Customer Safety Handbook and Recommended Practices

Customer First, Safety Always

Our Foundation Principles

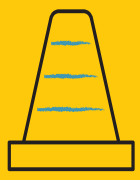
Our culture reflects the importance we place on customers, team members, and safety. It's our belief that taking care of these three areas is the right way to take care of business.

Value Our Customers

Our company has heart and passion for serving customers and for solving any supply chain challenge.

Value Our People

Watco cares deeply about our people. We focus on bringing out the best in people, supporting their goals, and offering opportunities for team members to develop their skills and broaden their experiences.



Safely Improve Every Day

Safety is at the center of everything Watco does. We look out for team members' safety and overall well-being, doing everything in our power to return you home just as you arrived.

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INTRODUCTION

Watco strives, through continuous improvement, to eliminate all incidents and injuries. We invite all our customers to join us in our safety efforts.

We have developed this Customer Safety Handbook with the hope our customers will use it to educate employees on proper rail operations. We believe it will raise employees' level of awareness when it comes to all aspects safe switching and other rail-based operations.

Thank you for your continued support to eliminate needless incidents and injuries. We appreciate your commitment to making our common work areas as safe as possible.

Distribution of this booklet is to assist Watco industrial partners in the safe handling of railcars within the confines of your 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.

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 they can be 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 use these meetings as an opportunity to share best safety practices.

Safe and productive work is the result of a well-thought-out and well-communicated job plan. On jobs involving two or more workers, a job briefing must be held to ensure that all involved have a clear understanding of: the task to be performed, each person'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.

CAUSES OF POTENTIAL HAZARDS

Job location and weather conditions	Time of day when the work is to be done
Type of work to be done	Safety or personal protective equipment required
Tools, equipment, and materials to be used	Working at night
Buried or overhead power cable along the right of way	Consider how the work will be assigned: group or individual
Traffic conditions and visibility	Individual abilities and experiences

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 and how to do it 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 for asking questions if they are unclear about work activities or have any safety concerns.

- **Make room for special conditions:** If the job is complex enough, hold job briefings for each portion. 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.
- **Accountability:** We are responsible for following the briefing plans and making 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 you are trusting with your life.

Stretching

Workers should do warm-up stretches to prevent injury.

Perform stretches:

- At beginning of a 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. Follow the guidelines on the diagrams on page 5.

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.

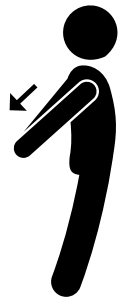
Before starting work

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 company’s lockout/tagout process.

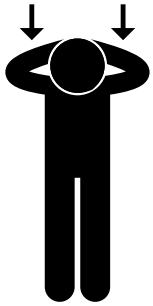
Follow up. Check regularly to ensure that:

- 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.

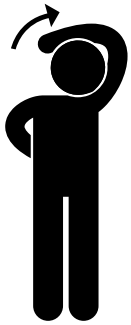
Stretch Before, During, and After!



Back Extension
Repeat 3 times,
5 seconds each

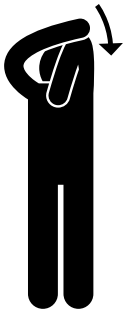


Neck Forward
Do once for
15 seconds

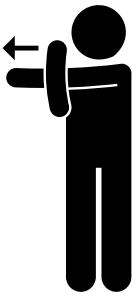


Neck Left and Right
Do once for
15 seconds
on each side

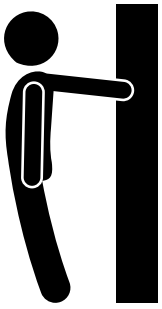
Elbow Pullover
Repeat 3 times,
5 seconds each,
both sides



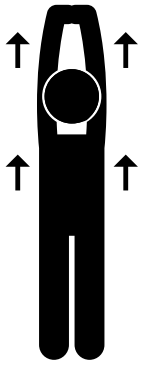
Shoulder Over
Do once for
15 seconds
on each side



Shoulder Across
Do once for
15 seconds
on each arm



Shoulder Back
Do once for
15 seconds
on both arms



Bridge Stretch
Do once for
15 seconds

Forearms and Wrists
Do once for
15 seconds each way,
both arms

Hamstring Stretch
Do once for
15 seconds
on both legs

Quad and Flexor Stretch
Do once for
15 seconds
on each leg

Calf Stretch
Do once for
15 seconds
on each leg

Individual Responsibility

All workers 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 (e.g. road authorities, utilities, work crews).
- Make sure everyone understand their work assignments and instructions.
- If special tools, material, equipment or procedures are to be used, ensure each person knows how to use them safely.

OVERVIEW OF RESPONSIBILITIES

It is the responsibility of all partners to ensure that railway equipment is handled correctly, and secured properly. Industry track must be maintained to a standard that includes minimal side and overhead restrictions, and customers' property must be 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.

Winter Maintenance Focus

- Inspect industry track prior to use.
- Keep flangeways of tracks that run through private or public roads clear of ice at all times.
- Clear snow accumulation caused by vehicles crossing over the tracks.
- Clear snow that has slipped from adjacent rooftops onto the industry track.
- Keep all switches in your industry free of snow and ensure correct drainage.
- During severe snow storm conditions, please 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.

- The specifics about the responsibility for snow removal might be defined in your private track agreement. In most cases, it is the Watco customer's responsibility to clear these tracks for use.

Spring Maintenance Focus

- 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.
- This planned, proactive work reduces the potential for derailments and injuries as well as ensures our ability to provide continued service.

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

Leading causes of personal injuries to railway team members are slips, trips, and falls. It is crucial to ensure that your trackage and facility are free of walking hazards including debris, spillage, uneven surfaces, and snow and ice in areas where workers are required to walk within your facility.

4. Restricted Clearance Hazards

The No. 1 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. The Occupational Safety and Health Administration (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.

SECTION 1

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 covered include:

- Roadbed and Track Structure
- Track and Railcar Dynamics - How One Impacts the Other
- Basic Railcar Design and Mechanics
- Railcar Load Balance 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 stay inside the rail, climb up over the rail, or push (spread) the rail out of gauge. Standard guage is 4 feet 8 1/2 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 and Railcar Dynamics – How One Impacts the Other

Customer loading practices play a critical role in railway safety. A properly balanced andsecured load directly affects 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’s mechanical department has, 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, bearings, or both. 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 the car derailed at 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.

SAFETY NOTE

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

1.4 Railcar Loading and 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 and 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 2

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 Design and 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.

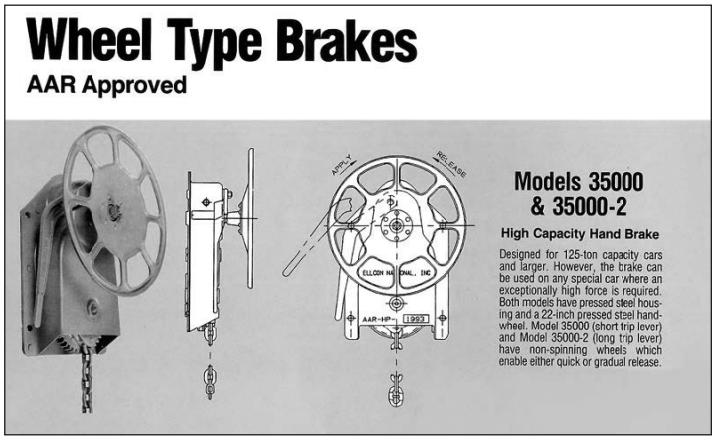


Diagram of hand brake designed for 125-ton or larger railcars

Hand brakes apply force against the wheels by taking up slack on a chain that 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 railroad-approved chocks may be warranted.

Railcars	Minimum # of Handbrakes to Apply
1-3	All
4-9	3
10-19	3
20-29	4
30-39	5
40-49	6
50-59	7
60-69	8
70-79	9
80-89	10
90-99	11
100-110	12
110-119	13
120 plus	Divide by 10 and add 2
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 your operation includes the movement of railcars, whether by cable, track unit or any other means, you 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. For example, a 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 fingers 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 drawbar 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 the 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 extention cords, or other obstructions laying across rails?
- Can the cars be safely moved and stopped and hand brakes reapplied?
- 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

Portable derail with staff

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 who 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 AT WORK" or similar flags, are generally the responsibility of workers employed by the industry workers. Under no circumstance will Watco team members 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 industry's operating procedures (your lockout/tagout process).

NOTE

Derails must be kept secure with a customer padlock while they are being used to provide positive protection for workers. 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 workers are clear of the track; that hoses, dock plates, ramps, etc., have been removed; and cars are ready to be moved by the railroad.

Your employees 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 on the track or not. If you observe a Watco derail in the unlocked position, call your Watco railroad contact immediately.

2.3 Work Protection - Signs Protecting Equipment

OSHA rules 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 anyone working on, under, or near equipment, or are in the process of moving railcars.

Customer Safety Impact: The use of signs is required on tracks where you 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.

Common examples of "signs protecting equipment"

NOTE

Railroad regulations prevent railroad team members from removing, placing, or moving signs that are protecting equipment and personnel. Regulations require customers to 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 Railcar Doors

The rail industry has dedicated considerable attention to safety issues around the operation of plug type and bottom-gate doors on railcars. The AAR publishes loading instructions and safety advisories related to the safe opening and use of railcar doors. If you open or close railcar 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 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 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 that the door hinges are secure in track, top and bottom, before opening.

Boxcar with plug doors

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 and 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.


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 into the path of oncoming trains, a 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
- 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.

Customer Safety Impact: 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 Watco.

SAFETY NOTE

Contact your Watco representative 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 railcars. 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, (e.g., 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 might 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 or Mine Safety and Health Administration (MSHA) regulations might 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 distanceof 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

Example of typical trackmobile

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 might have specific regulations (from OSHA, the MSHA, the Pipeline and Hazardous Materials Safety Administration, etc.) 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.

Trackmobile in use on industry siding

- 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.

SAFETY NOTE

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 3

3.0 Clearance Requirements, Track Maintenance, and Inspections

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

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

3.1 Clearance Restrictions (Locations of Structures and Obstructions)

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.

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:

- Those pertaining to spurs and industrial track
- 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.

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

Watco staff will ensure that the information is passed on to the affected personnel.

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 railroad 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
- 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 damage, problems, or other changes. Watco Engineering personnel also inspect customer sidings on an occasional basis and might 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.

SAFETY NOTE

Please notify Watco Maintenance of Way of your plans and actions to arrange for appropriate protection for altering railway infrastructure.

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:

- Track conditions
- Movement and securement of railway equipment
- Walking hazards
- Restricted clearance hazards
- Spillage/wheel contamination

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

The audit process will be initiated by the Watco management and performed jointly with the customer (when 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 4

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.

Only qualified Watco team members can handle main track switches, derails, electric locking mechanisms, or other appliances. And only qualified Watco personnel can operate on any Watco track, other than tracks specifically owned, leased, and protected for the use of customers, or those 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. A lways 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

- 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 5

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 are available from the AAR (Bureau of Explosives).

The smooth transition for offering hazardous materials for transportation by Watco railroads is an important part of the transportation process. Prior to transporting your goods on our railway, please ensure that:

- The railcar is properly placarded
- There are no signs of railcar damage
- There are no indications that the railcar is leaking
- Dangerous-goods documentation is provided
- The 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 have experience with the specifc loading and/or unloading operation being performed, and knowledge of the related safety requirements, 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 the 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 and walls in good condition (no holes)
- Doors and locking mechanisms in good condition, closed properly, and sealed
- Safety appliances such as ladders, steps, and railings are not broken
- Any other conditions that don’t appear normal. (Contact Watco for advice as necessary.)

SAFETY NOTE

For closed car loading including intermodal containers/trailers and boxcars, 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 6

6.0 Critical Situations Constituting an Emergency

There are critical situations that might affect the safety of workers or members of the public. 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 a specific safety or security concern, please, let us know so we can investigate and correct any issue, and if necessary notify the Transportation Security or local first responders. If you encounter any of these situations, contact Watco immediately:

- Trespassers
- Property Damage
- Near Collisions
- Site Security
- Concerns at a railroad crossing
- Vandalism
- Accidents Any other apparent violations or issue

Watco Dispatch Center Emergency Contact Number

(316) 262-1700

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 the situation is 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 Watco 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 Dispatch 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 17 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 railcar (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, 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 Operation Lifesaver volunteers, including several Watco 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 oli.org.

WATCO RAILROAD CONTACT NUMBERS

Watco 24-hour EMERGENCY Hotline: (316) 262-1700

This number dials the Watco 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

Your local Watco railroad can provide you with names and contact numbers for their various departments. 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.

United States Department of Labor

Occupational Safety and Health Administration (OSHA)
osha.gov

In case of emergency, call (800) 321-OSHA

United States Department of Transportation

Federal Railroad Administration
fra.dot.gov

Pipeline and Hazardous Materials Safety Administration
phmsa.dot.gov

American Shortline and Regional Railroad Association

aslrra.org

Association of American Railroads

General AAR information
aar.org

Bureau of Explosives
boe.aar.com

GLOSSARY OF TERMS

Brake wheel An iron wheel attached to the upper end of the brake shaft that 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.

CFR Code of Federal Regulations (Published by federal government agencies and departments)

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, in 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 a person 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 that 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 permit 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 guage When the distance between the heads of the rails is less than 4 feet 8 inches.

Plug door A door on refrigerator or boxcar that 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 that 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.


WATCO