



March 19, 2020

Dear Valued Customer:

RE: Young Brothers' COVID-19 Update 3: Our Commitment to Serving Our Island Communities

At Young Brothers, providing for the safety of our employees and you, our customers, is always our top priority. To that end, we have been closely monitoring updates from all government agencies on the latest news regarding COVID-19 and guidance about safeguards to prevent further spread of the virus.

Thanks to the tireless work of our employees across the state, our operations and all lines of service are continuing without interruption.

**As a valued customer, we wanted you to know about some important changes we are making to ensure the safety of our employees, customers, and community during this challenging time.** Effective immediately, we ask that all customers and vendors self-screen before entering our facilities. That means anyone who is showing any flu-like symptoms or is feeling unwell should not enter the port. A self-screening handout is included on page three of this notice.

**Social Distancing best practices will also be incorporated into how we serve you.**

Following guidance from state authorities and local health officials, we ask that you adhere to the following modified receiving process to minimize personal contact:

- Vehicles should enter port facilities with rolled-up windows and present their TWIC ID or driver's license against the window for security officers' inspection.
- Customers maintain the recommended 6-feet of distance from others and refrain from congregating.
- Please remain in vehicles while delivering or receiving cargo.
- Customers will be directed by a YB employee to roll down their windows when necessary and will be allowed to exit their vehicle to secure and unsecure cargo. At that time, please remain within an arm's-length distance (approximately 2 feet) from the vehicle.
- In the event of booking discrepancies upon arrival, drivers will be asked to exit the facility while booking errors are addressed via their company's dispatch and/or customer service. This procedure will minimize congestion in the ports, so there will not be groups larger than 10 on premises. Once the error has been resolved, drivers are invited to return immediately.

Additional safeguards will be implemented to provide for the safe handling of vehicles being shipped between the islands.

Please know that we stand ready to support you through these changes. For more information

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and regular updates, please visit <https://youngbrothershawaii.com>. We will continue our close monitoring of COVID-19 guidance from federal, state, and local authorities to prevent the spread of illness in our community.

Young Brothers considers it a privilege to serve you and move what matters most to Hawai'i. Your support in compliance with these and other directions from Young Brothers' employees is deeply appreciated.

Sincerely,  
Young Brothers, LLC



# COVID-19 UPDATE

**Lōkahi.**  
SAFETY STARTS WITH US.

## NEW CUSTOMER AND VENDOR COVID-19 SCREENING PROCESS

Beginning March 19, for the safety of our customers, employees and the communities we serve, we are asking all customers and vendors accessing Young Brothers facilities to participate in a self-screening process.

**WHAT DOES THIS MEAN?** EVERYONE entering any Young Brothers office or facility should answer the following 3 questions **BEFORE** entering.

### What If...

### My Actions...

I and/or a member of my household is experiencing flu-like symptoms such as fever, cough, sore throat, shortness of breath.

Please do **NOT** enter the facility. Contact your local port office for more information.

In the last 14-days, I or a member of my household was in an area the CDC has designated as a Level 2 or 3 alert or on a passenger cruise ship.

Port of Honolulu - 1-808-543-9311

Port of Kahului - 1-808-877-6511

Port of Hilo - 1-808-935-8903

Port of Kawaihae - 1-808-882-7244

Port of Nawiliwili - 1-808-245-4051

Port of Kaunakakai - 1-808-553-5431

Port of Kaunapali - 1-808-565-6626

[youngbrothershawaii.com](http://youngbrothershawaii.com)

I or a member of my household had contact with a suspected or confirmed case of someone having COVID-19 in the last 14 days.

I answered **NO** to all three questions.

Young Brothers is open so please enter. Remember to maintain good hygiene to keep yourself and those around you healthy and safe.

As the health and safety of our customers and employee continues to be our number one priority, we ask that you limit the number of people to two per truck or auto when entering and conducting business at our facility. We will continue to closely monitor the situation and evaluate additional measures as needed to protect you and our employees.

We appreciate your support and patience as we work to prevent the spread of COVID-19 and ensure we are able to maintain reliable, on-time service to all the islands. **Mahalo!**

## BEST PRACTICES TO HELP STOP COVID-19

- FEEL SICK? STAY HOME!
- WASH HANDS OFTEN
- COUGH INTO YOUR ELBOW
- DON'T TOUCH YOUR FACE
- STAY MORE THAN 6 FT. APART

Together we can help slow the spread of coronavirus and maintain vital services to communities throughout Hawai'i **Mahalo!**

