



CELEBRATING 2 YEARS [AND COUNTING] OF PRIDE IN SERVICE

Since launching Pride in Service on Veteran's Day in 2018, CSX has honored and served our nation's military, veterans, first responders and their families, aiming to deliver what they need, when they need it. We're incredibly proud of the dedication and commitment of our partners, our employees and our local community members in collaborating to make an impact across our entire service territory.

TOGETHER, WITH 5 LEADING NON-PROFITS...



WE ELEVATED OUR IMPACT...

310K

beneficiaries reached

200+

communities impacted within the United States

40

countries and all 7 seas reached

WE FOCUSED ON LOCAL COMMUNITIES, FAMILIES AND INDIVIDUALS IN NEED...

6

Blue Star Families Community Chapters launched

10+

Back to School Brigade and Star Spangled Baby Shower events at major transition moments

10,800+

grants distributed to service members in need

120+

scholarships provided to youth

2M+

items of gratitude gifted



AND EXPANDED OUR SUPPORT TO FRONTLINE RESPONDERS ADDRESSING THE COVID-19 PANDEMIC!

93K

healthcare heroes supported

63K

items of gratitude delivered by CSX intermodal trucking

"Service is very important to CSX. As railroaders, we provided our own service throughout the challenging times that COVID-19 presented. We quickly joined Operation Gratitude's Coalition to Support COVID-19 Frontline Responders and are proud to have been able to offer the support of CSX's core business – intermodal transport and trucking – to move essential supplies across the country."

- TOM LIVINGSTON, REGIONAL VICE PRESIDENT, MIDWEST GOVERNMENT AFFAIRS



CSX PRIDE IN SERVICE MOBILIZED OUR PEOPLE AND OUR PARTNERS...

1,600+

employees engaged, contributing 3,800+ volunteer hours

\$80K

raised or donated by employees

Nearly 15K

WWP Carry Forward participants

Nearly 4,000

letters of gratitude penned

Nearly 600

paracord bracelets made by hand

AND OUR COMMUNITIES ARE BUZZING ABOUT OUR ACTIONS TOO!

200+

media articles secured in broadcast, local and trade outlets

2.3K+

social posts shared reaching 14.6M+ people

8

best-in-class awards, rankings and recognitions received



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I am a single mom, a law enforcement officer, I do it all on my own. Thank you to everyone at CSX so very much for being there for me and all first responders. I could never thank you enough.”

— POLICE OFFICER, FLORIDA

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“It is hard to be away from family, dealing with a new way of life, and not knowing what is available to you. The Dayton Chapter has changed all of that. They have opened doors not just to our military but to their families. Lifting spirits, morale and giving families fun together regardless of the distance.”

— MILITARY SPOUSE, DAYTON CHAPTER

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“We connect resources to communities across the country through our railways, so service is a longstanding part of CSX's DNA. Nearly one in every five employees has served their local communities and this country in some way. It gives us great honor to extend our support.”

— BRYAN TUCKER, VICE PRESIDENT OF CORPORATE COMMUNICATIONS AT CSX