

## GATX Rail North America Operational Excellence Policy

GATX Corporation's Rail North America division is committed to being an excellent operator focused on providing quality services to customers. We provide a safe and secure environment for our employees, contractors, visitors and the surrounding communities. We achieve results by executing our business processes to meet our objectives relating to the environment, health, safety, security, quality, delivery, efficiency, and cost-effectiveness.

We are an active partner in the Responsible Care® program through the American Chemistry Council and the Chemical Industry Association of Canada and abide by the Responsible Care Guiding Principles.

**The Operational Excellence Manual (OEM) and the Environmental, Health, Safety, Security Responsible Care Manual (EHSSRC) define these business processes.**

### Guiding Principles

**Values...** We are known for integrity, the safety of our operations, industry leadership and superior execution.

**Customer Success...** Our services help our customers achieve their business objectives. We maintain open, two-way communications with customers to help ensure that our railcars are used safely and to receive input and feedback on our performance.

**Process Management...** We routinely set goals with measurable objectives and all levels of management regularly review progress. We effectively document, control and manage our processes to comply with customer, regulatory, legal, Responsible Care and internal requirements and to achieve desired results.

**Continuous Improvement...** We continually identify and evaluate opportunities to make improvements in our performance. We are proactive in identifying potential non-conformances and preventing their occurrence.

**Environmental, Health, Safety & Security Responsibility...** It is our responsibility to meet the EHS&S needs of our employees, customers, regulatory agencies and the public, and the requirements of Responsible Care. We do this by controlling our operations and maintaining open dialogue with our stakeholders. We strive to provide a safe work environment, maintain railcars that are safe to operate, protect the public, and prevent environmental damage.

**Supplier Partnerships...** Our success is dependent on the performance of our suppliers. Developing and strengthening supplier partnerships enables us to better execute our business strategy.

Approved By:



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