



March 26, 2020

Dear Valued Customer:

RE: Young Brothers' COVID-19 Update 5: We're Taking More Precautions to Protect our Customers and Employees

As one of Hawaii's "essential businesses," we take seriously our role to provide critically needed interisland transportation of cargo, especially now as our entire community comes together to combat the spread of COVID-19. Following the government's directive to shelter at home, we are asking all users of our services, to strictly follow the government's directive to shelter at home. Keeping our employees, specifically our ports, free of COVID-19 is vital to ensuring we can maintain critical service to transport the goods and supplies for the entire state.

Young Brothers prides itself on shipping "freight of all kinds." However, to ensure Young Brothers is able to continue uninterrupted service to all ports, we are required to take further steps to ensure the health and safety of our customers and employees. While we understand some of these new procedures and policies may result in some inconvenience for our customers, we do believe these changes are necessary to keep both customers and employees safe from harm.

Starting Monday, March 30th, the following new procedures will be in place:

We will continue to accept "essential," non-containerized cargo. "Essential" cargo includes:

- Food, water, and other household consumer products for retail stores
- All household consumer products
- Medical Supplies and Equipment for hospitals and to care for those in need
- Educational Supplies
- First Responder Vehicles
- Public Utilities (Electric, Water, Sewer, Gas, Telecommunications) Vehicles and Equipment
- Construction Supplies and Equipment

We will not be able to accept "non-essential" cargo during this time; non-essential cargo includes:

- Privately-owned vehicles
- **Dry** mixed cargo
- Less than container load Livestock shipments

Like our maritime industry partners, Young Brothers will continue to ship both dry and refrigerated full containers, as well as 20' and 40' straight load livestock shipments. Please continue to follow the cargo acceptance times as noted on our website. If you have questions regarding what is essential vs. non-essential cargo please call your local port office.

This temporary restriction allows us to continue to minimize physical contact between our employees and customers, expedite the loading and unloading of essential cargo at all Neighbor Island ports, and ensure Young Brothers will maintain uninterrupted service to ALL ports. We do not take this decision lightly, but the inconvenience is necessary to make sure we can continue our critical service through this uncertain time and reduce the spread of COVID-19.

Meanwhile, we're asking all of our customers to continue to practice safe "social distancing" measures, including:

- Enter the port facilities with your vehicle windows rolled up and hold your TWIC ID or driver's license against the window for the security officers to view through the glass.
- Maintain the recommended 6-feet of distance from others and refrain from congregating.
- Please remain in your vehicle at all times while delivering or receiving cargo.
- Wait to be directed by a YB employee to roll down your window and/or to exit your vehicle to handle cargo.

For more information and regular updates regarding YB operations and COVID-19, please visit <https://youngbrothershawaii.com/covid-19>.

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.

Thank you for continuing to ship with Young Brothers.

Sincerely,
Young Brothers, LLC