



P.O. Box 93121
Long Beach, California 90809

3806 Worsham Avenue
Long Beach, California 90808

Tel: (310) 816-6500
Fax: (310) 816-6519

www.nautilusintl.com

March 20, 2020

Dear Customers and Stakeholders:

As you are aware, the COVID-19 pandemic is impacting business operations worldwide and raising many concerns. Nautilus wants to assure you that we are doing all we can to help minimize the impact of COVID-19 on our employees, customers and stakeholders, while maintaining business to the best of our ability.

Nautilus, and our subsidiary companies, have been actively monitoring the status of the virus and adopting "Best Practices" to protect our employees, customers and stakeholders. We are also constantly monitoring the guidance of public health authorities regarding the spread of the virus. While we currently have no limitations on providing services, this is a fluid and rapidly changing situation. Nautilus and its subsidiary companies have implemented the guidelines outlined below to help ensure the health and safety of our employees, our families, customers, visitors, vendors, and the general public.

The following guidelines are effective immediately:

Terminal Access for Vendors and Visitors

- All non-essential visits should be postponed until further notice.
- All visits and/or deliveries will need to be scheduled at least 24 hours in advance.
- When truck drivers enter our facility or operational area they must stay inside their truck at all times, and are restricted from moving throughout the terminal unless otherwise agreed upon by Terminal Management.
- Vendors and visitors will be required to complete and submit a brief health questionnaire related to their possible COVID-19 exposure.
- Any vendor or visitor who does not meet the requirements of the assessment will not be permitted to enter the facility.

Terminal Access for Vessel Crew

- The Centers for Disease Control and Prevention (CDC) have updated their Interim Guidance for Ships on Managing Suspected Coronavirus Disease 2019.
- Within these guidelines are strict procedures taken by the CBP and the USCG to protect our Ports of Entry (POE) while continuing the flow of maritime cargo.
- In addition to the procedures taken by the CBP and the USCG, we will be issuing a request for information to the appropriate Port Captain or Vessel Agent on all arriving vessels prior to berthing to ensure the status of the crew and to determine if they are able to exit the vessel.
- If crew members are granted permission to exit the vessel by the CBP and the USCG, they must do so by following proper port procedures already in place (no walking off the gangway and then walking through the terminal to the main gate).

Employee Wellness

- All employees, visitors, and vendors are responsible to follow the guidelines provided by the company and the CDC and to use due diligence when protecting themselves and others against the spread of COVID-19.
- During all dock side and/or pre-shift safety talks, the Foreman or Operations Manager in charge will discuss the need for all parties to affirm that they are well and fit for duty. In addition, anyone displaying obvious signs of being ill (coughing, sneezing, shortness of breath, fever, etc.) will be sent home immediately.
- Our guidelines will mirror what has been recommended by the CDC and OSHA. If you are sick, stay home. If you are showing signs of being sick, you will be sent home.

Workplace Hygiene

- In order to protect yourself and others, we recommend cleaning items that are commonly shared (desk phones, computer keyboards, radios, pens/pencils, door handles, office chairs, etc.) as well as surface areas where we work and congregate.
- We will work to have all appropriate cleaning supplies available to ensure workspaces are kept clean, and shared workspaces or equipment can be cleaned at the start and end of shifts.
- Washing your hands with soap and water remains the most effective way to keep your hands clean. Hand sanitizer or hand wipes should be used only as secondary measure in addition to properly washing your hands with soap and water, or where soap and water may not be available.

We intend to issue updates on an as-needed basis. Please do not hesitate to reach out to us with any further questions or comments you may have. Our goal, as always, is to continue providing excellent service to our customers and stakeholders, while protecting the wellness and safety of our employee to the best of our ability.

Sincerely,



Robert B. Owens
President & CEO
Nautilus International Holding Corporation

Nautilus Group of Companies

Metro Ports
Metropolitan Stevedore Company
Southeast Crescent Shipping Company
Suderman Contracting Stevedores, Inc.
Great Lakes Stevedoring LLC
Metro Cruise Services LLC
Pacific Cruise Ship Terminals LLC
Metro Shore Services LLC
Terminal Security Solutions Inc.
Metro Events LLC
Pacific Warehouse Company