

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 Chemistry 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. [This is accomplished by leading in ethical ways that increasingly benefit society, the environment, and the economy.](#)

Customer Success... Our services help our customers achieve their business objectives. [We maintain open, two-way communications with customers to support their needs and to receive input and feedback on our performance.](#)

Process Management... We routinely set goals with measurable objectives that are regularly reviewed by all levels of management. We also document, control and manage our processes to comply with customer, regulatory, legal, Responsible Care and internal requirements to achieve desired results.

Continuous Improvement... We continually identify and evaluate opportunities to make improvements in our performance. [We are proactive in identifying, reducing and managing our risk exposures with regards to our processes and products to prevent negative outcomes. We also support education and research on the health, safety, environmental effects and security of our products and processes.](#)

Environmental, Health, Safety & Security (EHS&S) Responsibility... We believe 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, help protect the public, and help prevent environmental damage. [We strive to make continual progress towards our goal of no accidents, injuries or harm to human health and the environment from our products and operations and openly report our EHS&S performance. In addition, we are always looking for opportunities to coordinate with governments at all levels and other organizations in the development of effective and efficient EHS&S laws, regulations and standards.](#)

[We also seek continual improvement in our integrated Responsible Care Management System® to address EHS&S performance and promote pollution prevention, minimization of waste and conservation of energy and other critical resources at every stage of the life cycle of our products.](#)

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.

[We promote Responsible Care® by encouraging and assisting others to adhere to these Guiding Principles.](#)



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SVP & Chief Commercial Officer



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