

## GUIDING PRINCIPLES PODCAST – EPISODE 4

### We Keep Our Commitments

Hello BNSF Logistics. Welcome to the fourth episode of our Guiding Principles podcast. As a reminder, our Guiding Principles are who we are at BNSFL. They are behaviors that help guide us both in and outside of the workplace. This week we're going to talk about our Guiding Principle, 'We Keep Our Commitments.' Here are a few reasons why keeping our commitments are important to who we are as a company. First, commitment is at the core of healthy partnerships and relationships. At BNSF Logistics we are committed to our work and the people that we serve. We develop relationships that make a positive difference in our workplace, for our customers, and in our communities. Our purpose of **delivering what matters** is at the heart of everything that we do. With this in mind, each of you has ownership of the work that you do for the organization and each other making you true ambassadors for the purpose of our company.

Secondly, it's important to understand that commitment has many different meanings. BNSF Logistics is committed to each of you and to recognizing how you contribute to our family and to communicating how much you are valued. This is evident in the renewed performance management focus intended to create a dialogue and bring more clarity for you and your manager to your daily, weekly, and monthly contributions. Each of us takes personal accountability for delivering on our commitments and achieving results. Commitment is also the bond that we feel in our teams and the dedication to the individual role that we play in moving the company forward. We are a company that takes action by jumping on new opportunities and rising to the challenges that come our way, while ensuring we keep our eye on taking care of the customer.

Thirdly, as a committed employee of BNSF Logistics you are our greatest asset in more ways than one. Your commitment has been evident through the support you all demonstrated to your colleagues over the past few weeks as we work through these unthinkable times. Using the time wisely for more team check-ins, video calls with greater frequency so you can give and receive some face time, and collaborating across disciplines are just a few of the ways I see and hear of your continual promise to each other. In addition, recently formed cross functional teams meet daily to focus on ways we can support our essential business customers during this essential crisis. Together they are building collective action plans that will bring value to our customers there by growing our relationships and our business. Each of you are an asset for living our Guiding Principles every day while acting with integrity to **deliver what matters** to each other, our customers, and our carriers. As discussed last week, every relationship begins with trust and an understanding of expectations and common goals. In our interactions with others, our commitment is to always to the right thing. When we are entrusted with a customer's business, we take it very seriously.

In the end, our Guiding Principles lead our business. Keeping our commitments is about being reliable. Through accountability, trust is earned. Keeping our commitments is also simple at BNSF Logistics, we do what we say we will do. Our people share a common ambition for success in many different pursuits. Everyone contributes and everyone is valued. Winning together represents who BNSF Logistics is. Thank you for listening to this weeks' conversation around our Guiding Principles. I look forward to highlighting our next Guiding Principle with you all next week.