



March 23, 2020

Subject: Hawaii Shelter-at-Home Orders Do Not Affect Our Operations

Dear Matson Customer,

Please be advised that 'stay at home' executive orders issued for residents of Hawaii do not affect our operations, as Matson and the services that support our operations are considered "Essential Businesses" supporting critical transportation infrastructure.

Matson continues to operate all Hawaii, Alaska, Guam, and South Pacific service schedules without interruption. Ports are operating normally and we expect no disruptions at this time.

Guidance provided by the U.S. Department of Homeland Security states:

"...workers who conduct a range of operations and services that are essential to continued critical infrastructure viability, including staffing operations centers, maintaining and repairing critical infrastructure, operating call centers, working construction, and performing management functions, among others. The industries they support represent, but are not necessarily limited to, medical and healthcare, telecommunications, information technology systems, defense, food and agriculture, transportation and logistics, energy, water and wastewater, law enforcement, and public works." ([Full text here.](#))

Matson is committed to taking all appropriate steps to ensure the continuation of services, including the deployment of reserve vessels if necessary to meet the needs of our customers.

If new restrictions are imposed, Matson will comply with all regulations in place at the time and advise customers of any service changes in a timely manner. For the latest information, please visit [our COVID-19 Operations page](#) on Matson.com.

If you have questions, please contact your account executive or our Customer Service Center at (800) 462-8766 or customerservice@matson.com.

Thank you for shipping with Matson.