



April 9, 2020

Dear Valued Customer:

RE: Young Brothers' COVID-19 Update 6: We're Taking More Precautions to Protect our Customers and Employees

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 communities we serve. To that end, Young Brothers has updated our social distancing policy to combat the spread of COVID-19 to include the use of facemasks or coverings while at the ports. Effective Monday, April 13, 2020:

- **All persons entering any Young Brothers' facility must wear a facemask or covering while conducting business at the port.**
- 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.
- Customers should remain in vehicles while delivering or receiving cargo, unless otherwise instructed by a YB employee.
- 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.

Changes implemented will allow us 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 be able to maintain our critical service to all ports.

For more information and regular updates regarding YB operations and COVID-19, please visit [youngbrothershawaii.com/covid-19](http://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