



# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
C670998

Initial certification date:  
21 June 2003  
(by different Certification body)

Valid:  
22 June 2024 – 21 June 2027

This is to certify that the management system of

## Hapag-Lloyd AG

Ballindamm 25, 20095 Hamburg, Germany

and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Quality Management System standard:

## ISO 9001:2015

This certificate is valid for the following scope:

### Management of Container Liner Shipping Activities.

**Management System Support Process for delivery of these services including regional activities of Commercial, Customer Service, Operations, Business Administration and the Headquarter Divisions Corporate Communication, Regulatory Affairs & Sustainability, Global Sales, Global Commercial Development, Trade Management, Network, Cargo Service / Dangerous Goods, Information Technology, Global Procurement, Chartering, Chief Information Security Office, Data Insights & AI, Global Human Resources, HL Academy and Insurance Department.**

Place and date:  
Barendrecht, 11 September 2024

For the issuing office:  
DNV - Business Assurance  
Zwolsseweg 1, 2994 LB Barendrecht,  
Netherlands



Erie Koek  
Management Representative

## Appendix to Certificate

### Hapag-Lloyd AG

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Hapag-Lloyd AG	Ballindamm 25, 20095 Hamburg, Germany	Management of Container Liner Shipping Activities. Management System Support Process for delivery of these services including regional activities of Commercial, Customer Service, Operations, Business Administration and the Headquarter Divisions Corporate Communication, Regulatory Affairs & Sustainability, Global Sales, Global Commercial Development, Trade Management, Network, Cargo Service / Dangerous Goods, Information Technology, Global Procurement, Chartering, Chief Information Security Office, Data Insights & AI, Global Human Resources, HL Academy and Insurance Department.
Hapag-Lloyd Pte Ltd Region Asia	Region Asia, 200 Cantonment Road #08-03, Singapore 089763, Singapore	Commercial, Operations, Business Administration, Human Resources
United Arab Shipping Company Ltd.	Regional Headquarter, Hapag-Lloyd Building, 55586, Dubai, United Arab Emirates	Commercial, Operations, Business Administration, Human Resources
Hapag-Lloyd Chile Spa	Region Latin America, 14 Norte #976, Piso 12, 2530901, Viña del Mar, Chile	Commercial, Operations, Business Administration, Human Resources
Hapag-Lloyd Tas.Destek Servisi A.S	Ankara Asfalti Caddesi Cinarli Mah., No:15/351 Kat:35 Mistral Izmir - 35170 Konak/Izmir - Türkiye	Commercial, Customer Service, Operations, Business Administration
Hapag-Lloyd AG	3400 Region North Europe, Ballindamm 25, 20096 Hamburg, Germany	Commercial, Operations, Business Administration, Human Resources
Hapag-Lloyd (Italy) S.R.L.	Piazza Della Vittoria 10/3 - 16121 Genova - Italy	Commercial, Customer Service, Operations, Business Administration
Hapag-Lloyd Business Services (Suzhou) Co. Ltd	88 Dong Chang Lu, Wuzhong Qu, Suzhou Suzhou - China 215028	Customer Service, Operations, Business Administration, Human Resources
Hapag-Lloyd Business Services LLP	403 & 404, Satellite Gazebo, A Wing, 4th Floor, Guru Hargovindji Marg, Andheri (East), Mumbai - 400093, India	Customer Service, Operations, Business Administration, Human Resources
Hapag-Lloyd Global Services Pvt Ltd	7th Floor, Global Infocity, Mgr Salai, Chennai - 600096, India	Commercial, Customer Service, Operations, Business Administration
Hapag-Lloyd Global Services Pvt Ltd	Unit 501, 5th floor, Tower A, Lodha iThink, Kolshet Road, Thane West - 400607, India	Commercial, Customer Service, Operations, Business Administration
Hapag-Lloyd Business Services (Malaysia) Sdn. Bhd.	Level 20, 21 & 22, The Bousteador, No. 10 Jalan PJU 7/6, Mutiara Damansara, 47800, Petaling Jaya, Selangor Darul Ehsan, Malaysia	Customer Service, Operations, Business Administration, Human Resources



Certificate no.: C670998  
Place and date: Barendrecht, 11 September 2024

Site Name	Site Address	Site Scope
Hapag-Lloyd (America) LLC	Regional Headquarters, 3 Ravinia Drive, Atlanta GA, 30346, USA	Commercial, Customer Service, Operations, Business Administration, Human Resources
Hapag-Lloyd Quality Service Center Mauritius Ltd	Silver bank Tower, 3rd Floor, 18 Cybercity, Ebene, Mauritius	Customer Service, Operations, Business Administration, Human Resources
Hapag Lloyd Quality Service Center Bogota Sas	Call 127 A No. 53 A-45 Torre 3 Piso 5, 110221, Bogota, Colombia	Customer Service, Operations, Business Administration
Hapag-Lloyd Chile Spa	14 Norte # 976, Piso 12, 2530901, Viña del Mar, Chile	Customer service, Operations, Business Administration
Hapag-Lloyd AG	Rosenstrasse 17, 20095 Hamburg, Germany	Commercial, Customer Service, Operations, Business Administration
Libra Servicos De Navegacao Ltda	Av. Ana Costa, 433, 14th and 15th floor, 11060-003, Santos, Brazil	Customer Service, Operations, Business Administration
Hapag-Lloyd (Italy) SRL	Region South Europe, Piazza Della Vittoria 10/9 - 16121 Genova - Italy	Commercial, Operations, Business Administration, Human Resources
Hapag-Lloyd Polska Sp. z o.o.	Aleja Grunwaldzka 413, budynek Neon, 80-309 Gdansk, Poland	Commercial, Customer Service, Operations, Business Administration, Human Resources

