility is free of side and overhead clearance restrictions as much as possible. Where there are restrictions, they must be communicated to Watco and protected by warning signs. OSHA has specific requirements for clearance within industries, for rail operations.

Before making any changes to your facility that may create rail clearance restrictions, please review with local Watco Operations or Maintenance of Way personnel to notify us of your proposed changes.

5. Spillage/Wheel Contamination:

Please ensure that your facility is free from product contamination. Elimination of spillage also reduces the chance of railway equipment wheel contamination. Wheel contamination from consumer products like flour, canola oil, cornstarch and other similar substances can cause operational problems for the railroad. If railway equipment was rolled through a contaminated area, you must ensure the wheels are given an air pressure or water pressure cleaning.

RECIPE FOR SUCCESS - We believe the above partnership and action plans will contribute to ensuring our continued safety success. Thank you in advance for your focus on safety through teamwork.
SECTION ONE

1.0 RAILWAY EQUIPMENT AND INFRASTRUCTURE

The opening section of this handbook details safety issues related to railway equipment and infrastructure. This section provides an understanding of the principles involved in keeping railcars on the track and how loading, balance, weight and securement practices impact railway safety. Items to be discussed include:

- Roadbed and Track Structure
- Track/Railcar Dynamics
- Basic Railcar Design and Mechanics
- Rail Car Loading/Load Securement

1.1 Roadbed and Track Structure

The track and 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 apart and running in a straight line. The track structure is carefully engineered around curves to "bank" the outside rail and counter the lateral forces. This maintains an even weight distribution to both rails.

The wheels of a railcar are flanged to prevent the railcar 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. The relationship between lateral and vertical forces determines whether the wheels:

a). stay inside the rail,
b). climb up over the rail, or
c). push (spread) the rail out of gage.

Standard gage is 4 feet 8½ inches.

Overloads: The track structure is 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 that may cause damage and possible derailment. Shippers are required to observe the load limit stenciled on 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.

1.2 Track / Railcar Dynamics – How One Impacts the Other

Customer loading practices play a critical role in railway safety. A properly balanced and secured load directly effects how the car performs in train service. There are various standards, circulars, guidelines and requirements detailing proper railcar loading.

The Association of American Railroads (AAR) establishes General Rules governing loading requirements for railcars. The AAR also publishes Best Practices for loading a variety of
commodities. Customers are required to follow the loading rules that have been established for the type of lading and railcar they are using. Specific instructions and car loading requirements are contained in AAR Circulars, Best Practice and General Information Series. Watco Companies mechanical department has information on, or can help you obtain these procedures and contact information for the AAR. The safety of your load and our operations rely on adhering to these procedures.

1.3 Basic Railcar Design and Mechanics

The frame or body of a railcar sits on two center plates, one on top of each truck assembly. This lubricated surface allows the truck to rotate beneath the body and permits rail equipment to turn without excessive force on the gauge between the rails. Neither the car body, nor the wheels are fastened to the trucks. Each component sits in place, primarily by weight. Watco mechanical department personnel must be called to inspect any car that has been lifted to ensure it is correctly seated on the center plate and bearings. Shippers must never lift railcars.

Damaged Wheels and Bearings: The condition of the wheels on a railcar is very important to safe railway operations. At each location where freight cars are loaded or unloaded there is the possibility of inflicting damage to freight car wheels and/or bearings. Whenever a freight car is set off for a customer, it often must be moved for loading. Although most locations have adequate means of moving and spotting cars, there is always the possibility of contacting the freight car wheels or journal bearings with equipment such as forklifts or other large machinery.

Any time a car is derailed the wheels and bearings must be carefully inspected by Watco mechanical personnel. If the car derailed at a speed of less than 10 mph at a distance of less than 200 feet the wheels, axle and bearings will be inspected for damage. Wheels are condemned and require replacement if derailed over 10 mph or for a distance greater than 200 feet.

Customers should be alert for other potential damage to bearings. Anytime a bearing has been submerged in water it must be replaced.

Under the heavy weight of the car and at increasing speed, any slight damage to the wheel or bearing may progress to the point of catastrophic failure and result in train derailment.

Any contact to a freight car wheel or bearing by a forklift or any other machine or device MUST be reported so that the car can be inspected by railway personnel before the car is allowed to be moved within a train.

It is very important that customers contact the Watco mechanical department through your RR contact to report all occasions where a car has been derailed so a proper inspection can be arranged.

Safety Note
1.4 Rail Car Loading / Load Balance Securement

Each freight car regardless of size, type or design must be properly loaded to within the specifications of each car. Any load in excess of the specified weight or any load improperly positioned or secured on the car will increase the risk of causing a derailment.

Each freight car is supported by two truck assemblies one at each end of the car. By design each car has a limited amount of side-to-side movement to allow for even distribution of wheel to rail contact regardless of track geometry. Therefore, it is imperative that all loads are properly positioned & secured to allow for the mechanics of the car to function as intended.

Safety Note

Any load improperly positioned or secured can force the car to become off balance when it is moved within a train. This combined with track dynamics, could cause a derailment. Prior to releasing a car after loading or unloading, customers must ensure the load is properly blocked and secured and that all loose material is removed from the car deck. Any banding, chains, or cables must be removed or secured.
SECTION TWO

2.0 WORKING WITH RAILWAY EQUIPMENT

Section 2.0 emphasizes safety hazards when working with railway equipment. At Watco, we have adapted safe work practices to protect people from injury when working around railcars. Watco recommends the development of safe work practices for all rail related activities and we will share information to assist such efforts whenever possible.

- Car Securement–Hand Brake Operation
- Derails–Function and Operations
- Worker Protection–Signs Protecting Equipment
- Railcar Doors–Safe Operation
- Moving Railcars–Safe Operating Practices

2.1 Car Securement - Hand Brake Design and Operation

Railcars are equipped with two braking systems. The first operates through air pressure when cars are connected to the locomotive. Air brakes are designed for train control and are not intended for long term car securement. Air brakes will release over time and should NEVER be relied upon to secure equipment.

Railcars are also equipped with a hand brake (see Picture) to secure them in place when not coupled to a train and prevent unintentional movement.

Hand brakes apply force against the wheels by taking up slack on a chain which is linked by a series of rods, levers and gears to brake shoes. Once a hand brake is properly applied it takes considerable force to move that piece of equipment.

**Customer Safety Impact:** A key safety concern in the rail industry is ensuring that a sufficient number of hand brakes are applied to each string of cars to prevent movement. Some hand brake riggings are linked to brake shoes on both ends of the car while others only apply force at one end or one side. In some cases when loading heavy material or on a grade, extra measures must be taken to prevent movement such as blocking wheels.
Watco recommends the following standard as the minimum number of brakes required in relation to the total cars that are coupled together. CAUTION: This chart indicates the recommended MINIMUM number of hand brakes to be applied and may not be sufficient in all circumstances due to the grade (slope) of your track. Always ensure a sufficient amount of handbrakes for your specific location. In some circumstances, additional measures such as the use of RR approved chocks may be warranted.

<table>
<thead>
<tr>
<th># OF RAIL CARS</th>
<th>MINIMUM # OF HANDBRAKES TO APPLY</th>
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<tr>
<td>1-3</td>
<td>All</td>
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<td>4-9</td>
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<td>10-19</td>
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<td>110-119</td>
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<tr>
<td>120 plus</td>
<td>Divide by 10 and Add 2</td>
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Please note the important information below:

- A single railcar must ALWAYS be left with a single hand brake applied.
- Three or more cars ALWAYS require at least THREE hand brakes.
- If a railcar has a defective hand brake, call Customer Service and ensure the car is coupled to another car with an effective hand brake and/or wheels are blocked.
- Individual blocks of cars must be secured with hand brakes on each block.
- Hand brakes must be applied on cars at the low end of a downward sloping track.

In many instances, due to grade, total number of cars, cars empty or loaded, and hand brake force applied, more brakes may be needed. If a customer’s operation includes the movement of railcars, whether by cable, track unit or any other means, they should be familiar with this standard and comply with it as a minimum requirement for hand brakes, and evaluate internally.

**Customer Safety Impact:** Railcars should NEVER be moved while hand brakes are fully applied. A hand brake can apply sufficient force against the wheels of a railcar so that the wheels do not turn when the car is pushed or pulled. This results in a wheel skidding along the rail. Skidding a wheel as little as 15 centimeters (6 inches) can cause small cracks on the tread of the wheel. These small cracks lead to shelling, where little pieces of the tread fall out and to cracking deeper into the structure of the wheel. This structural damage can go undetected until the wheel, under the weight and stress of train operations, suddenly breaks apart.
It is very dangerous to leave hand brakes partially applied. If this condition is not corrected before railcars are moved, excessive heating could damage the wheel. If shippers are moving railcars they should develop procedures to prevent these occurrences.

**Safe Operation of a Hand Brake**

There are many different types of hand brakes, calling for different methods of operation. Any hand brake may be operated safely if handled properly. The following are general operating considerations for ALL hand brakes:

- Be on guard against sudden car impacts. Anticipate starts and stops. Be aware of other equipment in the area. Observe lading for tonnage and type of load, alert to the possibility of a surge or shift of load. E.g. tank car will have a surging effect due to lading moving back and forth inside even though car has physically stopped.

- ALWAYS operate hand brakes from a proper position on the car. EXCEPTION: Standing equipment with low side-mounted brake may be operated from the ground.

- Observe condition of ladders, steps, grab irons and brake step before mounting a car. Only mount the side ladder, never the end ladder, and never step on/climb on the cut lever.

- ALWAYS be alert while climbing up on a car, while operating hand brake and while climbing down from car.

- Observe type and condition of hand brake, including hand wheel or lever and chains, before attempting to operate it.

- ALWAYS maintain a three point stance when applying or releasing a hand brake.

- NEVER use more than one hand to operate a hand brake. Always maintain a grip with one hand on the car. You run the risk of falling if the car unexpectedly moves or if the hand brake malfunctions.

- When applying a hand brake, ALWAYS grip the hand brake wheel with the thumb on the outside. Grasp the rim of the wheel for maximum leverage.

- NEVER reach through the spokes of a brake wheel as the wheel may spin. Keep hands and finger in the clear of wheel when releasing wheel-type hand brakes.

- Do not use a brake club or other leverage device on a geared hand brake.

- NEVER operate a hand brake while standing on a draw bar head or other coupling mechanisms. (NEVER STAND ON A DRAWBAR OR COUPLING MECHANISM!)
If a hand brake is difficult to operate, defective or damaged in a way that it does not function properly, NEVER attempt to operate. Seek assistance and always report the defective hand brake so that it may be repaired or replaced.

**Getting to Hand Brake**

When getting to the hand brake:

1. Check the track looking both ways for any movement.
2. Listen to what is going on around you. If you hear any equipment move, do not attempt to mount.
3. Use side ladder to the level of the brake platform.
4. Move from the side ladder to the end ladder by securely holding handholds and carefully placing right foot on the brake platform while the left is on the end ladder tread. Never use the brake wheel as a handhold since the wheel can move.

**Vertical Wheel Hand Brake**

When operating a vertical wheel hand brake use proper procedures for lifting, pulling and pushing to prevent injury and/or overexertion and:

1. Observe type and condition of the hand brake, including brake wheel or lever and chains, before attempting to operate.

2. Take the correct position:
   a. Face the equipment.
   b. Place right foot on brake platform.
   c. Place left foot on the end ladder tread.
   d. Hold firmly to grab iron or ladder rung with left hand.

3. To apply hand brake:
   a. Place the release lever or pawl (if so equipped) in the ON position by reaching with right hand behind brake wheel, not through wheel spokes.
   b. Turn the brake wheel clockwise with your right hand to take up slack in the brake chain.
   c. After slack in the chain is taken up, place your right hand at about the seven o'clock position on rim of wheel and apply lifting pressure toward you in short pulls.
   d. Keep your back straight and use leg muscles to apply pressure as you pull upward on brake wheel with your right hand. Use only moderate force.
   e. Never use both hands to operate vertical hand brake wheel.

4. When releasing a hand brake equipped with a release lever:
   a. Assume the same firm stance you would when applying the hand brake.
   b. Use only your right hand on the release lever or pawl (if so equipped).
c. Be sure to keep your body parts and clothing clear of the brake wheel. Some types of hand brake wheels will spin when the release lever is tripped to the OFF position.

5. When releasing a hand brake not equipped with release lever:
   a. Assume the same firm stance you would when applying the hand brake.
   b. Grasp the rim of the wheel at about the one o'clock position with the right hand, keeping hand on the outside of the rim. Use only moderate force.
   c. Turn the wheel counterclockwise until the brake is completely released.

**Horizontal Wheel (Staff) Hand Brake**

The horizontal wheel (staff) hand brake is designed to be operated with both hands. Some of these brakes have a drop-shaft movement that permits the brake wheel to be dropped flush with the car floor. The brake wheel and shaft must be in the fully raised position to be operated or moved in a train. A hand brake with a drop-shaft must not be operated when the car is moving. Use proper procedures for lifting, pulling and pushing to prevent injury and/or overexertion. When operating this type hand brake:

1. Mount the car, using the sill step on the side of the car, and position yourself on the car to operate the handbrake. Stay clear of any existing loads on the car.

2. Position both feet securely on the car.

3. If wheel and staff are in the lowered position, lift the brake wheel using both hands. Raise it until the shaft support moves into place (under end of shaft), locking the hand wheel shaft in the raised position. Be alert in the event the wheel and shaft should suddenly become stuck or come out of the shaft support when raised.

4. To apply the hand brake:
   a. Observe whether the hand brake has a pawl weight. If so, engage the pawl in the ratchet (ON position) with foot.
   b. Position both feet securely on car.
   c. Grasp brake wheel rim with both hands, keeping thumbs on outside and turn wheel clockwise as necessary. Use only moderate force.
   d. If the hand brake has a foot-operated pawl, use foot to engage pawl into ratchet. Operating this type of brake on a moving car is prohibited.

5. To release the hand brake:
   a. Assume the same safe operating position, with both feet securely on the car.
   b. Grasp the brake wheel rim (never spokes) using both hands and keeping thumbs on outside.
   c. Turn brake wheel clockwise sufficiently to remove tension from pawl. Use only moderate force.
   d. Disengage pawl with foot while simultaneously releasing your grip on hand brake wheel. The wheel will spin counterclockwise, so keep your hands, body
and clothing clear. If brake staff is not equipped with a pawl, turn brake wheel counterclockwise until brake is fully released.

6. To lower hand brake wheel staff:
   a. Step around the end of the car on the ground.
   b. With one hand, lift the hand brake wheel shaft enough to take the weight of the shaft off the shaft support.
   c. While holding the hand brake wheel shaft in this position with one hand, move the shaft support from under the end of the shaft with the other hand.
   d. Use both hands to slowly lower the hand brake wheel shaft, being careful to avoid pinch points when releasing shaft support and lowering wheel and shaft.

**Lever (Ratchet) Hand Brakes**

Lever handbrakes are found in a variety of locations on cars. Some require operation from the ground while others require mounting the car. In either case, use proper procedures for lifting, pulling and pushing to prevent injury and/or overexertion.

To operate lever (ratchet) hand brakes:

1. Inspect the lever stop on the hand brake housing before attempting to apply or release the hand brake. If the lever stop is missing, do not operate brake; report the defect to the proper authority.

2. Place release lever or pawl weight in ON position before applying the hand brake.

3. Maintain secure footing and a firm grip.

4. Apply the brake with vertical pumping action of the brake lever. Use only moderate force. Maintain firm grip on brake lever, until lever is in lowered position.

5. When releasing the hand brake, keep body parts and clothing clear of the operating lever. Trip the release lever or pawl.

**Factors To Consider Before Releasing A Hand Brake**

- 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 removed?
- Are there dock plates, loading chutes, hoses or other attachments connected to cars?
- Are there hoses, cables or extension cords laying across rails or other obstruction?
- Can the cars be safely moved, stopped and hand brakes re-applied?
- Are the operators familiar with your safe methods of car movement?
- Are there derails in the vicinity?
Before moving rail cars:

• Ensure all hand brakes have been removed to prevent skidding wheels.
• Ensure all personnel are clear of moving equipment.

After moving rail equipment:

• Apply the required number of hand brakes. Visually observe that the brake shoes are tight against the wheels.
• If possible, push or pull the car(s) slightly to ensure brakes are providing a sufficient retarding force.
• Observe the cars to ensure they are completely at rest.

When coupling to equipment

• Ensure couplers are lined up before pushing cars together.
• Ensure all cars are coupled together. A slight pull or push should be conducted to confirm.

2.2 Derails – Function and Operations

As the name implies, a derail is a device designed to stop free rolling, uncontrolled railway cars and equipment. It does this by guiding the flange of the wheel up and over the rail, deflecting the wheels laterally so they drop onto the ties and ballast. As damaging as this is to the wheels and the track, derails are installed to protect people and operations from unattended railcar movements. A derail, along with a sign protecting equipment, can also be used to provide positive protection for Team Members that are working on, under, and around railroad equipment.

Customer Safety Impact: Applying and removing derails protecting movement from the industry to the Railroad, is the responsibility of railway personnel and such derails will be locked with a Railroad lock. Derails used to protect industry workers, used in conjunction with blue “stop men working” or similar flags, are generally the responsibility of the Industry workers. Under no circumstance will Railroad personnel unlock or attempt to unlock a derail with a customer lock, or remove any derail used in conjunction with a blue flag or signal when that signal is displayed. Such derails should be locked with a customer lock, per your industries personnel operation procedures/Lock Out/Tag Out process.

Note: Derails must be kept secure with a customer padlock while they are being used to provide positive protection for Team Members. Watco personnel will under NO circumstance remove a customer’s lock from a derail or remove any blue flag or signal to access the industry. It is the customer’s responsibility to ensure that all customer locks and/or blue flags/signals are removed.
prior to the arrival of the train crew to service the industry, only after ensuring all personnel are clear of the track, hoses, dock plates, ramps etc. have been removed, and cars are ready to be moved by the Railroad.

Customers and their Team Members who are involved with railcar movement must be familiar with the location of derails on the tracks they use. Derail signage will indicate the location of a derail.

Equipment must not be allowed to approach within 100 feet of a derail that is set in the derailing position. Unattended derails protecting access to the Railroad leaving the industry (Not derails used for your personal protection) must be left locked in the derailing position, whether there are cars in the track or not. If you observe a Watco derail in the unlocked position, call your Watco railroad contact immediately.
2.3 Team Member Safety When Working Around Railcars—“Signs Protecting Equipment”

OSHA and other regulations require positive protection for workers loading and unloading railcars, and fouling railroad tracks. Railcar loading and unloading operations require that specific protection be put in place to ensure equipment is not moved while Team Members are working on or near it. Within the industry, "Signs Protecting Equipment" are used by railroad personnel to indicate when persons are working on or near railroad equipment. The use of signs is accompanied by a procedure to ensure the track is locked at both ends to prevent equipment from gaining access to that track. These signs, used in conjunction with fixed derails, or switches lined and locked away from the track being protected are to be used to provide positive protection for customer Team Members while they are working on, under, or near equipment, or are in the process of moving railcars.

**Common Examples of “Signs Protecting Equipment”**

- **STOP – TANK CAR CONNECTED**
- **STOP – MEN WORKING**
- **TEAM MEMBERS WORKING**
- **SERVICE CONNECTIONS**

**Customer Safety Impact:** The use of signs is required on tracks where customer Team Members are working. When a sign or a similar warning is displayed on a track or car, the car must not be coupled or moved. Other equipment must not be placed on the same track in a manner that would block or reduce the view of the sign. Your Watco Railroad contact can provide information regarding the type, size, shape, and color of signs that should be used to provide positive protection. When requested, Watco may assist customers in the development of track protection procedures for work being conducted at their facility.

**NOTE:** Railroad regulations prevent railroad Team Members from removing, placing, or moving signs that are protecting equipment and personnel. It is required that customers handle their own signs at their facility. Signs protecting equipment must be removed and stored prior to Watco servicing the facility and entering the protected track with equipment. Under no circumstance will any Watco Team Member remove a customer protective sign or derail—Please do not request they do so, under any circumstance for any reason.

2.4 Railcar Doors—Safe Operation

**Operating Rail Car Doors**

The rail industry has dedicated considerable attention to safety issues around the operation of plug type and bottom gate doors on rail cars. The AAR publishes loading instructions and safety advisories related to the safe opening and use of rail car doors. If you open or close rail car doors and are not familiar with the AAR Circulars and Best Practices information, contact your local Watco Railroad or Customer Service contact and we will be happy to try and provide material to you as available.
**Safe Opening and Use of Plug Doors**

- Gear mechanism on plug doors can cause handle to spin resulting in Team Member injury.
- Plug doors must be securely closed whenever car is being moved. Train crews will not pull cars with open doors.
- Shifted load against a door may cause the door to jump outwards when released. Lading may fall out when opening doors of any type.
- Check door hinges are secure in track, top and bottom, before opening.

**Closed Covered Hopper Cars - Bottom Gates**

- Ensure that gate locks (except those equipped with self-locking locks) are released prior to opening gate. This will ensure the gate shaft & opening mechanisms are not bent and/or damaged.
- The gate opening device must be well into the capstan prior to opening gate in order to prevent damage to the capstan such as rounding of the square drive socket.
- After unloading the hopper it is recommended that inside ledge of hopper is cleaned to ensure ease of closing, and locking door. An open gate can fall between the rails while in transit and result in damage to property or a derailment.
- When loading hoppers ensure the gates are securely closed and locked to prevent any spillage such as grain.

**Covered Hopper with Outlet Gate**

**Customer Safety Impact:** In addition to safety issues around the operation of bottom gates there is an environmental reason for ensuring the gates are closed properly and the cars are loaded carefully. Grain that spills along the railway can attract animals to the track and in the path of oncoming trains risking death.

These spills have been attributed to defective bottom gates, improper closing of bottom gates and loose grain that's been left on the cars after loading. With some needed assistance from grain handlers we can help prevent this problem.

**HELPFUL HINTS**

- Take extra care when filling hopper cars to avoid spillage of grain on the top of cars;
- Inspect top and side sills and sweep away any excess grain;
Spot and repair defective hopper gates, and;
Ensure all hopper gates are closed

Closing Doors

All doors should be closed and secured prior to releasing cars. This includes bottom doors and top hatch covers. Cars with plug doors left open cannot be moved by train crews.

**Customer Safety Impact:** Watco has a concern about customers leaving railcar doors in an open position. When railcar doors are left open or unsecured, railway safety can be impacted, trespassers can potentially climb into cars, and locomotive fuel efficiency is decreased. Please take the necessary time and precautions to ensure railcar doors are closed and properly secured prior to transport by our operations Team Members.

**Safety Note**

Contact the Watco Mechanical Department for specific instructions anytime you receive a car type you are not familiar with.

2.5 Moving Railcars—Safe Operating Practices

Car Movement

Watco has developed safe work procedures to govern the major activities associated with switching rail cars. These are based on the General Code of Operating Rules (GCOR) and Watco general operating instructions. These procedures relate to the use of on-track equipment such as locomotives and track units. These procedures are for GCOR member railroads, however in the interest of safety, we will provide excerpts of applicable rules of the GCOR to any customer developing their own safe work practices.

The movement of railcars by other mechanical methods, (i.e., cables, winches, pulleys, etc) requires the development of safe work procedures specific to each operation. Customers are encouraged to develop, document and train their Team Members in safe car movement in compliance with any specific industry regulations that may apply.

Car Movement by Customers

Any freight car that is to be moved by the customer must be done in a safe manner to prevent personal injuries and damage to railroad equipment, or railroad track structure. Watco discourages customers from moving railcars by allowing them “free roll.” Because of risk of injury and/or damage to freight cars and track structure, Watco does not recommend use of forklifts or front end loaders to move railroad equipment. OSHA/MSHA regulations may apply.

The following steps should be followed to safely move a freight car.
Using a Trackmobile:

- Ensure the track is clear of obstructions for the distance of the car to be moved
- Advise everyone in the area of the intended movement
- Discuss the intended move with all personnel involved, and have a plan
- Couple or connect the trackmobile to the car to be moved
- Release the handbrake

The railway industry is governed by a complete set of operating rules and procedures. Below are a few key requirements to keep in mind when developing procedures for safe rail car movements. You may have other specific OSHA/MSHA/PHMSA etc. regulations that apply to your operation.

Moving Railcars - Key Requirements

- Procedures must ensure that no car can be moved while people are working in or around that equipment. These procedures should also include the requirement to walk around and inspect for the removal of all dock plates, loading/unloading equipment, connecting hoses or cables or obstructions of any kind.
- Procedures must clearly indicate the method of controlling and communication that will be used during car movement activities. Many customers use two-way radios.
- Before coupling to any car, the couplers must be observed to ensure they line up.
- Before moving or leaving a string of cars on a track, it must be confirmed that all cars wished to be moved are coupled together.
- Someone must always be in a position to observe the leading end of the movement and relay signals to the equipment operator.
- Railcars must never be moved within the foul of Watco main tracks, sidings or other tracks.
- All railcars must be left at least 100 feet from a derail if possible.
- Cars must not be moved with the brakes fully applied or wheels skidding.
- Hand brakes must not be released until it is clearly identified how the movement will be controlled and stopped.
- 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 leave cars with sufficient hand brakes applied.

**Trackmobiles, or other equipment used to move railcars must not operate within 25 feet of the nearest rail of any Watco main track or siding.**
SECTION THREE

3.0 CLEARANCE REQUIREMENTS, TRACK MAINTENANCE & INSPECTIONS

In this section of the handbook you will find information related to other critical railway safety concerns.

匏 Clearance Restrictions (Locations of Structures & Obstructions)
匏 Track Maintenance & Inspection Requirements
匏 Watco Customer Inspection/Audit Process

3.1 Railway Clearance Restrictions

The term "railway clearances" refers to the distance from the track to the nearest obstruction. Vertical clearances are measured parallel to the plane of the top of rails. Lateral clearances are measured from the track center and at right angles to the plane of the top of rails.

Safe Clearance Distances

No temporary structure, material or equipment shall be permitted closer than 12 feet to the nearest track centerline without prior approval in writing from Watco Companies.

Restricted Clearances

Clearance restrictions have been developed to protect the safety of people and equipment when moving railcars. Shippers must comply with two clearance envelopes in their operations:

匏 those pertaining to spurs and industrial track; and
匏 clearance distances pertaining to main tracks and sidings.

Spurs and Industrial Track

In general, all equipment or obstructions of any kind must be kept a minimum of 12 feet away from the center of any industrial track. This includes temporary piles of stock, refuse containers, parked vehicles or other equipment, buildings or obstructions. Protect the track from movement, and notify your Watco contact immediately for any of the following situations (Watco staff will ensure that the information is passed on to the affected personnel):

匏 When any emergency situation causes an obstruction within the 12 feet clearance envelope laterally, and 22 feet vertically;
匏 If any alterations are made to track-side loading platforms or change of location to loading ramps, unloading augers and other equipment; and
匏 If there are any holes, trenches and other ground obstructions.
Main Track and Sidings

Machinery and equipment cannot be operated within 25 feet of a Watco main track or siding without Watco authority and protection. This applies to all manner of equipment, including snow-clearing equipment. Contact Watco in advance to arrange protection.

Shippers and their contractors must keep in mind the requirement for clear sight lines at railway crossings. Snow piles, materials, equipment or other obstructions must not be left where they can affect the ability to see approaching train traffic at public or private rail road crossings.

Customer Infrastructure

In situations where a customer is altering infrastructure within the clearance envelope, a qualified Railway Flagperson may be needed to ensure the safety of the railway and the customer. In these instances, the customer must contact Watco as early as possible, but not less than one week in advance so that flagging protection requirements may be determined and arranged for.

Customer Safety Impact: Railway Team Members have been seriously injured and even killed while performing switching operations in areas where less than a standard clearance or a restricted clearance exists. Many accidents of this sort take place on a customer tracks or industrial spurs. Less than standard clearance locations are primarily identified in two ways:

- Customer notification to Watco on the applicable restricted clearance; and
- Restricted clearance signage at customers' sidings.

3.2 Track Maintenance and Inspection Requirements

There are government regulations and detailed Watco specifications and procedures pertaining to the maintenance and inspection of track structure. Customers should inspect their track regularly for signs of defects and notify Watco immediately of any changes, damage or problems. Watco Engineering personnel also inspect customer sidings on an occasional basis and may specify necessary improvements. Depending on the nature of a customer's siding agreement, and unless other arrangements are made, associated costs are the responsibility of the customer.

Customer Safety Impact: A key safety concern and customer responsibility is the accumulation of snow, ice, vegetation or debris at customer sites. It is vital for the safety of shipping and railway personnel that tracks are maintained in a safe condition free of walking and operating obstructions which may cause a slipping hazard or a car to derail. It is especially important that flangeways at road crossings be kept free of ice and debris. Standing and flowing water are great hazards to track stability. Drainage systems are designed to channel water away from the track structure. Blocked culverts, water undercutting the track or
standing pools of water adjacent to any track must be reported to Watco Maintenance of Way immediately.

3.3 Watco Customer Inspection / Audit Process

On a localized basis, Watco Railroads will work with customers to audit compliance to safety standards. This will continue on a selected basis as resources permit or specific needs dictate.

These audits cover five key areas, including:
1. track conditions
2. movement and securement of railway equipment
3. walking hazards
4. restricted clearance hazards
5. spillage/wheel contamination

Audit results are rated by Compliance, Partial Compliance and Noncompliance.

The audit process will be initiated by the Watco Managers and performed jointly with the customer (when and wherever possible). All audit results will be forwarded to the customer. Should the results be Partial or Noncompliance a meeting will be requested as soon as possible to develop an action plan to address improvement opportunities. Noncompliance safety items will require immediate action on behalf of the customer to meet compliance requirements. If immediate action is not conducted, a Watco manager will make contact at the customer corporate level.

This audit process will provide us, working in partnership, an opportunity to correct conditions and practices before they cause injury, derailment or disruption in service. If you, the customer, wish to initiate the audit process, please contact your local Watco Operations or Maintenance of Way contact, and we will be happy to schedule an onsite visit.
SECTION FOUR

4.0 WORKING AROUND OR ON RAILWAY EQUIPMENT

In this section you will find important safety information related to working around or on railway equipment.

 Protection of Railway Traffic and Property
 Crossing Tracks
 Crossing Over Equipment
 Confined Spaces
 Train Movements and Working Near Tracks

4.1 Protection of Railway Traffic and Property

Signs, signals and flags necessary for the safe operation of the railway shall not be obstructed, removed, relocated, or altered in any way without proper authorization.

Blue flag protection on tracks signifies railway Team Members are on, under or between rolling equipment. Blue flags are important safety devices and must never be touched or obstructed.

Customer Safety Impact: Anyone other than qualified Watco Team Members are prohibited from handling main track switches, derails, electric locking mechanisms or other appliances and from operating on any Watco track, other than tracks specifically owned, leased, and protected for the use of customers, and protected from the Railroad by locked switches and derails. Personnel operating equipment of any type on Watco tracks must comply with all applicable federal rules and regulations, including but not limited to General Code of Operating Rule (GCOR) qualifications. Generally, non-Railroad personnel are never permitted to operate on Railroad owned track that is part of the General System of Transportation as defined by the Federal Railroad Administration.

4.2 Crossing Tracks

When crossing railway tracks, watch for movement in both directions prior to crossing. Below are some helpful hints when crossing railroad tracks:

➢ Do not stand or walk between the rails of any track.
➢ Never step or stand on a rail while crossing tracks-always step over.
➢ Watch for pinch points at switch locations.
➢ When walking around the end of a car or locomotive, keep at least 20 feet of clearance from the equipment to protect yourself from sudden movement. Never go between uncoupled equipment, separated by less than 50 feet.
➢ To cross tracks, look both ways, and if the tracks are clear, walk single file at a right angle to them.
4.3 Crossing Over Equipment

In some cases, you may have to cross over cars. The best method is to walk around the equipment. However, if you have to climb over or mount a car to apply or release a handbrake, use extreme caution, and consider the following:

- Always use safety appliances such as ladders, handholds and crossover platforms when crossing equipment.
- Never try to cross over moving cars.
- Never cross under a car or cross over equipment while putting your feet on moveable components such as couplers, sliding sills or uncoupling levers.
- While crossing over equipment always maintain a "three point contact" with the equipment and safety appliances.

4.4 Confined Spaces

Confined spaces are defined by the United States Occupational Safety and Health Administration, 29 Code of Federal Regulations (CFR) 1910.146 Permit Required Confined Spaces. A space is "confined" that:

- Is not designed or intended for human occupancy except for purpose of performing work
- Has a restricted means of access and egress, and
- May become hazardous to any person entering it owing to its design, construction, location or atmosphere, the materials or substances in it, or other conditions relating to it.

A confined space program and entry procedures are required to enter certain railway cars including covered hoppers and tank cars.

4.5 Train Movements and Working Near Tracks

Be alert to train movement. Expect the movement of trains, engines, cars, or other equipment at any time, on any track, and in either direction, even cars on tracks that appear to be stationary or in storage within your industry. Never climb on or over cars outside of your industry controlled tracks. Stay at least 20 feet away from the ends of stationary cars when crossing the track, and never climb under or between cars.

The following are general operating considerations for working near tracks:

- Never rely on others to protect you from train or car movement. Watch for yourself!
- Do not stand on the track in front of an approaching engine, car or other equipment.
- Be aware of the location of structures or obstructions where clearances are close.
Never stand or walk on railway tracks, either between the rails or on the ends of ties unless absolutely necessary. Stay clear of tracks whenever possible. 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 in multiple track territory.

Never move equipment across the tracks except at established road crossings. Track equipment will require the supervision of a Railway Flagperson any time railway tracks are crossed.

Stay away from railway tracks when visibility is poor, such as during fog or blizzard conditions.
SECTION FIVE

5.0 HAZARDOUS MATERIALS: GENERAL INFORMATION

In this section you will find important safety information related to loading and unloading dangerous commodities.

⇒ Hazardous Materials: General Information
⇒ Loading and Unloading Tank Cars Containing Hazardous Materials
⇒ Loading and Unloading Intermodal Containers/Trailers, Boxcars and Covered Hoppers Containing Dangerous Goods

5.1 Hazardous Materials: General Information

In the United States, the Hazardous Materials Regulations of the Department of Transportation (CFR Title 49) must be complied with when handling cars containing dangerous commodities. Copies of these regulations and assistance with interpretations and implementation is available from the AAR (Bureau of Explosives).

Smooth Transition for Offering Hazardous Materials for Transportation by Watco railroads is an important part in the transportation process. Prior to transporting your goods on our railway, please ensure that:

➢ Railcar is properly placarded
➢ No signs of railcar damage
➢ No indications that the railcar is leaking
➢ Dangerous goods documentation is provided
➢ Overall condition of the railcar is acceptable for transportation.

Safety Note

For specific guidelines and regulations for offering Hazardous Materials for transport, please refer to Hazardous Materials Regulation of the Department of Transportation (CFR Title 49).

5.2 Loading and Unloading Tank Cars Containing Hazardous Materials

Any person loading, unloading or transferring dangerous goods shall be trained under the Transportation of Hazardous Materials Regulations and be experienced and knowledgeable of safety requirements for the specific loading and/or unloading operation being performed. This includes knowledge of tank cars and their fittings, the type of product being loaded or unloaded, and marking, labeling and/or placarding requirements.

All consignors, consignees or their representatives must ensure the correct documentation for loaded, partially loaded or residue shipments is provided to Watco.
5.3 Loading and Unloading Intermodal Containers/Trailers, Boxcars and Covered Hoppers Containing Hazardous Materials

Ensure the railway container is in sound mechanical condition and that the container conforms to the following:

- weather tight/leak proof
- 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
- any other conditions which don't appear normal. (contact Watco for advice as necessary)

For closed car loading including intermodal containers/trailers and box cars, blocking and bracing must be applied to prevent shifting of load in transit. Train forces are such that end doors are not to be used for blocking and bracing. Loads must have additional blocking and bracing independent of the end doors.
SECTION SIX

6.0 CRITICAL SITUATIONS CONSTITUTING AN EMERGENCY

These are critical situations that may affect personnel or public safety. The phrase, “If you see something, say something” is a good rule of thumb here-We want to hear from you, about any safety issue you see, as well as any security concern. Railroad safety, and security is a very big concern for us. If you have, or observe, a specific safety or security concern, please, let us know so we can investigate, correct the issue, and if necessary make notifications to the Transportation Security Agency, or local First Responders as necessary. If you encounter or observe any of these situations contact Watco immediately:

- Trespassers
- Property Damage
- Violations
- Near Collisions
- Site Security
- RR Crossing or Safety Concerns
- Vandalism
- Accidents

Watco Companies Dispatch Center
EMERGENCY CONTACT NUMBER

866-386-9321. ext. 6171

Clearance Issues

- Spurs and Industrial Track

In general, all equipment or obstructions of any kind must be kept a minimum of 12 feet from the center of any industrial track. This includes temporary piles of stock, refuse containers, parked vehicles or other equipment, buildings or obstructions. Your Watco Railroad must be notified immediately when any emergency situation causes an obstruction within the 12 feet clearance envelope laterally, and 22 feet vertically. Protect any locations that do not comply, from further movement in that area until resolved.

Any alterations to track-side loading platforms or change of location to loading ramps, unloading augers and other equipment must be communicated to the railroad. Holes, trenches and other ground obstructions must also be immediately communicated to the railroad.

- Main Track and Sidings
Machinery and equipment cannot be operated within 25 feet of a Watco main track or siding, or other Watco track without Watco authority and protection. This applies to all manner of equipment, including snow-clearing equipment. Contact WSOR in advance to arrange protection.

Shippers and their contractors must keep in mind the requirement for clear sight lines at railroad crossings. Snow piles, materials, equipment or other obstructions must not be left where they can affect the ability to see approaching train traffic at public or private railroad crossings.

Customers are advised that the condition of your siding has a direct impact on the ability of your Watco Railroad to serve you. It is required that ice, packed snow, overgrown weeds, grass or debris on or near the track be cleared at all times. These conditions create safety hazards for our crews when left unchecked.

Customers that ship Hazardous Materials are reminded that our train crews are required to go through a basic check list before accepting a regulated substance. Please enable us to safely and efficiently move your traffic by ensuring that all regulated shipments are properly placarded and that the appropriate documentation is available for the train crew prior to their arrival.

**Safety Note**

In the event that a condition exists that prevents your Watco Railroad from safely serving your site, please contact your Watco Railroad, Watco Customer Service or the Train Dispatcher’s office.

**NOTIFY YOUR WATCO RAILROAD IMMEDIATELY**

Below are critical situations that may affect personnel or public safety. If you encounter any of these situations contact your local Watco Railroad immediately. Please refer to page 30 for a listing of railroad contact numbers, including those to be used in cases of emergencies.

- Derailment of any railcar
- Leak or suspected leak of any tank car or other Hazardous Material on or affecting Watco property
- Any release of a material from a rail car (i.e., non-Hazardous Material) on or affecting Watco property
- Equipment or materials within the Main Track or Siding clearance envelope (12 feet from center of nearest track)
- Damage to any switch, derail, sign, rail or track structure
- Any other condition or situation which may cause injury, damage or derailment
OPERATION LIFESAVER

Watco Companies, and our Railroads are an active supporter of the Operation Lifesaver Program. Operation Lifesaver is a national, non-profit education and awareness program dedicated to ending tragic collisions, fatalities and injuries at highway-rail grade crossings and on railroad rights of way.

Operation Lifesaver started in Idaho in 1972 when the national average of collisions at highway-rail grade crossings exceeded 12,000 annually. A six-week public awareness campaign called "Operation Lifesaver" was sponsored by the Idaho Governor, the Idaho Peace Officers, and Union Pacific Railroad as a one-time, one-state initiative.

During the campaign’s first year, Idaho’s crossing-related fatalities dropped by 43 percent. The next year, the Operation Lifesaver campaign spread to Nebraska, where their collision rate was reduced by 26 percent. Kansas and Georgia experienced similar success the following year. Today, Operation Lifesaver programs are active in 49 states nationwide, including yours!

To accomplish its mission, Operation Lifesaver promotes the three “E”s:

- **Education**: Operation Lifesaver strives to increase public awareness about the dangers around the rails. The program seeks to educate both drivers and pedestrians to make safe decisions at crossings and around railroad tracks.

- **Enforcement**: Operation Lifesaver promotes active enforcement of traffic laws relating to crossing signs and signals and private property laws related to trespassing.

- **Engineering**: Operation Lifesaver encourages continued engineering research and innovation to improve the safety of railroad crossings.

There are many active OL volunteers, including several Watco Companies Team Members, who are certified as presenters in promoting Operation Lifesaver’s safety message. If you would like a **free** presentation conducted before members of your company, feel free to contact your local Railroad contact, or your Operation Lifesaver State Coordinator.

For more information on state and local activities and volunteer opportunities, please contact Operation Lifesaver on the internet at www.oli.org.
WATCO COMPANIES RAILROAD CONTACT NUMBERS

WATCO 24 hour EMERGENCY Hotline: (866) 386-9321, ext. 6171
This number dials the Watco Companies 24 hour Dispatch Center, and is used to report life threatening or impending equipment damage emergencies only.
Customer Service should be contacted directly with any Customer Service related issues.

Watco Corporate Headquarters
Customer Service: ...........................................................(866) 889-2826
FAX (Customer Service): ..............................................(844) 476-6725

Your local Watco Companies Inc. Railroad can provide you with names and contact numbers for the various departments at your local Watco Railroad. For ease of reference, space below is provided to record those names and contact information.

Customer Service Representative:

Operations Representative:

Maintenance of Way Representative:

Mechanical Representative:

Safety Representative:
ADDITIONAL CONTACT INFORMATION

Customers are encouraged to contact agencies listed below for information related to regulations and training, such as OSHA, FRA, and AAR.

United States Department of Labor

   Occupational Safety and Health Administration (OSHA)

       www.osha.gov

   In case of emergency, call 1-800-321-OSHA

United States Department of Transportation

   Federal Railroad Administration

       www.fra.dot.gov

   Pipeline and Hazardous Materials Safety Administration

       www.phmsa.dot.gov

American Shortline and Regional Railroad Association

       www.aslrra.org

Association of American Railroads

   General AAR information

       www.aar.org

   Bureau of Explosives

       www.boe.aar.com
GLOSSARY OF TERMS

Brake Wheel  An iron wheel attached to the upper end of the brake shaft which is manually turned to apply brakes.

Car Stop  A device for stopping motion of a car by engaging the wheels, as distinguished from a bumping post which arrests motion upon contact with the coupler of a car.


Clearances  The limiting dimensions of height and width for cars in order that they may safely clear all bridges, tunnels, station platforms and other structures as well as equipment on adjacent tracks.

Container Car  A flat or open top car, such as a gondola, which containers of freight are loaded.

Coupler  An appliance for connecting cars or locomotives together. Government regulations require that these must couple automatically by impact and must be able to be uncoupled without going between the cars.

Derail  A track safety device designed to guide a car off the rails at a selected spot as a means of protection against collisions or other accidents; commonly used on spurs or sidings to prevent cars from fouling the main line.

Flangeways  The gap between the rail on a roadway or crossing surface which allows clearance for railcar wheel flanges to pass through without lifting the wheel or cutting into the crossing surface.

Hand Brake  The brake apparatus used to manually apply the brakes on a car or locomotive.

Hopper  An open top car with hinged trap doors and inclined floors which permits quick unloading of bulk commodities.

Knuckle  The pivoting hook like casting that fits into the head of a coupler and rotates around a vertical pin to either the open position (to engage a mating coupler) or to the closed position (when fully engaged).

Narrow Gage  When the distance between the heads of the rails is less than 4 feet 8 inches.

Plug Door  A door on refrigerator or boxcars which is flush with side of car when closed. to open, it is swung out and rolled to one side. Also call sliding flush door.

Private Siding  A side track owned or leased by an individual, industry, business, or firm.

Skate  A metal skid placed on rail which can prevent cars from rolling.

Spot  To place a car in a designated position or specific location, usually for loading or unloading, such as at a warehouse door.