

TIMOTHY C. TIERNEY

PRESIDENT AND
CHIEF OPERATING OFFICER

March 13, 2020

Dear Fellow Conrail Employees:

As you know, Conrail's employees are its greatest asset. To that end, I am writing to let you know that Conrail's primary concern during the Coronavirus (COVID-19) outbreak is the health of our fellow employees and their loved ones at home.

Attached to this letter you will find Conrail's Coronavirus (COVID-19) Prevention and Response Policy as well as some Frequently Asked Questions (FAQs) to assist you in understanding how to stay well and what to do if you or a member of your household becomes sick.

It cannot be said enough, if you or a member of your household becomes sick, please stay home. After contacting your personal physician and local health agency if necessary, please let your supervisor and/or crew management know of your need to remain out of work. While out of work, please be mindful to keep in touch with your supervisor and/or crew management. If you have any questions or concerns, please call the Human Resources Helpline at (856) 231-2402.

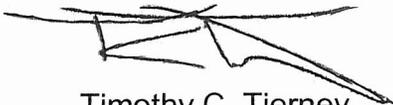
To a very large degree, we can limit our risk of becoming sick by practicing basic steps for good health, including cleaning and disinfecting surfaces daily. We are making every effort to keep all of our locations stocked with appropriate cleaning and sanitizing products. If you need additional cleaning and disinfecting supplies, please let your supervisor know right away.

In addition, Conrail is actively engaged in monitoring the Coronavirus (COVID-19) outbreak; we have established a dedicated team to monitor the situation as it develops, coordinate Conrail's response, and communicate those actions with our employees.

This policy and any updates will be posted to the Employee Resource Center.

Finally, please stay safe, be well, and thank you for all you do.

Sincerely,



Timothy C. Tierney
President and Chief Operating Officer



Conrail Coronavirus (COVID-19) Prevention and Response Policy

Policy Owner: Human Resources
Effective Date: March 11, 2020

Objective

The purpose of this Policy is to establish a coronavirus (COVID-19) prevention and response policy for employees. The Policy and procedures established in this document have been developed to protect the health and safety of all employees and to safeguard Conrail operations.

IF YOU OR AN EMPLOYEE ON YOUR TEAM HAS BEEN QUARANTINED AND/OR DIAGNOSED WITH COVID-19, IMMEDIATELY CONTACT CONRAIL HUMAN RESOURCES HELPLINE AT 856-231-2402

Guidance

COVID-19 is a respiratory illness that can spread from person to person. Employees should review the CDC's webpage at [cdc.gov](https://www.cdc.gov) and travel information page at [cdc.gov/travel](https://www.cdc.gov/travel) for the most up-to-date information on COVID-19. The CDC advises avoiding travel to countries with Level 3 Travel Health Notices. If returning from any of these countries you will likely be screened by federal health officials, be advised to remain home, and self-monitor for symptoms.

- COVID-19 is being reported in countries worldwide and specific guidance is not possible for all potential travel destinations. Be aware of your surroundings, where you go and whom you visit.
- If you become symptomatic (fever, frequent cough, shortness of breath) it may or may not be due to COVID-19 infection. Contact your healthcare provider for guidance.
- If you have travelled to a location where COVID-19 has been identified and you think you may have been exposed, contact your healthcare provider and your local health department for guidance.
- Based on the incubation period observed with previous coronaviruses, symptoms (fever, cough, and shortness of breath) may appear 2-14 days after exposure to COVID-19.
- Contact Conrail Human Resources immediately if you test positive for COVID-19, are presumed to have COVID-19, or are quarantined at home by a health department official.
- Please review the following websites for additional information:
 - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Policy

1. Employee
 - a. Travel & Meetings
 - i. All international business travel is suspended until further notice.
 - ii. **Only business critical domestic travel is allowed with approval by your supervisor.**
 - iii. **Travel between Conrail locations should be minimized as much as possible.**
 - iv. Employees must report any personal international travel to their supervisor before returning to work. Travel details will be reviewed by the Human Resources Department and employees may be asked to remain out of work for a 14-day waiting period.
 - v. Employees are encouraged to follow CDC and WHO guidelines during personal domestic travel. Any travel to an identified COVID-19 affected area must be reported to your supervisor for review by Human Resources.
 - vi. Employees working from home after returning from travel who become symptomatic during the 14-day waiting period will be required to remain out of work until asymptomatic for 24 hours.
 - vii. **Non-business critical meetings/seminars/trainings/etc. should be postponed, if possible.**
 - viii. **Business critical meetings/seminars/trainings/etc. should be held, if possible, through video and/or telephone conferences.**



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- b. Symptoms of Illness
 - i. Employees at work displaying symptoms of frequent cough, fever, or shortness of breath should be isolated by supervision and, after consulting with Human Resources, may be sent home.
 - c. Diagnosed
 - i. Employees diagnosed with COVID-19 should follow their physician's and local health department's guidance for management of exposed persons, including but not limited to quarantine, avoiding public places, remaining home, and social distancing.
 - ii. Employees who are diagnosed with COVID-19 will need to remain out of work until fully recovered and asymptomatic for 24 hours.
 - d. Contact with COVID-19
 - i. The CDC considers living in the same household as, being an intimate partner of, or having provided care for a person diagnosed with COVID-19 to be a High Risk Exposure. The CDC considers otherwise being in close contact (within 6 feet) of a person diagnosed with or symptomatic of COVID-19 as a Medium Risk Exposure. For more information, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>.
 - ii. Employees who have had a High or Medium Risk Exposure, regardless of whether or not they are symptomatic, may be sent home, may be asked to remain out of work for 14 days, and should follow their physician's and local health department's guidance for management of exposed persons, including but not limited to quarantine, avoiding public places, remaining home, and social distancing.
 - e. Reporting Procedures
 - i. All Conrail employees are required to notify their supervisor if they:
 - Experience any COVID-19 related health concerns or illness;
 - Have a High or Medium Risk Exposure (on or off duty) to a person diagnosed with or symptomatic of COVID-19, as defined by the CDC;
 - Have visited any country listed by the CDC as subject to a Level 3 Health Notice within the past 14 days or are planning to visit any such country;
 - Have contact with public health departments and/or receive orders for quarantine; or
 - Experience any other issues, as it relates to COVID-19 that would prevent them from working in accordance with existing Conrail policies.
 - f. Return to Work
 - i. Employees who are sent home by the Company or who have missed work as a result of diagnosis or potential exposure to COVID-19 will be permitted to return to work after being cleared by their treating physician and/or local health department **and Human Resources**. Employees that attempt to report to work without obtaining these clearances should be sent home immediately.
2. Contingent/Temporary Workers with daily or regular access to Conrail Property
 - a. Contingent/Temporary workers will be expected to comply with this Policy. All employees must ensure their sponsored contingent workers are in compliance with both this Policy and their direct employer's applicable policies.
 - b. Conrail sponsor managers will be expected to coordinate with the contingent/temporary worker's manager should the contingent worker be returning from travel, become ill, or is specifically diagnosed with COVID-19, or presumed to have or be the subject of a health department investigation for COVID-19.
 - c. If contingent/temporary workers are diagnosed with, presumed to have or have been exposed to COVID-19, they will not be permitted on the property.
 - d. If access to Conrail facilities is denied, Conrail sponsor managers must ensure that the contingent worker's direct employer is notified immediately.
 3. Contractors/Vendors/Visitors
 - a. Managers will need to determine whether the contractor/vendor/visitor needs access to Conrail locations and employees for business critical work.



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- b. If the access is for business critical work, all contractors, suppliers, and visitors are required to submit a COVID-19 Questionnaire Form to their Conrail sponsor no more than 24 hours prior to reporting to a Conrail facility. The questionnaire must be faxed or emailed as described in the document. All contractors, suppliers, and visitors who answer “yes” to any of the questions will not be permitted in a Conrail facility.
 - c. Contractors, suppliers, and visitors must report any illness that occurs within 14 days after visiting a Conrail facility, to their Conrail sponsor.
 - d. International contractors, vendors, and visitors will not be permitted access to a Conrail facility unless they have been in the United States and without symptoms for 14 days before coming on property for business critical work.
 - e. Domestic contractors, vendors, and visitors will not be allowed access without Human Resources approval if they have answered a positive response to any of the questions on the questionnaire.
 - f. Human Resources will review questionnaires with positive responses and provide a response to the manager responsible for the contractor, vendor, or visitor as soon as possible.
4. Protect Yourself and Others
- a. Clean your hands often
 - i. Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
 - ii. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
 - iii. Avoid touching your eyes, nose, and mouth with unwashed hands.
 - b. Avoid close contact
 - i. Avoid close contact with people who are sick
 - ii. Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.
 - c. Stay home if you're sick
 - i. Stay home if you're sick, except to get medical care.
 - d. Cover coughs and sneezes
 - i. Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
 - ii. Throw used tissues in the trash.
 - iii. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol
 - e. Wear a facemask ONLY if you are sick
 - i. If you are sick: You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room. Learn what to do if you are sick.
 - ii. If you are NOT sick: You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.
 - f. Clean and disinfect
 - i. Clean AND disinfect frequently touched surfaces daily and in shared workspaces, before and after shift changes. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
 - ii. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.



COVID-19 Frequently Asked Questions

1. What are the symptoms of the current COVID-19 coronavirus?

The virus symptoms manifest as a mild to severe respiratory illness with [fever, cough, and difficulty breathing](#). The Centers for Disease Control (CDC) believes at this time that symptoms may appear in as few as two days or as long as 14 days after exposure. Unfortunately, at this point there is no easy way to test for the COVID-19 coronavirus. A CDC-developed laboratory test kit to detect the COVID-19 coronavirus began shipping in February to select qualified U.S. and international laboratories.

2. How is the current COVID-19 coronavirus transmitted?

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets also land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose, or mouth. Therefore, it is important to stay more than 1 meter (3 feet) away from a person who is sick. The CDC recommends as much as 6 feet. It is possible to catch the virus from someone even before they have symptoms, but little is known about this aspect of the virus at this time.

3. What steps can we take now to minimize risk of transmission?

Employees should take the same steps they should be taking to avoid the seasonal flu. That is, the best way to prevent infection is to avoid exposure. Perhaps the most important way to accomplish this is to [stay home if sick](#). In addition, the followings steps can be taken to increase your chances of avoiding exposure:

- a. Clean your hands often
 - i. Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
 - ii. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
 - iii. Avoid touching your eyes, nose, and mouth with unwashed hands.
- b. Avoid close contact
 - i. Avoid close contact with people who are sick
 - ii. Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.
- c. Stay home if you're sick
 - i. Stay home if you're sick, except to get medical care.
- d. Cover coughs and sneezes
 - i. Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
 - ii. Throw used tissues in the trash.
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- e. Wear a facemask ONLY if you are sick
 - i. If you are sick: You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room. Learn what to do if you are sick.
 - ii. If you are NOT sick: You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.
- f. Clean and disinfect



COVID-19 Frequently Asked Questions

- i. Clean AND disinfect frequently touched surfaces daily and in shared workspaces, before and after shift changes. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- ii. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

4. What should you do if you are diagnosed with COVID-19?

If you are diagnosed with COVID-19, you should immediately notify your supervisor or manager and you should not report to work. Employees who have been diagnosed with COVID-19 will be permitted to return to work when they are cleared by their healthcare provider or a local health authority.

5. What should you do if you believe you have been exposed to someone with COVID-19?

If you believe that you have come into contact with someone who has been diagnosed with or is symptomatic of COVID-19, you should immediately notify your supervisor or manager and you should not report to work for at least 14 days.

Employees who are out of work as a result of potentially being exposed to COVID-19 should follow CDC recommendations for management of exposed persons, including but not limited to quarantine (voluntary or otherwise), avoiding public activities, remaining home, and social distancing.

For more information, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

6. What if you have symptoms of COVID-19 (cough, fever, and/or difficulty breathing)?

Employees who have symptoms of COVID-19 should immediately notify their supervisor or manager and should not report to work, if possible. Employees will be permitted to return to work after providing a healthcare provider's certification that they have been symptom-free for 24 hours (without the use of fever-reducing or other symptom reducing medications).

7. If you've been out of work as a result of being diagnosed with potentially exposed to COVID-19, how do you return to work?

After being cleared to return to work by your treating physician or local health agency, you should contact Human Resources at 856-231-2402.

8. What should you do if you have recently travelled to or from a country that the CDC classifies as a Level 3 Travel Health Notice?

Employees who have recently travelled to these countries should not report to work for at least 14 days and will be permitted to return to work after being symptom-free for 14 days and/or when they are cleared by their healthcare provider or local health authority to return to work.

Please be aware that the CDC's list of countries subject to a Level 3 Travel Health Notice is evolving. For more information, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>.

9. What if our customers ask us to answer questionnaires about our recent travel history and/or potential exposure to COVID-19?

Conrail employees should comply with the reasonable requests of our customers. If you have any specific questions or if you believe that any of the information requested may be confidential medical information, please call Human Resources at 856-231-2402.



COVID-19 Frequently Asked Questions

10. Does the COVID-19 coronavirus emergency trump HIPAA privacy rules?

No, the government recently sent a stern reminder to all employers, especially those involved in providing healthcare, that they must still comply with the protections contained in the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule during the COVID-19 coronavirus outbreak.

11. How should we treat medical information, including but not limited to whether someone may have been diagnosed with or exposed to COVID-19?

You must treat all medical information as confidential and afford it the same protections as those granted by HIPAA and required by Conrail's Code of Ethics and Policy for Employee Information and Records. If a government official or agency contacts you in order to request confidential medical information, contact Human Resources.

12. Do the Family Medical Leave Act or Americans with Disabilities Act apply to this situation?

Yes, to the extent you otherwise meet eligibility requirements.