



March 21, 2020

Dear Valued Y. Hata Partner:

Over our 107 years of business, starting in Hilo and now spanning Statewide, our success has been inextricably tied to your success. Our commitment to you is steadfast and we will be with you every step of the way through this dynamic situation with *Solutions Delivered with Aloha*.

Our team at Y. Hata & Co., Limited is closely monitoring the Coronavirus (COVID-19) situation. The following proactive operational measures have been implemented to honor the health and safety of our customers, employees, and our community:

- We have increased the frequency of sanitation measures at all locations in all public areas. We will continue to stress the importance of Good Hygienic Practices to our employees.
- We have encouraged social distancing measures such as limiting the number of meeting attendees to below ten as well as staggered remote work schedules while ensuring business continuity.
- For your safety and ours, we have provided disinfecting products to our customer-facing employees such as Drivers and Account Managers.
- We have increased our purchasing of key non-food and sanitation inventory where available. Our logistics channels are clear; there are no disruptions in the supply chain to date.
- We have determined key products for allocation control to prevent hoarding.
- A core team is meeting on a daily basis to monitor the dynamic situation and take proactive measures quickly that are solutions-oriented for employees and customers.
- We continue to follow CDC Guidelines (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>).

You have my commitment to provide regular updates on our operations and solutions-oriented measures going forward.

There are still no reports of human illnesses that suggest that the COVID-19 Virus can be transmitted by food or food packaging. However, we continue to be vigilant in our monitoring of items that may be high risk by following Food Safety Modernization Act (FSMA) Standards. Y. Hata has standardized policies in place to prevent contamination and cross contamination. A complete list of Y. Hata's Good Distribution Practices (GDP) are available upon request.

Thank you for being our loyal Partner. It is our intent to remain transparent and proactive throughout this unique situation that we will undoubtedly weather together. Y. Hata's strength and resilience are owed to our unwavering commitment to supporting the success of our customers. We are a culinary 'Ohana.

We are privileged to serve you and this community. I know I speak for every member of our Y. Hata 'Ohana when I say that we take the greatest pride in the role we play in the lives of our customers - personally and professionally.

With Aloha,

Russell J. Hata  
Chairman, President, & Chief Executive Officer



***Solutions Delivered with Aloha!***

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