

To: Tour Operator
From: Rodney Schultz, General Manager, Royal Star Hawaii Trans & Tours (PUC 1505-C)
Re: 2022 Tour / Transportation Safety
Date: 3/28/22

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. **New for 2022:** REI Armor Transportation Management and fleet surveillance software. This new Coach Management software allows both "real time" and "recorded" access to vehicle location, speed, and events. Using 5 high definition cameras and high tech software, REI Armor documents audio and video events in and out of the vehicle, along with sending automatic alerts for vehicle events, speeding and hard braking. All alerts are individually reviewed by management and scored for risk. This exciting new system improves safety and product quality.
3. **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 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.

