



March 20, 2020

Dear Valued Customer:

RE: Young Brothers' COVID-19 Update 4: Our Commitment to Serving Our Island Communities

As stated in our March 19, 2020 notice, Young Brothers ("YB") would be implementing additional safeguards based on upon the guidance from state authorities and local health officials to continue to provide for the safe handling of your cargo to and from the Neighbor Islands. Based on the most recent developments to the COVID-19 situation, we find it necessary to make the following changes effective Monday, March 23, 2020:

- Elimination of cash and check transactions, **the preferred method of payment is credit card payment over the phone.**
- For cargo requiring reservations, reservations must be made in advance. We will no longer process walk-up reservations at the pier. Cargo types requiring reservations include straightload equipment, automobiles, roll-on/roll-off cargo, and livestock. Shippers who arrive at the port without any reservations for these type of cargo will be asked to leave and return once their reservations are made over the phone.
- All dry and refrigerated less than container load (mixed and palletized) cargo must be delivered to the port ready to ship. Customers will not be allowed to box their cargo or shrink wrap pallets while on port.

As a reminder, YB continues to ask customers and vendors to self-screen before entering our facilities and observe the social distancing practices as outlined below:

- 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.

Please know that we do not make these changes lightly, and are designed to maintain safe and reliable service while minimizing personal contact. For more information and regular updates regarding YB operations and COVID-19, please visit <https://youngbrothershawaii.com/covid-19>.

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We will continue to monitor COVID-19 guidance from federal, state, and local authorities to prevent the spread of illness in our community. Your support in compliance with these and other directions from Young Brothers' employees is deeply appreciated.

Sincerely,
Young Brothers, LLC