

February 19, 2016

Sean Doyle
International Vice President
Transport Workers Union of America AFL-CIO
1791 Hurstview
Hurst, Texas 76054

Dear Sean,

I am writing in response to your letter dated February 8, 2016, to Robert Isom regarding Winter Storm Jonas and its impact on our employees and our operations. The storm created many challenges for our team, our customers and our operations. Our customers depend on us to operate a reliable operation, and, when weather events or service interruptions occur, our customers expect us to resume operations as quickly and safely as possible. That means we need our employees to show up for work to prepare for the resumption of, and to maintain, our operations.

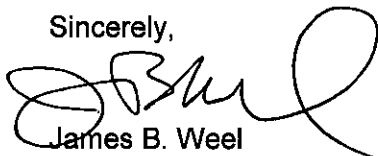
We recognize that, because of the storm, some employees could not make it to work safely. No one should jeopardize his own safety or ignore travel bans. In situations where employees have lost time at work, they have the opportunity under the contract to recover that time with unused vacation days or hours.

As you know, grievances have been filed seeking pay for time that was lost due to the storm. Those grievances will be processed, and, if necessary, resolved by an arbitrator.

In the meantime, we appreciate the efforts made by the union and its members to work through the storm and to get our operations up and running.

If you have any questions, please contact me at 817-967-1447.

Sincerely,



James B. Weel
Managing Director - Labor Relations

cc: R. Isom T. Herschell
D. Seymour T. Vaughn
K. Philipovitch J. Galarza
S. Boda
P. Jones
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