

Preamble

Our Sustainability Policy expresses our current and future commitment to protect the environment, provide the highest service quality, care for employees' health and safety, and ensure satisfactory return on capital.

Hapag-Lloyd is an innovative company within the global container liner shipping industry. As an environmentally oriented company, we place high priority on environmental issues in managing our business. We will continue to seek inventive ways to conserve global resources and protect the environment. This is proof of our commitment to the environment and society.

As a quality-oriented carrier, we have structured our processes throughout our worldwide organisation in a systematic manner we strive to meet the high expectations from our customers, business partners, employees, and other stakeholders. We are continuously aiming at fulfilling our customer's current and future needs in order to ensure customer satisfaction.

Being a responsible company, we ensure a safe and healthy workplace is provided to all our employees. Our highly motivated employees are the basis of our success. Awareness is raised throughout our worldwide organisation to recognise our sustainability commitments. The services we offer are a product of successful cooperation of many people worldwide.

Hapag-Lloyd considers the key internal and external factors which impact the organisation as well as interests of our stakeholders. The resulting opportunities and risks are being analysed.

This policy is available to the public.

Principles

The Management exemplifies a culture focused on sustainability that encompasses the quality of our services, environmental protection, employees' health and safety as well as profitability. Staff are encouraged to emulate this. The following principles are communicated to all persons working for or on behalf of Hapag-Lloyd:

- The basis for all our sustainable activities requires the adherence to and compliance with all relevant laws and regulations.
- The Management uses clearly defined measures to monitor, develop and achieve our quality and environmental targets. These targets are regularly documented, reviewed and communicated.
- Customers are our partners. We aim to provide customer satisfaction at all times by being aware of their requirements. We closely cooperate with our customers in order to increase quality and minimise the impact on the environment.
- The hallmark of our efficiency is marked by our well trained and competent employees as well as our excellent equipment.
- Based on an open dialogue with our customers, business partners, employees, and other stakeholders we continuously improve our high quality, ecological and safety standards.
- Avoiding mistakes is an important objective.
- The prevention of accidents with possible implications for people, environment, cargo and assets has high priority. Precautionary measures are in place worldwide.
- We provide a safe and healthy working place for all our employees.
- Adherence to corporate philosophy and the standards of conduct set out in the Hapag-Lloyd Global Code of Ethics is a binding requirement.
- Standards that we apply to ourselves also apply to our sub-contractors. It is not they, but we who vouch for the services provided with the company's good name.