

To: Tour Operator  
From: Rodney Schultz, General Manager, Royal Star Hawaii Trans & Tours (PUC 1505-C)  
Re: 2023 Tour / Transportation Safety  
Date: 8/1/22  
Attached: 2023 Royal Star Fleet Lineup / Charter Trans

Royal Star Hawaii has delivered an experience of Aloha with **On-Time Guarantee®** since our opening in 1996! Safety and Aloha are deeply ingrained in Royal Star Hawaii's corporate culture, from our management to maintenance and drivers. Our fleet of 50 vehicles (including 42 late-model motorcoaches with [10 brand new Silver Motorcoaches added for 2023!](#)), an unsurpassed safety record, and quality service distinguishes us in Hawaii's transportation industry. If you have any questions, please feel free to contact me.

I. **BEYOND REGULATORY REQUIREMENTS:** Royal Star Hawaii is **the first and only company in the State of Hawaii** to offer:

1. **100% seat belted fleet (all vehicles):** Our late-model motorcoaches and other vehicles are equipped with the latest seat belts.
2. **New for 2023:** REI Armor Transportation Management and fleet surveillance system installed in all vehicles! This unique 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 inside and outside the vehicle, sending automatic alerts for vehicle events. All alerts are individually reviewed by management and scored for risk. This exciting new system greatly improves safety and product quality.
3. **Tires:** The #1 safety item on a motorcoach is tires. We run **new** (not re-treaded) Michelin tires on all vehicles for safety, reliability and comfort. **All our vehicles are also equipped with a Tire Pressure Management System (TPMS) alerting 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 highly trained and certified technicians on a proprietary preventative maintenance system that meets or exceeds the manufacturer's recommendations.
3. **Inspections:** Our 62-point daily 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. Our Accident Review Committee determines preventability, and disciplinary points are given to drivers with preventable accidents.



III. **DRIVER SAFETY MANAGEMENT:**

1. **Hiring:** We take great care in selecting our drivers. Drivers must possess a spotless driver record (abstract) for the previous three years, and no DUI convictions for the previous ten years to be considered for employment. They must also pass a background check and US Department of Transportation physical.
2. **Training:** Royal Star sponsors proprietary Commercial Driver's License (CDL) training. We also have ongoing comprehensive quality control training by our Quality Circle drivers (see below). Note: Our internal manuals are confidential and proprietary.
3. **Quality Circle Drivers:** Quality Circle Drivers conduct ongoing proprietary training and are active participants in management. Our award-winning drivers mentor other drivers to uphold quality performance, safety, punctuality and Aloha service.
4. **Awards:** Performance rewards, "Driver of the Month" and "Driver of the Year" (two of many such programs) are rewarded with monetary awards and privileges.

👉 IV. **STAR CARE®:** Deep cleaning for our guests and team members' health and safety include:

1. **HVAC System:** Our combination of antimicrobial filters and UV lights eliminate 99.99% of airborne bacteria, viruses and mold.
2. **En Route:** High-touch areas are disinfected by your driver.
3. **Nightly Deep Cleaning:** Disinfection of entire vehicle is completed daily by our wash crew.
4. **Frequent Filter Change:** Antimicrobial filters in our HVAC systems are inspected monthly and replaced quarterly, exceeding the industry standard of 6 months.

V. **INSURANCE:**

We are covered with all necessary Liability Insurance and enjoy industry-low premiums due to our excellent safety record.