



FORGING A BETTER TOMORROW REPORT

2023-2024 HIGHLIGHTS

At Norfolk Southern, we are forging **A Better Way**. A Better Way to lead the industry in safety, in innovation, and in supporting our people and communities.

We remain steadfast in our commitment to creating a better future with our partners, our stakeholders, and our employees, and we are proud of all the Thoroughbred team members who have contributed toward these efforts and those to come. Read the full Forging a Better Tomorrow report [here](#).

By shipping goods and materials with Norfolk Southern versus shipping by highway, our customers avoid around 15 million metric tons of carbon emissions — equal to 1.5 billion gallons of truck diesel — each year.

OUR FOCUS AREAS:



Building a Better Planet



Creating a Brighter Future



Setting the Gold Standard of Safety



Fostering Responsible Leadership



Shaping the Future of Freight

Laying the Tracks for Decarbonization

With the rollout of our first-ever Climate Transition Plan (CTP), we are setting the standard for a cleaner rail industry within our organization and beyond. The CTP identifies three key performance indicators (KPIs) as decarbonization levers, which are critical to achieving our current science-based target of reducing greenhouse gas (GHG) emissions intensity 42% by 2034 from a 2019 base year:

- **Fuel Efficiency: improving locomotive fuel efficiency 13% by 2027**
- **Renewable Energy: increasing renewable energy usage to 30% by 2030**
- **Biofuels: reaching 20% consumption of low-carbon fuels by 2034**



I have always been proud to be a part of the Norfolk Southern team, and in 2023, we showed what it meant to live our values and that when we make a promise, we keep a promise. We bring our values to our work and to our communities, and that's

what makes us different. Each day, it's our organization's values that guide our choices and push us to continue our relentless pursuit of A Better Way."

— **Alan Shaw**, President and Chief Executive Officer

Safety Improvements By-the-Numbers

- Achieved an approximate 38% reduction in mainline accident rate year-over-year in 2023
- 28% reduction in Norfolk Southern employee injury rate since 2020
- Installed 187 out of a planned 259 hot bearing detector systems since announcing our Six-Point Safety Plan
- Deployed 17 new acoustic bearing detectors, significantly expanding our safety technology network
- Brought our FRA Personal Injury Index down from 1.51 in 2020 to 1.09 in 2023, almost 14% lower than the 10-year average
- 218 Centralized Traffic Control (CTC) over Interoperable Train Control Messaging (ITCM) towers installed

Corporate Giving By-the-Numbers

- Nearly \$18.2 million in overall giving
- Nearly \$5 million awarded through open-application grant programs
- Nearly \$600,000 in grants to organizations fighting homelessness
- Over \$500,000 in employee giving
- \$500,000 in scholarship funds
- Nearly 5,000 volunteer hours



©2024 NORFOLK SOUTHERN CORPORATION. ALL RIGHTS RESERVED.
2023-2024 DATA. PERCENTS ARE ROUNDED.

www.norfolksouthern.com

Connect with us:

