



J. L. West,  
Vice President Engineering  
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Jacksonville, FL. 32202

Date: December 8, 2009  
To: All Engineering Department Employees  
Subject: Work place behavior

This memorandum is intended to address all Engineering Department employees whether you occupy a management position or contract position. And to make it explicitly clear that under no circumstance will I as the leader of this Engineering Department, or this company tolerate any threats, intimidation or harassment of employees for any reason whatsoever.

It is unfortunate that I had recently been made aware of alleged intimidation and harassment tactics involving employees of the Engineering Department. Let it be clearly stated that CSX Corporation as well as CSX Transportation will not condone any behavior that is inconsistent with our core values whether such behavior is inadvertent or intentional.

As managers you should be aware that CSX Transportation has committed to abide by certain work rules and conditions that are enjoyed by our contract employees and those employees maintain the right to file claims and grievances either individually or on their behalf, if they feel that those rights and benefits have been denied. Such employee rights are protected by the terms of their respective Agreements, as well as company policies and federal law.

Contract employees are also expected to abide by all company practices, rules and policies. Threats, intimidation or harassment as discussed above, will likewise not be tolerated under any circumstance.

At CSX, we believe that living by a set of core values helps define the true measure of a company - they guide the way we treat each other and how we make business decisions, no matter what the business climate is. CSX has developed a core ideology that is the foundation for everything we do. This creates focus on what's important while challenging everything else in a drive for continuous improvement. This company, as well as the Engineering Department is committed to the values that people make the difference, our decisions are fact based, and we will achieve the right results the right way.

Sincerely,

A handwritten signature in black ink, appearing to read "J. L. West", written in a cursive style.