

CSX TRANSPORTATION CRITICAL INCIDENT RESPONSE PROGRAM (CIRP)

CSX Transportation, Inc.'s **(CSXT) Critical Incident Response Program (CIRP)** is administered by the CSXT Employee Assistance Program (EAP). The program is managed by the CSXT Occupational Health Department, and all personnel associated with the EAP are qualified mental health professionals that are competent in providing support to address a variety of employee-health concerns, and have received training in Psychological First Aid (PFA). The EAP Director is the carrier's designated management official that has overall responsibility to implement and ensure compliance with the plan.

The EAP is available to all CSXT employees and immediate family members 24 hours a day, 7 days a week. Call the 24/7 EAP Helpline at **(800) 657-3366**.

Purpose of Program

The CIRP is intended to help CSXT directly-involved employees exposed to critical incidents identify and cope with their responses to these events. This includes providing options for relief, counseling and guidance, and other support services designed to mitigate the adverse psychological reactions that may accompany critical incidents. The focus of the plan is to minimize the harmful effects of job stress, particularly in crisis or emergency situations.

As required by 49 CFR § 272.7, CSXT's CIRP covers the following CSXT employees if they are directly involved in a critical incident, regardless of whose track or property they are working on when a critical incident occurs:

- CSXT employees who are subject to the hours of service laws at: (1) 49 U.S.C. 21103 (train and engine employees not subject to 49 CFR part 228, subpart F regarding the hours of service of train employees engaged in commuter or intercity rail passenger); (2) 49 U.S.C. 21104 (signal employees); or (3) 49 U.S.C. 21105 (dispatching service employees);
- CSXT employees who may become subject to the hours of service regulations at 49 CFR part 228, subpart F (commuter or intercity rail passenger transportation train and engine employees, of which CSXT currently has none);
- CSXT employees who inspect, install, repair, or maintain railroad right-of-way or structures; and
- CSXT employees who inspect, repair, or maintain locomotives, passenger cars, or freight cars.

The CIRP is not therapy, but its focus is to minimize the harmful effects of a critical incident through education, supportive counseling, and follow-up services. Access to a volunteer peer support network is also made available to directly-involved employees, and is intended only to complement the professional services provided by the CSXT Employee Assistance Program (EAP) or other qualified medical professionals.

Peer support volunteers are provided with pre-incident training facilitated by the EAP concerning their roles in relationship to professional roles, role boundaries, and the specific protocols to be followed by

peer volunteers. They are trained to be active listeners so that they can effectively provide directly-involved employees with practical assistance in addressing their immediate needs and concerns. The intent of these trainings is focused on providing volunteers with the knowledge and skills necessary to provide basic peer support. Peer volunteers are instructed not to establish formal counseling relationships with directly-involved employees, but are encouraged to connect them to the CSX Employee Assistance Program (EAP). All new hire employees are informed of the CIRP during their onboarding at the REDI Center, and existing employees are informed of the program via the Company's intranet and job briefings.

The CSXT CIRP team consists of:

- The EAP Director;
- EAP Managers;
- Volunteer Peer Support (trained CSXT employees); and
- The 24/7 EAP Helpline.

The goal of the CIRP is:

- Reduction in the intense reactions to a traumatic event;
- To “normalize” the experience so people can return to their routine duties as quickly as possible;
- To re-establish the affected employee's social network so people do not isolate themselves from others; and
- To provide information on acute stress and reminders about how to reduce it.

Definitions

The definitions used in 49 CFR § 272.9 apply to CSXT's CIRP, including:

Critical incident - either—(1) an accident/incident reportable to FRA under 49 CFR part 225 that results in a fatality, loss of limb, or a similarly serious bodily injury; or (2) a catastrophic accident/incident reportable to FRA under part 225 that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely.

Directly-involved employee - means a railroad employee covered under 49 CFR § 272.7— (1) whose actions are closely connected to the critical incident; (2) who witnesses the critical incident in person as it occurs or who witnesses the immediate effects of the critical incident in person; **or** (3) who is charged to directly intervene in, or respond to, the critical incident (excluding railroad police officers or investigators who routinely respond to and are specially trained to handle emergencies).

Home terminal - means an employee's regular reporting point at the beginning of the tour of duty.

Immediate Relief

After a first report of a critical incident is received by the CSXT Public Safety Communications Center (PSCC), directly involved employees will be made aware of his or her timely relief options by a CSXT officer at the scene of the critical incident, and an offer for relief extended. Each directly-involved employee must be informed (reminded) of the options for relief at the site of the critical incident during

early communications between the manager or supervisor and the employee, and if requested by the employee, the employee must be provided the following immediate relief options:

- Relief from the balance of the duty tour for each directly-involved employee, after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the incident. *See 49 CFR § 272.101(b).*
- Timely transportation for each directly-involved employee to the employee's home terminal, after the employee has performed any actions necessary for the safety of persons and contemporaneous documentation of the incident. *See 49 CFR § 272.101(c)*

The affected employee will then be contacted by an EAP Manager in a timely manner for an assessment, offered counseling and guidance, and given other appropriate support services, including follow-up services. Directly-involved employees covered by hours of service regulations are also contacted, in accordance with those regulations. The EAP is available to all CSXT employees and immediate family members 24 hours a day, 7 days a week. Call the EAP Helpline at (800) 657-3366.

Critical Incident Leave

For an employee who requires additional support after experiencing a critical incident, the EAP Manager will recommend three (3) days paid leave and coordinate preventative services, treatment, or both.

- With respect to relief up to three days following the critical incident, CSXT does not require the employee to submit a certificate from a health care practitioner to document the employee is in consultation with the practitioner to support a request for this relief.
- With respect to additional relief beyond three days, CSXT requires the employee to submit a certificate from a health care practitioner to support the employee's request for additional leave (relief) that either: (1) specifies the clinical diagnosis if a clinical diagnosis is the reason for the employee's request for additional leave; or (2) specifies the employee is receiving preventive services and the dates/times of the recommended preventive services the employee is to receive them if preventive services is the reason for the employee's request for additional leave; or (3) specifies the employee is receiving treatment related to the incident and the dates/times of recommended treatment the employee is to receive them if treatment is the reason for the employee's request for additional leave.

Each directly-involved employee must be informed (reminded) of the additional options for relief by his manager or supervisor.

Follow-up Services

If the 24/7 EAP Helpline determines through its clinical assessment that additional post-incident follow-up is required for directly-involved employees, the assigned EAP Manager is responsible for ensuring that these services are provided or made accessible. Referrals to outside providers within the CSXT insurance network may be made to address acute psychological trauma or health-related concerns beyond the scope and practice of the CSX EAP. There is no obligation for employees to participate in

services offered by CSX. Employees may also select alternate service providers that they deem appropriate to address their needs.

Point of Contact

The CSXT Occupational Health Department, through the EAP and in collaboration with management, is responsible for coordinating the CIRP. Any questions should be directed to Director EAP, at (904) 359-3630, Fax: (904) 245-4795.