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EVIDENCES OF SUCCESS
We will know we have succeeded when:

- Our customers find it easy to do business with us, receive 100-percent on-time, damage-free service, accurate and timely information regarding their shipments, and the best value for their transportation dollar.
- Our employees work in a safe environment free of accidents and injuries, are focused on continuous improvement, share the opportunity for personal and professional growth that is available to all members of our diverse work force, and take pride in their association with BNSF.
- Our owners earn financial returns that exceed other railroads and the general market as a result of BNSF’s superior revenue growth and operating ratio, and a return on invested capital that is greater than our cost of capital.
- The communities we serve benefit from our sensitivity to their interests and to the environment in general, our adherence to the highest legal and ethical standards, and the participation of our company and our employees in community activities.

Our Vision is to realize the tremendous potential of BNSF Railway Company by providing transportation services that consistently meet our customers’ expectations.

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ON THE COVER
Bound for the Boardman Power Plant in eastern Oregon, a westbound BNSF coal train is photographed in the Marshall Canyon near Cheney, Wash., on a snowy winter morning. Photo by Robert W. Scott.
Together, we have come through a very difficult year. Twelve months ago, we saw a significant drop in velocity and service levels as surging volumes hit capacity-strained parts of our railroad and, at the same time, we experienced a historically severe winter. The significant service challenges continued during much of 2014. We have always said that BNSF is a great company with great people, and we proved the truth of that statement more than ever this past year. I am incredibly proud of the dedication of our people as we faced these difficult times.

As I write this, thanks to the efforts of employees across our network and our continued investments in capacity expansion, our service levels are improving. Throughout this work, we have sustained our commitment to safety and continue to see best-ever numbers in employee and operational safety. With the $5.5 billion in capital we invested in 2014, we have built more than 70 miles of additional double track, lengthened sidings where we needed more capacity, renewed and maintained our assets, installed new technology and expanded our locomotive and car fleets. Thank you for all you have done to work safely as we position ourselves for future success.

We know we have more work to do. We must build on this momentum in the weeks and months ahead and implement our winter action plans as needed to maintain our service improvements. As we have said many times, after safety, nothing is more important than restoring velocity and providing our customers with the level of service they expect and deserve.

In addition to driving continued service improvements, increased velocity helps us more efficiently use our existing assets, including track, terminals and equipment. At the same time, we will continue investing for future growth. We’ve announced a $6 billion capital plan for 2015, marking the third year in a row we have committed to record capital investments. The largest component – $2.9 billion – will go toward renewing and maintaining assets. We also plan to spend $1.5 billion on continued expansion, including nearly $500 million on continued capacity expansion on the North Region.

Of course, spending capital in and of itself doesn’t fix anything. The key is to invest where it’s needed to handle current volumes and to effectively anticipate future needs as we work to improve service for all our customers. These investments will help us return to a growth environment, where we are taking advantage of the full potential across our four business units.

At BNSF, we’re tough-minded optimists, and we are building a strong foundation for the future as we work to meet our customers’ expectations and grow our business. We can all be proud of what we’ve accomplished together this year, as our hard work has made a forever better railroad going forward. Thanks for all you’re doing today and for all you’re going to do in the future to ensure our success.
In the 1870s, Fort Worth was an outpost on the Trinity River, served only by horses and wagon trains. Today, that little village has become the 17th largest city in the nation with a population of roughly 800,000 served by an international airport, major interstate highways and freight and passenger railroads.

While the city’s rail network expanded significantly, rail velocity through Fort Worth was impacted by one of the most congested rail intersections in the nation. This rail junction, known as Tower 55 – named for the three-story structure there – is where two of BNSF’s north-south and two of Union Pacific Railroad’s east-west main lines cross just southeast of downtown. On average, more than 100 freight and passenger trains pass daily through Tower 55.

“The congestion Tower 55 created meant that our average running time for trains operating between Alliance and Cleburne—a distance of about 50 miles—was five hours or more. Trains were often staged as far north as Gainesville, near the Oklahoma border, and as far south as Temple,” explains Rollin Bredenberg, vice president, Capacity Planning and Operations Resources. In addition, service and growth were impaired at BNSF’s Alliance Intermodal Facility in North Texas.

UP, which controls the interlocker at Tower 55 (from its dispatch center in Omaha, Neb.; the tower itself closed in 1995), also experienced delays as a result of 30 mph speed restrictions. Other impacted railroads that operate on either BNSF or UP at Tower 55 include Amtrak and the Fort Worth & Western Railroad short line.

Compounding the situation is the fact that Tower 55 lies in the shadow of two major interstates, I-35W and I-30. With the number of trains anticipated to grow to 140 a day over the next decade, enhancements were needed.

“Basically, this vital corridor of commerce was a chokepoint and in need of a complete makeover,” Bredenberg says.

In 2010, the North Central Texas Council of Governments (NCTCOG), the City of Fort Worth and the Texas Department of Transportation (TxDOT) secured a $34 million Transportation Investment Generating Economic Recovery (TIGER II) grant to upgrade the rail intersection. BNSF and UP partially funded the project with a combined $65 million. The city, NCTCOG and TxDOT also paid a portion.
Highlights of the project included the following:

- Additional track north and south of as well as through Tower 55 on BNSF and UP
- Improved track alignment and switches
- Enhanced signals/interlocker compatible with Positive Train Control (PTC)
- New and structurally improved bridges and drainage structures
- City arterial street/intersection improvements and three grade-crossing closures
- Improved pedestrian safety and new emergency vehicle access adjacent to an elementary school and the neighborhood it serves

In addition to improving the flow of train traffic, raising east-west speeds to 40 mph and north-south to 30 mph, the Tower 55 enhancements enable BNSF to stage trains closer to the tower.

On Friday, Nov. 7, a ribbon-cutting ceremony, attended by BNSF and UP executives, Federal Railroad Administrator Joseph Szabo, U.S. Rep. Kay Granger, Fort Worth Mayor Betsy Price and other local and state dignitaries, officially marked the completion of the project.
Operating a railroad requires many moving parts and people in a wide variety of roles. The vital contributions made by BNSF people in jobs across the railroad are the topic of this Railway series. Whether you’re new to the railroad or a veteran, these “who we are and what we do” stories are designed to bring a greater appreciation of the work and of those doing the work as well as to demonstrate our mutual interdependence.

During the 19th century, as railroads expanded westward, they became innovators in providing medical care to support employees’ health and safety in sparsely populated areas. Railroads hired doctors, opened hospitals and implemented health care systems that went on to influence many of today’s health care programs in other sectors.

Times have changed, and health care providers in the community long ago took over the responsibility of actually providing the care for railroaders. But, even as responsibilities of BNSF’s medical team have evolved, that team continues to serve an essential role, as a part of the Human Resources function.

Using a holistic approach, BNSF’s Medical and Environmental Health group (MEH) covers a variety of aspects of employee well-being: Clinical, Field Medical Management, Wellness, Employee Assistance Program (EAP), Industrial Hygiene (IH) and Medical Support.

“We are guided by our vision, which is to advance employee health and safe production,” says Dr. Michael Jarrard, assistant vice president, Medical and Environmental Health. “As is true across BNSF, the programs we’ve put in place, our handling of regulatory requirements and the decisions we make are designed to support a culture of compliance and commitment to safety.
“While we organize MEH into subgroups, we recognize the multifaceted nature of a person’s health,” adds Jarrard. “Our teams are specialized, but they don’t work in silos. When appropriate, we work closely with one another and with field employees to more effectively promote employee health and safety.”

**CLINICAL TEAM**

Members of the Clinical team, which includes three medical doctors, two registered nurses and an audiologist, serve as advisors, decision-makers and leaders for many medical and health-related issues handled by MEH. Using their clinical expertise, knowledge of the railroad work environment and the constantly evolving medical literature, they work to ensure BNSF hires and retains people who can work safely in the workplace, and they help design and provide clinical direction for many of BNSF’s programs.

To provide guidance on issues such as complex return-to-work cases, the Clinical team works closely with the rest of MEH as well as Operations leaders, Law, Labor Relations and other Human Resources team members. “Employee health is a complex issue and constant communication is the only way to get the best understanding of each unique situation,” says Jarrard.

**FIELD MEDICAL MANAGEMENT**

Each BNSF operating division has a field medical manager who is the primary local MEH contact for BNSF employees. The managers handle critical employee health issues related to safety-sensitive work, fitness for duty assessments, return-to-work/stay-at-work issues, vocational alternatives and job coaching, as well as supervisor training on various MEH programs.

“Field medical managers are our front line,” says Amanda Gambrell, director, Field Clinical Operations & EAP. “Employees experiencing a medical issue – any issue – are encouraged to reach out to their field medical manager. Preventing needless disability and life/vocational disruption is our primary focus.”

These managers keep in touch with the employees and the health care resources on their assigned division so that, in the event of injury or illness, they can recommend the appropriate resource. With the employee’s consent, field managers communicate with health care providers on an employee’s behalf to help the employee get the best care possible to address his or her needs. Their knowledge of medicine and of the demands of railroading makes them a valuable advocate.

With BNSF’s strong focus on safety, employee injury rates continue to drop and severe injuries are extremely rare. Still, when an injury – either on or off the job – keeps an employee away from work or when an employee experiences another illness or condition that impacts his or her ability to work, field managers play an important role in helping the employee get healthy and back to work.

“BNSF employees take great pride in their work,” says Gambrell. “Their jobs are important to them and therefore important to us. We offer all the assistance we can to facilitate their safe return to work.”

If an injury or illness affects the employee’s ability to work, MEH managers will work with supervisors to identify alternative work or suggest a temporary transitional work program while the employee recovers. In some cases, depending on the circumstance, they help the employee make a craft transfer to a position that allows for their limitations.

In cases where an employee might want to reach out to an EAP or wellness manager, the field medical manager can also help make that happen.

“Our teams work really well together,” says Rick Folley, regional director, MEH, Kansas Division. “Our goal is to understand the employee’s problem and then, with their consent, get them to the person or program that can do the most good.”
EMPLOYEE ASSISTANCE PROGRAM

The well-being of an individual encompasses far more than their physical health. BNSF’s Employee Assistance Program (EAP) provides 24/7 resources for employees and their family members when challenges present themselves at work or at home. EAP assists with relationship issues, stress management, mental health, financial difficulties and drug or alcohol concerns, with an approach that includes individualized care, sensitivity and trust.

EAP managers understand that disclosing concerns about a substance abuse problem can be very difficult. BNSF’s Operation Stop (OpStop) provides a confidential, peer-based program to meet this need. OpStop committees are available at many locations and are comprised of employees who are trained to help co-workers struggling with concerns over alcohol or drug use. OpStop volunteers assist their work peers with a helping hand when confidential and caring interventions are needed.

BNSF’s Peer Support Teams work closely with EAP as well. Voluntary peer support teams step up to help their co-workers when a tragic event impacts the workplace. Following a crossing accident or a workplace injury, peer support volunteers who have received training from EAP managers are a frontline response to assist with support and resources for co-workers affected by these events.

WELLNESS

Sometimes when employees come to MEH for support, the concern is related to general health and wellness. They may be interested in improving their energy levels, sleeping better, starting an exercise program or making other overall changes to feel healthier. The BNSF Wellness Program offers tools and resources to help employees lead a healthier life.

“Wellness is a voluntary program to support employees in making small changes that combine for big results,” says Mike Ray, director, Wellness.

The Wellness Program is the most recent addition to MEH. Beginning as a pilot program in the Chicago, Kansas and Northwest divisions three years ago, the program is now deployed across the system, with a dedicated wellness manager for each of BNSF’s 12 divisions.

The Wellness Program offers services such as health screenings, health coaching, tobacco cessation help and

Frequent and adequate stretching has always been an important routine for BNSF employees and is an important preventive measure that the MEH team reinforces.

“Wellness is a voluntary program to support employees in making small changes that combine for big results.”

Mike Ray, Director, Wellness
discounts on fitness clubs. Online programs are offered through myBNSF.com to help employees and families manage weight loss, cope with stress and form healthy eating habits. All services are voluntary for employees who choose to participate.

Building relationships with employees is one of the top priorities for wellness managers and the rest of the MEH team.

“Managers and supervisors have been overwhelmingly supportive by giving us time to speak with their teams at safety briefings and staff meetings,” says Ray. “This employee interaction allows us to better understand the specific health needs of employees and provide effective wellness solutions that are valued.”

Wellness managers will often join with other MEH representatives from EAP, Field Medical and Industrial Hygiene when they speak to a group of employees.

“Whether it is Wellness, EAP, IH, Medical Support or the Field Medical team, we are available as a resource for all employees and supervisors,” says Ray. “Ensuring employee health and safety is a shared goal.

“When it comes to wellness, regardless of an employee’s current state of health, anyone can start making changes today that may prevent health problems down the road. It’s better to prevent than to treat.”

**INDUSTRIAL HYGIENE**

While Wellness looks to prevent illness by educating employees about choices they can make in their lifestyle, Industrial Hygiene aims to prevent illness due to potential exposures in the work environment. IH identifies and mitigates potential workplace hazards through engineering controls, personal protection equipment (PPE), and education and awareness.

The work of the IH team is closely aligned with the Safety and Environmental teams.

“One of our first courses of action is to engineer out exposures,” says Don Cleveland, director, Industrial Hygiene. “An engineering control is actually eliminating or reducing exposure to a hazard in the workplace. For example, the Engineering Department is using GPS-controlled rock cars that enable employees to stand at a distance and thereby decrease dust exposure when dumping rock.”

When eliminating a potential hazard is not an option, protections are implemented, which can include supplemental PPE. For example, while performing certain tasks, some employees are required to wear a respirator in addition to their other required PPE to protect themselves from potential inhalants such as fumes, vapors, fibers, dust or biological materials such as mold spores.
In addition to engineering controls and PPE, employee education and awareness are vital to IH efforts. “We educate employees on a wide variety of topics, depending on their role and exposures – such as the importance of not eating or drinking while handling certain chemicals or ways to measure the air quality in a work location,” says Cleveland. “In the industrial space, we all need to be mindful of potential hazards, chemical exposures and exposure to contaminants.”

To help ensure employees have the information they need, IH produces the Industrial Hygiene Playbook, a comprehensive summary of key IH information, and the team ensures easy access to a database of chemical safety data sheets (SDS). The IH team also coordinates efforts with others in MEH on the mobile medical services program.

**MEDICAL SUPPORT**

The mobile medical services program gives employees a convenient way to complete required testing such as hearing, vision and respirator fitting. Several of these tests are required by federal law for certain positions, often as part of periodic certification. Medical Support contracts an occupational health screening company to bring these mobile units, typically vans, to major terminals and mobile gangs across the BNSF network. The service typically operates during the first half of each year.

“BNSF employees and supervisors are our customers,” says Chris Kowalkowski, director, Medical Support. “We want to make testing convenient and get people through the process with professionalism and efficiency. Mobile medical service is one example of how we put that philosophy into action.”

In addition to that program, Medical Support handles several other MEH programs designed to promote a healthy, safe workplace. One of the largest is drug and alcohol testing, a program that is largely based on regulatory requirements under the Department of Transportation and the Federal Railroad Administration. Between federal requirements and BNSF policy, Medical Support oversees more than 20,000 drug and alcohol tests each year.

“We see BNSF employees as our customers. We want to make testing convenient and get people through the process with professionalism and efficiency. Mobile medical service is one example of how we put that philosophy into action.”

Chris Kowalkowski, Director, Medical Support

“Our testing program is all about protecting the safety, health and well-being of our employees – as well as supporting safe operations in the communities we serve,” says Kowalkowski. “We take the testing program seriously because it is a federal requirement and company policy that promotes a safe workplace.

“We are not out to ‘get’ anyone with our drug and alcohol testing program. We never want to see a positive test. Our vision is for a completely drug- and alcohol-free workplace,” adds Kowalkowski. “However, if an employee is struggling with drugs and/or alcohol, we want them to get help. We operate a confidential 24-hour, 365-day-a-year hotline [1-800-383-2327] they can call. Contact EAP, get involved with your local OpStop committee. We want you to remain healthy and be safe.”

When it comes to health and safety, the issues MEH deals with can be complex, says Jarrard.

“People and relationships in the workplace are complex to begin with, and when you bring in medical or mental health issues, that complexity is compounded. We have a passionate, talented MEH team, and we appreciate the willingness of BNSF leaders and employees to support our programs. Thanks to the strong relationships between our MEH team and our managers and employees in the field, BNSF continues to make great strides in advancing the health and safety of our workforce.”

BNSF’s mobile medical services program gives employees a convenient way to complete required testing such as hearing, vision and respirator fitting.
The slow-moving, snow-throwing rotaries were originally steam powered, debuting in American railroading in the 1880s. Those in service with BNSF (see box) were originally built in the early 1900s for the former Northern Pacific and the Great Northern railroads.

Today, there are six rotaries in BNSF’s snow-clearing fleet. They are based at Glendive, Mont.; Minneapolis; and Lincoln and Alliance, Neb. Divisions generally roll them out as the worst winter storms hit between early December through the end of March, explains Jeremy Smith, director, Locomotive Capital, Fort Worth.

“When the main line is down and we can’t get the right-of-way opened any other way, then we call them...
out,” says Smith of the rotaries, which are configured with a large, 11-foot circular saw on the front end that rotates to cut through the snow on the track ahead.

The rotary plow is not self-propelled, so one or more locomotives, often road-switchers usually assigned to yard duty or local service, are coupled behind to push the plow along the line.

While the locomotives are controlled by the train crew, the snowplow crew controls the rotary.

**Rebuild, renew**

Recognizing the importance of these machines, a program is underway at BNSF to rebuild and re-equip all six of the rotary snowplows to incorporate the latest technology and safety features.

To do that, many changes had to be made to the original design; the old rotary apparatus on the front of the machine was removed and installed on an entirely new platform with a modern superstructure built on the frame of a retired EMD GP38 diesel locomotive.

“The rebuilds have a pair of modern EMD D87 traction motors, such as those found on a diesel locomotive, a new cab design that incorporates a new control stand, new cab seats, a microwave oven and the latest version of air brakes,” says Smith. “The shaft that spins the blades in the center of the rotary has been totally rebuilt and its original friction bearings have been replaced by modern roller bearings.” The new bearings do not need to be lubricated as often as the old ones.

Other improvements include an enclosed vestibule at the rear of the plow; the old design was open and tended to clog up with snow. There is also a heated toilet area, and an electric switch gear replaces older pneumatic designs.

In their original configuration, the six plows only had room for two people in the cab. The rebuilds have room for five: an engineer, conductor, road foreman and two Mechanical support staff as needed.

Additionally, all rotaries are fully stocked with cold weather equipment and snow shovels, plus a generator to power the heater and provide lighting.

**Rotaries at the ready**

The rotaries are kept in operative condition when not in use. “We’ll get a call from Transportation to get a rotary ready when a train is caught in deep snow or it’s just impossible for it to proceed any farther,” says Michael Knight, general foreman at Glendive, where three rotaries are assigned. “Mechanical crews are always ready as needed.”

Before the start of the traditional snow season, Mechanical crews must prepare the plows and the diesel locomotives that are assigned to propel them. That includes lubricating bearings, topping off fuel tanks, greasing fittings, and checking tools and supplies long before they are needed.

Train crews called to operate the plows take extra measures to ensure they’re ready for the extreme weather conditions. In addition to their standard winter gear, they bring extra gloves and winter outerwear, as well as personal food provisions, required medical prescriptions, cell chargers and even spending money so they are prepared for the possibility of an
extended assignment. Visibility is critical for safe operation of the rotaries, so crews work daylight hours.

When the snow is deeper than the plow, crews push the rotary ahead and tunnel into the snow. Then they back out, let the snow cave in, then push and do it again. The work is slow; rotaries move at just over one-half mph when removing heavy snows, Knight says. Any faster and the blades will clog or even ice up.

“That’s when the crew has to stop and get out on top of the plow and use brooms and other equipment to chip the ice off,” says Knight. “Other times crews have to remove compacted snow from the blades. It is hard work on a clear day. Imagine doing it when it is snowing and the wind is kicking up.”

The rotary crew also watches for hidden rocks and debris in the snow. Although the machinery is designed to safely spit out a rock weighing up to 25 pounds from the discharge chute, that same rock or debris could jam the rotary blades and put the plow out of action. The chute can be configured by the crew to throw snow out either to the left or the right of the tracks.

As spring arrives after even the harshest of winters, the big rotaries are cleaned, serviced, secured and stored in their respective yard, where they will sit silently for their call in another winter.

BSF’s snow-clearing fleet includes an extensive array of on-track equipment, including flangers and spreaders, which use wing-type plows. New additions to the winter weather fleet this year are Air Forced 1 hy-rail trucks (AF1).

Using a two-stage centrifugal fan, AF1 equipment creates a cold air flow of more than 435 mph at the nozzle that can clear congested switch points and railheads.

“These machines are assigned to areas where there are numerous yard switches,” says Keith Jones, division engineer, Minneapolis. “One machine can safely and efficiently clean switches in less than half the time as our previous methods or machines. It also allows the operators to safely perform this work from the heated cab.”

Currently, one AF1 is assigned to Minneapolis, a second to Minot, N.D., a third to Grand Forks, N.D., and a fourth to Superior, Wis. Two more are on order, with one scheduled to join the existing vehicle in Minneapolis and the second heading to Fargo, N.D.

**ROSTER OF ROTARIES**

When the worst of winter hits, BNSF has six rotary snowplows at the ready. The six are assigned between Glendive, Mont., Minneapolis, and Alliance and Lincoln, Neb. Here they are by number and location:

- **Glendive**: BNSF 972555, BNSF 972554 and BNSF 972552
- **Minneapolis**: BNSF 972551
- **Alliance**: BNSF 972559
- **Lincoln**: BNSF 972558

**AIR FORCED 1S ARRIVE AT BNSF**

Rotaries are kept in operative condition when not in use. Long before the start of winter, Mechanical crews must prepare the plows and the diesel locomotives that are assigned to them.
NSF approaches every commodity it handles with care, recognizing that delivering the product damage-free is just as important as timely delivery. Some products, including perishable food, vehicles, electronics and various other consumer goods, may require an extra level of care in loading or handling.

Enter BNSF Load and Ride Solutions, commonly referred to as LARS. A division of Resource Protection, this team works to ensure the safe transportation of customers’ cargo.

“LARS contacts each new customer about safety,” says Frank Garcia, former director of LARS who recently retired after more than 40 years of service at BNSF. “We talk to them about the rail environment, what to expect and what they can do to help BNSF keep freight, employees and the public safe.”

BNSF’s Load and Ride Solutions team ensures safe transportation of cargo

One of the major programs of the LARS team is the Customer Assistance Program. This value-added program, provided at no additional cost to the customer, is designed to ensure that shippers and receivers understand how to safely load and secure cargo to prevent unbalanced or unsafe shipments.

Wine, for example, is commonly stored on its side and in a temperature-controlled environment to preserve quality. BNSF customer Constellation Brands-US produces wine – more than 100 brands from approximately 40 wineries – and is considered the No. 1 premium wine producer in the world. As such, quality is critical throughout the supply chain.

Under the Customer Assistance Program, LARS representatives arrange on-site visits to ensure proper loading procedures and correct dunnage (the material used to protect or support freight in or on cars, such as bracing, racks, etc.) and document recommendations on personalized loading diagrams. The visits are initiated for every new customer and also at a shipper’s request.

In the case of Constellation, which moves its wine via intermodal with BNSF, LARS worked with the shipper to enhance loading techniques. Loads had been secured with an airbag applied to the rear and an insulated blanket over the top of the load. Occasionally, however, the load shifted and shipments would lean during transit. On occasion, the wine cargo would also be damaged when exposed to extreme hot or cold temperatures.

LARS collaborated with the customer to use a dual-purpose dunnage product that addressed load securement and thermal protection. Applying this filler dunnage to the sidewalls helped to buffer the temperature effects, while minimizing product movement. Test loads with thermal sensors determined this loading technique kept the product two inches off the sidewalls and reduced conductive heat transfer by 85 percent. Cold temperature tests demonstrated similar effects with a 22-degree difference between sidewall temperatures and the cargo.

As a result, Constellation has eliminated all in-transit load shift issues from its five U.S. shipping points as well as significantly reduced the thermal-related incidents. The solution not only benefits the wine industry but other temperature-sensitive commodities.

“This is just one example of how our team works with customers to not only deliver safe, damage-free and on-time service, but to keep our network and surrounding communities safe as well,” says Howard Rosas, the new LARS general
Cargo Claims, another division of Resource Protection

BNSF Cargo Claims works closely with LARS as another division of the Resource Protection team. In the event of a derailment or other in-transit damage, Cargo Claims investigates and resolves claims of damaged cargo.

BNSF has been the industry leader in claim performance for a number of years and continues to improve; approximately 6,000 claims were filed out of the more than 10 million total units BNSF handled in 2013. As evidence of BNSF’s careful handling of its customers’ cargo, BNSF paid 6 cents per $100 revenue for loss and damage that year. According to data from the Association of American Railroads, the industry average in 2013 was 12 cents per $100 revenue.

“No one likes to find that their cargo has been damaged,” says Rich Kessler, director, Cargo Claims. “We therefore want to make the process of filing a claim on that damage as easy and stress-free as possible.”

In 2013, Cargo Claims introduced a web-based claim tool for customers called eCargo Claim. The online form allows shippers to file and track their claim.

“BNSF is an industry leader in claim performance because of everyone’s desire at BNSF to provide customers the best service possible,” says Kessler. “Cargo Claims’ accomplishments reflect the care we take with our customers’ freight. But it is our employees out there switching rail cars, practicing proper train handling and inspecting equipment and track who are the ones really responsible for our performance.”

Consistent with BNSF’s commitment to damage-free transportation and the efforts of the LARS team, BNSF has been the industry leader in claim performance for a number of years and continues to improve. (See sidebar.) However, in the rare instance where a derailment or other significant event results in damage to customer freight, the 24-member LARS team is ready to respond. LARS managers travel to the incident site and survey the damage, where they are responsible for recovering the cargo and determining the best way to return it to the customer.

Proactively, LARS uses technology to enhance damage-free performance. For example, under the Ride Quality Program, an initiative that monitors cargo from origin to destination, SnapShock devices and Lat-Lon GPS units are applied directly to the equipment. From the data they record, LARS managers can monitor yard and train forces that cause excessive shock to the cargo and that may cause damage and velocity delays. Any ride-quality test exceptions are reviewed for corrective action.

LARS also conducts intermittent load audits. This program targets shipments prior to moving on BNSF and at all major intermodal hubs throughout the year. Random loads are stopped at the in-gate and checked to verify they are safe to move. Rejected loads are turned away and the customer is notified of proper loading and securement techniques.

“Our goal is for customers to have a great experience on BNSF,” says Rosas. “We work to ensure that the customer’s cargo arrives safely at destination and in the same condition it was delivered to us at origin.”

Thermal sensors help the shipper, customer and LARS team determine if wine is kept at the appropriate temperature.

To monitor cargo from origin to destination, SnapShock units are applied directly to the equipment.
BNSF predecessors helped realize the American dream as they built rail lines from the Midwest to the West. Wherever the railroad went, people – and eventually towns – followed. Many of these cities became thriving railroad centers. Today, they continue to play an important role for BNSF and are home to generations of railroaders and their families. Railway will take a look at the connections we’ve made over the years with some of these communities, many of which continue to change and grow with us.
At its founding, Temple, Texas, was not exactly a haven, as its name might suggest. New residents nicknamed the frontier town Mudtown or Tanglefoot because of its muddy conditions and tough reputation.

Founded in 1881, the city was actually named for Bernard Moore Temple, the chief engineer of the Gulf, Colorado and Santa Fe Railway, a subsidiary of the Atchison, Topeka and Santa Fe.

Like most railroad towns, as the people and commerce came, tents and shacks were replaced by homes, schools, churches and businesses, and additional luxuries were introduced. By 1884, Temple, located about 70 miles north of Austin, had 3,000 residents, three churches and a school.

By 1897, four rail lines ran through the town carrying passengers and freight; two operated on the Santa Fe, the others on the Missouri, Kansas and Texas Railroad. By 1908, the town boasted of six cotton gins, one of its major industries.

Nearby Army post Fort Hood was established in 1941, bringing more economic growth to the area. By 1960, more than 30,000 people lived in Temple. Now, that number is above 70,000 and the local economy today is based largely in medical care, manufacturing, agriculture and rail transportation.

Located at the junction of the Fort Worth, Lampasas and Galveston subdivisions on the Gulf Division, Temple is a stopping point for about 30 to 35 trains that roll through each day.

About 500 BNSF employees work here, at the yard, in the rip track shop, at the fuel pad and at the locomotive shop. With an employee population that’s typical of a large yard operation, Temple work teams have achieved some impressive metrics. As of mid-December 2014, Temple logged an average of 94-percent on-time performance and an injury frequency ratio of 0.62, a strong result that is contributing to the Gulf Division’s system-leading safety performance for 2014.

**READY IN ALL DIRECTIONS**

“Temple has changed a whole lot in the past 38 years. When I first started, we had more single cars [as opposed to unit trains], and more tracks. Now it’s different. Switches then were all hand-thrown. Now I like the push buttons. It helps a lot,” says George Flores, switchman, one of the terminal’s senior employees.

Lamont Whitfield is another switchman supporting the yard. He served in the military for 21 years, including at Fort Hood, before joining BNSF in Temple 12 years ago. He enjoys the similarities between the railroad and the military.

“I like the structure, I really do,” says Whitfield. “You come to work and know what is expected of you – to do your job the way it’s supposed to be done, safely and with attention to detail.”

From his view from the tower in the Temple yard, Trainmaster Michael Doty oversees trains coming in from the north, south and west.

“We prepare and plan for the switching operations in Temple for multiple outlets. You’ve got Beaumont and Eagle Pass [Texas] for everything headed south. Then northbounds, to Alliance [Fort Worth] and Tulsa and beyond. There are trains headed to San Angelo/Brownwood [Texas] for everything going west. We have to terminate, process, inspect, switch and build trains for all of those outlets.”
Switching isn’t limited to one or two commodities. The Temple yard sees everything from grain and coal to tanks and other military equipment, with Fort Hood just 30 miles away.

“Temple is the ‘mouth’ of the Gulf Division. It’s all processed here and distributed where it needs to go,” says Doty.

Temple is also the main supplier for locomotive power on the division. In addition, every train coming through here stops on one of six fueling tracks, with the fuel pad servicing trains heading in all directions.

The process can take up to an hour, with stops at both the north and south ends of the pad, but saving valuable time in Houston and Fort Worth.

“It helps keep congestion out of some of the busiest areas in our system, such as Tower 55 in Fort Worth,” explains Wes Adkins, terminal manager. (See related story on Page 4.)

One of the buildings – Santa Fe Hospital – has become an institution, now known as Scott and White Memorial.

When Temple was founded, few medical facilities were available for railroad employees and their families, similar to many other rail towns in the Old West. (See related story on Page 6.) Before 1891, workers needed to travel to St. Mary’s Hospital in Galveston some 200 miles away for hospital care.

The Santa Fe Hospital was operated by the Gulf, Colorado and Santa Fe Hospital Association, formed by Galveston businessmen who owned the Gulf, Colorado and Santa Fe Railway. In 1889, three Temple city officials bought 10 acres, and in March 1891 deeded it to the association. Dr. Arthur C. Scott was hired as the chief surgeon in 1892, and three years later, Dr. Raleigh R. White Jr. would join him and they became full partners in 1897.
An interior view of the Santa Fe Depot, built in 1910. The depot is still adjacent to BNSF’s yard but is no longer owned by BNSF.

The hospital eventually became a community medical facility, and today the Scott and White Hospital and Clinic employs more than 12,000 people and is Temple’s largest employer.

Beyond the medical center’s newer buildings lies the historic downtown, with local shops and businesses as well as the original Santa Fe Depot, built in 1910 and still adjacent to BNSF’s yard but no longer owned by BNSF.

The lobby of the depot was recently restored and now welcomes people to the Amtrak station as well as to the Temple Railroad and Heritage Museum located upstairs. The museum’s collection of railroad equipment is also displayed on the grounds, including three locomotives, railroad passenger cars and cabooses on static display.

From dishes and a chef’s uniform to vintage derail equipment and light signals, the museum covers every aspect of life in an 1880s railroad town. Though the Temple Harvey House was demolished in the 1930s, a model of it serves as a reminder of a time when travel schedules limited when and where someone could enjoy a meal.

The museum also displays simple, rusted artifacts that tell the story of the people who built the railroad and worked to keep it running. An arrangement of old military items emphasizes the importance of the railroad to Fort Hood.

A Mechanical facility at Temple supports field freight car repair and maintenance.

A PLACE TO CALL HOME

Whether new to Temple or long-time residents, BNSF employees say it’s a family town.

“Temple is of a size that you get to know people on a more personal level,” explains James Todd, switchman. “It’s a smaller place. You have the opportunity to learn how different people operate and work better together, and that’s the benefit of working here.”

Casey Felder Jr., mechanical foreman, began his BNSF career as a management trainee in Temple a year and a half ago. He says the atmosphere is a bit different from his native North Carolina, but that caring co-workers have made the transition easier.

“You’ve got folks who aren’t from here. They may be from Seattle or Georgia or Arizona, but they come here and find out that even though the cultures are so much different, we all have a lot in common,” says Felder.

Whether Temple employees are transplants from other states or native to the area, most agree Temple is a good place to call “home.”

“I know who everyone is. I know their names. I know if they’re married or have children. I shake their hands a lot and I talk to them away from work as well,” says Doty. “I just know them all.”
U.S. military veterans are naturals when it comes to railroading. Not only are they accustomed to working as a team that looks out for one another, they are comfortable outdoors and in a physical environment that is fast-paced and dynamic. They are trained to be mission-focused, safety-minded and to strive for excellence. BNSF is honored that out of our 46,000 employees, roughly 17 percent are former military. We are thankful for their service – to country and to company – and appreciate the sacrifices their families have made, too.

Here are just a few of these employees’ stories, demonstrating how the training, skills and values from their military years translate well at the railroad.
San Diego Signal Maintainer George Low joined BNSF in 2006 after a second tour in the Middle East. He started his career on an eight-person gang, in which he operated heavy-lifting machinery for two years. As part of his two-year apprenticeship, he visited the BNSF Technical Training Center in Overland Park, Kan., every six months to complete four two-week courses. He began his current role as a signal maintainer in San Diego in 2010.

His military experience has been beneficial. As an aircraft mechanic and handler during his time with the Navy, he performed troubleshooting and frequent inspections on aircraft to ensure the machinery was in top operating condition. He is also comfortable with changing technology, including recent projects where he has collaborated with other maintainers to install new motion detector units at crossings.

Navy aircraft carriers housed 6,000 people, 90 jets, sonar equipment and more. The military experience taught him the importance of promoting a safe workplace for himself and others.

“I bring safety to work daily,” he says.

Low enjoys the camaraderie on the railroad and particularly appreciates the mentor-to-peer support he has received.

Dorian McGowen is able to put his military experience to work as a locomotive engineer trainee in Beaumont, Texas.

“I find myself using my self-discipline experience,” he says. “That transfers to BNSF. It helps you pay attention to details.”

McGowen joined BNSF in March 2012 as a conductor after serving more than nine years in the U.S. Navy. He began his military service right after high school and traveled the world during his service.

“As a locomotive engineer, there is a lot of attention to detail required in the seat,” he says. “You have to see things before they happen.”

Safety is at the heart of both military service and a railroad career, according to McGowen.

“One of the most important things is a job safety briefing,” he adds. “Making sure everyone is on the same page makes incidents less likely. That’s another thing carried over from the military — knowing what’s going on. If something changes, we stop to talk about it.”

After nearly a decade of service to the Army and Department of Defense, Phil Holmstedt found a home with BNSF as a locomotive engineer at Hutchinson, Kan.

Similar to what he saw in the military, he enjoys the social aspect to working for the railroad. “I like the camaraderie of the people, especially in Newton, Hutchinson and Wichita,” he says. “It’s why I enjoy working here.”

Holmstedt, who holds a degree in economics from the University of Northern Colorado, carries a philosophy of safety that was instilled in him during his time in the Army to his work with BNSF.

“Safety is important because people’s lives depend on it,” he says. “There are a lot of moving parts.”

His commitment to safety helps to ensure Holmstedt can go home at the end of each shift to his family, which includes his wife, Roxanne, and son, Lincoln, 3. His wife is an Army captain working on her master’s degree in social work.
Lisa Allmon, an administrative associate in Collins, Mo., began her career as a conductor in 2006. Prior to that, she spent two years in the Army.

“There are lots of things you don’t realize you pick up until you stop and look back at it. Now I feel that everything I did in the Army helps me at BNSF,” says Allmon.

Paying attention to details and being on call are two of the skills that have transferred from Allmon’s military experience to working at BNSF. “I think work ethic also has a lot to do with it. I definitely wouldn’t be who I am today without my military background.”

Adam Sheffield, a machinist in Bakersfield, Calif., served in the U.S. Navy from 2005 to 2010, following a father, uncles and grandfathers who were veterans. He was stationed in San Diego as a haul technician and served abroad on humanitarian missions, ultimately achieving the rank of petty officer.

In Guatemala, his unit built an orphanage, put a roof on a preschool and remodeled a church interior. In Iraq, he was attached to SEAL Team 2, providing maintenance and equipment repair.

“Any piece of equipment they needed to be fixed, I did it,” he recalls. “We did convoys all the time. I had to work on equipment when it broke down in the middle of the desert.”

Like the military, the railroad gives Sheffield continuous opportunities to learn. Both careers encourage self-motivation, self-discipline and professionalism. The military was a tight-knit organization and he appreciates the motivating colleagues he works alongside as he learns the job.

Brent Winfree, a mechanical foreman in Kansas City, Kan., served in the U.S. Army over five years. His service as a staff sergeant included two tours in Iraq. He began looking for a civilian career during his last deployment in Iraq.

“I saw BNSF was the No. 1 military employer and that intrigued me,” recalls Winfree. He attributes his smooth transition from military to civilian career to the welcoming atmosphere he experienced at BNSF.

“T was looking for a similar type of brotherhood. Although it’s not the exact same sense of camaraderie as the military, it’s there,” says Winfree. Along
with that sense of brotherhood comes an attitude of safety-mindedness, he adds.

Winfree is grateful to BNSF’s commitment to veterans and is enjoying having a meaningful new career. “BNSF has given me another home and a second chance to serve [our country].”

**Nina Doughty**, signal supervisor in Lincoln, Neb., believes the leadership abilities she developed during her time in the Army have carried over to her new position at BNSF.

“My rank in the Army was staff sergeant. I sometimes served as platoon sergeant, meaning I was in charge of the training, safety and welfare of 30 to 60 soldiers,” explains Doughty. This responsibility for others’ wellbeing is a major part of Doughty’s new civilian career as well. She started working at BNSF through the Experienced First Line Supervisor program in March 2014 and is now an interim signal supervisor.

“Safety always has to be the first thing on your mind and the first part of every conversation with your guys. You’re not thinking of yourself. You feel protective. I have to make sure these guys here are going home safely to their families,” she adds.

**Jake Stangel**, an electrical worker in Glendive, Mont., thinks his problem-solving skills serve him well in his new position after transitioning from a military career. While in the U.S. Marine Corps, Stangel worked on avionics, instruments, computers and controls related to automatic flight control. After five years of service, he transitioned to civilian contract work.

Stangel feels his military experience makes him more willing to take on new challenges, and he enjoys his new role. Whether it’s a locomotive or a helicopter component, he can adapt his skills. “I like getting to know the different systems and troubleshooting changes from day to day,” he says.

“It’s been really easy to assimilate,” Stangel adds. “Everyone has been really nice.”

BNSF demonstrates its commitment

BNSF is consistently identified as a top employer for U.S. military veterans, and has committed to hiring even more as part of the Joining Forces 2013 campaign. BNSF’s commitment to veterans has earned many honors, including recognition as a Best of the Best Top Veteran-Friendly Company by U.S. Veterans Magazine. BNSF has also received the prestigious Department of Defense Employer Support of the Guard and Reserve (ESGR) Freedom Award, and four Seven Seals Awards. BNSF earns these awards largely because of the value placed on veterans and the qualities they bring to BNSF.

To raise awareness of the opportunities at BNSF and to reach out to veterans of all service branches, recruiters regularly attend national career fairs and local transition assistance classes on military bases. BNSF also has a Military Recruiting Group on LinkedIn and regularly posts job opportunities on the BNSF Careers and BNSF Railway Facebook and Twitter accounts.
Be watching your mailbox in the coming weeks for information about the Safety Recognition Program. Employees who met the eligibility requirements for 2014 will soon receive an informational catalog about the program, which includes instructions for selecting a 2014 award.

The program will again offer a choice of two safety plate designs – one featuring a photograph, the other highlighting a work of art from BNSF’s collection. The photo plate, featuring Mike Repp’s grand prize-winning image from the 2015 BNSF photo calendar, depicts a mixed-freight train rolling through basalt pillars in the Columbia River Gorge in southern Washington. The art plate features a detail of Ferdinand Burgdorff’s *Navajo with Rain Cloud*, a painting in the BNSF art collection.

The gift category has once again been expanded, with an entirely new third gift level added. Employees who rolled over their awards from 2012 and 2013, and are eligible for a 2014 award, may combine all three awards to select one item from the third gift level. The value of these gifts is equal to the value of three safety plates.

**Employees are reminded that awards can be rolled over for up to three years before they expire.** Once an unused award expires, it can no longer be redeemed for program merchandise. This is particularly important for employees who rolled over their 2012 and 2013 awards and have not yet made a selection through the enhanced program. Those employees must redeem at least one award by Dec. 31, 2015, or their 2012 award will expire.

Eligibility requirements remain unchanged from prior years; an employee must have worked injury-free and must have worked at least three consecutive months during the award year to earn an award.

Employees can view the awards they’ve earned, as well as the number of awards available for redemption, by clicking the “My Awards” link on the Safety Recognition Program website. The number of available awards will also be provided to eligible employees in the informational catalog they receive at home.

Eligible employees will also be contacted via email in early February regarding their 2014 award. Both the catalog and email will include instructions for accessing the Safety Recognition Program website and placing an order. Employees are strongly encouraged to make their selection on the website, but awards can also be redeemed by phone, mail or fax.

 Employees who wish to select a safety plate or donate the value of their award to a participating nonprofit will have until March 16, 2015, to make that selection. Items from the gift category can be selected until the end of 2015. If an award selection is not made by Dec. 31, the employee’s award will automatically roll over.

So what should you do?

- Watch your mailbox and BNSF email account in early February for more information about the program, including your award balance and instructions about how to redeem awards.
- Note the March 16, 2015, order deadline for the safety plates and nonprofit donation option.
- Act promptly to make your gift selection.

Questions about the Safety Recognition Program should be directed to the customer service team at 800-795-0443 Monday through Friday from 8 a.m. to 5 p.m. Central Time or bnsfawardsupport@partnersnpromo.com

*Some of the merchandise items available for award selection.*
A new BNSF app enables exempt and scheduled employees to access, view and store operating and safety rule books, timetables and general orders on a mobile device, providing an alternative to carrying paper versions of those documents. The Rules & TTs app is available for download in the BNSF Apps@Work store.

Initially, the app will be released for iPad users only, with functionality on other platforms to be rolled out in 2015. Employees will need an iPad running iOS 7.x or higher enrolled in MobileIron through the Employee-Owned Mobile Device (EOMD) program to use the app. Tablets are the primary focus due to the improved visibility on a larger screen.

Many Operations employees, including train crews, are required to have access to rule and timetable information while on duty. Traditionally, these employees and/or their supervisors carried paper copies of these documents with them for reference. The new Rules & TTs app enables them to meet those requirements through electronic access.

The app enables users to:
- Access operating and safety rule books, division timetables, and system and division general orders
- Receive published updates and amendments to documents when the device has a data connection
- Subscribe to documents the employee wants to view on their mobile device when offline
- Search for key words and phrases to easily locate relevant rules and information

For information about enrolling your personal iPad or other personal device in the EOMD program, go to http://depot.bnsf.com/team/mobiledeviceprogram.

Or contact the following for assistance:
- Downloading and installing the app: Help Desk at 817-593-Help, option 3, 5.

If you have questions or comments regarding use of the app, please email OPRDLSystemRules@bnsf.com

To download Rules & TTs app:

1. From your iPad, ensure that you have an internet connection. Then tap on “Apps@Work” app to open BNSF’s enterprise mobile app store.
2. From the Apps@Work app store, tap on “Rules & TTs”, Free, then the “Request” button to begin the installation.
3. Once the application is downloaded, it will appear on your home screen.

Once in Rules & TTs
- You will use your normal Windows login ID for access when you initially load the app and anytime you want to use it.
- Once the app has been loaded on your device, open the app and subscribe to the relevant documents or libraries; scroll down to see the various divisions, etc.
- To ensure you have the most recent documents, open the “Rules & TTs” app while your device is connected. At this time, your device will receive any updates to documents to which you have previously subscribed.
- The app will notify you when updates have occurred.
As a community of more than 46,000 members, each of us can make a significant difference in the places where we live and work. Giving back – with our time, our donations and our talents – not only improves our collective community, it models the way for others to follow. Here are some of the stories of BNSF people who are doing the right thing and setting an example for all of us.

**Team helps homeless**

Birmingham, Ala., Terminal employees volunteered this fall at Three Hots and a Cot, a non-profit formed by veterans to assist other military veterans who are homeless transition from the streets to self-sustainability.

Railroaders gathered and organized 40 bags and boxes of nonperishable food items and clothing. Food was also cooked and served, and eight volunteers unloaded a pallet of bottled water donated by the terminal.

“This was a rewarding time for all, as we were able to put a smile on each person in this house, along with passing along the goodwill of employees,” says Brian Hauber, terminal manager.

Plans are to revisit quarterly to help with other projects and donate needed items. Since opening, the Alabama-based group has aided more than 500 veterans and family members.

**Girl Scouts participate in Classroom to Career program**

BNSF partnered with the Southern Californian Girl Scouts of San Gorgonio Council (GSSGC) on Nov. 18 to participate in the Classroom to Career program. The initiative encourages young girls from underserved areas to explore career opportunities and learn more about related academic requirements.

BNSF hosted 30 girls at the San Bernardino rail yard, where they toured the facility and participated in a panel discussion with several BNSF employees. The panelists spoke about their specific jobs and career paths, and answered questions.

One of the BNSF panelists was Mary Danielson, supervisor, Engineering Support, and former GSSGC member.

“I enjoyed speaking to the girls about my experiences as a Girl Scout and about my position at BNSF,” says Danielson. “I hope I’ve interested at least some of the girls to pursue a career in engineering.”

**BNSF superheroes make toy drive a success**

He isn’t Bruce Wayne, but Albuquerque, NM, Trainmaster Joseph Hart dresses up as Batman and visits children at the University of New Mexico Children’s Hospital when he receives special requests or for specific events.

He and other masked heroes teamed up Oct. 31 for Superhero Day, helping a local radio station with their toy drive, which benefited the hospital.

Hart has worked with the hospital for two years, but this was the first year he dressed up as Batman. He said working with the children means a lot to him because he’s giving back to them. But while they see him as a hero, he says he doesn’t see himself that way.

“We’re dressed as superheroes, but they’re the real heroes,” he says. “They fight these diseases every day.”

**It’s never too soon to get snapping!**

Next year may seem a long way off, but now is a good time to grab your camera and start taking photos for the 2016 calendar contest. Good seasonal shots are needed and now is the perfect time to snap a scenic snow shot that might make it into next year’s calendar. And, as spring arrives, get ready to catch some early green foliage.
BNSF SAFETY DRAWING CONTEST 2015:
SAFE AT WORK, IN YOUR HOBBY AND AT HOME

Kids: Get ready, get set, draw! The Safety Department is once again sponsoring the annual safety drawing contest. Entries will be judged and prizes awarded for the grand prize winner and for each age category. The age categories, determined by age on Feb. 17, 2015, are as follows:

- 3 and younger
- 4-5
- 6-8
- 9-11
- 12-14
- 15-17

The theme this year is “Safe at work, in your hobby and at home.”

At BNSF, nothing is more important than our employees and workers returning home safely at the end of the workday – as well as maintaining their safety focus at home and when engaged in hobbies. One way employees are helping to achieve this is through their commitment to Approaching Others About Safety.

PRIZES
$100 gift card for grand prize winner; $50 gift card for category winners

RULES
1. Open to children and grandchildren of BNSF employees and retirees; relatives in the immediate household of employees and retirees are also eligible.
2. All entrants must be 17 years of age or younger.
3. The artwork must be drawn or painted by hand using crayons or other art tools. Entrants should draw a picture of his/her family on the template, available at: http://bnsfweb.bnsf.com/departments/safety/drawing_contest.pdf
4. One entry per child on the template printed out on an 8-1/2 by 11-inch sheet of paper. The entry should include the following information clearly printed on the back:
   - Child’s name, age and home address
   - BNSF parent’s or grandparent’s name, plus title and BNSF employee number (for retirees, use most recent title and employee number)
   - Signature of parent, grandparent or guardian
   - Full work address and 10-digit phone number(s) of BNSF parent/grandparent; email is optional
   - Employee’s division, if applicable

DEADLINE FOR ENTRY
The deadline for entry is Feb. 17, 2015. Please mail entries to:

BNSF Railway
Attn: Katharina Miller – Safety Department
2600 Lou Menk Drive, OOB-1
Fort Worth, TX 76131

Note: By signing the submitted drawing, the parent, grandparent or guardian agrees that BNSF assumes non-exclusive use of the entry for any use the company deems appropriate.

For the BNSF family member: Help your child or relative understand that safety is very important at BNSF and at home. Nothing is more important than returning home safely at the end of the workday.
A new BNSF app is now available that enables employees to access, view and store operating and safety rule books, timetables and general orders on a mobile device, providing an alternative to carrying paper versions of those documents. The Rules & TTs app is available for download in the BNSF Apps@Work store. See page 25 for details.