

CN in Your Community 2014



*Building **Stronger,**
Safer Communities*



www.cn.ca/community



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A Backbone of the North American Economy

CN is a true backbone of the North American economy, transporting over \$250 billion worth of goods each year, safely and efficiently. Serving exporters, importers, retailers and manufacturers, we touch the lives of millions of people every day. CN has long been known as an indispensable link in the supply chain for natural resources like grain, coal and forest products. But did you know that CN is also a

prime mover of consumer goods and industrial products in North America? We move close to two million Intermodal containers a year. They are full of clothing, furniture, food, electronics, toys, wine, you name it. From grain and coal to electronics and cars, we transport many of the goods that help keep the North American economy moving.

From grain and coal to electronics and cars, we transport many of the goods that help keep the North American economy moving.

Focused on Safety

Safety is central to everything we do at CN. We invest continually in safety training, technology and infrastructure to prevent accidents and injuries. Our main track safety record is strong, reflecting relentless efforts to reduce the number and severity of accidents.

An important component of the company's work is supporting TRANSCAER® (Transportation Community Awareness and

Emergency Response), an outreach effort to train community emergency personnel situated near rail lines where dangerous goods are transported. Last year, CN conducted more than 285 TRANSCAER® events in communities all along our network, bringing critical training to more than 5,500 participants.



Building Stronger, Safer Communities

At CN, we care about many of the same things you care about. Safety. The environment. Our communities. These are the priorities that shape the decisions we make every day. To find out about the issues of concern in your community, we make every effort to keep the lines of communication open. The CN Public Inquiry Line and this *CN in Your Community 2014* report are two important ways in which we stay connected with you.

On the issue of safety, CN's record has been steadily improving for many years, and our main track accident rate has fallen by 50 per cent since 2002. We continue to work closely with government agencies to meet or exceed regulatory requirements. But we can never be satisfied with our progress. Although CN was not involved with the Lac-Mégantic derailment, we are the first to recognize that the tragedy requires us to re-examine our safety practices and communications protocols to see how to improve.

We inform the communities we go through about dangerous goods traffic and work hard to help them better prepare for potential incidents. In fact, we are well underway in a far-reaching community initiative to engage first responders and civic officials in the communities where we operate across our network, sharing information about CN's safety programs, notification and response protocols, and the training we can offer community first responders in our mutual goal to protect public safety.

In addition to our Government & Public Affairs staff across the network, CN Police play an integral role in ensuring stronger, safer communities. Through education, enforcement and Operation Lifesaver, CN Police strive to protect not only our employees and assets, but also the residents of the communities in which we operate.

This year, we are also enhancing our Public Inquiry Line processes, working closely with the highly-trained staff who answer thousands of emails and phone calls every year, to further improve the level of service we provide to people who call with questions and concerns.

We are committed to keeping the lines of communication open on issues that matter most to you. Please continue to contact our Public Inquiry Line or any of us with your concerns. Thank you for your support.



Sean Finn

We inform the communities we go through about dangerous goods traffic and work hard to help them better prepare for potential incidents.

Committed to Keeping the Lines of Communication Open



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Total CN Network



CN IN NUMBERS

23,721

Railroaders
employed

19,785

Route-miles
operated

5.2M

Carloads

\$250B

Value of goods
delivered

\$30B

Assets

\$9.6B

Revenues

\$7.8B

Local spending

\$2B

Capital
investments

\$463M

Cash taxes paid

\$21.9M

Community
investment

As at December 31, 2013. Dollar figures in CDNS



CN is North America's Railroad

In business for nearly 100 years, CN is a world-class transportation leader. Spanning Canada and Middle-America, CN is the only transcontinental rail network in North America. CN directly serves close to 75 per cent of the U.S. population and all major Canadian markets. Extending from the Atlantic and Pacific oceans to the Gulf of Mexico, CN offers fully integrated rail service to the ports of Vancouver, Prince Rupert, Montreal, Halifax, New Orleans and Mobile as well as to the key cities of Toronto, Buffalo, Pittsburgh, Chicago, Detroit, Toledo, Duluth, Minneapolis-St. Paul, Omaha, St. Louis, Memphis and Baton Rouge with connections to all points in North America and beyond. CN is at the core of North American supply chains that bring products to market and into our homes.

In 2013, CN hired 2,500 people across our network. Over the past four years, we've hired 10,000 new railroaders and plan to welcome another 10,000 in the next five years.

At CN, we recognize our responsibility to the communities in which we operate – not only in our commitment to safety and environmental sustainability, but also in making our communities better places to live and work. We are proud of our employees and retirees who devote countless hours of their own time to volunteer for non-profit organizations in their communities.

CN's customer base is divided into the following business units:

- Intermodal
- Petroleum & Chemicals
- Grain & Fertilizers
- Forest Products
- Metals & Minerals
- Coal
- Automotive
- Other

CN Public Inquiry Line

Louise Larocque
Senior Public Inquiry Representative
CN Public Inquiry Line
Winnipeg, Manitoba



Your Portal to CN

CN is committed to maintaining a positive and proactive approach in the communities through which we operate. To keep the lines of communication open and deliver accurate, consistent information to the general public, we have established a Public Inquiry Line to respond to the questions or issues that matter most to you.

Staffed by CN personnel in Winnipeg, Manitoba, CN's Public Inquiry Line handles nearly 40,000 calls and emails each year about every aspect of CN's business. The CN Public Inquiry Line is the central point of contact for the public with non-emergency concerns. Whether your question is about our physical plant or operations, CN Public Inquiry Line staff have the expertise to find the answer.

CN Public Inquiry Line Contact Information

Toll-free: 1.888.888.5909

Email: contact@cn.ca

CN Police: 1.800.465.9239

Sales: 1.888.668.4626

CN is committed to maintaining a positive and proactive approach in the communities through which we operate.



Safety Outreach Program



Putting Safety First, Always

Nothing is more important at CN than running a safe operation. Our vision is to be the safest railroad in North America. This commitment is built on a safety culture that runs deep throughout our organization and on significant investments in infrastructure maintenance and improvement as well as modern detection technologies.

CN has an unwavering commitment to safety and we always aim to deliver responsibly. Our safety record is solid and it's been improving continuously, with fewer than half as many incidents as 10 years ago. However, even with that safety record, the risk of accidents can never be totally eliminated. So, when an accident does occur, we have a strong response capability that we can deploy quickly.

In 2013, in the wake of the Lac-Mégantic disaster, CN's Dangerous Goods team, working with Corporate Services, met face-to-face with fire chiefs, mayors and city managers across North America in an effort to engage stakeholders with information about CN's safety program and the transportation of dangerous goods through each community. CN is expanding the dialogue between the company and the municipalities and offering training for the communities' emergency responders. CN will continue with this initiative throughout 2014.



A CN Dangerous Goods Officer observes as firefighters from the Ontario Fire College in Gravenhurst, ON practice using firefighting foam.

CN Police

Proud of our long history in railway policing that dates back to the early 19th century, the CN Police service is committed to making CN the safest railway in North America by protecting its people, property and resources and by ensuring the safety and security of the communities that CN serves.



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Canadian Network



CANADA IN NUMBERS

16,506

Railroaders
employed

13,627

Route-miles
operated

\$4.4B

Local spending

\$1.4B

Capital
investments

\$338M

Cash taxes paid

\$19.7M

Community
investment

As at December 31, 2013. Dollar figures in CDNS



CN's Canadian network extends from Halifax on the east coast to Vancouver and Prince Rupert on the west coast. CN has long been an indispensable supplier to many key economic sectors, from grain and forest products to industrial products and the automotive sector, moving raw materials, intermediate goods and finished products to market. With the endless variety of food products we carry, from animal feed to canned goods, chances are we helped transport a lot of what you eat at your kitchen table or in your favourite restaurant.

In the Community

CN contributed to the following national non-profit organizations in Canada in 2013:

Canadian Diabetes Association

Canadian Red Cross Society

Childhood Cancer Canada Foundation

Ducks Unlimited Canada

Earth Day Canada

Kidney Foundation of Canada

Operation Lifesaver

Parachute

(Safe Communities Canada, SMARTRISK, Safe Kids Canada, Think First)

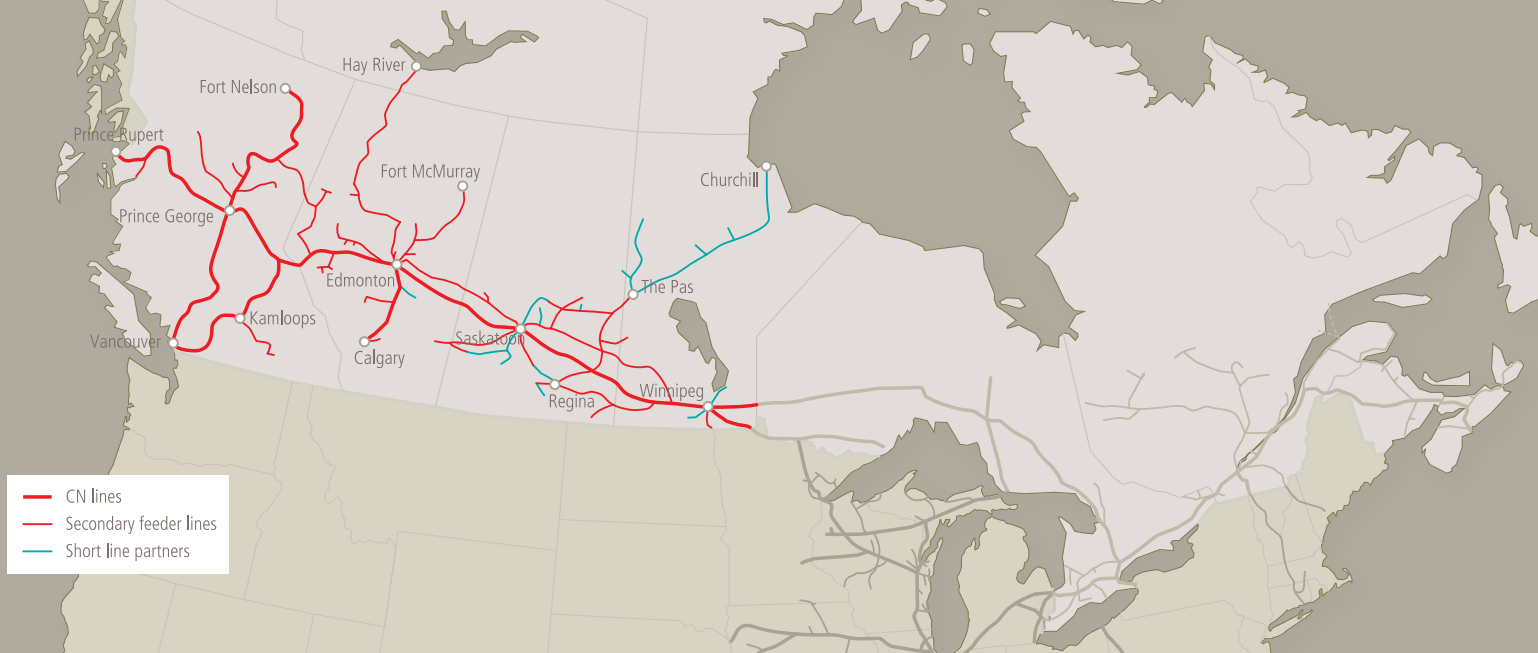
Partners for Mental Health

Partnership for a Drug-Free Canada

United Way

Women on Board

Western Region



CN's network in Western Canada is extensive. From two ports on the Pacific in Vancouver and Prince Rupert, the rails push eastward through every major western Canadian city including Edmonton, Calgary, Saskatoon, Regina and Winnipeg. CN also reaches north to the resource-rich towns of Fort Nelson, B.C. and Hay River, N.W.T. CN is an increasingly important link to the fast-growing Fort McMurray region.

CN Public Inquiry Line

Western Canada's thriving resource-based economy contributes to rising volumes of rail traffic. The issue that generated the most calls and emails to CN's Public Inquiry Line in Western Canada in 2013 was blocked level crossings. CN makes every effort not to block road crossings for extended periods of time, but there are situations when normal railroad operations or a mechanical failure could block a crossing for an unusual length of time. CN's primary goals are to keep trains moving and clear road crossings as soon as possible.

Another area of concern was the condition of at-grade rail crossings. Requests for repairs are shared with track supervisors who regularly assess the condition of crossings and make necessary repairs.

The CN Public Inquiry Line team also received a number of calls and emails regarding train whistles. In these cases, we explain that CN is mandated by the federal government to whistle at all crossings in order to maintain public safety. We also provide information on how to apply to have whistling stopped.

We also occasionally receive calls or emails regarding idling locomotives and/or diesel fumes. While CN crews are trained on fuel conservation practices to reduce our carbon footprint, including locomotive shutdowns whenever possible, options are not always available. Locomotives may need to be left idling due to weather or for various operating requirements such as maintaining air pressure for braking and starting systems. In these cases, a member of the CN Public Inquiry Line team will contact our Operations personnel to inform

them of the concern. The Operations personnel will assess the location to determine if options exist.

For more information on these issues, please see the Frequently Asked Questions section at the end of this report.



WEST IN NUMBERS

8,212

Railroaders
employed

8,221

Route-miles
operated

\$1.5B

Local spending

\$841M

Capital
investments

\$178M

Cash taxes paid

\$14.7M

Community
investment

As at December 31, 2013. Dollar figures in CDNS



BRITISH COLUMBIA



CN's British Columbia network passes through dozens of communities heavily involved in the resource sector, notably the mining and forest products industries. We also serve the critical ports of Vancouver and Prince Rupert as well as our Intermodal terminal in Prince George. CN maintains large employee and shop facilities at Vancouver's Thornton Yard, in Prince George and in Kamloops.

CN's traffic volumes in B.C. continue to rise due to a strong resource-based economy. At the same time, the ports of Vancouver and Prince Rupert are seeing ever-increasing volumes. While that's good for the local and national economies, CN recognizes that increasing traffic also creates concerns about safety and proximity. CN Corporate Services staff, along with their Operations, Engineering and other colleagues strive to address the issues. The teams meet regularly with community leaders in cities, towns, villages and aboriginal communities across the province, as well as with their provincial and national associations, in an on-going, structured engagement process.

In the Community

Among the many causes supported by CN in British Columbia in 2013 were:

Big Brothers and Big Sisters of Prince George

Programs offer group mentoring to kids aged 9 to 14 and focus on healthy eating, physical activity, self-esteem and communication skills.

Surrey Crime Prevention Society

The society educates businesses and the general public on how wire theft affects everyone in the community.

Prince Rupert Salmon Enhancement Society

This project will replace an aging fry and smelt rearing area at the Oldfield Creek Fish Hatchery.

CN EcoConnexions From the Ground Up 2014 Winning Communities

District of Fort St. James

Cottonwood Park Enhancement Project

Village of Lytton

O'Dwyer Park Restoration

BRITISH COLUMBIA IN NUMBERS

2,313	2,806	\$391M	\$277M	\$62M	\$918K
Railroaders employed	Route-miles operated	Local spending	Capital investments	Cash taxes paid	Community investment

As at December 31, 2013. Dollar figures in CDN\$



ALBERTA

Alberta generates large volumes of coal, grain, forest products and petroleum traffic. We also handle growing volumes of Intermodal container traffic through our Calgary Logistics Park and Edmonton Intermodal Terminal.

Alberta's growing economy and population present challenges and opportunities for both CN and municipal and provincial leaders. CN is investing significantly to accommodate the rapidly growing resource sector, notably petrochemicals. While municipal infrastructure is adapting to the population growth, CN is working closely with all levels of government to ensure that infrastructure planning is done jointly and efficiently.

In the Community

Among the many causes supported by CN in Alberta in 2013 were:

Stollery Children's Hospital Foundation

Through CN Miracle Match, CN helped raise \$2.7 million for children's health and to support the Stollery Children's Hospital Critical Care Transport Program.

Lac La Biche Safety Awareness Society

The society hosts a two-day Safety Fair that promotes healthy lifestyles and safety awareness to kids aged 5 to 8.

Parks Foundation Calgary

CN's investment supports Greenway, a 100 km linear park that encircles Calgary for use by hikers, cyclists and others.

Habitat for Humanity Edmonton

CN supported the construction of 15 affordable homes in Edson for 15 hard-working families.

CN EcoConnexions From the Ground Up 2014 Winning Communities

City of Red Deer

Native Tree & Shrub Replacement Project

Strathcona County

Sensory Garden and Shade Tree Planting

City of Spruce Grove

Sprucing Up Spruce Grove Schoolyards

Town of Sexsmith

Sexsmith Edible Community Gardens



ALBERTA IN NUMBERS

2,678

Railroaders
employed

2,640

Route-miles
operated

\$833M

Local spending

\$228M

Capital
investments

\$56M

Cash taxes paid

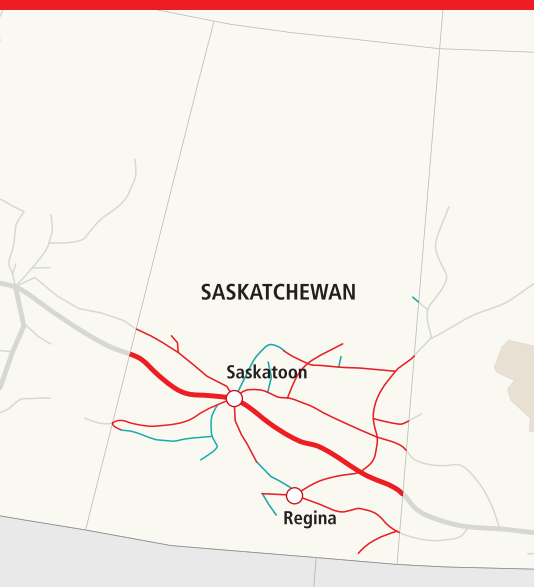
\$12.7M

Community
investment

As at December 31, 2013. Dollar figures in CDN\$



SASKATCHEWAN



Grains and fertilizers, especially potash, make up the bulk of the traffic handled by CN in this prairie province, where our role as a backbone of the provincial resource economy is very evident. We also handle consumer goods and other Intermodal traffic through our terminal in Saskatoon.

In 2013, a record grain crop stretched the entire grain handling and transportation system to capacity. Recently, CN had invested over

\$100 million in its Western network in anticipation of rising volumes across its Western customer base, notably increasing the capacity of its Prairie North Line through Lloydminster, North Battleford, Humboldt and Dauphin. Despite these efforts, record grain volumes and the most severe winter in over 50 years disrupted movements along the entire supply chain. CN is working with its grain customers and other stakeholders to continue to move this record crop to market. CN is also working to keep other resources such as forest products and potash moving throughout Saskatchewan.

In the Community

Among the many causes supported by CN in Saskatchewan in 2013 were:

Biggar & District Family Centre

The Parent Support Program helps to increase parents' knowledge of positive and effective childrearing.

Lashburn Sportsplex

The funds support recreational activities for the community and its surrounding areas.

Big Brother Big Sister Yorkton

Facilitates life-changing relationships that inspire and empower children and youth to reach their full potential.

Special Olympics Saskatchewan

The 4th Annual George Reed Golf Tournament for Special Olympics Saskatchewan allows the organization to continue to provide sporting opportunities to people with intellectual disabilities.

CN EcoConnexions

From the Ground Up 2014 Winning Communities

City of Moose Jaw

Spring Creek Lilac Hedge Barrier

Town of Wadena

Wadena Beautification Project

Town of Kindersley

The Senses Unleashed

Village of Waseca

Waseca PR3 Community Park

SASKATCHEWAN IN NUMBERS

1,005

Railroaders
employed

1,938

Route-miles
operated

\$109M

Local spending

\$199M

Capital
investments

\$33M

Cash taxes paid

\$426K

Community
investment

As at December 31, 2013. Dollar figures in CDN\$



MANITOBA

Manitoba is a major hub of CN's transcontinental rail network. Its central location means that much of our east-west and north-south traffic passes through Winnipeg's Symington Yard, where 3,200 cars are moved every day. Winnipeg is also home to Transcona Shops, our main Canadian heavy car and locomotive repair facility, as well as to our rail plant and an Intermodal terminal. Two thousand CN employees are based in Winnipeg.

CN's investment in the Winnipeg Training Centre will deliver its enhanced railroader training program. The state-of-the-art facility opened in April 2014, and includes a modern training curriculum, key equipment such as locomotive simulators, outside training grounds and dedicated rolling stock to effectively train some 2,000 new and current, unionized and management CN railroaders from across Canada every year.

In the Community

Among the many causes supported by CN in Manitoba in 2013 were:

Canadian Mental Health Association

The Canadian Mental Health Association's Mental Health week is an annual national event that encourages people from all walks of life to learn, talk, reflect and engage with others on all issues relating to mental health.

Dakota Ojibway Tribal Council

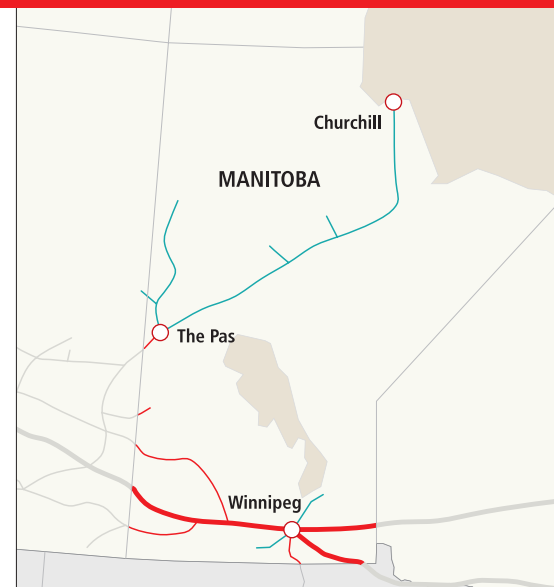
Folklorama 2013 celebrated aboriginal culture through dance/traditional shows, cultural displays, cuisine and arts & crafts.

Health Sciences Centre Foundation

Celebrity Human Race 2013 helped raise funds for the largest health care centre in Manitoba.

Vintage Locomotive Society

Restoring the former CN Emerson Station when it is moved to Grosse Isle.



CN EcoConnexions From the Ground Up 2014 Winning Communities

City of Brandon

Restoration of 1st Street

Town of Gladstone

Court Yard and Rail Sound Barrier

Rural Municipality of Miniota

Miniota Community Greening

MANITOBA IN NUMBERS

2,216

Railroaders
employed

837

Route-miles
operated

\$128M

Local spending

\$137M

Capital
investments

\$27M

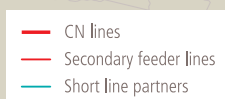
Cash taxes paid

\$575K

Community
investment

As at December 31, 2013. Dollar figures in CDN\$

Eastern Region



CN's Eastern Region extends from Winnipeg eastwards and southwards interconnecting with our U.S. network at several points in Ontario and south of the Port of Montreal. CN's network also extends deep into the mineral and timber producing regions of northern Quebec. The rails continue east into the Maritimes and the Port of Halifax.

CN Public Inquiry Line

Eastern Canada's extensive rail network and the region's dense road network combine to create issues related to rail/road crossings. The condition of at-grade public crossings generated the most inquiries to the CN Public Inquiry Line from this region in 2013. CN recognizes the importance of maintaining its crossings and keeping them in good condition. Requests for repairs from motorists are shared with track supervisors who regularly assess the condition of crossings and make necessary repairs. The Public Inquiry Line team also works in partnership with road authorities to maintain crossings and brings to their attention those crossings that require maintenance for which they are responsible.

The CN Public Inquiry Line team also received a number of complaints regarding train whistles. In these cases, we explain that CN is federally regulated and governed by Canadian Rail Operating Rules (CROR) which mandate whistling regulations. Under CROR, Rule 14 (I), train crews are required to whistle at all public crossings. Train whistles are safety devices that alert motorists and pedestrians to the presence of an approaching train and warn trespassers away from the rail right-of-way. Locomotive engineers follow a detailed set of instructions under the CROR that outline when a whistle must be sounded and the whistling sequence to be used. Inquiries are also directed to Transport Canada for further information about the regulation of train whistling and on how to apply for whistle cessation.

Instances of blocked level crossings also generated a number of calls and emails to the CN Public Inquiry Line in Eastern Region. CN makes every effort to not block at-grade crossings. Our mission is to keep trains moving and deliver the goods. However, delays do occur in the course of normal railroad operations or as a result of mechanical failure.

A number of illegal dumping and general property maintenance reports were also received from Eastern Region residents. CN makes every effort to maintain our property in accordance with our clean and safe right-of-way policy and is committed to business practices that protect the natural environment, prevent pollution, reduce our greenhouse gas (GHG) emissions and conserve natural resources.

For more information about these issues, please see the Frequently Asked Questions section at the end of this report.



EAST IN NUMBERS

7,815

Railroaders
employed

5,331

Route-miles
operated

\$2.9B

Local spending

\$509M

Capital
investments

\$160M

Cash taxes paid

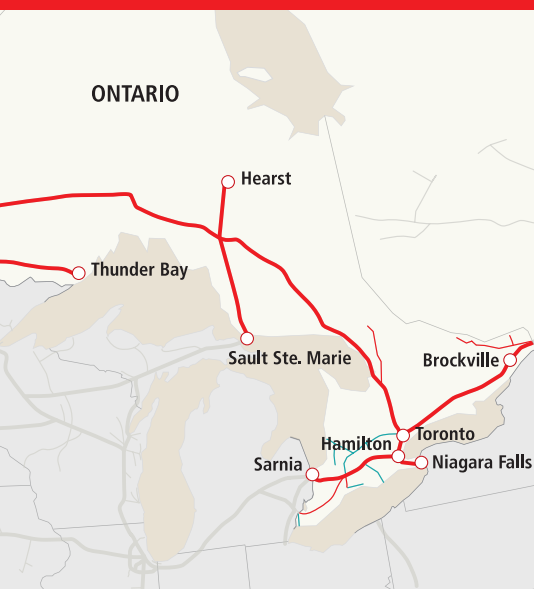
\$5M

Community
investment

As at December 31, 2013. Dollar figures in CDN\$



ONTARIO



Ontario is Canada's industrial heartland and large volumes of industrial, automotive and petrochemical traffic are handled across the province, much of it at the Toronto-area MacMillan Yard — CN's largest rail classification facility. The fast-growing population of the Greater Toronto Area (GTA) fuels heavy demand for food and consumer products, largely handled in containers at our Intermodal terminal in Brampton.

The province of Ontario has the most effective proximity guidelines in Canada. These work to reduce conflicts between new residential or commercial developments and existing transportation infrastructure, a testament to the need for forward-thinking municipal planning that addresses the needs of all stakeholders. Nevertheless, in such a densely populated part of the country, issues do arise between CN and local communities from time to time. Our Corporate Services staff strive to maintain good working relationships with stakeholders and are highly visible in the communities through which we operate.

In the Community

Among the many causes supported by CN in Ontario in 2013 were:

Children's Hospital of Eastern Ontario

CN Cycle is CHEO's largest fundraising event for pediatric cancer, raising over \$726K in 2013.

The Steelworkers Humanity Fund

The fund supports international development projects, emergency humanitarian aid, food banks and education.

Sioux Lookout Blueberry Festival

The festival showcases Sioux Lookout's natural beauty, unique entertainment, cultural diversity, fascinating history, and community spirit.

CN EcoConnexions *From the Ground Up* 2014 Winning Communities

City of Brampton

National Tree Day Restoration Project

Town of Milton

Jaycee Trail Conservation and Active Management Plan

Municipality of Port Hope

Port Hope Community Forest

City of Oshawa

Durham Court Park Reforestation

City of Vaughan

Maple School Planting Project

Green Venture - Hamilton

Depave Paradise

City of Niagara Falls

Millennium Trail - Phase 3

ONTARIO IN NUMBERS

3,790

Railroaders
employed

2,565

Route-miles
operated

\$1.6B

Local spending

\$262M

Capital
investments

\$33M

Cash taxes paid

\$2.3M

Community
investment

As at December 31, 2013. Dollar figures in CDN\$



QUEBEC

Our extensive rail network stretches across the province of Quebec and services industrial, forest products and mining companies. Montreal is the site of CN's corporate headquarters and CN serves the Port of Montreal, handling growing numbers of both import and export containers. We also have an Intermodal terminal in St-Laurent, an industrial suburb of Montreal.

The single most dominant rail-related issue in Quebec in 2013 was safety, following the July 6 disaster in Lac-Mégantic. Although CN was not connected with the tragedy, we realized that communities across our network, especially in Quebec, would be seeking timely, accurate information on the products we move and the safety practices we follow. Starting in the summer of 2013, immediately following the accident, and continuing to this day, CN is providing this information to scores of communities across the province, meeting community leaders and helping to train first responders.

In the Community

Among the many causes supported by CN in Quebec in 2013 were:

Chambre de Commerce - Région de Mégantic

To support rebuilding efforts for certain critical initiatives, and to help the business community get back on its feet.

Forces AVENIR

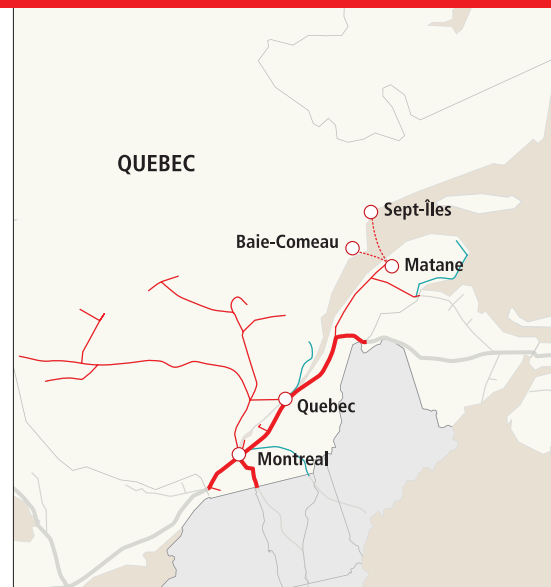
Forces AVENIR aims to recognize the commitment of students in projects that contribute to the development of socially conscious, active and responsible citizens.

Fondation Québec Jeunes

The foundation's mission is to help troubled youth through effective community programs for adolescents.

Together at School with CN and the Alouettes

A community outreach program to encourage students in the greater Montreal area to stay in school.



CN EcoConnexions From the Ground Up 2014 Winning Communities

Ville de Drummondville

Jardin Agro-Forêt

Ville de Lévis

Restoration of a natural environment at the Parc Renaud-Maillette.

Ville de Rivière-du-Loup

My neighbourhood... I take care of it.

Ville de Boucherville

Community Restoration of the Bois du Tremblay

QUEBEC IN NUMBERS

3,549

Railroaders
employed

2,008

Route-miles
operated

\$1.2B

Local spending

\$211M

Capital
investments

\$78M

Cash taxes paid

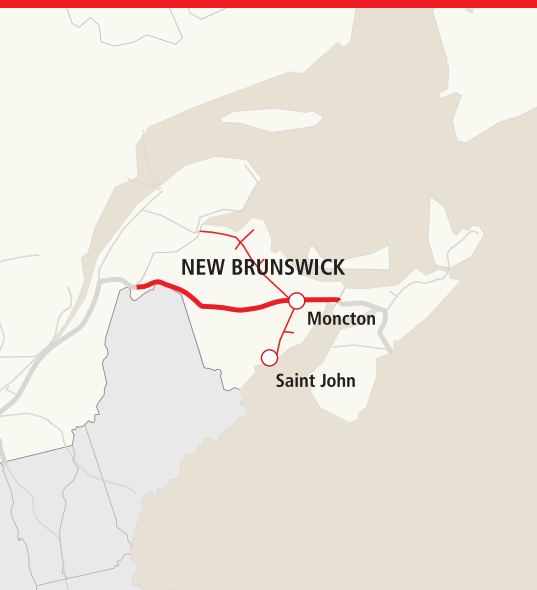
\$2.3M

Community
investment

As at December 31, 2013. Dollar figures in CDN\$



NEW BRUNSWICK



Forest products and potash make up a significant part of the traffic originating or terminating in the province of New Brunswick. We also handle consumer goods and other Intermodal traffic through our terminal in Moncton.

Changing traffic patterns are affecting parts of CN's New Brunswick network, resulting in new traffic in some areas and reduced traffic in others as mines or plants cease operations. Throughout these changing times, CN has continued to keep affected communities informed of new developments and facilitate their input into planning and implementation decisions being made by various stakeholders.

Beaverbrook Art Gallery

Face2Face promotes access to art in two ways: safely transporting works of art to people across New Brunswick and Canada, and safely transporting young New Brunswickers to the Beaverbrook Art Gallery.

CN EcoConnexions From the Ground Up 2014 Winning Communities

City of Moncton

Moncton 125 Project

City of Edmundston

Restoration of Edmundston Civic Park

Quispamsis Elementary School Home and School Committee

Quispamsis Elementary School Community Play Place

City of Grand Sault

Reforestation of land

In the Community

Among the many causes supported by CN in New Brunswick in 2013 were:

Atlantic Salmon Foundation

The 'Fish Friends' Education Program provides students in grades 4, 5 and 6 throughout Atlantic Canada with an opportunity to raise salmon. After months of careful nurturing, students release their fry into local streams to continue the fish life cycle.

NEW BRUNSWICK IN NUMBERS

369

Railroaders employed

598

Route-miles operated

\$37M

Local spending

\$30M

Capital investments

\$2M

Cash taxes paid

\$135K

Community investment

As at December 31, 2013. Dollar figures in CDN\$



NOVA SCOTIA

Nova Scotia is home to the Port of Halifax, where CN handles all rail-served containers imported and exported through the marine facility. This deep-water port is two days faster than New York from Europe, has 1,000 reefer plugs and is only two days from Toronto. Halifax is a port of choice for Vietnamese, Indian and European shipments. CN's partnership with the port authority and container terminal operators is creating faster and more reliable supply chains, demonstrating the benefits of teamwork and generating positive responses from international shipping lines and their customers. Halifax is also the site of a major autoport, where automotive vehicles imported from overseas enter North America for distribution across the continent.

In the Community

Among the many causes supported by CN in Nova Scotia in 2013 were:

Saint Mary's University

The CN Professorship in Safety Culture is an evidence-based research initiative designed to develop practical safety interventions in training, policies, procedures and systems for use in the rail industry and beyond.

Discovery Centre

The Creative Kids gallery is a miniature version of a typical Nova Scotian town where visitors can engage in role-plays of everyday life by sampling different trades and careers.

International Federation for Disabled Sailing

The 2014 IFDS Worlds will host over 100 disabled athletes from more than 20 countries competing in three Olympic-class yachts.



NOVA SCOTIA IN NUMBERS

107

Railroaders
employed

160

Route-miles
operated

\$52M

Local spending

\$6M

Capital
investments

\$37M

Cash taxes paid

\$224K

Community
investment

As at December 31, 2013. Dollar figures in CDN\$

United States Network



UNITED STATES IN NUMBERS

7,211

Railroaders
employed

6,158

Route-miles
operated

\$3.4B

Local spending

\$603M

Capital
investments

\$122M

Cash taxes paid

\$2.2M

Community
investment

As at December 31, 2013. Dollar figures in US\$



CN's extensive network in the United States runs north-south from the northern border of Minnesota down to New Orleans, through the Chicago area, with lines extending west to Nebraska and east to Pittsburgh, PA. About one-third of CN's rail network and the company's employees are located in the U.S. CN directly serves industrial, petrochemical, coal, grain, fertilizer, automotive and consumer goods markets in 16 states. Our resource-rich, manufacturing-intensive network reaches 75 per cent of consumers across North America, and through our partners, the world.

CN Public Inquiry Line

The United States' extensive rail and road networks combine to create issues related to rail/road crossings. The condition of at-grade public crossings generated the most inquiries to the CN Public Inquiry Line in 2013. At CN, we recognize the importance of maintaining the condition of all crossings for which we are responsible and inspect our public crossings on

a regular basis. Complaints and requests for repairs from motorists are shared with track supervisors who regularly assess the condition of crossings and make necessary repairs. The Public Inquiry Line team also works in partnership with road authorities to maintain crossings and brings to their attention those crossings that require maintenance for which they are responsible.

Instances of blocked level crossings in the United States also generated calls and emails to the CN Public Inquiry Line in 2013. CN makes every effort to not block at-grade crossings. CN is in the business of moving goods quickly, so it's in our interest not to block road crossings for extended periods of time. When this does occur, it's likely due to an unusual occurrence such as a mechanical breakdown.

About one-third of CN's rail network and the company's employees are located in the U.S.

In the Community

CN contributed to the following national non-profit organizations in the United States in 2013:

Ducks Unlimited

Little Obie/All Aboard for Safety

Operation Lifesaver

United Way



MINNESOTA



Minnesota is an important gateway from Canada into the United States via International Falls and then south to the port city of Duluth on Lake Superior. Major commodities for CN through this area are coal, iron ore and grain. Turning west near Longwood, WI, CN's track heads toward its Intermodal terminal near the Twin Cities of Minneapolis-St. Paul, the largest city in Minnesota and state capital, respectively, and one of the top 15 markets in the U.S.

In the Community

Among the many causes supported by CN in Minnesota in 2013 were:

Duluth Stream Corps

With CN's support, the Duluth Stream Corps has planted nearly 18,000 trees and restored 146 acres of streamside land in Duluth and surrounding communities since 2010.

Twin Cities Model Railroad Museum – CN Railroaders in the Community

Provides family entertainment for young and old alike, while preserving Minnesota's railroad history. Located in historic Bandana Square, the museum is a detailed model panorama of railroads of the Twin Cities during the 1930s, '40s and '50s.

MINNESOTA IN NUMBERS

438

Railroaders employed

424

Route-miles operated

\$81M

Local spending

\$60M

Capital investments

\$10M

Cash taxes paid

\$94K

Community investment

As at December 31, 2013. Dollar figures in US\$



WISCONSIN

In addition to being a central part of CN's core route between Western Canada and Chicago, CN serves a number of local forest product and general merchandise customers around Wisconsin, most notably from Milwaukee and Green Bay on Lake Michigan and its Intermodal terminal in Chippewa Falls. In recent years, Wisconsin has become a fast-growing source of frac sand which CN delivers to shale energy producers across North America. In 2013, CN accelerated work on the US\$33 million rehabilitation of 74 miles of track between Wisconsin Rapids and Blair, WI. This will increase track capacity for moving frac sand.

In the Community

Among the many causes supported by CN in Wisconsin in 2013 were:

Weyerhaeuser Area Community Club

CN contributed towards the preservation and restoration of the Weyerhaeuser Depot which will be relocated to common grounds in the downtown of the community.

Marathon County Parks, Recreation and Forestry Department

CN's funding for tree planting at the Marathon County Sports Complex will allow for enhanced aesthetics, more diversified vegetation, and a more comfortable and safe user experience.



WISCONSIN IN NUMBERS

1,060

Railroaders
employed

1,426

Route-miles
operated

\$164M

Local spending

\$83M

Capital
investments

\$23M

Cash taxes paid

\$393K

Community
investment

As at December 31, 2013. Dollar figures in US\$



MICHIGAN



CN serves a number of automotive and other industrial customers through its Intermodal terminal in the Detroit area and across the southern portion of Michigan's Lower Peninsula. Also, Port Huron, MI is home to a key international border crossing. CN operations across the Upper Peninsula move forest products, metals and minerals, and other goods through Sault-Sainte-Marie to markets in the Midwest.

In the Community

Among the many causes supported by CN in Michigan in 2013 were:

Community Foundation of St. Clair County

The Riverwalk Project includes restoration of the shoreline, construction of a boardwalk and pier, and the addition of the crown jewel of the project - the "D.B. Harrington" locomotive.

Michigan Technological University – CN Railroaders in the Community

CN supports the Rail Transportation Program which provides funding for education, research and program development, including providing student funding to undergraduate and graduate students for rail-related projects and research.

MICHIGAN IN NUMBERS

931

Railroaders
employed

929

Route-miles
operated

\$68M

Local spending

\$65M

Capital
investments

\$6.6M

Cash taxes paid

\$308K

Community
investment

As at December 31, 2013. Dollar figures in US\$



IOWA

CN's rails stretch the breadth of the Hawkeye State, from Sioux City in the west to Dubuque in the east. We carry a wide variety of manufactured and industrial products like food, machinery, electric equipment, chemical products and primary metals.

In the Community

Among the many causes supported by CN in Iowa in 2013 were:

Olivet Neighborhood Mission

The After School and Summer Youth Program provides children aged 5 to 12 from "at-risk" environments with tools to help them develop positive self-esteem and self-worth, improve their decision making skills, and deal with peer pressure.

Woodbury County Conservation Foundation

CN's funding of an outdoor nature Playscape will stimulate children's physical development and stretch their natural curiosity. More than 30,000 youths are expected to use this resource each year.



IOWA IN NUMBERS

212

Railroaders
employed

573

Route-miles
operated

\$18M

Local spending

\$23M

Capital
investments

\$3.8M

Cash taxes paid

\$47K

Community
investment

As at December 31, 2013. Dollar figures in US\$



ILLINOIS



Chicago serves as the central hub of North America's railroad network and is the only place where North America's six largest railroads — including CN — intersect. Illinois is the largest state where CN operates and our U.S. headquarters is located in the Chicago suburb of Homewood, IL. In 2013, we continued to extend our reach in Illinois by opening new Intermodal terminals in Joliet and Decatur to increase our footprint and enhance our product offering.

CN's investment in the new Homewood Training Centre will ensure all CN employees receive a modern training curriculum that aligns classroom and field learning. The approximately 75,000 square foot state-of-the-art facility is scheduled to open in August 2014, and will include key equipment such as locomotive simulators, outside training grounds and dedicated rolling stock to effectively train a new generation of safety-conscious CN railroaders.

In the Community

Among the many causes supported by CN in Illinois in 2013 were:

Chicago Park District

CN's funding of the Burnham Centennial Prairie project allows the planting of 200,000 trees in one park. All the trees are being planted by volunteer citizens of Chicago. It is the largest tree planting project of its kind in the nation.

Forest Park Community Center

CN's funding serves to enrich the lives of the community through health and wellness programs, workforce development training, GED/ESL classes, computer access and training, leadership development training for youth and adults, youth tutoring, mentorship programs, and scholarships.

Special Olympics Illinois – CN Railroaders in the Community

Through the power of sport and with CN's support, Special Olympics Illinois transforms the lives of people with intellectual disabilities.

ILLINOIS IN NUMBERS

1,707

Railroaders
employed

1,266

Route-miles
operated

\$1B

Local spending

\$181M

Capital
investments

\$44M

Cash taxes paid

\$697K

Community
investment

As at December 31, 2013. Dollar figures in US\$



INDIANA

CN's main line from the Detroit area to our main U.S. hub in Chicago passes through the north-west corner of Indiana. Gary, IN is the home of CN's largest U.S. rail yard. For the rest of our network in the state, we rely on short-haul partners like the Indiana Rail Road (INRD). In 2013, we continued to extend our reach by partnering with INRD to open a new Intermodal terminal in Indianapolis, IN to increase our footprint and enhance our product offering.

In the Community

Among the many causes supported by CN in Indiana in 2013 were:

Aquatics Underwater Recovery and Rescue Unit – CN Railroaders in the Community

The Aquatics are a specially trained unit of experienced scuba divers with the latest underwater technology and water emergency equipment. The unit consists of up to 24 highly qualified and professional divers, with thousands of hours of combined water time.

Gary Chamber of Commerce

CN's funding of the Lakeshore Classic in 2013 provides a venue to educate the youth in our community on life choices, give them an environment to network with college/university recruiters and receive face-to-face information and guidance on college choices.



INDIANA IN NUMBERS

339

Railroaders
employed

103

Route-miles
operated

\$55M

Local spending

\$46M

Capital
investments

\$5.5M

Cash taxes paid

\$81K

Community
investment

As at December 31, 2013. Dollar figures in US\$



TENNESSEE



Western Tennessee is CN's gateway to the south and a key connection point to the nation's largest railroads. Anchored by a major CN freight handling yard, Memphis also has a modern CN Intermodal facility that receives consumer goods via Intermodal containers from Asian markets for distribution across the mid-south.

In the Community

Among the many causes supported by CN in Tennessee in 2013 were:

Habitat for Humanity of Greater Memphis

CN directly supports Memphis Habitat's efforts to build safe, decent and affordable housing in partnership with local families who desperately need help.

Volunteer Mid-south

This project provides life-saving safety and disaster preparedness information to elementary school children living in some of the poorest areas of Memphis.

TENNESSEE IN NUMBERS

521

Railroaders
employed

161

Route-miles
operated

\$34M

Local spending

\$23M

Capital
investments

\$8.3M

Cash taxes paid

\$289K

Community
investment

As at December 31, 2013. Dollar figures in US\$



MISSISSIPPI

CN's rail network crisscrosses the state, with Jackson, Mississippi, serving as an important sorting stop for petroleum headed to the western part of the state, coal headed east to Alabama, grain headed south to the Gulf Coast for export, and chemical products headed north to the Midwest and beyond.

In the Community

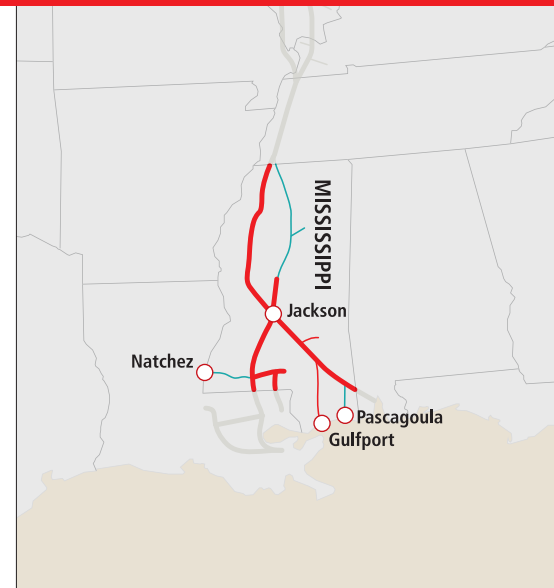
Among the many causes supported by CN in Mississippi in 2013 were:

Hinds Community College Foundation

CN Scholarships will be awarded in the following programs: Automotive Machinist, Diesel Equipment Technology, Welding and Cutting, Electrical Technology, Electronics Technology, and Machine Tool Technology.

City of McComb

CN's funding has allowed the City of McComb to complete the revitalization of its historic rail center by planting trees in the area adjacent to the rail yard to the north of the bridge.



MISSISSIPPI IN NUMBERS

359

Railroaders
employed

752

Route-miles
operated

\$56M

Local spending

\$52M

Capital
investments

\$11M

Cash taxes paid

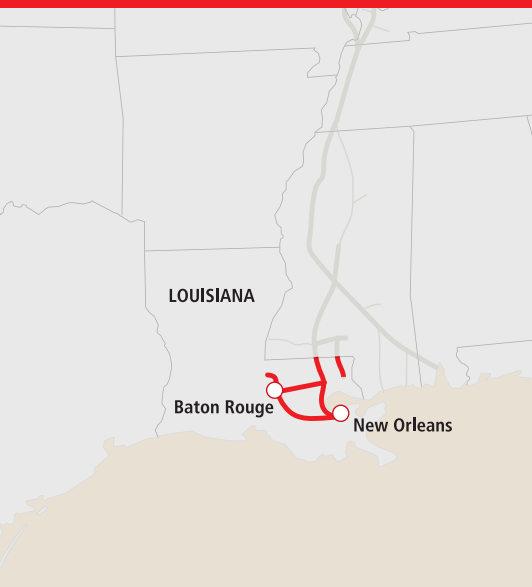
\$233K

Community
investment

As at December 31, 2013. Dollar figures in US\$



LOUISIANA



At the southern terminus of CN's North American network, Louisiana originates and terminates considerable volumes of petrochemical, coal and grain rail traffic, most notably in the chemical corridor between Baton Rouge and New Orleans. New Orleans also has a modern CN Intermodal facility that receives consumer goods via Intermodal containers for distribution across North America.

In the Community

Among the many causes supported by CN in Louisiana in 2013 was:

The Faubourg St. John Neighborhood Association – CN Railroaders in the Community

The Faubourg St. John Neighborhood Association (FSJNA), organized in 1977, is a community support group with the aim of improving this historic New Orleans neighborhood through its people, historic waterway, public spaces and surroundings. Funded in part by CN, FSJNA has participated in numerous beautification projects throughout Faubourg St. John, from parks and playgrounds to simple street plantings.

LOUISIANA IN NUMBERS

281

Railroaders
employed

239

Route-miles
operated

\$27M

Local spending

\$42M

Capital
investments

\$4.8M

Cash taxes paid

\$24K

Community
investment

As at December 31, 2013. Dollar figures in US\$



OTHER STATES

Extending our reach

CN has facilities in several other U.S. states, including:

Alabama

In addition to access to the port, CN's rail transload terminal in Mobile, AL handles inbound petroleum products from Western Canada and light crude oil from the Bakken basin.

Nebraska

Omaha, Nebraska's largest city, is the most western point on CN's U.S. rail network. The most common commodities moved from Nebraska are beef, pork, corn and soybeans.

Ohio

With a focus on local interests and the ability to link industries, extend our reach and provide flexibility, we count on our subsidiaries, the Bessemer and Lake Erie Railroad (BLE) and Grand Trunk Western Railroad (GTW), to help us deliver in Ohio.

Pennsylvania

CN's main line runs from our marine bulk facilities in Conneaut, PA on Lake Erie to our multi-commodity distribution center in Pittsburgh, PA.

New York

Three forest products distribution centers near Buffalo, NY and an interconnection point near Rouses Point, NY form the bulk of CN's network in the Empire State.

Maine

CN has an Intermodal terminal in Auburn, ME.

Kentucky

CN's main line from St. Louis, MI to our Intermodal terminal in Jackson, MS runs through the western tip of Kentucky. The principal commodity transported is coal.

Our resource-rich, manufacturing-intensive network reaches 75 per cent of consumers across North America, and through our partners, the world.

CN Helps Build Stronger Communities

At CN, we take pride in how we do our job of moving customers' goods safely and efficiently. We are also proud of what the company stands for: a set of core beliefs that drive how we conduct our business every day and that support our continuing transformational journey.

CN recognizes our responsibility to the communities in which we operate - not only in our commitment to safety, but also in making communities better places to live and work. This spirit of caring is expressed in a community investment program that focuses on five core areas:

- Health and Safety for Young People
- Environment/Sustainability
- Diversity
- Transportation Education
- *CN Railroaders in the Community*

CN is equally committed to working with community leaders and safety-related organizations to help prevent fatalities and injuries.

How to Apply for a CN Sponsorship or Donation

Please visit our website at www.cn.ca/community for more information on our eligibility requirements and community investment areas of focus.

Health and Safety for Young People

We believe that one of the best ways to build stronger communities is to actively contribute to organizations, programs and initiatives that promote the health and safety of our youth.

Safeguarding Health

Our *CN Stronger Communities Fund* supports initiatives that help prevent childhood injuries and promote healthy lifestyles. We also support children's hospitals in their efforts to fight childhood diseases and save children's lives.

CN Future Links

CN Future Links gives children an affordable opportunity to play golf in a safe and fun environment.

Through activities like the *CN Future Links* Community Tour, the *CN Future Links* Field Trip Program and the *CN Future Links* School Adoption Program, CN is committed to promoting the importance of health and safety in communities all across the country.



All Aboard for Safety Program

The *All Aboard for Safety* program is our flagship community education program to help prevent fatalities and injuries on or near railroad property. We conduct mock train-vehicle collisions, promote safety to children using our safety train Obie and his website, and host safety blitzes and Safe Crossing weeks. These events engage CN Police and our employees, and involve partnerships with like-minded community groups such as Operation Lifesaver, and Parachute, leaders in injury prevention (Safe Communities Canada, SMARTRISK, Safe Kids Canada, Think First).

CN *all aboard
for safety*

*We are proud of what the company stands for:
a set of core beliefs that drive how we conduct our
business every day.*

Environment/ Sustainability

We are focused on conducting our operations in a manner that protects the natural environment. We are committed to respecting applicable laws and regulations and we take necessary measures to prevent pollution, reduce our greenhouse gas emissions, conserve natural resources and protect ecosystems.

From the Ground Up **Tree Planting Program**

In 2012, we launched our EcoConnexions *From the Ground Up* program to promote the greening of municipal properties across Canada. CN, with its partners Tree Canada and Communities in Bloom, helps Canadian municipalities establish tree planting initiatives in a sustainable, environmentally-responsible manner. Since CN initiated the program, 55 communities have been selected to receive grants of up to \$25,000 each, and 30 additional municipalities will receive funding for tree planting projects in 2014. In addition, the program is being formally extended to the United States in 2014. Until now, we had been supporting individual tree planting initiatives like the one in McComb, Mississippi, where CN funded the planting of trees in the city's historic rail center.

We are also sponsoring mass reforestation programs in Canada and the United States. To date, approximately 200,000 trees have been planted in strategic locations adjacent to CN main lines, with 400,000 more plantings planned for 2014.



CN President and CEO Claude Mongeau (left), with mayor Malcom Eaton and a class from St. Dominic School in Humboldt, Saskatchewan at a From the Ground Up ceremony.

FCM/RAC Proximity Initiative – A Joint Community-Railway Approach

CN works with the Federation of Canadian Municipalities (FCM) and the Railway Association of Canada (RAC) to prevent and resolve issues that may arise when people live and work in close proximity to railway operations. The FCM–RAC Proximity Initiative Steering Committee was established in 2003 and is co-chaired by Sean Finn, EVP of Corporate Services and Chief Legal Officer at CN and Doug Reycraft, Mayor of Southwest Middlesex, Ontario. The Committee has equal representation from FCM and RAC and includes members from the Canadian Association of Municipal Administrators and observers from Transport Canada and the Canadian Transportation Agency.

By developing proximity guidelines, improving stakeholder awareness and promoting a dispute resolution protocol, the Committee aims to avoid unnecessary conflict arising from

railway-community proximity. In May 2013, the Committee published *Guidelines for New Development in Proximity to Railway Operations* for use by municipalities, provincial governments, railways, developers and property owners when new developments close to rail operations are proposed. For more information, go to www.proximityissues.ca.



Montreal's Southwest Borough has seen considerable conversion from industrial to residential use over the last decade.

CN Helps Build Stronger Communities (continued)

Diversity

Creating a workplace that reflects the diversity of the wider world in which we operate just makes good sense. It's the best way we know to use our people's unique talents and perspectives to effectively serve our diverse customer base.

The *CN Stronger Community Fund*, aligned with CN's policy of inclusion, diversity and tolerance, provides support to organizations that promote the advancement of women, aboriginal communities and other groups.

For example, a team of 10 CN employees joined the Semiahmoo Nation for the 2013 Pulling Together First Nations Canoe Trip near Kamloops, B.C., which follows the traditional hunting and fishing route taken by the Semiahmoo.

Along with paddling with the Band Chief, the Elders and the children of the community, employees pulled together in every sense by setting up tents and preparing meals, and exchanging stories at campsites.



"This is part of CN's five-year commitment to support the canoe trip, which was first established to enhance understanding between Aboriginal Peoples, communities, law enforcement agencies and other groups," says Doug Devlin, Manager, Aboriginal Relations.



The first group of students at the CN Campus in Winnipeg, MB on opening day as David Radford, Director Operations Training and Development (left) and Michael Farkouh, Vice-President Safety and Sustainability, cut the inaugural ribbon.

Transportation Education

By supporting transportation education, CN is inspiring and helping today's youth become tomorrow's railroaders. Why the effort? It all comes down to today's young people becoming tomorrow's leaders who will...

- Shape the success of our company in the years to come
- Bolster the North American economy, since our economic competitiveness and prosperity are closely linked to the strength of our transportation infrastructure

We promote and support transportation-related education in the following areas:

- Trade and apprenticeship programs
- College and university programs
- Scholarship and bursary programs

We are proud of our employees, retirees and their families who volunteer their time to make their communities stronger and better places to live and work.

CN Railroaders in the Community

We are proud of our employees, retirees and their families who volunteer their time to make their communities stronger and better places to live and work. The *CN Railroaders in the Community* program recognizes these efforts by providing grants to the community-based charitable organizations they choose to support through their volunteer efforts.

Leslie Bowness: Raising Her Hand, and Her Community

In 2011, after seeing news clips of people building homes for local needy families, CN Railroader in the Community Leslie Bowness felt compelled to join in. Once a week, Leslie volunteers in Habitat for Humanity's supply store – called the ReStore – in Newmarket, Ontario. She clocked more than 250 hours in 2013.

Habitat for Humanity builds affordable housing while promoting home ownership as a means of breaking the cycle of poverty. The ReStore sells new and used building supplies and furniture, with proceeds invested back into the organization.

"Having a home is important, no matter what walk of life you're from," says Leslie, who also refinishes and repairs furniture that comes into the store. Through CN's Family Volunteer program, Habitat received a CN Railroader in the Community grant, which will go towards building costs. Leslie's husband Bryne is General Superintendent, Eastern Operations Centre at MacMillan Yard in Toronto.



"It feels great to contribute to the construction of a family's home knowing that we're helping them with a hand up, not a hand out." – Leslie Bowness, seen here in The ReStore.

Suzanne Crueger: Helping to Put Smiles on Faces

Every Sunday for the past seven years, CN Railroader in the Community Suzanne Crueger has finished off her night shift in the Train Reporting Group in Stevens Point, WI and headed to Highland Church in nearby Plover, where she runs the nursery for up to 15 children.

Suzanne has also devoted 200 hours helping organize the Royal Family Kids Camp, an annual weeklong camp for foster children. In addition, Suzanne ran last year's rummage sale, raising nearly enough money to send four deserving kids to camp for free.

"These kids have been through so much – shuffling from home to home. Camp is a chance to have people around that love them," says Suzanne. "You can see the walls these children have built around themselves come right down after they spend a week at camp," says Suzanne, who hopes to teach the kids how to kayak at a future camp session.



"I'm honored to have become a small part of this amazing camp where these foster kids get to experience love and peace for the week." – Suzanne Crueger



We are Your Neighbours

CN is part of your community across our entire 20,000-mile North American network.

As your neighbours, we recognize that we must continue to work together to address any issues that arise. At the same time, we recognize our responsibilities as a backbone of the North American economy and the role we play in the success of our customers.

We are proud to contribute to North America's economic success, through the service we provide, by employing over 23,000 people, through the goods and services we purchase, the investments we make in infrastructure and equipment, the taxes we pay, and the donations and sponsorships we make to causes large and small across our network.

CN is committed to maintaining a positive and proactive communications approach in the communities through which we operate. The CN Public Inquiry Line is an integral part of our community networking strategy, as are our Public and Government Affairs managers.

Two of the greatest benefits to having the CN Public Inquiry Line as a central contact point are that accurate, consistent information can be communicated to the public and we are able to track calls to identify trends or areas of concern. Our Public and Government Affairs managers ensure that the CN Public Inquiry Line team is kept up-to-date on issues and developments that may generate calls, ensuring timely information is available.

We encourage you to contact our Public Inquiry Line should you have questions or concerns about any aspect of CN's business and operations. Our team will be pleased to provide you with available information.

CN Public Inquiry Line

Toll-free 1.888.888.5909
contact@cn.ca

CN is committed to maintaining a positive and proactive communications approach in the communities through which we operate.

Frequently Asked Questions

The following questions address the most frequently raised concerns across CN's network. For information about any other aspect of CN's business and operations, we encourage you to contact our Public Inquiry Line at:

1.888.888.5909.

Trains blocking roadways for extended periods are a real concern in my community and residents find them inconvenient. What can be done to reduce the number of blocked crossings?

According to the Canadian Rail Operating Rule (CROR) 103(d), no part of a train or engine may stand on any part of a public crossing for longer than five minutes when vehicular or pedestrian traffic requires passage. However, this does not apply to private crossings. When emergency vehicles require passage, railways must clear both public and private crossings as quickly as possible.

While CN makes every effort not to block crossings, there are unforeseen instances such as weather or mechanical failure that can cause a train to stop, which may result in a blocked crossing. CN crews are immediately aware when a train is blocking a road crossing and make every effort to clear the passage as soon as possible.

In case of emergency, motorists are encouraged to contact the CN Police Emergency Number — **1.800.465.9239** — which is posted at every public crossing on our network. In addition to the phone number, the sign includes the CN subdivision name and mileage point. This information may be used by emergency responders as well as the public to report an emergency. This phone number is staffed 24 hours a day, seven days a week.

For further rules surrounding blocked crossings, please visit the Transport Canada website (www.tc.gc.ca) where this information can be found under the Rail heading.

Railroads are federally regulated in the U.S., however the Federal Railroad Administration does not regulate the length of time a train may block an at-grade crossing.

The crossings in my community are in poor condition. What is CN doing to address this?

We recognize the importance of maintaining the condition of all crossings for which we are responsible and inspect our public crossings on a regular basis. Should you have any concerns about the condition of a particular crossing, please contact our Public Inquiry Line

1.888.888.5909. We will refer your call to the local track supervisors who will assess the crossing and make the necessary repairs. CN also works in partnership with road authorities to maintain crossings and brings to their attention those crossings that require maintenance for which they are responsible.

At CN, we believe the safest crossing is no crossing at all. As a rule of thumb, CN does not support the construction of new at-grade road/rail crossings. In fact, we strongly encourage crossing consolidation and, even better, closure.

Residents in my community are complaining about trains whistling at all hours. Can CN stop using whistles?

While we understand that whistling may be disturbing at times, CN is federally regulated and governed by Canadian Rail Operating Rules (CROR) which mandate whistling regulations.

Under CROR, Rule 14 (l), train crews are required to whistle at all public crossings. Train whistles are safety devices that alert motorists and pedestrians to the presence of an approaching train and warn trespassers away from the rail right-of-way. Locomotive engineers follow a detailed set of instructions under the CROR that outline when a whistle must be sounded and the whistling sequence to be used. Train crews will also use the whistle if there is a work project in the area to notify the work gang on or near the track that a train is approaching.

In certain circumstances, a particular crossing may be exempt from whistling requirements. In order to obtain this exemption, a municipality must take a number of steps:

- 1) The municipality needs to submit a request to the railway including a detailed crossing safety assessment on the conditions at the crossing by a qualified external consultant.
- 2) If it is determined that safety will not be compromised and that the crossing meets the prescribed conditions of Transport Canada, the municipality must then give public notice and notify each relevant association of its intent to pass a resolution declaring that it agrees that whistles should not be used at the crossing.
- 3) Finally, the municipality must pass the resolution.

The complete application procedure to pursue anti-whistling measures may be found on the Transport Canada website (www.tc.gc.ca) under Rail Safety.

In the United States, CN is federally regulated and governed by the Train Horn Rule issued by the Federal Railroad Administration. Locomotive engineers must begin to sound train horns at least 15 seconds, and no more than 20 seconds, in advance of all public at-grade crossings. Further information on the process surrounding the establishment of Quiet Zones can be found on the Federal Railroad Administration website at: www.fra.dot.gov.

What can be done about idling trains? My community has raised concerns about the noise and/or diesel fumes.

CN crews are trained on fuel conservation practices to reduce our carbon footprint, including locomotive shutdowns in our yards. However, locomotives may need to be left idling due to various operating requirements such as weather and maintaining air pressure for braking and starting systems.

Where possible, many CN locomotives make use of SmartStart technology, which is an Automatic Engine Start Stop (AESS) system for locomotives. Over half of the locomotives in our active fleet are equipped with SmartStart technology. This system automatically triggers the locomotive to either safely shut down or restart when certain parameters have been met.

Should you have concerns regarding idling or diesel fumes, please call our Public Inquiry Line at **1.888.888.5909**. We will ensure our Operations personnel are aware of your concerns. They will assess the location to determine if options exist.

The CN property in my community is not being maintained adequately. Who should I contact?

CN makes every effort to maintain our property and is committed to business practices that protect the natural environment, prevent pollution, reduce our greenhouse gas (GHG) emissions and conserve natural resources. Waste management is important to us and we are addressing this issue with two key initiatives: removing old rail ties from our right-of-way and establishing an aggressive waste reduction program for our buildings and yards. Should you have concerns regarding property maintenance, please call our Public Inquiry Line at **1.888.888.5909**. A member of the team will communicate your concerns to our Engineering personnel.

How do I stay connected with CN?

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Email: contact@cn.ca

www.cn.ca

 facebook.com/CNrail

 [@CN_Comm](https://twitter.com/CN_Comm)

 linkedin.com/company/CN



At CN, we take pride in how we do our jobs of moving customers' goods safely and efficiently. We are also proud of what the company stands for: a set of core beliefs that drive how we conduct our business every day and that support our continuing transformational journey.

