

NORFOLK SOUTHERN
OPERATING GUIDELINES
FOR CONTRACTORS

EFFECTIVE: April 19, 2010

CONTRACTOR SAFETY

Numbers to call to report conditions or obtain further information:

Norfolk Southern Police
Communication Center 800-453-2530
Atlanta, GA Microwave: 7-589-2677 (COPS)
(including highway crossing gate failures)

Safety Department 404-582-4865
Atlanta, GA

Environmental Department 404-582-4645
Atlanta, GA

Material Management Department 540-981-3883
Roanoke, VA

Engineering Department
Atlanta, GA
Maintenance of Way & Structures (MW&S) 404-529-1470
Communications & Signals (C&S) 404-529-1216
Design & Construction (D&C) 404-529-1463

Transportation Department
General Managers Office
Western Region (Atlanta, GA) 404-529-1827
Eastern Region (Atlanta, GA) 404-529-1964
Northern Region (Harrisburg, PA) 717-541-2215

Mechanical Department 404-582-6725
Atlanta, GA

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CONTRACTOR* SAFETY STATEMENT OF POLICY SAFETY

Norfolk Southern Corporation and its corporate affiliates (hereinafter collectively called "Norfolk Southern") are committed to the principle that safety is good business.

Responsibility for safety and environmental stewardship cannot be transferred. Each contractor is held accountable for his/her actions on the job.

1. All injuries can be prevented.
2. All exposures can be safeguarded.
3. Prevention of injuries and accidents is the responsibility of each contractor.
4. Training is essential for good safety performance.
5. Safety is a condition of continued contractual relations with Norfolk Southern Corporation.
6. Safety is good business.

*As used herein contractor refers to the contractor and his/her employees, agents and subcontractors.

INTRODUCTION

This document will help you understand and comply with Norfolk Southern safety requirements: these safety requirements apply to you and your employees while you are on Norfolk Southern property. It is extremely important that you understand and adhere to each of these rules.

The terms “contractor” or “contractors”, as used in the rules which follow, include the employees, agents, and subcontractors of any contractor.

Contractors are responsible to know the applicability of governing local, county, state and federal laws and regulations, and any special provisions imposed by the Federal Railroad Administration (FRA) or other regulatory agencies, including fall protection and Roadway Worker Protection. Contractors are encouraged to ask a Norfolk Southern supervisor for assistance regarding questions on safety.

The safety rules contained in these guidelines are not and cannot be all inclusive. Each contractor must adopt and enforce such additional rules or practices as may be necessary for the safe performance of the work.

Remember: safety is a condition of working on Norfolk Southern property. Responsibility for safety cannot be transferred. Each contractor is responsible, and will be held accountable, for the safe performance of the work he/she has contracted to do. The contractor must take the appropriate steps to assure compliance by his/her employees with applicable safety rules.

Questions concerning intermodal operations are covered in the Norfolk Southern Railway Intermodal Operations Manual, safety section pages 1–76.

These rules do not prohibit contractors from adopting more restrictive rules and instructions for the government of their employees than those contained herein.

If you have any questions regarding safety or safety matters contact any designated NS employee or the Norfolk Southern Safety Department at 404-582-4865.

CONTRACTOR EMPLOYEE SECURITY

Contractor must secure background investigations of its employees through e-VERIFILE.com. Contractor employees successfully undergoing the background investigation will be issued a picture identification card which will be required for the Contractor's employees to enter and work on NS property or perform services for NS. Contractor employees without the identification card will not be allowed to work on NS property. Employees leaving the employment of Contractor must surrender the identification card to either Contractor or to NS. While NS has negotiated on the behalf of Contractor standard volume rates with e-VERIFILE.com for the investigations, identifications cards and other products, all charges incurred in the use of e-VERIFILE services and products are the sole responsibility of Contractor. Where a contract permits Contractor to charge travel and business expenses to NS, the e-VERIFILE.com charges are not included among such recoverable expenses. Contractor may include such charges as a part of its overhead costs in determining its price proposals. Contractor must execute e-VERIFILE.com's standard Subscriber Agreement. The contact information for e-VERIFILE.com is as follows: www.e-railsafe.com or 770-859-9899 Ext 1.

In the event that NS ceases the use of e-VERIFILE.com for background investigations or switches to another similar service, Contractor will be notified by NS of the termination and/or transfer. In the event that NS switches to another vendor for similar services the requirements of this Section will apply to Contractor with regard to the use of the alternative vendor's services.

NS does not warrant or guarantee either the accuracy or completeness of the services performed by e-VERIFILE.com; and NS shall have no responsibility to Contractor for the services performed by e-VERIFILE.com. Contractor uses such services as between NS and Contractor solely at the risk of Contractor. NS leaves it to the sole discretion of Contractor as to performing other background investigations of Contractor's employees.

CONTRACTOR INSURANCE REQUIREMENTS

Insurance requirements: Contractor may not begin work prior to being notified by Railway that all insurance documents have been approved by Railway's Risk Management group. Contractor, shall at it's expense, obtain and maintain during the period of this contract, in a form and with companies satisfactory to the Railway, the following insurance coverage at levels required by the contract:

- 1) Workers' Compensation Insurance
- 2) Employers' Liability Insurance
- 3) Commercial General Liability Insurance
- 4) Automobile Liability Insurance

GENERAL RULES FOR CONTRACTORS' SAFETY

1.1 Contractors have the sole responsibility of controlling the means and manner of the work done by their employees, of ensuring the compliance by their employees with the rules and procedures set forth in this manual, and for the safe performance of their employees during the time they are on or about the property or equipment of Norfolk Southern.

1.2 Contractors whose duties are prescribed by these rules must be provided with a copy by Norfolk Southern Contract Services Department when a contract is consummated. Contractors are responsible for maintaining a copy of the rules and providing them to their employees.

1.3 When any person is injured as result of an accident, emergency medical assistance must be called if needed.

1.4 Contractors must immediately report all accidents and injuries to their supervisor and the designated Norfolk Southern employee (**NOTE:** "designated Norfolk Southern employee" or "designated railroad employee" means the project or work item supervisor or any other employee designated to have oversight responsibility related to the project or work being performed by the Contractor).

1.5 The report must include the name and address of each injured person and describe the extent of injury. Names and addresses of all persons at the scene are required, whether or not they admit knowledge of the accident.

1.6 Contractors must be conversant with and obey the rules and any special instructions issued to them by Norfolk Southern. If in doubt as to their meaning, contractors must consult with the designated Norfolk Southern employee for an explanation.

1.7 Accidents, defects in track, bridges, signals or highway crossing warning devices, fires on or near the right of way, or any unusual condition that may affect the safe operation of the railroad that becomes known to the contractor must be reported to the Norfolk Southern designated employee or any other railroad employee by the quickest means of communication.

1.8 A contractor or contractor employee who reports for duty under the influence of alcohol or other intoxicant, cannabis in any form, an amphetamine, a narcotic drug, a hallucinogenic drug, any controlled substance (as defined by federal law), or a derivative or combination of any of these, or who uses any of the foregoing while on duty, will not be allowed to remain on Norfolk Southern property. Possession of any of the foregoing while on duty, or possession, use, or being under the influence of any of the foregoing while on Company property or occupying facilities provided by the Company, is prohibited.

1.9 Firearms are not allowed on Norfolk Southern property unless given special permission in writing by the head of the Norfolk Southern Police Department.

1.10 In case of danger to, loss of, or damage to railroad property by fire, theft, or other causes, contractors must immediately notify the designated Norfolk Southern employee.

Unauthorized possession, removal, or disposal of any material from railroad property or property served by the railroad is prohibited.

All articles of value found on railroad property must be cared for and promptly reported to the designated Norfolk Southern employee.

1.11 Some platforms, bridges and other structures, switch stands and tunnels will not clear a person on the top or side of a car or engine. Contractors must become familiar with these and other places and protect themselves from injury.

1.12 Contractors must not do any work in a manner that will jeopardize their own safety or the safety of others. They must know that appliances, tools, supplies, and facilities used in performing their duties are in proper condition. If not, they must have them put in order before using them. It is the duty of every contractor to examine them to determine their condition.

1.13 Contractors must expect the movement of trains, engines or cars at any time, on any track, in either direction.

1.14 When equipment, tools, or appliances are involved in any way in an injury or death on Norfolk Southern property, a report must be made promptly to the designated Norfolk Southern employee.

1.15 Photography on Company property without proper authority is prohibited.

1.16 Contractors must follow and observe all FHWA or FRA Regulations applicable to their operations.

GENERAL REGULATIONS

2.1 All rules and instructions apply equally to men and women. All words of gender used in the rules and instructions mean both genders.

2.2 All Contractors must follow Norfolk Southern safety guidelines and perform all duties efficiently and safely while on Norfolk Southern property.

2.3 Contractors must notify designated Norfolk Southern employee as to their whereabouts while performing work on company property.

2.4 Contractors are not expected to inspect passing trains but if a defect is noted or there are other reasons to stop a train the following methods can be used:

To give a STOP signal, move the hand, flag, lamp or fusee back and forth horizontally, at right angles to the track, until acknowledged by a short blast of the engine whistle or other response from the train crew.



If a dangerous condition is observed in a passing train and its crew cannot be notified to stop by hand signal, notify the designated Norfolk Southern employee or nearest Norfolk Southern employee.

2.5 Contractors must not ride on rail equipment except when authorized and in the performance of duty.

2.6 Contractors must not sit, stand or step on any parts of railroad equipment except when authorized and in the performance of duty.

2.7 Contractors must not step on rails, guard rails, switches or frogs. Does not apply when loading, unloading, or installing rail or track material.

2.8 Contractors must not cross over between coupled cars unless duties require, then must maintain secure handhold and use a sill (end) platform if possible.

2.9 Contractors must not stand on track in front of closely approaching equipment, or step between coupled moving cars or engines, for any reason. They must not step between or immediately in front of standing cars or engines.

2.10 Contractors must keep premises and work areas subject to their control neat and clean. Buildings, facilities and equipment must not be defaced.

2.11 Contractors must exercise care to prevent loss by fires. Frequent inspections must be made of the work area, and fire hazards found must be promptly corrected or reported to the proper railroad officer. No burning, welding, heating or use of open flame is permitted without permission of designated Norfolk Southern employee.

2.12 The Company's communication facilities must not be used for personal calls and must be confined to emergencies and communication in connection with work being performed.

2.13 No steel tape or chain is to be allowed to cross or touch the rails without permission of the designated railroad employee.

2.14 Truck and tractor operators must reduce speed and sound alarm when approaching persons, doorways, passageways, corners or places where persons are likely to step out.

2.15 Posted speed restrictions must be observed.

GENERAL SAFETY RULES

3.1 Contractors must wear suitable clothing and footwear to perform their duties safely and as prescribed by government regulations.

3.2 Working in shorts is prohibited. Shirts must cover shoulders, upper arms, back and abdomen. Performing work in oily, greasy, torn, loose or frayed clothing is not permitted. **Exception:** Underwater divers and other occupations approved by Norfolk Southern may be excepted from this rule.

3.3 Contractors who work around moving equipment, tracks or uneven ground will wear shoes that provide ankle support. Any footwear chosen must provide firm ankle support, prevent slipping and be of substantial construction.

3.4 Safety equipment such as hard hats, eye and hearing protection, protective footwear, steel insoles, ice creepers, belts, lanyards, protective clothing, gloves, spats, guards, full body harness, metatarsal protection, masks and respirators prescribed by Federal and/or State regulations and Norfolk Southern practices and procedures must be worn in specified areas, jobs or conditions. Contractors should contact the Norfolk Southern designated employee to obtain copies of Norfolk Southern practices and procedures if needed.

3.5 Contractors are responsible for ensuring employees have proper protective equipment. They are responsible to see that it is kept in good order, properly fitted, and available for their use when needed.

- 3.6 Contractors who handle materials or work around machinery, cars or other equipment, must not wear rings and must not wear other adornments or clothing that may be snagged.
- 3.7 Contractors must comply with all regulations pertaining to lockout tagout when working on electrical circuits, machinery, pressure lines, energy storing devices, etc.
- 3.8 Standing near or in line with a cable, rope or chain under tension when a pull is being made, or standing under a load, bucket or magnet handled by hoisting equipment, is prohibited. All machinery used to pull cables or chains must have safety shields.
- 3.9 Use of handrails on stairs where provided is required.
- 3.10 When practicable, equipment or material that would obstruct the view of the track must be left at least 100 feet from highway grade crossings.
- 3.11 Climbing or jumping over obstructions or across openings is prohibited. Use authorized paths or routes where provided.
- 3.12 Contractors are prohibited from passing over or under safety valves or automatic blow down valves on stationary boilers or steam generators under pressure.
- 3.13 Operating any type of internal combustion engine in an enclosed space without adequate ventilation is prohibited. Contractors must not enter confined spaces unless appropriate steps have been taken in accordance with Contractors and Norfolk Southern confined space entry program to ensure the safety of everyone.
- 3.14 Smoking is prohibited inside of Norfolk Southern buildings and is permitted only in designated areas.
- 3.15 Scuffling, horseplay, practical jokes, and conduct of a similar nature, while on Norfolk Southern property, is prohibited.
- 3.16 Running is prohibited in shop areas, buildings or on structures.

3.17 Contractors should warn those who handle trash for disposal when glass, sharp metal, or pointed objects are placed in trash receptacles. Contractors whose responsibilities include emptying trash receptacles should wear work gloves and expect the presence of glass, sharp metal or pointed objects. Accordingly, contractors performing such work should either dump the receptacle or lift out the liner (if used).

WORKING ON OR ABOUT TRACKS

4.1 Contractors must not walk or stand between the rails of a track or foul a live track without proper authority.

4.2 Contractors working adjacent to a track upon which movements are being made must maintain vigilant lookout for approaching movements.

4.3 Contractors must not operate valves, controls or switches to energize power circuits or to cause equipment or machinery to move until they know that no one is in position to be injured.

4.4 Contractors who perform any work in the general vicinity of railroad tracks and who are under contract to the railroad must provide On-Track safety protection as required by FRA Roadway Worker Protection regulations. Contractors must ensure that all employees working in the foul of the track are trained in Roadway Worker Protection rules.

DERAILS AND SWITCHES

5.1 Contractors must not operate any switch or derail unless under the direction and supervision of the Norfolk Southern designated employee.

EQUIPMENT

6.1 Contractors must see that ladders are in good condition and of adequate length and meet all applicable laws and regulatory guidelines for their use and design. Contractors must see that scaffolds are properly constructed or assembled, are strong enough for the load, and the contractor is responsible to see that the scaffolding meets all applicable laws and regulatory guidelines. Only ladders, scaffolds, manlifts, etc. that meet applicable laws and regulatory guidelines should be used.

6.2 Except when a scaffold or ladder is used, a safety harness, belt, net, or guard rope must be used during work:

- A. Outside a window above ground level.
- B. On a steep pitched roof.
- C. On a steep hillside, cliff, or embankment.
- D. In dangerous positions when working on railroad bridge or other structures and as prescribed by FRA regulations.
- E. In any other situation specified by the contractor or Norfolk Southern.

6.3 Moving scaffolds or ladders from point to point while people are on them is prohibited.

6.4 Leaning out, or reaching out more than an arm's length from edge of ladder, scaffold, or elevated platform is prohibited.

6.5 Contractors must maintain adequate clearance between work equipment and energized power.

6.6 Scaffolds and ladders in use at locations where persons or vehicles could collide with them must be protected. Rope barriers or other means must be used to protect persons from falling objects.

6.7 Contractors will use fall-protection equipment in accordance with OSHA regulations when working on towers and masts, and FRA regulations when working on bridges.

6.8 No equipment is allowed within 25 feet of centerline of track without specific permission of the designated railroad employee.

6.9 Trucks, tractors, or other equipment is not to touch ballast line without specific permission of the designated railroad employee.

6.10 All operating equipment within 25 feet of nearest rail must halt operations when a train is passing. All other operating equipment may be halted by the designated railroad employee if such railroad employee views the operation of the equipment to be dangerous to the passing train.

6.11 While clearing and grubbing, no vegetation is to be removed from a railroad embankment with heavy equipment without permission of the designated railroad employee.

6.12 No equipment is to be parked or material stored on railroad property without permission of the designated railroad employee.

6.13 All unattended equipment left parked on railroad property is to be effectively immobilized so that it cannot be moved by unauthorized persons.

HANDLING MATERIAL

7.1 Material and equipment must be kept a safe distance from tracks, walkways, trucking spaces and edges of platforms, and must be secure against movement.

7.2 When unloading poles or similar lading, use caution to prevent lading from becoming dislodged unexpectedly. Tag lines must be used if conditions warrant.

7.3 Throwing, dropping or roughly handling loaded or empty oxygen, acetylene or other gas cylinders, or carboys, is prohibited.

7.4 Hoisting gas cylinders without prescribed cradle is prohibited. Gas cylinders must not be handled by a magnet.

7.5 Contractors are to supply the manufacturers Material Safety Data Sheet (MSDS), when handling chemicals, materials, or other substances that could cause irritation or illness.

7.6 Contractors are to warn their employees of the hazards of treated wood.

7.7 Overloading or unsafe loading of trucks and trailers is prohibited.

7.8 Contractors are prohibited from standing on or working from a platform on a forklift truck or similar device, unless the platform is in accordance with applicable laws and regulatory guidelines.

7.9 Always look in both directions before crossing platforms or trucking spaces. Crossing closely in front of moving trucks or tractors is prohibited.

7.10 Before a tractor or forklift enters a truck, trailer, or railway car, the operator must know that the equipment is secured against movement and that the floor is in safe condition.

7.11 Before leaving a forklift truck, tractor, or other equipment unattended for any reason, contractors must see that controls are neutralized, power is shut off, and brakes are set. If the truck or tractor is parked on an incline, wheels must be blocked. Trucks, tractors or other equipment must be left clear of tracks.

7.12 Contractors must take care that materials do not fall from scaffolds, locomotive running boards, end sills, tops of cars, or other elevations.

USING TOOLS AND MACHINERY

8.1 Contractors must not use tools, machinery or appliances that are improperly assembled, defective or improvised, nor use them for other than their intended purposes.

8.2 Tools, machinery and appliances not in use must be properly protected. Sharp points or edges must not be left exposed. Laying down a power tool with motor running is prohibited.

8.3 Operating machines or appliances without safety guards in proper position is prohibited.

8.4 Reaching between, going between, or touching moving belts, chains and cables, or shifting them by hand is prohibited.

8.5 Lockout-Tagout — Repairing or cleaning machinery while it is in motion is prohibited except for adjustments that require the machine to be running. If driven by individual motor, the motor must be stopped and control switch properly tagged before such work is performed. Mechanical locking devices, where provided, must be applied before adjusting or repairing machine. A machine in motion must not be oiled if a contractor could contact or be caught by moving parts.

8.6 Using pneumatic grinding tools not equipped with a speed governor in working and safe order is prohibited.

8.7 Pointing pneumatic hammers or other power-actuated tools at a person is prohibited.

8.8 Contractors must take care that tools do not fall from scaffolds, locomotive running boards, end sills, tops of cars, or other elevations.

ELECTRICAL AND LINE WORK, WELDING, AND CONFINED SPACE ENTRY

9.1 Only qualified contractors shall work on electric wires and apparatus, climb poles or towers, enter power plants or energized substation enclosures, perform welding, or perform work in confined spaces. Qualified contractors performing such work must comply with all federal, state and local regulations applicable to such work.

9.2 Before climbing a pole, tower or other structure, contractors must first examine and test it and know that it will support the weight of individuals working on the pole, tower, or structure. A defective pole must not be climbed until it has been made safe, either by pike poles or lashing it to a new pole in the event of replacement. A defective tower or other structure must be suitably reinforced before it is climbed. When ascending or descending wooden pole, observe the pole surface and avoid setting climbing gaffs where they come in contact with cracks, holes, knots, or any other obstacles that might cause gaffs to cut out. Before commencing work on wooden poles, assure that gaffs have been recently gauged and are in safe condition for climbing.

9.3 Contractors must not stand, sit, or lean on a crossarm while working on a pole until they are positive that the arm is strong enough to safely support their weight.

9.4 When working on or handling wire, rope, or cable, on curves or at corners, contractors must not place themselves in the inside angle of the curve or corner unless they are properly protected.

9.5 When cutting wire, contractors must take particular care to secure loose ends. Contractors must use care to prevent injury when removing insulation or metal sheeting from wire and cable.

9.6 Use both hands when ascending or descending ladders, poles, or structures. Body belts, shoulder straps, or pockets must be used to carry small tools or material. Hand lines must be used for heavier items.

9.7 Two or more contractors must not climb up or down the same pole at the same time. A contractor following another must wait until the preceding contractor is either in position on the pole with safety belt fastened around the pole, or in the clear at the bottom.

9.8 The use of matches, cigarette lighters, or other open flames to light torches is prohibited. Operator should light his own torch using only a friction spark lighter or hot metal.

9.9 Always close cylinder valves when moving equipment from one job location to another or when leaving equipment unattended.

CRANES, PULLERS, HOISTS AND DERRICKS

10.1 Contractors must see that capacity of crane is not exceeded, that rail clamps and outriggers are properly used when required and that hooks, chains, cables, ropes and slings used for hoisting are of the proper size and in condition to handle the load safely. **NOTE:** Rail clamps are an appurtenance of On-Track equipment.

10.2 Before using cranes, pullers, hoists, derricks, or similar equipment, the operator must know that the equipment is in safe condition.

10.3 Cables, chains, pulleys, drums, and hooks must be inspected as required by applicable laws and regulations, and brakes and limit switches must be tested periodically as required by applicable laws and regulations to ensure that they are in proper condition and operate as intended. The operator must know the lifting capacity of the equipment.

10.4 Warning must be given to alert anyone in or near the path of a moving load or load handling equipment. Movement must stop unless everyone is clear.

10.5 No crane or boom equipment is allowed within 25 feet of nearest rail without specific permission of the designated railroad employee.

10.6 No crane or boom equipment is allowed to foul track or lift a load over the track without permission of the designated railroad employee.

10.7 All contractors are to stay with their machines when crane or boom equipment is pointed toward track.

10.8 All cranes and boom equipment under load (to include pile driving) and other operating equipment within 25 feet of nearest rail must stop work when a train is passing. All other operating equipment may be halted by the Norfolk Southern designated employee when a train is passing if such railroad employee views the operation of the equipment to be dangerous to the passing train.

10.9 Swinging loads must be secured to prevent movement while train is passing.

10.10 No loads are to be suspended above a moving train.

10.11 All contractor cranes and boom equipment is to be turned away from track after each work day or whenever equipment is unattended by operator.

USE OF FLAMMABLE GAS FLAMMABLE LIQUIDS AND FUELS

11.1 Smoking or open flames shall not be allowed within 25 feet of areas where fuel is being dispensed.

11.2 If necessary to transport gasoline or other flammable liquids, contractors must:

- A. Use SAFETY CANS bearing Underwriters Laboratories or Factory Mutual logos.
- B. Have a fire extinguisher readily available.
- C. Maintain ventilation, and
- D. Ensure protection against fire.

OFFICE SAFETY

12.1 Stand or walk clear of doors. Open doors slowly. Do not push on glass panels of doors. When opening or closing doors, use knob or handle, where provided, and keep hands off door edges and facing.

FIRE PROTECTION

13.1 ALARMS

- A. Know where the nearest fire alarm box is located.
- B. Know how to turn in an alarm.
- C. Know alarm, evacuation, and disaster signals for your area, along with the proper exit route.

13.2 EXTINGUISHERS

- A. Know where the nearest fire extinguisher is located.
- B. Know how to operate it. Know the type of fire on which it should be used. Check label.
- C. Return extinguishers for servicing promptly after use.

13.3 COMBUSTIBLES

- A. Combustible material must be kept away from steam lines, radiators, heaters, and service lines.
- B. Combustible material under or near welding and burning operations must be moved a safe distance away, or covered with fire retardant material. Where this is not possible, all sparks and slag must be contained in an approved spark catcher.

13.4 ORDERLINESS

Work areas must be orderly and maintained free of trash and scrap as necessary to help prevent fires.

13.5 REFUELING

Equipment must not be refueled while running or when hot.

13.6 SMOKING

Smoking is not permitted in:

- All office facilities, including Norfolk Southern's General Offices in Roanoke, Atlanta, and Norfolk, yard offices, agencies, division offices, sales offices, offices within shop facilities, and non-office work areas within shop facilities.
- Classrooms and offices in Norfolk Southern's Technical Training Center.
- Meeting rooms and Norfolk Southern-sponsored meetings held off the property.
- Locomotive engine cabs and cabooses
- Sleeping cars or trailers, office cars, dining cars, camp cars or dormitories
- Locker rooms, restrooms, lunch rooms, or tool rooms

