



**CSX** 2017 CORPORATE SOCIAL RESPONSIBILITY DATA SUPPLEMENT



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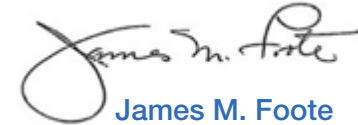
**I am pleased to present the 2017 Annual Corporate Social Responsibility Data Supplement.** By making the most fuel-efficient form of freight transportation on land even better, we are marking the beginning of a new chapter for CSX. Last year we started to implement a new scheduled operating model to redefine the way we run the railroad.

Driven by a focus on safety, service and reliability, CSX embarked on a rigorous mission to empower employees and enhance the effectiveness of our rail network. The overall objective of this new operating plan is to improve transit times and enhance reliability to create more consistent freight flows and a superior service product for our customers.

As a result, CSX has changed the asset intensity of our operating model and created a more efficient and fluid rail network. This is providing our customers a more consistent service product and the communities we touch assurances that CSX is committed to operating safely and responsibly.

CSX's dedicated workforce finished 2017 with four months of service improvement based on key performance metrics, including train velocity, car dwell, on-time departures and on-time arrivals. With a constant eye on controlling costs and utilizing our assets more effectively, we have been reducing our carbon footprint, minimizing impacts on the environment and helping customers create a greener, more efficient supply chain.

Given our team, our operating model and our commitment to execute to plan, I am more confident than ever in CSX's ability to continue delivering sustainable, positive results for the benefit of our customers, our employees, our shareholders and the communities in which we operate.



**James M. Foote**

President and Chief Executive Officer



**21K**

route miles  
in 23 states,  
the District of  
Columbia, Ontario  
and Quebec

**230**

shortline partners

**40+**

intermodal  
terminals  
served

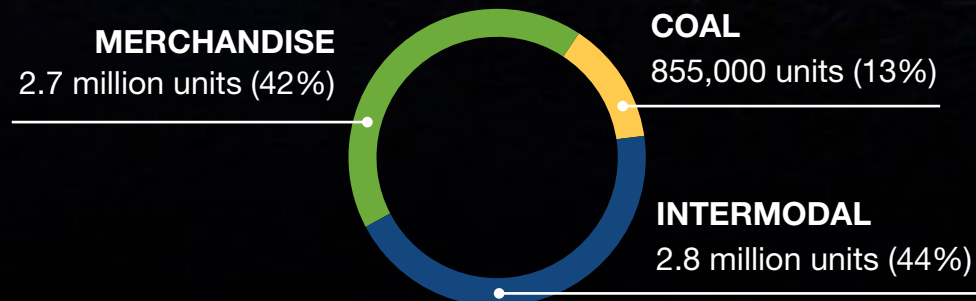
**70**

ocean, river  
and lake port  
terminals

## REVENUE

The company generated \$11.4B in revenue, including \$7.1B in merchandise (62%), \$2.1B in coal (18%), and \$1.8B in intermodal (16%).

## VOLUME



**6.4M**  
units transported  
per year

**3,300+**  
customers at over  
6,000 locations





**Fortune  
World's Most Admired Companies**

Fortune recognized CSX as one of the world's most admired companies in the transportation logistics industry.



**Dow Jones  
Sustainability Index**

CSX was recognized on the Dow Jones Sustainability Index in 2017.



**Forbes' 2017 List of  
"America's Best Employers"**

Forbes named CSX one of America's Best Large Employers in 2017.



**Newsweek Green Rankings  
for Environmental Performance**

Newsweek named CSX a top 50 company for environmental performance in 2017.



**Corporate Responsibility  
Magazine**

Listed CSX as one of the Best Corporate Citizens for 2017 as part of their 18th annual list of 100 Best Corporate Citizens.



**Women Executive Leadership**

The Women Executive Leadership (WEL) honored CSX with an Elevate Award in recognition of the company's women on its Board of Directors.



**Human Rights Commission's  
Corporate Equality Index (CEI)**

CSX received a 95% rating as an American business for treatment of gay, lesbian, bisexual and transgender employees, consumers and investors in 2017.



**National Defense  
Transportation Association**

CSX was recognized with a Distinguished Service Award from the National Defense Transportation Association (NDTA).

## BUSINESS & GOVERNANCE

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**\$11.4 BILLION**

Total revenue for 2017

**100%**

All management employees  
participated in ethics training

**\$120 MILLION**

In diverse supplier spend

DATA	2017	2016	2015	GRI DISCLOSURE
<b>Financial Performance</b>				
Revenue total	\$11.41 billion	\$11.07 billion	\$11.81 billion	102-7
Expense total	\$7.74 billion	\$7.68 billion	\$8.23 billion	102-7
Operating income	\$3.67 billion	\$3.39 billion	\$3.58 billion	102-7
Adjusted operating income <sup>(a)</sup>	\$3.85 billion	\$3.39 billion	\$3.58 billion	102-7
<b>Capital Expenditures</b>				
Total capital expenditures	\$2.04 billion <sup>(b)</sup>	\$2.70 billion	\$2.56 billion	201-1
Net collections from public/private partnerships	\$41 million	(\$41 million)	(\$14 million)	201-1
<b>Carload Volume by Market</b>				
Merchandise	2.70 million	2.80 million	2.86 million	102-7
Coal	855,000	838,000	1.06 million	102-7
Intermodal	2.84 million	2.81 million	2.84 million	102-7
<b>Supplier Data</b>				
CDP Supply Chain – Number Surveyed	82	82	31	
CDP Supply Chain – Response Rate	70%	70%	–	308-1
Diverse Spend	~ \$120 million	\$148 million	\$132 million	414-1
Diverse Spend – Number of Businesses	~ 250	~250	250+	
<b>Ethics Data</b>				
Management employees trained	100%	100%	100%	205-2
Union employees trained (voluntary)	52%	77%	88%	205-2
Ethics Helpline (phone calls)	1,239	1,393	1,376	205-2

(a) Non-GAAP measures do not have standardized definitions and are not defined by U.S. GAAP. Therefore, CSX's non-GAAP measures are unlikely to be comparable to similar measures presented by other companies. The presentation of these non-GAAP measures should not be considered in isolation from, as a substitute for, or as superior to the financial information presented in accordance with GAAP. Reconciliations of non-GAAP measures to corresponding GAAP measures are presented in the 2017 Annual Report Item 7: Management's Discussion and Analysis of Financial Condition and Results of Operations.

(b) Scheduled railroading reduces capital intensity, allowing CSX to effectively eliminate rolling stock capital through at least 2020, while maintaining our commitment to safety and reliability.





## SAFETY & SECURITY

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**3,096**

First responders trained by CSX

**9 COMMUNITIES**


CSX Safety Train: Emergency Preparedness Training Program

**\$2 BILLION**

Invested in Positive Train Control (PTC)

DATA	2017	2016	2015	GRI DISCLOSURE
<b>Network Maintenance</b>				
Ties replaced*	2.6 million	2.8 million	2.9 million	102-7
Rail replaced*	456 miles	437 miles	526 miles	102-7
Ballast installed*	1.6 million tons	1.6 million tons	2.4 million tons	102-7
Existing rail surfaced*	4,098 miles	4,591 miles	4,010 miles	102-7
PTC investment	\$2 billion to date	–	–	102-7
<b>Public Safety</b>				
Crossings closed	453	512	132	416-1
<b>Incidents</b>				
Personal injury frequency rate	1.22	1.05	0.94	403-2
FRA accident rate	3.33	2.89	2.63	403-2
Work-related fatalities	2	0	2	403-2
Fatal trespassing incidents	68	74	68	403-2
Non-fatal trespassing incidents	85	81	89	403-2
Crossing accidents	344	345	377	403-2

\* 2016 and 2015 data amended to reflect current methodology for reporting.

A full-page background image showing a worker in a high-visibility vest climbing a ladder on the side of a train car. The scene is set at dusk or dawn, with a soft sky. The train car has some markings like 'LID' and 'LT' visible.

## EMPLOYEES

“The growth and success of CSX comes down to the people who run the railroad. CSX’s talented and experienced employees will deliver on the growth potential of our extraordinary rail network and extensive market reach. I’m confident we have the right team and the right plan in place to achieve our goal of becoming the best railroad in North America.”

Jim Foote  
CSX President and CEO  
March 1, 2018



DATA	2017	2016	2015	GRI DISCLOSURE
<b>Snapshot Data</b>				
Total full-time employees	23,516	26,653	28,878	102-7
Management employees	3,440	5,005	4,614	102-7
Union employees	20,076	21,648	24,264	102-7
<b>New Employees</b>				
Number of new hires	436	336	2,016	401-1
Number of new management hires	306	216	496	401-1
Number of new union hires	130	120	1,520	401-1
Percentage of new hires that are people of color	51%	32%	27%	405-1
Percentage of new hires that are women	15%	20%	21%	401-1
<b>Employee Turnover</b>				
Employee turnover rate	13%	10%	10%	401-1
Voluntary employee turnover rate	8%	4%	3%	401-1
<b>Employee Reviews</b>				
Formal performance reviews for management employees	3,343	2,074	2,074	404-3
Frequency of formal performance reviews for management employees	2x/year	2x/year	2x/year	404-3
<b>Diversity Representation: Women</b>				
Total	1,333	1,687	1,852	102-8
Percent of employees	6%	6%	6%	102-8
Managers total	782	1,077	1,078	102-8
Percent of managers	23%	22%	23%	102-8
Number of women on the Board of Directors	3	3	2	102-22

DATA	2017	2016	2015	GRI DISCLOSURE
<b>Diversity Representation: People of Color</b>				
Total	3,686	4,114	4,634	405-1
Percent of employees	16%	15%	16%	405-1
Managers total	777	989	1,015	405-1
Percent of managers	23%	20%	22%	405-1
Number of people of color on the Board of Directors	2	2	2	102-22
<b>Employees by State</b>				
Alabama	904	976	994	102-7
California	1	2	4	102-7
Colorado	1	–	–	102-7
Connecticut	8	8	11	102-7
District of Columbia	25	39	45	102-7
Delaware	43	50	55	102-7
Florida	3,730	4,220	4,370	102-7
Georgia	2,184	2,317	2,618	102-7
Illinois	656	835	917	102-7
Indiana	1,227	1,282	1,476	102-7
Kansas	1	–	–	102-7
Kentucky	1,313	1,353	1,746	102-7
Louisiana	104	115	129	102-7
Massachusetts	172	174	212	102-7
Maryland	981	1,277	1,455	102-7

DATA	2017	2016	2015	GRI DISCLOSURE
Employees by State, continued				
Maine	–	1	1	102-7
Michigan	312	320	364	102-7
Missouri	1	1	1	102-7
Mississippi	28	37	42	102-7
New Jersey	106	143	178	102-7
New Mexico	1	1	1	102-7
New York	1,556	1,776	1,899	102-7
North Carolina	671	868	917	102-7
Ohio	2,373	2,601	2,813	102-7
Ontario	26	31	33	102-7
Pennsylvania	700	746	813	102-7
Quebec	17	21	22	102-7
South Carolina	643	764	811	102-7
Tennessee	988	1,131	1,216	102-7
Texas	6	5	7	102-7
Virginia	705	758	853	102-7
Washington	–	3	4	102-7
West Virginia	1,006	1,118	1,276	102-7
Unassigned location	3,027	3,680	3,595	102-7



## COMMUNITY GIVING & INVOLVEMENT

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**23 STATES**

CSX philanthropic giving in every state in its network

**\$12 MILLION**

Total community contributions

**9,800 HOURS**

Employee volunteer hours



DATA	2017	2016	2015	GRI DISCLOSURE
Number of states where CSX has philanthropic giving	23 states and DC	23 states and DC	23 states and DC	203-1
Investment in capital expenditures	\$2.04 billion	\$2.70 billion	\$2.56 billion	201-1
Investment in capital expenditures (infrastructure)	\$1.30 billion	\$1.15 billion	\$1.36 billion	201-1
Total community giving	\$12 million	\$16 million <sup>(a)</sup>	\$13 million	201-1
Employee volunteer hours	9,800	18,025	22,214	201-1
Inquiries handled by TellCSX	37,611 web forms phone calls (N/A) <sup>(b)</sup>	53,997 web forms 20,631 phone calls	79,000 web forms 29,000 phone calls	201-1

(a) Includes a \$2.6 million contribution toward a community ballpark in the Curtis Bay area of Baltimore, Md.

(b) CSX converted TellCSX inquiries to an online web form to ensure accuracy and promote efficiency.







## ENVIRONMENT

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**488 MILES**

Distance CSX moves one ton of freight  
on a single gallon of fuel

**5.1%**

Reduction of greenhouse gas emission intensity since 2011

**4.7%**

Reduction of energy intensity since 2011



DATA	CATEGORY / UNITS	2017	2016	2015	GRI DISCLOSURE
Waste by type and disposal method					
Hazardous waste from ongoing operations (short tons)	Landfilled	12	12	19	306-2
	Incinerated	26	29	5	
	Recycled	38	35	28	
	<b>Total</b>	<b>76</b>	<b>76</b>	<b>52</b>	
Hazardous waste from remediation and emergency response activities (short tons)	Landfilled	66	53	4,904	306-2
	Incinerated	15	30	282	
	Recycled	11	30	54	
	<b>Total</b>	<b>91</b>	<b>114</b>	<b>5,241</b>	
Non-hazardous waste from ongoing operations (short tons)	Landfilled	47,894	42,208	34,124	306-2
	Incinerated	126	538	307	
	Recycled	3,024	1,202	1,008	
	<b>Total</b>	<b>51,046</b>	<b>43,948</b>	<b>35,438</b>	
Non-hazardous waste from remediation and emergency response activities (short tons)	Landfilled	89,400	166,524	169,449	306-2
	Incinerated	341	52	749	
	Recycled	6,073	146,570	62,867	
	<b>Total</b>	<b>95,814</b>	<b>313,171</b>	<b>233,065</b>	
Recycling (short tons, unless otherwise noted)	Used Oil	2.4 Mgal	2.6 Mgal	2.8 Mgal	306-2
	Batteries	390	290	251	
	Steel	326,428	205,695	169,984	
	Crossties	2.11 million	3.00 million	3.14 million	
	Asphalt	32,831	94,577	81,203	
	Concrete	18,258	1,270	1,808	
Water withdrawal by source	kgal	2,000,790	1,199,491	–	303-1

DATA	CATEGORY / UNITS	2017	2016	2015	GRI DISCLOSURE
Greenhouse Gas Emissions					
Direct (Scope 1) GHG emissions	CO <sub>2</sub> Eq	4,706,707	4,774,800	5,300,099	305-1
Energy indirect (Scope 2) GHG emissions	CO <sub>2</sub> Eq	220,696	229,217	280,588	305-2
Other indirect (Scope 3) GHG emissions	CO <sub>2</sub> Eq	181,414	301,169	326,247	305-3
GHG emissions intensity	CO <sub>2</sub> EQ/MRTM	23.67	24.11	24.31	305-4
Reduction of GHG emissions intensity	CO <sub>2</sub> EQ/MRTM	decreased 5.1% since base year 2011	decreased 3.3% since base year 2011	decreased 2.5% since base year 2011	305-5
Emissions of ozone-depleting substances (ODS)	metric tons	0.17	0.17	0.23	305-6
Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	NO <sub>x</sub>	56,505	71,967	79,743	305-7
	SO <sub>x</sub>	93	866	945	
	CO <sub>2</sub>	5,010,068	5,121,387	5,696,090	
	CH <sub>4</sub>	550	572	602	
	N <sub>2</sub> O	122	125	139	
	HFCs	0.11	0.16	0.06	

DATA	CATEGORY / UNITS	2017	2016	2015	GRI DISCLOSURE
Energy Efficiency	BTU, MMBTU				
	Diesel	60,755,242	62,962,063	69,657,181	
	Gasoline	983,655	1,022,408	1,127,844	
Energy consumption within the organization	Natural Gas	783,393	457,954	434,594	302-1
	Propane	437,526	174,859	256,208	
	Jet Fuel	39,454	32,991	29,798	
	Used Oil	34,120	32,339	35,634	
Energy consumption outside the organization (Total electricity consumption)	MMBTU	1,486,022	1,549,209	1,945,917	302-2
Energy intensity	MMBT / MRTM	310	319	320	302-3
Reduction of energy consumption (Fuel efficiency)	RTM/gal	488	474	471	302-4



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