



June 2, 2020

RE: Young Brothers COVID-19 Update 11: All Lines of Service to Resume

Dear Valued Customer,

Young Brothers remains committed to moving the cargo that matters most to you. Starting Monday, June 8, 2020, Young Brothers will resume acceptance of all types of cargo including palletized, mix, and less than container load cargo ("LCL"). In late March, we modified acceptance of these cargo types to prioritize delivering essential cargo during the COVID-19 pandemic. For cargo delivery and availability information, please visit www.youngbrothershawaii.com/sailing-schedules/.

The health and safety of our customers and employees will always be our top priority. All previously communicated social distancing guidelines remain in effect. We ask for your patience and understanding as we work through additional process changes at the pier to make cargo delivery and acceptance safe for all who visit our ports. Social distancing guidelines to minimize personal contact are provided on page two of this notice.

We continue to monitor guidance from federal, state and local authorities to prevent the spread of COVID-19 as our state continues to slowly reopen. We appreciate your flexibility and understanding as we adjust operations and implement new policies to keep everyone at our ports safe. For more information and regular updates regarding YB operations and COVID-19, please visit www.youngbrothershawaii.com/covid-19.

We remain dedicated to providing steady inter-island cargo service to you, our valued customers. If you have any questions, please don't hesitate to contact your YB customer service representative.

Thank you for continuing to ship with Young Brothers.

Sincerely,

Young Brothers, LLC

SOCIAL DISTANCING GUIDELINES

Preparing Cargo

1. 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

Prior to Entering a YB Facility

2. Self-screen prior to entering the port:

WHAT DOES THIS MEAN?	EVERYONE entering any Young Brothers office or facility should answer the following 3 questions BEFORE entering.
<i>What If...</i>	<i>My Actions...</i>
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. 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
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.	
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.

When Entering a YB Facility

3. 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.
4. All persons entering must wear a facemask or covering while conducting business at the port.

Delivering/Receiving Cargo

5. Remain in vehicles while delivering or receiving cargo.
6. 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. Remain within an arm's-length distance (approximately 2 feet) from your vehicle.
7. If picking up a bill of lading from customer service, Customers must maintain the recommended 6-feet of distance from others and refrain from congregating.

Customer Service Transactions

8. Financial transactions must be completed by credit card payment over the phone or through your established YB Credit Account. We are eliminating cash and check transactions until further notice.
9. 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.

When Exiting a YB Facility

10. Keep your window rolled up, and present your signed-off bill of lading against the window for security officers' inspection.