

GUIDING PRINCIPLES PODCAST – EPISODE 1

We Protect the Well-Being of Ourselves and Others

Hello BNSF Logistics. During times of uncertainty, it is important that we use our Guiding Principles as our compass for **Delivering What Matters** to our colleagues, customers, and carriers. For the next few weeks, we're going to spend time highlighting each Guiding Principle and taking a deeper dive into the behaviors that define them. Our Guiding Principles are a clear framework for how we conduct our business no matter where or how we work. Most importantly they provide a clear and comprehensive understanding of our priorities to help us make the right choices by defining what we stand for as a company. The culture of a company is defined by what the company believes in and does each and every day, and it's what sets companies apart from others. The BNSFL culture embodies many different elements. We always look for new ways to solve problems and we use our mistakes and failures as learning opportunities. We strive to be an inclusive and collaborative workplace. We encourage openness and the expression of ideas. We seek growth, both personal and professional, and supply our employees with the tools they need to be successful. Most importantly, our culture is the way we work, not only with each other, but with our customers, vendors, and the communities that we live and serve.

This week I want to take the time to highlight our first Guiding Principle, '**We Protect the Well-being of Ourselves and Others.**' When I moved into the role as president of BNSF Logistics, I created a personal goal for myself as your leader. As I say often, my goal is to create a great quality of life, in a safe and fun environment, with ample opportunity for personal and professional growth. As leaders we want to ensure that you are both physically and mentally safe. The COVID-19 crisis has been emotionally challenging for many people, changing our day-to-day life and the way we work in unprecedented ways. We don't talk enough about mental health in the workplace, but it is important, especially in times like these, that you understand that we have resources available to help. A truly safe workplace is one where employees are not fearful and are able to express their ideas without feeling uncomfortable. As employees, I want you to feel like you can speak up, express your concerns, and be heard. Having a safe workplace allows each of us to come to work and be our authentic selves by practicing empathy, including others, and valuing all aspects of diversity.

When the senior leadership team and I were creating this Guiding Principle, it was important that we included others as well. Protecting the well-being of ourselves and others is about doing what's best for our customers, suppliers, and our communities. Just as we are navigating through this time of uncertainty so are those who choose to work with us each day. By working collaboratively and treating everyone with patience, fairness, and respect, we will continue to **deliver what matters** to all those we come in contact with. Through the BNSFL Cares program each of you volunteers your time to give back in the communities where you live with the organizations that matter to you, which helps those in need around you. That is so valuable in supporting the well-being of others in these times, even if it has to be at a distance for a while. In addition, we are increasing our support in our local communities by giving back more as an organization through you. Our first and highly important principle is truly about us coming together and facing the challenges that come our way in a collaborative, supportive, and encouraging manor. Let's continue to **deliver what matters** as we serve each other, our customers, and our partners. I look forward to continuing the conversation around each of our Guiding Principles with you all. Thank you for being you.