



The Quality and Environmental Policy of Hapag-Lloyd

Preamble

The future of Hapag-Lloyd largely depends on continuous support from our customers. The main focus is to be aware of customers today's and tomorrow's requirements, and to ensure that our organisation systematically strives for meeting customer expectations.

This policy describes the culmination of the quality and environmentally oriented management which Hapag-Lloyd has been practising for many years.

It is the systematisation of our endeavours to meet the high expectations of our clients at any time and in any place. Moreover, requirements are described for staff and sub-contractors in order to meet the aim of sustainable development.

We realise that the transport of goods involves environmental strain. In a world subscribing to division of labour, however, the exchange of goods is essential. Environmental protection and trading are not mutually exclusive.

With the product provided by Hapag-Lloyd, the aim is to minimise the strain on people and the environment. At the same time we shall be seeking to match up to enhanced client expectations in this field.

The promulgation of the following principles by the Executive Board of Hapag-Lloyd testifies to the constantly high standard applying to our global house-to-house container transport services.

It provides both proof of our commitment to the environment and a useful framework for action by every individual member of our staff.

This policy is available to the public.



Principles

1. The Management provides a model of quality and ecological thinking and action to encourage staff to emulate this.
2. The basis for our activities in the Quality and Environmental Management is the adherence and commitment to all relevant legislation and regulation.
3. The Management uses clearly defined means for monitoring the implementation and maintenance of our quality and environmental target groups and targets, which are appropriate to the company's activities. They are documented, communicated to all employees and regularly reviewed in respect of quality and environmental compatibility.
4. Customers are our partners. We claim to meet their expectations with competence and reliability at any time. We achieve this by thinking and acting with our attention directed towards the future. Where requested, we counsel our clients with the objective of jointly increasing quality and minimising any effects on the environment.
5. We are a quality enterprise. Excellently trained and competent employees as well as the best equipment are the hallmarks of our efficiency.
6. Our goal is to achieve the highest quality and to maintain a high standard of environmental protection by continual improvement, for the benefit of our customers, employees, and shareholders.
7. An important quality objective is "zero mistakes". Avoiding mistakes takes precedence over correcting them.
8. Avoidance of any possible pollution of the environment and avoidance of accidents enjoy high priority.
9. The standards, which 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.

The Board (Mr. A. Adrion)

Hamburg, January 2003