



CSX Corporation 2020 Annual Meeting of Shareholders

RULES OF CONDUCT

Welcome to the Annual Meeting of Shareholders of CSX Corporation (the "Company"). It is our goal to conduct a fair and informative Annual Meeting and we ask you that please observe the following Rules of Conduct.

1. Because this is a meeting of our shareholders, only our shareholders are permitted to ask questions during the Annual Meeting. You need to have held stock as of the close of business on March 6, 2020 to vote or submit questions while participating in the Annual Meeting. To vote or submit questions, please login as a shareholder by entering the 16-digit control number you received with your proxy materials.
2. You need not vote at this meeting if you have already voted by proxy. However, if you wish to change your vote, or if you have not voted, you may vote any time before the polls are closed by clicking the "Vote Here" button on the virtual meeting web portal.
3. Certain advance notification requirements apply regarding matters submitted by shareholders for a vote at the Annual Meeting, including nomination of directors. Accordingly, only matters for which notification requirements have been met will be brought before the meeting.
4. The business of the meeting will be addressed as outlined by the Corporate Secretary. There will be a general session for questions once the business of the meeting has concluded.
5. We welcome questions from shareholders; however, they must be appropriate for the purpose of the meeting. The Company does not intend to respond to any questions or statements that are, among other things:
 - Irrelevant to the business of the Company or to the business of the Annual Meeting;
 - Related to material, non-public information of the Company;
 - Related to personal grievances;
 - Derogatory references to individuals or that are otherwise in bad taste;
 - Repetitious statements made by another shareholder;
 - In furtherance of the shareholder's personal or business interests; or
 - Out of order or not otherwise suitable for the conduct of the Annual Meeting as determined by the Chairman or the Corporate Secretary.
6. To allow us to answer questions from as many shareholders as possible, we will limit shareholders to one question. Questions should be succinct and cover only one topic. Questions from multiple shareholders on the same topic or that are otherwise related may be grouped, summarized and answered together.



7. If there are any matters of individual concern to a shareholder and not of general concern to all shareholders, or if a question posed was not otherwise answered, such matters may be raised separately after the meeting by contacting the Office of the Corporate Secretary at CorporateSec@csx.com.
8. **Recording of the Annual Meeting is prohibited.** A webcast playback will be available at www.virtualshareholdermeeting.com/CSX2020 24 hours after the completion of the meeting.