



CARGO PACKAGING REQUIREMENTS FOR REFRIGERATED LESS THAN CONTAINER LOAD CARGO

June 2, 2026

Dear Valued Customer,

As part of our ongoing efforts to enhance operational efficiency and support the safe, reliable movement of cargo across our communities, Young Brothers will follow updated cargo preparation and labeling practices for all refrigerated cargo moving through our Less than Container Load ("LCL") operations.

These standards are designed to support cold chain integrity and promote more consistent handling of temperature-sensitive cargo throughout the shipping process as well as streamline cargo processing and support the timely movement of freight while in transit.

Effective July 1, 2026, all refrigerated cargo tendered for shipment should conform to the preparation and labeling standards outlined in the attached guide.

Proper preparation and accurate labeling of cargo remain the responsibility of the shipper. Shipments not prepared in accordance with these practices may not be accepted at the time of delivery.

We appreciate your partnership and cooperation as we continue enhancing refrigerated cargo handling processes to support dependable interisland service and consistent handling standards for temperature-sensitive freight.

Mahalo for your continued partnership.

Sincerely,
Young Brothers, LLC

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YOUNG BROTHERS

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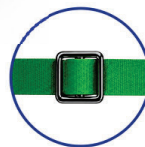
EFFECTIVE JULY 1, 2026

Standard preparation and labeling procedures for refrigerated LCL cargo. It is the responsibility of the customer to ensure that their shipments are properly packaged, boxed, or crated to ensure successful delivery of goods to the port of destination.

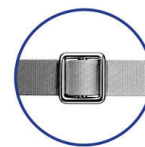
PREPARING YOUR CARGO

1 CARGO SECUREMENT - REQUIRED

Secure all cargo to pallets using sufficient plastic or metal strapping/banding to maintain stability during transit.



PLASTIC STRAPPING



METAL BANDING



2 CLEAR SHRINK WRAP ONLY - REQUIRED

Only clear shrink wrap is permitted and required to facilitate proper inspection and visual identification of cargo contents.



3 LABELS ON ALL FOUR SIDES - REQUIRED

Apply both the Port of Destination ("POD") and the "Freeze" or "Chill" label on all four sides of each pallet to ensure clear visibility and accurate identification throughout handling.



4 DESIGNATED TEMPERATURE LABEL - REQUIRED

Ensure all temperature-sensitive cargo is clearly marked with the appropriate "Freeze" or "Chill" label.



PORT OF DESTINATION LABEL

+



"FREEZE" OR "CHILL" LABEL
MINIMUM SIZE: (3 1/3" X 4")

CARGO THAT DOES NOT COMPLY WITH THE OUTLINED PREPARATION AND LABELING STANDARDS MAY BE REFUSED AT THE TIME OF DELIVERY



Cargo Packaging Requirements for Refrigerated Less than Container Load Cargo

Frequently Asked Questions

FAQs

What changes are being implemented?

These requirements are being introduced to enhance safety, improve operational efficiency, and ensure the integrity of refrigerated cargo throughout transit. Standardizing preparation and labeling helps minimize handling errors, reduce delays, and support consistent service across all shipments.

How do these requirements support cold chain safety?

Proper labeling and preparation are critical to maintaining cold chain integrity. Clear identification of "Freeze" and "Chill" cargo ensures that shipments are handled, stored, and transported at the correct temperature, reducing the risk of spoilage, contamination, or temperature abuse.

What is the purpose of requiring only clear shrink wrap?

Clear shrink wrap is required to ensure the contents and labels remain visible, allowing for quick and accurate identification of what is being shipped.

How many labels are required on each pallet?

Each pallet must have two types of labels: one including the temperature requirement ("FREEZE" or "CHILL") and one indicating the Port of Destination (POD). Both labels must be applied on all four sides of the cargo to ensure clear visibility and proper handling throughout transit.

How do labeling requirements help prevent errors?

Standardized labeling on all four sides of each pallet ensures visibility from any angle during handling. This reduces the risk of cargo being placed in an incorrect environment.

Are these requirements applicable to all refrigerated LCL shipments?

Yes. These standards apply to all refrigerated cargo moving through Less than Container (LCL) operations to ensure consistency and reliability across all shipments.

Will these changes help reduce cargo claims?

Yes. Proper preparation, adequate securement, and clear labeling significantly reduce the likelihood of damage, temperature excursions, and misrouting, key factors that contribute to cargo claims.

What happens if my cargo does not meet these requirements?

Cargo that does not comply with the outlined preparation and labeling standards may be refused at the time of delivery. This is necessary to support safe handling and maintain operational consistency. Customers remain responsible for ensuring their shipments are properly prepared, and Young Brothers will not be responsible for dry run fees resulting from non-compliant cargo.

Who is responsible for ensuring compliance?

The shipper is responsible for proper cargo preparation, securement, and labeling in accordance with these requirements prior to delivery.

How do these changes improve overall service?

By reducing handling errors, improving inspection processes, and maintaining cold chain integrity, these requirements help ensure faster processing, fewer disruptions, and more reliable delivery outcomes.

Where can I get a temperature (Freeze/Chill) label?

Customers may obtain temperature labels through one of the following options:

- Print your own labels using the official downloadable template provided by Young Brothers.
- If printing in-house, labels must be printed on durable, weather-proof labels to ensure legibility and adhesion throughout handling and transit

Where can I find the standard temperature (Freeze/Chill) label templates?

Approved temperature label templates are available here for customer use. The template can also be accessed on our website at www.YoungBrothersHawaii.com/goods-process/