

To: Tour Operator
 From: Rodney Schultz, General Manager, Royal Star Hawaii Trans & Tours (PUC 1505-C)
 Re: 2021 Tour / Transportation Safety
 Date: 8/15/20
 Attached: 2021 Charter Fleet Sheet

Royal Star Hawaii has been delivering an experience of Aloha with **On-Time Guarantee®** since our opening in 1996. This goal can only be achieved when safety is deeply ingrained as a corporate culture, from management to maintenance, and training our drivers. Our excellent safety record distinguishes us in the transportation industry in Hawaii. If you have any questions, please feel free to contact me.

- I. BEYOND REGULATORY REQUIREMENTS:** To ensure safety, we are **the first and only company in the State of Hawaii** that has:
1. **100% seat belted fleet (all vehicles):** From 2011, our brand new motorcoaches are equipped with the latest Amaya-Astron seats with 3-point belts, the only system in the industry that automatically adjusts to the passenger's height. For other equipment we selected a 2-point system, the European standard.
 2. **100% DriveCam (all vehicles):** Installed in 2009 at a substantial initial and ongoing cost to ensure management oversight on **every vehicle** on the road. Our system documents both audio and video of events both inside and outside the coach and independently reviewed and scored for risk.
 3. **100% GPS (all vehicles):** Installed in 2015 to allow real time and historical tracking of vehicle location and speed, improves efficiency and safety.
 4. **Tires:** The #1 safety item on a coach is tires. We run **new** (not re-treaded) Michelin tires on all our equipment for safety, reliability and comfort. **All our vehicles are also equipped with a Tire Pressure Management System (TPMS) to alert the driver if necessary.**
- II. SAFETY MANAGEMENT:**
1. **Zero tolerance of drugs and alcohol:** All employees must pass:
 - Pre-employment drug screen
 - Monthly random drug and alcohol testing
 - Post-accident drug and alcohol testing
 2. **Maintenance program:** Our fleet is maintained by our own technicians on a proprietary preventative maintenance schedule that meets or exceeds the manufacturer's recommendations.
 3. **Inspections:** Daily pre-inspections – Our 62-point pre-inspections are far more detailed than those required by law. Monthly “walk through” inspections are performed by top management.
 4. **Accident review:** Accidents, when they do occur, are investigated immediately and tracked by our Safety Officer. Preventability is determined by our Accident Review Committee, and disciplinary points are given to drivers with preventable accidents
 5. **Star Care® Program:** Our new program ensures the highest standards for safety and wellness of our guests and team members. Details of our COVID-19 response can be found online at RoyalStarHawaii.com/StarCare
- III. DRIVER SAFETY MANAGEMENT:**
1. **Hiring:** We take great care in selecting our drivers. Drivers must possess an absolutely clean driver record (abstract) for the previous 3 years, and no DUI convictions for the previous 10 years in order to be considered for employment. They must also pass a background check and US Department of Transportation physical.
 2. **Training:** For initial training, in some cases we sponsor Commercial Driver's License (CDL) training. We also have ongoing comprehensive training by our Quality Circle drivers (see below). Note: All of our internal manuals are confidential and proprietary.
 - **Quality Circle drivers:** Group of excellent drivers who uphold quality performance, i.e. Safety, punctuality, guest service, etc. They monitor, conduct ongoing training and are active participants in management.
 - **Awards:** Including performance rewards and “Driver of the Month” and “Driver of the Year,” for monetary rewards and privileges.
- IV. INSURANCE:** We are covered with all necessary Liability Insurance, and enjoy industry-low premiums due to our excellent safety record.