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

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 workforce, 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.

ON THE COVER
Photographer Tanner Seablom captured a BNSF stack train as it crossed a trestle bridge over Foss River near Stevens Pass, Wash.
We began 2015 knowing that we needed to return to growth and restore our service levels, thus rebuilding our reputation. After a very difficult 2014, we can be proud of how we achieved and sustained strong velocity in 2015. Our tremendous strides in service reflect the hard work of employees across our network as well as our record capital investment of more than $11 billion over the past two years in maintenance and capacity expansion.

In safety, we continued to reduce the number of injuries and improved our injury frequency for the sixth straight year. However, we are concerned that our severity rate increased 39 percent. We must continue our strong safety focus as we approach others to reduce and eliminate risk. We are confident we have the right processes in place to achieve our vision of an injury-free workplace.

As a direct result of our success in restoring service and rebuilding our reputation in 2015, we increased our market share with volumes that outperformed the rest of the rail industry. However, our growth fell short of our expectations due to several economic factors, with a significant drop in volumes in November and December. There are continued signs of economic uncertainty and softening demand in 2016, and it is clear this will be a very challenging year. While we work to continue to increase market share and grow the business, we must also remain focused on reducing costs and identifying efficiencies throughout the company.

Smart use of technology is one of the ways we continue to improve efficiency while also enhancing safety, communication and our service to customers. In this edition of Railway, we spotlight several new technologies that are helping to improve our business. For instance, you can read about how a new Customer Relationship Management system uses cloud-based applications and social business tools to enhance the consistency and quality of our customer support. Similarly, a redesigned Employee Portal will make it easier for employees to navigate to the online information and tools they need to do their jobs. A story on our innovative program using unmanned aerial vehicles shows how these devices are helping us with supplemental inspections of bridges and other infrastructure. This edition also highlights new web-based yard management tools and a new hump yard technology that will improve operations at yards and terminals. We also outline some new mobile apps available to employees. Like our investments in our rail network, these technology investments help us enhance safety and efficiency as well as prepare for the future.

In 2015, we celebrated our 20th anniversary as a company, which was a tremendous opportunity to reflect on all we’ve achieved together. With every challenge, the strength of our network and the resilience of our people have carried us through, and our 2015 service results demonstrate that once again. With signs of continuing economic challenges in 2016, we must continue to improve efficiency and control costs, seek new business opportunities and ensure we get the right value for the service we provide, while maintaining our strong commitment to safety and to meeting our customers’ expectations. We can be confident in the future because we have seen what we can accomplish together.
At BNSF, meeting customers’ expectations is about providing reliable and consistent service. That includes making it easy for customers to do business with us.

BNSF has always focused on building strong customer relationships through open communication and efficient processes. To carry those strengths to the next level, Marketing and Technology Services (TS) teams are rolling out new customer relationship management technology called NextGen CRM that incorporates the cloud-based platform of Salesforce.com.
Customer relationship management, or CRM, describes the strategies and technologies that a company uses to support and analyze customer interactions. The goal is to build stronger relationships with customers, exchanging relevant information that improves the customer experience and drives growth in the long term.

“At BNSF, we are technology leaders in so many areas, and clearly it is essential that we leverage that same expertise with our customers,” says Steve Bobb, executive vice president and chief marketing officer. “With NextGen CRM, we are implementing tools and processes that will truly transform the way we do business. These systems lay the foundation for even stronger relationships with existing customers and help us onboard new customers much more efficiently. As we successfully roll out these processes, our customers’ experience is significantly enhanced, and we have more tools and insights to help us expand and grow the business.”

At a company like BNSF, with thousands of customers and an extensive network, customer contacts can be multi-faceted. Customer communication includes individual and group emails, business unit announcements, website postings, telephone conversations, face-to-face conversations, etc.

Multiple teams at BNSF also share responsibility for customer information, including Marketing and Sales, Customer Support, Finance and various Operations employees.

“When it comes to serving the customer, we have numerous touch points that take place in various organizational silos. This can result in numerous contacts – and sometimes frustrations – for the customers when they have service issues, billing questions or questions regarding our products and services,” says Todd Olsen, assistant vice president, Market Development.

“NextGen CRM gives us the ability to better manage our relationships and interactions with customers, increase visibility across the organization and improve the internal coordination in the way we serve them.”

**Left hand vs. right hand**

Having a CRM is not new at BNSF. For the past 15 years, Zephyr has filled that role. It was a leading program at the time it was implemented, but it had limitations. The information it captured was based on phone calls, and did not include email, and it did not support the needs of all customer-facing groups.

“Initially, Zephyr helped us take a significant step by giving us a place to capture and organize customer opportunities and service requests. However, as we’ve continued to improve business processes, it began to show some limitations and didn’t fully serve our needs,” explains Todd McClain, director, Marketing Support.

“As a result, some groups were using it and others were not, which limited our visibility of what activities we were doing with the customer,” he adds. For example, issues resolved by the Equipment team weren’t visible in Zephyr, so Customer Support would need to make phone calls or send emails to verify the status of a customer request related to equipment.

“At BNSF, we want to be helpful and resolve customers’ issues, often going to extremes to do so,” says Karen Rekieta, director, Customer Support. “But in our urgency to fix the problem, we might not always let the right hand know what the left is doing, so multiple people or teams ended up trying to fix the same problem.” To complicate it further, when one group assumed another was handling the issue, the problem could go unresolved.

NextGen CRM will touch just about every group that interfaces with a customer. This advanced technology significantly expands the transparency and scope of BNSF’s support for customers, and helps ensure timely resolution of issues.

Every time customers initiate a call or email to the company, they are assigned a case number that is used to keep all related communications and actions in a central location. The technology helps ensure that the right person or team is identified from the start. At any point, anyone can see what is going on with a customer, who is involved and where there are hand-offs, along with the status of the follow-up. The result is that issues are resolved more quickly and efficiently.

“NextGen not only gives us this 360-degree view of the customer, the information is captured instantaneously,” explains McClain. “Now we’re
better prepared when the customer calls because we have the right people connected. Ultimately, we’re creating a stronger customer experience. Internally, it means we’re more efficient and have standardized business processes.”

**Better on many levels**

One big CRM challenge BNSF tackled was creating a central source of customer information – called Customer Hub – that consolidated information from more than 700 BNSF sources. That information includes addresses for customer headquarters and field offices, contact information and organizational data.

Another important NextGen enhancement – a tool called Genesys – immediately routes customer emails and phone calls to the appropriate BNSF contact.

Using software that recognizes an email address or authenticates the caller’s voice, the tool quickly connects the customer with the right person at BNSF.

“We now know that email is the No. 1 way customers reach out to us,” says Rekieta. “In the past, we tended to give calls higher priority. Today, both are channeled where they need to go using a workflow system designed to funnel the right work to the right group.”

The NextGen tools also enable mobility, offering easier access to information on smartphones and tablets.

Lindsay Claycamp, manager, Sales, Consumer Goods, discovered firsthand just how well the app worked while on a customer call.

“As another manager and I were headed to the customer’s office, we checked the best route. I clicked the Salesforce.com app, pulled up the contact information and a map popped up with directions,” she recalls.

That was a time-saver, but the real benefit was the section of notes from the last sales call.

“The information was easily accessible, with specific details,” says Claycamp. “We’d prepared for the call, but this gave us confidence about what we planned to discuss. Plus, I was able to see the info in a matter of minutes.”

In the past, account managers like Claycamp might leave a customer meeting with a list of action items. Returning to the office, the manager would email others for more information or resolution – and then have to track a variety of email trails.

Using the app, the account manager can now create a new “tasks” list on a customer; all updates to that list are in a central place that everyone connected with that customer can see.

Another NextGen feature is Chatter, a social networking tool that is part of the Salesforce.com product. Chatter...
enables users to collaborate and share insights about issues and opportunities, propose ideas and suggest solutions, with a record for future reference.

**View from 30,000 feet**

When a consumer uses Amazon.com and other retail websites, analytical tools track what that consumer views and buys and then the site recommends similar products. NextGen CRM can provide similar market intelligence about customer trends and preferences, enabling BNSF Sales and Marketing teams to better serve customers and understand key trends and patterns across commodities and business units.

Previously, capturing market trends and emerging opportunities took much more time— and analysts could see only one account at a time.

“This new system allows us to summarize what we know about our customers’ markets much more quickly,” says McClain. “As our Sales account managers meet with customers and have conversations, they can collect and input information that translates into market intelligence, giving us a 30,000-foot view. We intend to turn knowledge from individual meetings into intelligence for the organization.”

**Bringing the benefits to others**

TS is working with other departments to apply NextGen concepts as well as Salesforce.com. For example, the Second Hand Rail Team is using the system to manage the sale of assets by connecting external purchasers, Sourcing and field users. Finance, Law, Environmental and other groups are considering ways to leverage the technology to improve their processes and the experience of their “customers” – which could include other departments, vendors or outside contacts.

As BNSF looks to future enhancements, a key capability includes giving BNSF customers the ability to view their accounts and access answers to their questions.

“If customers have an inquiry, they should be able to have a self-service option to see if and how we answered their question, not unlike what you might do with one of your service providers, such as an airline or telephone company,” says Cyndi Kubich, general director, TS. “The new platform provides us with the technical foundation to drive greater innovation across the company to enhance the customer experience.”

Notably, BNSF is the first railroad to implement Salesforce.com for both Sales and Service management.

“The potential for improving the customer experience is there for our unlocking,” says Olsen. “NextGen CRM gives us a key that can transform the way we’re serving our customers.”

**Changing minds about making change**

When it came to implementing NextGen CRM, BNSF leaders knew that a change management process would be essential for a smooth, effective transition.

Even though the new CRM system would bring many enhancements and improvements, it still would significantly change how people do their jobs, according to Todd McClain, director, Marketing Support.

Starting in 2012, McClain and other leaders of NextGen started talking with other companies about best practices for a CRM transition.

“We learned what worked and what didn’t work at other companies and brought that knowledge back to BNSF,” says McClain. The team surveyed potential users to identify the new ideas that were the best fit for BNSF.

The NextGen CRM steering team also helped define guiding principles and metrics of success. Once the “blueprint” was done, frequent communication started to roll out that also gave employees the opportunity to preview the new technology. The change program also included training and live demos.

“We focused on people and how these changes would impact them. Based on that, we built a program to give employees information and experiences that would increase their comfort level, helping them understand why and how our processes were changing,” says McClain.

The process is still underway, with more users yet to come on board.

As with any significant change, there have been some challenges; however, the numbers of employees actively using the CRM system are ramping up quickly and customer satisfaction ratings are averaging 95 percent and better. Ultimately, that’s what NextGen CRM is all about – meeting and exceeding customers’ expectations.
BNSF’s Crooked River Bridge is 460 feet long and 320 feet above the Crooked River in Oregon. The bridge is one of approximately 13,000 on BNSF’s network that receives frequent and thorough inspections based on BNSF and federal requirements.

For the bridge inspector whose job is to review this century-old arch span bridge, a new technology is now available to add another layer of safety and another set of “eyes” from a vantage point previously not available. That technology is unmanned aircraft (commonly called drones).

“When it comes to safe operations, this really takes things to a whole new level,” says Gary Grissum, assistant vice president, Telecommunications, the department charged with overseeing the technology. Engineering is one of the BNSF departments currently using the technology, chiefly to supplement inspections for track, yards, structures and related assets.

Unmanned aerial vehicles (UAVs) are also being used to safely gather data on the scene following major derailments or to assess the impact of severe weather, such as flooding. What might have been done by a hy-rail snorkel truck on a bridge inspection or by track riders during severe weather can now be supplemented with a UAV at altitudes up to 200 feet above most track.

BNSF is one of only a few companies – and the first rail-road – to take a lead in the use of UAVs, having been granted authority last spring by the Federal Aviation Administration (FAA) to operate UAVs under certain conditions.

“Working with our partners to develop the system, our team is setting the bar, not just for our unique use of the technology, but for the commercial UAV industry as a whole,” Grissum says.

Jo-ann Olsovsky, BNSF’s vice president and chief information officer, says it’s no accident that BNSF is playing an important role in this cutting-edge program. “Not only is BNSF recognized as a leader in technology, but we share a common goal with the FAA: safety,” says Olsovsky.

View from above

BNSF is currently operating two kinds of UAVs, multi-rotor and fixed wing, both equipped with sensors that can deliver high-definition video and photos and infrared
UAVs, commonly called drones, are being used to supplement inspections for track, yards and structures, like bridges. (thermal) data. The multi-rotor aircraft, which take off and land like a helicopter, are used to operate in a limited area at a lower altitude. Fixed-wing aircraft fly like a plane; with a wingspan of more than 10 feet, these vehicles are technically capable of travel up to 80 mph at altitudes up to 19,500 feet.

BNSF bridge crews recently used the multi-rotor UAVs to gather video, images and other data from 50 bridges across the rail network to collect baseline data on the structures, check the sensors and further develop the equipment.

“These aircraft are excellent tools to supplement our bridge inspection processes,” says Craig Rasmussen, assistant vice president, Structures. “Particularly for large bridges, our inspectors and engineers will be able to see what can be the most difficult places to reach on a more frequent basis. This is a true safety enhancement for our employees and our business.”

Rasmussen adds that the UAV program allows BNSF to supplement visual inspections required by the Federal Railroad Administration with aerial review, resulting in safer inspection procedures for BNSF personnel, as well as a safer and more efficient railroad network.

**Pilot program**

Under current FAA guidelines, BNSF is allowed to operate line-of-sight missions at altitudes up to 200 feet above most track. UAV operators must meet licensing requirements; only personnel authorized by BNSF are permitted to use this technology. As more experience is gained, the opportunities will likely grow.

Most recently, BNSF achieved another milestone when it was named one of three organizations to work with the FAA on its Pathfinder Program on a test case for operating beyond line-of-sight missions. In October, BNSF partnered with UAV developer, Insitu, to operate its ScanEagle fixed-wing aircraft to conduct a series of railroad overviews in central New Mexico. It was among the first commercially operated UAVs to fly beyond the line of sight of its pilot. During the mission, the ScanEagle flew 135 miles.

“This has never been done before in the lower 48 states,” says Todd Graetz, unmanned aerial systems program manager, Telecommunications. “With this flight, we demonstrated that you can do this safely in scale.”

BNSF also is a good fit for the evaluation of UAVs for private commercial use.

“We have a defined goal, we have a defined path in our tracks, and we have a defined right of way to act as a buffer zone around our tracks,” Grissum says. “These things work in our favor.”

**Imagining the possibilities**

UAVs require an analytics/post-processing component, and BNSF is partnering with institutions like Bihre Applied Research, senseFly, Aero-Vironment and the University of Texas to realize the technology’s full potential.

For example, using the baseline data on bridges already gathered by UAVs, future UAV inspections could identify if components of the structure have moved, even if the structure itself isn’t showing physical signs of damage or stress.

“Imagination is the limit on what UAVs can do for us,” Grissum says.

In addition to supplemental track inspection, emergency assessments and analytics, other possibilities include leveraging the technology for asset protection or trespass detection. Safety will always be the first mission, but UAVs can also capture video and still images that reflect the scope of BNSF’s operations.

“It’s impressive seeing what you can do with this,” says Grissum. “The amount of data it can bring to the table is amazing.”

In other words, one could say that for UAVs, the sky is the limit.
BNSF predecessors helped realize the American dream as they built 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, as they continue to change and grow with us.

Agriculture, football and railroading. These themes often unite communities and families in Nebraska; Lincoln, its state capital, plays a pivotal role on all those fronts.

Since 1890, the University of Nebraska football team has been a focal point for many in Lincoln—named after the 16th president—and the state’s second-largest city, sometimes called the “Star City.” But BNSF has been a key part of the community even longer. A BNSF predecessor railroad arrived in Lincoln in 1870, just one year after the university was founded and three years after Nebraska entered the Union.

After the conclusion of the Civil War, railroads were building new track in the Midwest and Great Plains states at a rapid pace. Union Pacific’s transcontinental line passed well north of Lincoln and opened in the late 1860s. A BNSF predecessor, the Chicago, Burlington and Quincy Railroad (CB&Q)—as well as rail lines effectively controlled by the CB&Q—began to add track in eastern and southeastern Nebraska in 1869. These lines included, prominently, the Burlington & Missouri River Railroad.
The line that reached Lincoln first was the similarly named Burlington & Missouri River Railroad in Nebraska (Nebraska B&MR), which was formed to lay track west of the Missouri River at Nebraska City, then ran northwest into Lincoln. Another line entered Lincoln from the east that same year. In 1882, the CB&Q completed its line to Denver, making Lincoln a major player among railroad towns.

From the beginning, Lincoln’s location in southeast Nebraska proved to be strategic. In those early days, lumber was in high demand, given the lack of trees on the Nebraska prairie. Most early farm homes there were actually built out of sod. White pine grown in the Great Lakes region came through Chicago and was loaded onto rail for transport to Lincoln and other cities on the prairie.

The CB&Q worked closely with farmers and ranchers in the Plains to develop crops and livestock. CB&Q representatives advised prospective settlers about what crops could be successfully grown. Alfalfa, for example, was introduced by the railroad as a commercial crop in Nebraska in 1875. The tactic worked well and the legacy continues; Nebraska annually ranks among the top 10 alfalfa-producing states.

In 1890 the CB&Q built a shop for the maintenance and repair of locomotives and railcars in Havelock, a small town just northeast of the capital city. By 1895, the shops employed hundreds of skilled craftspeople. Nearby residents set their clocks to the sound of the Havelock Shops whistle.

Just after the turn of the century, the CB&Q built a switching yard at the western edge of Lincoln, which became known as Hobson Yard. In 1964, Lincoln Diesel Shop was established at Hobson Yard to handle locomotive maintenance, and Havelock Shops transitioned to working solely on railcars.

The Lincoln Diesel Shop, which maintains locomotives from its Hobson Yard location, celebrated 50 years of operation in 2014.
Havelock became the system’s largest car shop, a position it still holds, maintaining approximately 6,000 cars a year, mostly coal and grain cars. Havelock also produces 90,000 or more wheel sets. BNSF is the only U.S. railroad that still owns and operates a wheel plant.

Lincoln soon incorporated Havelock into the city limits, just as many of its families have incorporated the railroad into their lives.

A railroad-centric lifestyle

Many families here have had multiple generations working for the railroad.

Retiree Gary Hughes traces his family’s involvement with the railroad to the beginning of the 20th century. He started his career in 1971, a full century after the railroad entered Lincoln, but just one year after the CB&Q merged with four other railroads to form predecessor Burlington Northern Railroad.

Hughes and his cousin, Steve Loos, each worked 40-plus years on the railroad. That was typical of the Loos family, which had emigrated from Russia to the U.S. in the late 19th century. All six sons worked for the railroad, as did many of their sons.

“At family reunions, we still talk a lot about railroading,” says Loos, who was one of the last to work on the CB&Q’s passenger trains. Stationed at the midpoint between Chicago and Denver, Lincoln Mechanical employees saw many kinds of repair on these trains.

A profile of Lincoln is not complete without mention of one of the most famous passenger trains of this era. The Pioneer Zephyr, which began operation as the nation’s first diesel-powered streamlined train, went in regular service on Nov. 11, 1934, making a daily roundtrip from Lincoln to Omaha, Neb., and Kansas City, Mo. The route was periodically expanded to include other destinations. It ended its career in 1960, and several cars from the original Pioneer Zephyr are now on display at the Museum of Science and Industry in Chicago.

While passenger service through Lincoln decreased greatly in the 1970s, freight traffic, particularly coal, began to grow as unit trains rolled eastward from Wyoming’s Powder River Basin (PRB). Trains filled with low-sulfur coal arrived in ever-increasing numbers at Lincoln.

Starting in the 1970s, as demand for PRB coal grew, BNSF and its predecessors invested heavily in capital improvements to ensure the lines through Nebraska could handle demand. In the years following the BNSF merger, coal volumes continued to grow at a rapid pace. In 2006, BNSF added a third mainline track in Hobson Yard.

That expansion enabled Hobson Yard to accommodate additional switching, fueling and maintenance. That capacity continues to make a difference today for the wide variety of commodities moving through Hobson, a major classification yard. Grain products—everything from soybeans, to corn, ethanol and feed—move through the yard, testament that the region is still very much a grain- and livestock-producing region. Among the major customers served are agricultural processors ADM and AGP.

Four subdivisions converge here (Ravenna, Hastings, St. Joseph and Creston) and between 85 and 95 BNSF trains pass through Lincoln on a given day before rolling on to Minneapolis,
Chicago, Kansas City or Denver. The yard processes approximately 800 cars in a 24-hour period.

Between the terminal and division offices, Engineering, Signal, the locomotive shop and Havelock, BNSF employs approximately 2,200 here. Lincoln employees and their division peers do the job safely as the Nebraska Division, headquartered in Lincoln, has won 12 Safety Bells since 2000.

At the heart of the city

The majority of trains that enter Lincoln move through the heart of the city, the downtown area known as the “Haymarket” district.

The Haymarket name can be traced to Lincoln’s first decade when, in the original plat of Lincoln of 1867, a “Market Square” was designated near downtown. That square was an open-air market for produce and livestock, as well as a camping ground and general gathering place. Wagons and animals thronged Market Square, and the area was a major agricultural hub.

Still part of the Haymarket is “Lincoln Station,” which originally served as the CB&Q’s depot. A Neo-classical Revival style depot, the building today houses the Nebraska Division offices, along with other offices and shops. Up until a few years ago, the area just west of the depot was call the “Grain Yard,” a carryover from the days when grain cars were staged here.

About a decade ago, an urban revitalization project was undertaken to create the Lincoln West Haymarket project utilizing the Grain Yard property, which necessitated moving and realigning BNSF’s two mainline tracks by about 500 feet.

The city, working with BNSF and other property owners, completed the project in 2013, providing the new 16,500-seat Pinnacle Bank Arena, hotels, retail, office space, downtown housing and open community plaza areas. The arena is built in the footprint of the original CB&Q depot, and the Burlington-inspired California Zephyr still arrives daily at Amtrak’s Lincoln station, located near the arena, via BNSF tracks.

Lincoln’s rail heritage lives on in the bustling Haymarket, as evidenced by outdoor sculptures and locomotive displays. Nearly 150 years after the Nebraska B&MR reached Lincoln, BNSF continues to enjoy a mutually beneficial relationship with the city, which Forbes recently named No. 17 in its list of Best Places for Business and Careers.

Mike Harvey, superintendent of Operations-West, agrees. He has lived in big cities and small towns during his railroad career. He says Lincoln, with its extensive park system, cultural offerings and well laid-out thoroughfares, is a nice place to live, especially for families.

“It’s got a big town atmosphere,” he says. “But with a small town feel.”
Since it was established in the mid-1990s, the BNSF Employee Portal has been an important tool for keeping BNSF employees connected and informed. It is also the launching point for many of the files, applications and data employees use to do their jobs.

Over time, however, the amount of online content and the growing complexity of navigation made it increasingly difficult to find important tools and information.

Although parts of the Employee Portal were updated and improved several years ago, the site has never been completely redesigned. This year, after an extensive effort by a large team of employees, BNSF is introducing an updated, streamlined Employee Portal, designed to make it much easier to use and navigate.

This new interface, which will roll out in 2016, represents a major shift in thinking. Content is now organized by function rather than department. Navigation is streamlined and the content used most often by employees is organized under a few simple tabs.

The redesign is the product of a significant amount of work, review and input from a large and diverse group of BNSF employees representing various departmental work teams and supported by BNSF’s Web Publishing and Internal Communications groups.

What you see today is only the first phase, focused on the most commonly used information that applies to many or most employees. The work will continue as more online content and pages for departments and other teams are brought into the new design and navigation structure.
“Main Tabs” remain easily accessible at the top of every page.

“Quick Links” are the most commonly used links and features.

WHAT’S NEW:

Mobile-friendly
The Employee Portal incorporates responsive design, which makes it much easier to use on tablets and smartphones.

Quick Links
Quick Links, formerly on the left side of the portal, can now be accessed on a Quick Links tab at the top right of the navigation bar. These Quick Links were carefully chosen based on employee feedback and user data to identify the most commonly used links and features. Employees can also easily add customized My Links in the new design, and any My Links they’ve currently identified should automatically carry over.

Mega Menus
Think of the Mega Menus as just another set of Quick Links related to the specific tabs you’ve selected. They give you faster access to important content and information related to that topic. Simply hover your cursor over each major tab across the top of the portal to view the Mega Menus.

“Employees will find a cleaner look, a more user-friendly navigation and an overall better experience with the new site.”
Jamie Reed, manager, Employee & Organizational Development
**New Main Tabs:**

Right away you’ll notice that the new Employee Portal has fewer main navigation tabs. You can either hover your cursor over the main tabs to access the related Mega Menu, or click the tab to access a landing page related to that topic. For the redesigned portions of the Employee Portal, these tabs will always remain easily accessible from the top of every page.

Here’s a quick view on what you’ll find with each tab:

**Company:**
This page provides the latest BNSF news, announcements and videos, as well as quick access to view BNSF’s Vision & Values, policies, financial reports, employee recognition programs and other general company information.

**Services:**
On the Services page, you’ll have easy access to purchasing and payment tools, including the Concur travel and expense application, as well as information about ordering a new mobile device/computer or approving invoices.

**Training:**
On the Training page, you have easy access to an array of BNSF technical and leadership development information, including Leadership University, the Technical Training Center, the Learning Portal and other training programs.

**Metrics:**
The Metrics page provides an at-a-glance view of key company measurements, including safety numbers, network momentum/velocity statistics, the corporate dashboard, volumes and other widely used reports and data.

**Company:**

- **Services:**
  - On the Services page, you’ll have easy access to purchasing and payment tools, including the Concur travel and expense application, as well as information about ordering a new mobile device/computer or approving invoices.

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- The Metrics page provides an at-a-glance view of key company measurements, including safety numbers, network momentum/velocity statistics, the corporate dashboard, volumes and other widely used reports and data.

**Your Opinion Matters**

The new BNSF Employee Portal is designed to help you find the information you need more easily, and the experience will continue to improve with your input. To support the rollout of the new design, submit feedback via email or by phone:

- **Email**: webpublishing@bnsf.com
- **Call**: 817-352-7829
My Work Pages:
The new Employee Portal incorporates roles-based content for some specific Operations work groups through the “My Work” tab. These pages give specific employees access to the information and tools they use each day at work. Roles-based pages are available for:
- Transportation employees, including trainmasters, yardmasters and terminal managers;
- Mechanical employees, including car and locomotive foremen; and
- Engineering employees, including roadmasters, signal supervisors and structures supervisors.
Additional roles-based pages will be deployed in future phases.

Departments:
This tab at the very top of the page gives you access to other tools and links that are relevant to your department, division or work team. Many of the pages here reflect the old portal design. They will be updated as part of the next phase of the project starting in 2016.
The BNSF Railway Foundation’s Matching Gift Program could enable you to double your contribution to any qualifying nonprofit organization. Through this program, the Foundation will match your donation dollar for dollar. To qualify, your donation must be at least $100, up to a maximum of $20,000 in total donations matched per year, per employee.

“This program is an effective way to bring company support to the causes employees care about and personally support with their own dollars,” says Zak Andersen, vice president, Corporate Relations, and president of the Foundation. “The program is designed to be easy to use, as part of our desire to encourage employees to be involved and participate in their communities.”
To qualify for the Matching Gift Program, organizations must be designated as an eligible 501(c)(3). Qualified nonprofits cover many sectors, including the five general categories of BNSF Railway Foundation giving of civic, cultural, educational, health and human service, and youth organizations. (See sidebar on pg. 21.)

While the minimum program match is $100, an employee can make multiple contributions in the relevant calendar year to a qualifying organization; as long as the total at year’s end is equal to or greater than $100, the donation will be matched. (Employees should hold on to their receipts until the $100 minimum is reached.)


If you are not sure of an organization’s eligibility, please first verify with the organization that it is designated by the IRS as having 501(c)(3) status.

You can also find the form on the Employee Portal, on the Company tab. (Note that paper forms on file in many BNSF offices may no longer have the Foundation’s correct address, so please be sure to use the up-to-date online form.)

Here are some general guidelines:

- Eligible employees must be regular, full-time employees of BNSF Railway Company with one year or more continuous active service.
- All recipient organizations must be located within the United States.
- The Foundation cannot match contributions made to private foundations, the United Way, community foundations, chambers of commerce, fraternities and sororities (or their respective foundations), athletic organizations or to any organization that is not an eligible 501(c)(3) organization.
- The Foundation cannot support an individual’s fundraising efforts, for example, a child’s fundraising for his or her scouting troop. The Foundation, however, will match a donation to the eligible national organization or local troop.
- Contributions must be made by an employee personally and may not be made on behalf of a group of employees or other individuals or sources.
- Receipts or copies of donor payments must be included with the form.

Making a Difference

 Employees across the network are living our BNSF Values in their local communities, supporting those in need through volunteer work, serving on boards as well as financially supporting worthy nonprofit organizations. Small or large, local or national, the organizations that BNSF people support are varied, but in each case employees are committed to making a difference. Below are some of the reasons why they give with their dollars – and why they use the Employee Matching Gift Program.

Yolanda Carroll, director, Sales, Industrial Products, Fort Worth

Giving back to others appeals to Yolanda Carroll on many levels. Chiefly, donating to good causes is part of her moral compass, she says – and using the company’s Matching Gift Program just makes good business sense.

“I see myself as my brother’s keeper, so I support several causes with my time, services and finances,” she explains. “Why would I not take advantage of the program to double my donations?”

The list of organizations she supports is long. Two that she consistently helps fund are the local American Cancer Society (ACS) and Irving Cares, a North Texas health and human services organization. Carroll serves on both organizations’ boards.

Like many, she has strong personal reasons for the choices she makes when committing her time and money. The ACS hits home for Carroll as various family members and colleagues have battled cancer, and her dad is a two-year survivor. Supporting Irving Cares is important because she knows what it means to be a recipient of similar services.

“I was blessed to have been helped by others when I was young – and I want to do the same as much as possible,” she says of her contributions to Irving Cares. Because it is a small organization, every dollar is appreciated, doubly so when matched.

“Giving back is so important and why we talk about it as a company as part of our Vision & Values,” adds Carroll. “To anyone who is considering making a donation, know that if it’s important to you and you’re willing to support it, the company is willing to support you.”

The process is also easy she says, requiring only filling out one piece of paper and including a receipt.

“It’s so simple, and if you want to give small donations throughout the year, as
long as they add up to $100 by the end, you can double your donation and make a big difference.”

**Jolene Miller, general director, Revenue Management, Topeka, Kan.**

Like Carroll, Jolene Miller has strong convictions about the organizations that receive her donations. “I give to the Leukemia and Lymphoma Society because my grandmother passed away from multiple myeloma and finding a cure is personal to me,” explains Miller, who also gives to the American Heart Association and CASA of Shawnee County, which provides advocacy for children in foster care.

Miller also gives to the Sunflower Music Festival. “It’s a wonderful gift of music to the Topeka community and features world-class musicians,” says Miller.

Kurt Schrepfer, locomotive engineer, Kansas City, Kan.

Kurt Schrepfer started using the Matching Gift Program five years ago. One of the first organizations he gave to was Convoy of Hope, which provides resources to the poor and aid after natural disasters. For instance, the organization distributed food, water and other supplies in the aftermath of the 2011 tornado in Joplin, Mo., and the 2010 earthquake in Haiti.

Miller encourages her fellow employees to use the Matching Gift Program. “People make contributions to organizations all the time, but some forget the Foundation is available to us. Because it can multiply the gift that we give, why not use it?” she adds. “We are fortunate to work for a company with a Foundation that we can use to supplement our contributions to organizations that have a need.”

He also regularly gives to organizations that help the homeless, including the Uplift Organization and City Union Mission. Schrepfer has donated clothes and money to City Union Mission over many years and was happy to boost his support through BNSF’s Matching Gift Program.

“The program is something I’m proud of the company for doing,” says Schrepfer, who hopes more people will use it to benefit their communities.

**Gary Law, bridge operator, Rock Island, Ill.**

For Gary Law, BNSF’s Matching Gift Program enables him to help preserve the history of a town that is important to him and his family. He gives to the Savanna Historical Society, which celebrates the history of Savanna, Ill.

“My family has been in that community since 1846 on my dad’s side,” explains Law. “I’ve moved around at BNSF over my 37-plus years and I’ve been able to return close enough to live there.”

Law became involved in the historical society in 2007, when it had just eight members. Since then, they’ve applied for grants and increased their membership to about 300 members. The society is in the process of renovating the Savanna Museum and Cultural Center.

“The Matching Gift Program is a good team effort between the company and employees resulting in the betterment of small and large communities,” says Law.

**Frank Anderson, assistant vice president, Marketing Equipment, Fort Worth**

Community service organizations and educational institutions benefit from Frank Anderson’s donations through the Matching Gift Program. Anderson first began using the program more than 10 years ago, after learning about it through internal communications at BNSF and through the Community Affairs team.
As a board member of ACH Child and Family Services for more than six years, Anderson says he is committed to helping the cause, which has a mission to protect children from abuse, neglect and family separation and to help children recover and heal if they do suffer abuse.

Anderson’s wife was recently the board chair for the Women’s Center in Fort Worth, which inspires, teaches and empowers women and families to overcome violence, crisis and poverty in Tarrant County. Anderson applies for matching funds for that organization as well.

“If we really practice what we preach in terms of being committed to the communities in which we live and work, using the program to increase your donation makes sense,” he explains. “It stretches your impact, and it’s easy.”

Anderson also donates to the University of North Carolina at Chapel Hill, the University of Texas at Austin and Texas Christian University.

But Anderson says it’s not just about the money. He and his family also donate their time and talents to further the reach of the organizations they support.

“The time we give is important as well,” he says. “Organizations need community volunteers, especially with business experience, to keep operating and to help others.”

Steve Delano, locomotive engineer, Needles, Calif.

Steve Delano began using the Matching Gift Program about five years ago.

“I give to Christian ministries, compassion ministries for those suffering after natural disasters as well as widows and orphans, and to help refugee camps in the Middle East,” Delano explains. When he first learned about the Matching Gift Program, he recognized it was a good way to increase his impact.

Before he makes any donation, Delano carefully researches the organizations to make sure his money is helping people and not paying for advertising or salaries.

“I try to be wise with my investments, rather than perpetuating a bureaucratic structure,” he says.

Delano has also been an active volunteer, completing mission work in Mexico, Nicaragua and the Philippines. He also assists churches and distributes literature.

Recently, Delano has begun recommending the Matching Gift Program to other BNSF employees who have started using it as well.

“People in distress are getting help and BNSF is getting some credit,” he says of the program. “I think it’s great.”

Below are some examples of types of eligible organizations to which the Foundation will consider matching grants, provided that the other requirements are met.

**Educational Organizations:** Graduate and professional schools, four-year colleges and universities, seminaries and theological schools, junior and community colleges, accredited private junior high or high schools and private elementary schools (K through 8th grade, provided they are accredited by the appropriate regional or professional associations), and eligible public charities that support accredited public elementary, junior high or high schools.

**Cultural Organizations:** Organizations such as museums, public or private libraries, public radio and television, performing arts groups and theaters.

**Health and Human Service Organizations:** Organizations (including faith-based organizations) addressing the health and well-being of children, youth, the elderly and families, including the American Red Cross and organizations that provide international health and human services.

**Conservation and Stewardship Groups:** Organizations whose mission is the conservation, protection, restoration and management of our public lands such as national parks; animal welfare organizations that provide rescue, shelter and adoption or whose purpose is the prevention of animal cruelty.

**Hospitals:** Private nonprofit hospitals.
Stay active through local health events

To help you achieve and maintain good health, BNSF provides information and programs to encourage active participation in local fitness and health-related events.

From biking events to community health fairs, from fun runs to triathlons, BNSF sponsors events at locations across its network. This often means employees can participate at either no cost or at a reduced cost for those events sponsored by BNSF.

In 2015, BNSF proudly supported about 60 local events across its system and more are planned for 2016. BNSF Wellness managers work closely with local operations leaders and members of the Public Affairs and the Government Affairs teams to identify events to sponsor in a community.

“Our company cares about employee wellness, and we want to support employees in their health and fitness goals,” says Bea Mercer, Wellness manager for the Springfield Division. “Sponsoring these events – many of which support charitable causes – not only gives employees a chance to participate, but also demonstrates that BNSF is a good corporate neighbor.”

To anyone thinking about starting a fitness routine or to those who are already active, Mercer says that she and her fellow Wellness managers from across the BNSF system are ready to help employees get started.

“Putting exercise into your regimen or ramping up your existing routine are good ways to begin,” she says.

Employees who are interested in staying fit should check in with their respective division Wellness managers or their directors of Administration to learn about upcoming events and activities. You can find a listing of local wellness information and contacts on the myBNSF.com website.

YardViz making switch moves more intuitive

Last May, the Transportation and Technology Services teams began implementing YardViz to provide extensive support for employees who manage yard operations. YardViz is an application that provides a virtual display of a terminal and allows users, such as trainmasters and yardmasters, to make switching decisions from a centralized online location. It also highlights compliance and blocking issues to make switching more intuitive and potentially reduce the need for additional switch moves. YardViz is linked to multiple applications and gives the user “one stop” access to a multitude of commands.

Under the direction of Amy Michelle Lucio, director, and Rick Goodwin, terminal manager, a team of approximately 30 Transportation employees started the system implementation, beginning with the Texas Division in November 2015. The vision is for all terminal trainmasters and yardmasters to receive YardViz training with system-wide implementation to be completed by July 1.

“We expect one of YardViz’s greatest values will be in onboarding future generations of employees, allowing them to learn switching and blocking in a graphical format accompanied by decision-assist functionality,” says Megan Byrns-Davis, general director, Technology Services Operations.

The teams continue to enhance functionality within existing tools and are collaborating with TSS Service Modernization to transform processes and system capabilities. More information on TSS Service Modernization will be covered in the Spring edition of Railway.
After months of testing and training, a new state-of-the-art terminal process control (TPC) system was officially switched into normal operations at BNSF’s Tennessee Yard in Memphis, Tenn., on Dec. 1.

The milestone represents significant progress in BNSF’s effort to modernize legacy hump systems, which are used to sort freight cars in hump yards.

“As technology advances, we have greater opportunities to improve processes and make work safer and more efficient for our employees, and that’s exactly what we’re doing with the new TPC system,” explains Jo-ann Olsovsky, vice president and chief information officer.

The new TPC system was designed and developed in-house by and for BNSF teams. Reflecting the expertise of Technology Services and Operations employees, with input from users at many locations and extensive testing in Memphis, TPC can improve the safety and efficiency of processing freight cars. The advances it brings to this complex task will enhance BNSF’s ability to consistently meet customers’ expectations.

Since going live, the new system has humped thousands of cars without interruption to yard production.

“Breaking down incoming trains safely and efficiently and reclassifying freight cars into new outbound trains are both fundamental to meeting customer expectations,” says Jim LeVere, assistant vice president, Signal. “Going live with TPC in Memphis is an important step, and I’m proud of the teams who’ve worked so hard on this successful implementation.”

The new TPC system uses more robust data processing to assist yardmasters and crest operators in their daily tasks. For example, the new TPC system integrates specific hump yard details – degree of each curve, number of switches and grade incline or decline percentage – to ensure accurate calculations for safely sorting each railcar. Moreover, the new systems will improve access to information by integrating data from each hump location into a central repository.

In the future, BNSF will be able to integrate TPC with other systems such as Movement Planner, Terminal Planner and Visual Train Scheduler. This integration will enhance end-to-end decision-making across our network processes.

The location and size of operations at Tennessee Yard made it an ideal candidate to test and implement the new TPC system. The team of Engineering, Transportation and Technology Services employees will continue to closely monitor the implementation as plans are made to extend TPC to other yards. Based on information gathered from TPC implementation at Tennessee Yard, future implementations are planned for the Argentine (Kansas City, Kan.) and Barstow, Calif., yards in 2016.

How hump yards operate

BNSF’s nine hump yards consist of a complex series of tracks for sorting, loading/unloading or storing railcars.

So, how does it all work?

1. Trains first enter hump yards with freight intended for various destinations.
2. To sort and redirect the various shipments, the railcars are pushed up a small hill (the “hump”), then detached and rolled down the other side of the hump.
3. Using gravity, computers, sensors, switches and retarders to control speed, each railcar is carefully routed to a specific track where the consist is built.
Suite of BNSF mobile apps continues to grow

BNSF employees are already realizing the value and benefits of using mobile apps in the workplace, and the suite of available apps continues to grow. Users can download mobile apps from BNSF’s enterprise app store (Apps@Work) to either their BNSF smartphone or their personal smartphone/tablet, if their personal device is enrolled in the Employee-Owned Mobile Device (EOMD) Program. For more information on the EOMD program, please visit employee.bnsf.com and click on “Mobile Device Program” under Quick Links.

Technology Services welcomes your feedback on the existing apps (MobileAppServices@bnsf.com) as well as your ideas for new apps (http://depot.bnsf.com/team/macenter).

**PeopleFinder**

The PeopleFinder app lets you look up employee and contractor contact information as well as organization structure.

You can search by contact name, title, department, work location, or any combination of that information.

Emergency and important numbers – such as the Resource Protection 24-hour emergency number, Help Desk and Employee Assistance Program phone numbers – are also available in the app with just one click.

(App is currently supported on iPhones and Android devices.)

**MobileDocs for Windows 8**

MobileDocs for Windows is available to company-issued Windows 8 tablets and laptops and provides access to reference documentation from any BNSF SharePoint site. The app also integrates with Engineering Asset Management (EAM) to allow users to view pertinent documents related to the asset or inspection being viewed.

EAM users can easily access documents in the following categories:
- General Engineering
- Track
- Signal
- Structures
- Roadway
- Timetables and Rulebooks

The app is available for download on company-issued Windows 8 tablets and laptops through the normal software installation process (select “Run Advertised Programs” from the Windows Control Panel).

For assistance installing the app, users can contact the Mobile App Services team at MobileAppServices@bnsf.com.

(App is currently supported on iPads and iPhones, with Android support planned for second quarter 2016.)

**JobAids**

The JobAids app provides quick and easy access to BNSF’s track charts and TEAM manuals, allowing the user to view characteristics of a territory, such as signal locations, switch locations, track/CLIC numbers, derail locations and yard layouts. As with the Rules & Timetables app, employees will automatically receive published updates and amendments when the device has a data connection.

(App is currently supported on iPads and iPhones, with Android support planned for second quarter 2016.)

**Room Finder**

The Room Finder app can be used to reserve available conference rooms based on date, time and amenities needed. Users can also invite other attendees and locate the conference rooms on an interactive map. All conference rooms currently available in Outlook Room Finder are available in this app. Reservations are automatically added to your Outlook calendar.

In addition to being available for download from Apps@Work, a web version of Room Finder can be accessed for desktop and mobile users by going to https://rooms.bnsf.com.

**Rules & Timetables**

The Rules & Timetables app enables employees to view and store operating and safety rulebooks, timetables and general orders on a mobile device, providing an alternative to carrying paper versions of those documents. Employees will automatically receive published updates and amendments when the device has a data connection.

(App is currently supported on iPads and iPhones, with Android support planned for second quarter 2016.)

**Ask LR/SHARE**

The ASK LR/SHARE app builds on the former ASK LR feature on the Labor Relations intranet site, where employees are able to submit labor-related questions (e.g., benefits, compensation, labor agreements, etc.). The new “SHARE” part of the app connects employee thoughts and feedback on labor relations-related work issues and gives employees the opportunity to copy their supervisors in the question and answer process, if desired.

In addition to being available for download from Apps@Work, a web version is available at bnsf.com/asklr using a mobile browser.

BNSF employees are already realizing the value and benefits of using mobile apps in the workplace, and the suite of available apps continues to grow. Users can download mobile apps from BNSF’s enterprise app store (Apps@Work) to either their BNSF smartphone or their personal smartphone/tablet, if their personal device is enrolled in the Employee-Owned Mobile Device (EOMD) Program. For more information on the EOMD program, please visit employee.bnsf.com and click on “Mobile Device Program” under Quick Links.

Technology Services welcomes your feedback on the existing apps (MobileAppServices@bnsf.com) as well as your ideas for new apps (http://depot.bnsf.com/team/macenter).
Retirees and former employees encouraged to join BNSF Alumni Association

Like other alumni groups that are designed to bring together former members of a school or institution, BNSF now has an alumni association. Launched this fall, the BNSF Alumni Association is designed to support existing groups for retirees and former employees who are interested in keeping in touch with the company.

Steve Manning, manager, Social Media, and a coordinator of the alumni project, says the association will serve multiple purposes.

“This alumni initiative will not only help members of the BNSF family keep in touch and stay connected to the company,” he says, “it will enable us to supply them with the information they need so they can be strong advocates for freight rail and for BNSF in their communities.”

To kick off the initiative, BNSF hosted an event on Oct. 28 at the James J. Hill House in St. Paul, Minn. About 80 company alumni and spouses attended, representing a variety of departments and roles. Three attendees indicated they started their careers in the 1950s.

Roger Nober, executive vice president–Law and Corporate Affairs & chief legal officer, and Andrew Johnsen, assistant vice president, Community Affairs, hosted the event. Nober thanked attendees for coming and sought to enlist their support in the community. He encouraged them to add their voices to public discussions of transportation-related issues.

Similar events are planned at locations around the BNSF network on a periodic basis. The next event is tentatively planned for spring 2016 in the Pacific Northwest.

The BNSF Alumni Association is open to anyone who worked in the past for BNSF Railway or one of its predecessor railroads, regardless of number of years of service.

If you are a retiree or former employee — or know someone who is and might be interested in joining — please encourage them to visit www.bnsfalumni.com to learn more and sign up. For more information about the initiative, email alumni.association@bnsf.com.

Active and retired employees are also encouraged to join Friends of BNSF, www.friendsofbnsf.com, a members-only community website for people with ties to BNSF or its predecessor railroads. The site is filled with historic articles and photos, company updates and free downloads. Membership is free, but registration with a valid email address is required.
New Safety Recognition Program items announced

New award options have been chosen for the Safety Recognition Program. Watch your mailbox for more information about this year’s selections. Employees who met the injury-free eligibility requirements for 2015 will receive an informational catalog about the program, which includes instructions for selecting an award.

The program again offers two safety plate designs. The photo plate features David Townsend’s grand prize-winning image from the 2016 BNSF photo calendar of a manifest train traveling into stormy weather in northern Oklahoma. The art plate highlights a detail of Edith Hamlin’s Eagle Dance at Taos, a painting in the BNSF art collection.

Eligibility requirements remain unchanged; an employee must have worked injury-free and must have worked at least three consecutive months during the calendar year to earn one award. Earned awards can then be redeemed for program merchandise.

Awards can be rolled over for up to three years before they expire. Once an unused award expires, it can no longer be redeemed. Employees with a 2013 award in their account must redeem at least one award by Dec. 31, 2016, or their 2013 award will expire. When a redemption is made, the 2013 award will be automatically used first.

While all employees who earned a 2015 award will receive the informational catalog at home, eligible employees with an active BNSF email address will also receive an email in early February. 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 receive a safety plate or donate the value of their award to a participating nonprofit should note the March 16, 2016, order deadline for these selections. Items from the gift category can be selected until the end of 2016. If an award selection is not made by Dec. 31, an employee’s award will automatically roll over.

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.

New award options in the gift category include a thermos (level 1), a fitness wristband (level 2) and a Carhartt® tool belt (level 3).

Great seasonal photos needed!

Grab your camera and start taking BNSF train photos for the 2017 calendar contest. Scenic winter and early spring shots are needed, and now is the perfect time to capture a shot that might make it into next year’s calendar.

In addition to capturing the season, winning images will also reflect our broad geographic coverage and the various commodities BNSF handles. Contest participants should also remember the following:

- Photos must include a BNSF train with the lead locomotive bearing the “swoosh” logo. The train must also be on BNSF trackage or in a BNSF facility.
- Pictures should be in focus and employ a horizontal format.
- High-resolution images (at least eight megapixels) are required; camera raw or TIFF files are preferred.
- The contest is open to current BNSF employees only. Up to three entries per employee will be accepted.

The contest entry form is available on the employee portal and will be provided in the next issue of Railway.

The deadline for submissions is July 1, 2016.
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 March 1, 2016, are as follows:

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

The theme this year is “What do you think about to stay Safe?”

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 18 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 on the template, available at: [http://www.bnsf.com/contest2016](http://www.bnsf.com/contest2016)
4. One entry per child on the template printed out on an 8-1/2 x 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 March 1, 2016. Please mail entries to:
BNSF Railway
Attn: Katharina Miller – Safety Department
2500 Lou Menk Drive, AOB-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.
We Help Support Your Life!

One Stop. Specialized Assistance.

As part of your employee benefit plan, your BNSF EAP+Work/Life program now offers expanded services. In addition to access to a Licensed Professional Counselor, you now have a wide range of Work/Life support services. Just call to reach our experts, who will promptly help you get the answers and solutions you need about childcare, eldercare, legal, financial, identity theft services and more.

The many ways we help!

**Childcare**
Our Childcare Service can help you with many different concerns, searches and topics such as:

- Childcare centers
- Family-run child care homes
- Nanny agencies
- Summer camps
- Babysitter tips
- Community resources
- Camp checklist
- Pre-school
- Back-up care

**Eldercare**
Our Eldercare Service can assist with various topics, concerns and searches such as:

- Assisted living
- Nursing homes
- Independent living
- Home health aids
- Adult day services
- Senior centers
- Geriatric care managers
- Community resources
- Adults with disabilities
- And lots more...

800.383.2327
MyBNSF>Benefits>EAP+Work/Life