



Senior Manager Damage Prevention
And Freight Claims

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Dear Valued CN Paper Shipping Customer:

During the past year much has happened in our respective industries, regarding the need to provide safe and effective methods for shipping Roll Paper on our Rail Lines. Tragically, last May, a Customer and another Railway were involved in a situation that resulted in a very tragic accident and fatality.

Since that time, we have been made aware of several incidents of rolls tipping over and falling out of cars either at the end of a trip or during load preparation at origin mills.

As a means of improving Safety for our Customers, Railway Personnel, and our Receivers of Roll Paper product, we have developed a Standard Operating Practice (SOP) for use regarding Risers within Rail Shipments.

This SOP has been developed to provide guidance as to how we can work towards reducing these types of incidents.

I would encourage each and every one of our Paper Shipping Customers, to work on implementing the provisions of this and help us all reduce the opportunities for injuries and serious incidents.

I would also encourage our Supplier partners to make sure the products supplied for use as risers in Roll Paper shipments, are properly constructed and have the necessary capacities to safely perform in the Transportation environment in which these shipments move.

Please see the attached document for your use and guidance.

Thank you in advance in your efforts to provide a safer work environment for everyone involved in moving your products safely!

A handwritten signature in black ink, appearing to read "John A. Green". The signature is stylized and includes a long horizontal flourish extending to the right.

ATTACHMENT