



December 2006

# CustomerNEWS

Dear Customer,

We are pleased to provide you with the December edition of our Customer News, informing you about the latest developments within Hapag-Lloyd.

This Customer News provides information about the following subjects:

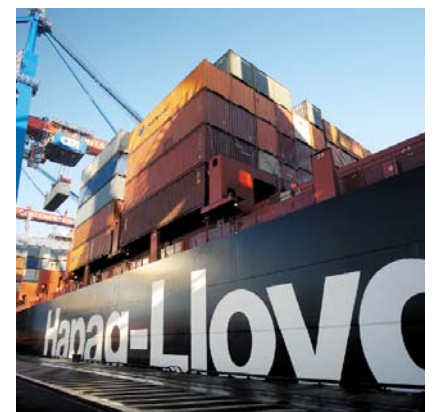
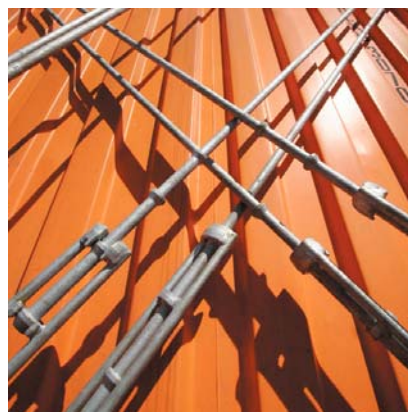
- Transfer of the operative Business of CP Ships finalised
- Service Network containing New Services as well as Service Changes
- Trade Information
- Security: New Customs Regulation in Brazil
- E-Business Function: Web Export List
- CP Ships Online Services
- General: Product Brochure North Atlantic + Africa

In case you require any further information or have any questions, please contact your local Hapag-Lloyd office or visit our website [www.hapag-lloyd.com](http://www.hapag-lloyd.com).

We wish you and your families all the best for 2007 !

Kind regards,

Hapag-Lloyd





## ■ Transfer of the operative Business of CP Ships finalised

The integration of CP Ships, acquired in October 2005, into Hapag-Lloyd has progressed faster than originally planned. One year after the announcement of the acquisition, the integration of the operative business of CP Ships into Hapag-Lloyd has been completed. At the end of the third quarter, all services previously operated by CP Ships were integrated into Hapag-Lloyd and have since then been operated under the Hapag-Lloyd brand. Moreover, the optimisation of the service network, which was significantly expanded by the acquisition of CP Ships, was completed according to plan.

During the integration process 3.000 new employees were trained in about 500 training sessions at 28 locations worldwide. The employees were trained in Hapag-Lloyd systems and processes in preparation for additional on-the-job training. Today, all trainings have been finalised and all our employees are motivated and capable to serve your needs in the best possible manner.

Whilst concluding the operative integration of CP Ships, we would like to thank you again for your continued support during the transition process.

## ■ Service Network: New Service

### ● New West Africa Service

Hapag-Lloyd has started its own dedicated and independent service from Europe to West Africa at the beginning of December 2006.

The new service replaces the former joint West Africa service agreement which connected North Europe - West Africa and South America East Coast.

The West Africa Service (WAX) links the European ports of Hamburg, Tilbury and Antwerp with Dakar (Senegal) and Tema (Ghana). The ports of Lagos (Nigeria) and Abidjan (Ivory Coast) are called by feeder via Tema. On the northbound voyage the first European port of call will be Amsterdam. The transit time from Antwerp to Dakar will be 7 days.



The service started its first sailing from Hamburg on December 7, 2006 and the first northbound vessel sailed from Dakar December 18, 2006. Hapag-Lloyd operates the new West Africa service by employing 2 chartered vessels.

In West Africa, Hapag-Lloyd is represented by the following third party agents: Somicoa Dakar, Blue Funnel Tema, Blue Funnel Lagos and Sumaco Abidjan.

### ● Restructuring of the EPIC Service

Hapag-Lloyd, together with CMA-CGM and Hamburg Sud, will restructure the current loop and launch a second service. The new service, EPIC 2, will provide additional capacity to satisfy the growing demand to the Indian Subcontinent, as well as to the Mediterranean.



The revised EPIC service will continue to call the European ports of Hamburg, Antwerp and Tilbury. Both the Malta and Port Said (Egypt) calls will remain unchanged. In addition, Mundra and Nhava Sheva (India) will be served shortening the transit time from Europe by one day. Jebel Ali (UAE) will remain the important port in the Middle East from where various destinations on the Arabian Peninsula are called by feeder.



The revised service will have its first sailing leaving from Tilbury on January 31, 2007.

The new EPIC 2 service will add several new possibilities for customers with cargo to the Mediterranean and the Indian Subcontinent. In the United Kingdom, Felixstowe will be served, linking a second British port directly with India and Pakistan. Rotterdam and Le Havre are both new direct calls, giving customers greater flexibility.

On the eastbound leg, Alexandria is a new direct call, responding to the growing demand for space to Egypt. The EPIC 2 will fully concentrate on the Indian Subcontinent. It will sail directly to Port Qasim (Pakistan) from where it continues to Mundra and Nhava Sheva (India) before returning via Malta back to North Europe.



The new service will have its first sailing from Felixstowe on January 12, 2007. Hapag-Lloyd will continue its successful partnership with its current agent in Port Qasim and its own organisation in India.

#### ■ Service Network: Service Changes

Since the last edition of the Customer News Hapag-Lloyd has implemented several service changes in order to improve schedule reliability and to streamline the scope of our services. All service changes are available in the Annex 1.

#### ■ Trade Information

##### ● Trans Pacific

#### Grand Alliance reduces Trans Pacific Capacity in Slack Season

The Grand Alliance (GA) member lines engaged in the Trans Pacific trade, Hapag-Lloyd, Nippon Yusen Kaisha and Orient Overseas Container Line have laid up vessels during the traditional slack season, effective November 20, 2006. MISC Berhad, the fourth member of the Grand Alliance, is not engaged in this trade.



The lay up amounts to approximately 3,000 TEU per week; equivalent to the GA's estimated decrease in transport volume. During this time, ship operators will conduct any maintenance required on the vessels. GA member lines will continue to provide sufficient capacity to meet customers' requirements throughout this period.

#### • Asia – North Europe

The Grand Alliance member lines will restructure the [Asia/North Europe EU2](#) service from early 2007. An additional vessel will be deployed to the current eight-vessel service, now offering nine vessels for a 63 days turnaround time service. The addition of a 9th vessel to EU2 is an investment to improve the schedule reliability.

Following the successful implementation of this change, the GA intends to further enhance additional services through similar restructuring in the near future. However, a new GA loop will not be implemented in the Asia - North Europe trade.

In addition, please be informed about the vessel withdrawal program for 1st quarter 2007:

Loop	Westbound	Eastbound
EU1	week 1	Week 4
EU3	week 8	week 2 + 12
NW3	week 8 + 11	week 12 + 14

#### ■ Security

##### New Customs Regulation in Brazil

The Brazilian Government announced new customs regulations for all import, transshipment and transit cargo to/via ports of Brazil.

As per latest info, new regulations are scheduled to be effective from February, 2007.

Brazilian Customs have not yet published the regulations and its rules, however, within local meetings it has become apparent that Brazilian Authorities will require at least the following:

- All information items in the cargo declaration forms must be filled accurately and completely
- Precise Shipper and Consignee name for import (Brazilian National Company ID)
- Accurate cargo declaration (similar to the requirements of U.S 24 Hour Rule/AMS)
- No Freight of All Kinds (FAK) or "said to contain" or "consolidated shipment" will be permitted
- Cargo volume in cubic meters

5 days prior to ships arrival in Brazil all information has to be transmitted electronically by carrier or it's agent to new customs control information system of Brazilian Customs, which is called "Siscarga". If information is not provided correctly and on time, the ship will not be allowed to operate and penalties will be issued.

Hapag-Lloyd is monitoring these developments closely and seeking greater clarity in order to keep you informed.

#### ■ E-Business Function: Web Export List

In the last edition of the Customer News we presented the e-business function Web Export List. As this function supports the export shipping process with timely and useful information, we encourage you again to benefit from this function.



Our online business section offers under "Export" the option to display all your current shipments, including status for "terminal gate in" and "loaded" as well as discharge port and export rate of exchange applicable.

This information is being provided in real time and can be accessed on a 24/7 day basis, offering you independence from office hours and occupied phone lines. For any assistance needed in using this facility to your best advantage, please do not hesitate to contact your local Hapag-Lloyd office.

#### ■ CP Ships Online Services

Whereas the CP Ships website was already closed at the end of August, the CP Ships Online Services were still available for document retrieval and container tracking.

These services have now been closed since the beginning of December 2006.

At the same time the Transition Information section on our website [www.hapag-lloyd.com](http://www.hapag-lloyd.com) was closed.

In case you still require any information in respect to these topics, please contact your local Hapag-Lloyd office.

#### ■ General

##### Product Brochure: North Atlantic + Africa

In order to offer our customers all services of one trade lane at a glance, we are pleased to present our first product brochure **North Atlantic**.



This brochure offers a comprehensive overview of our product portfolio in the North Atlantic Trade. In order to obtain a copy of the brochure, please contact your local Hapag-Lloyd office.

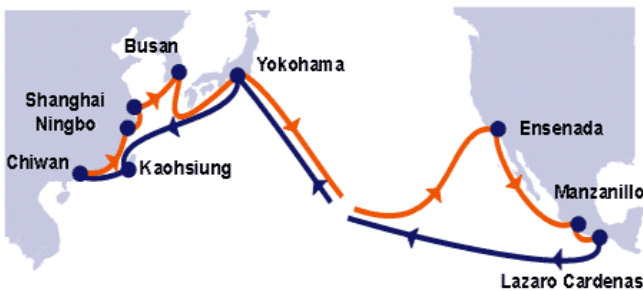
The next brochure being available soon will focus on all African services.



**Annex 1: Service Changes**

**Trans Pacific Services**

**Asia Mexico Express / AME**



- The port call at Oakland was dropped beginning of October 2006.

**Australia / New Zealand via Panama / ANP**



- The port call at Kingston was dropped end of September 2006.

**US Westcoast - Australasia Loop 1 / WAS**



- A port call at Papeete was added beginning of December 2006.
- At the same time the Tauranga southbound call was dropped.

**US Westcoast - Australasia Loop 2 / WAN**



- The port call at Papeete was dropped beginning of December 2006.



**Asia IRT Services**

**Singapore Qingdao Express / RSQ**



- The port call at Ningbo was dropped end of September 2006.

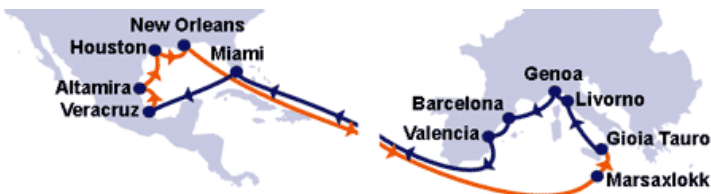
**Asia - Australia Service / AAS**



- Port calls at Pusan, Yantian and Melbourne were added mid-October 2006.
- At the same time the port call at Chiwan was dropped.

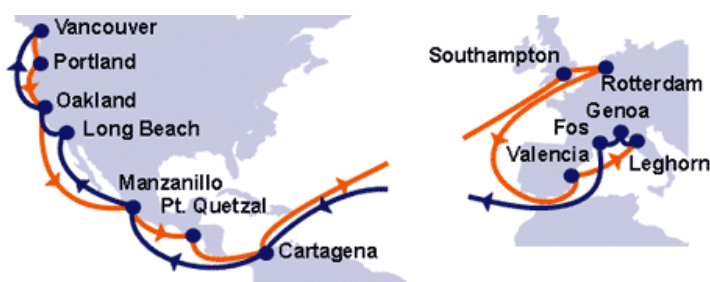
**North Atlantic Services**

**Mediterranean Gulf Express / MGX**



- The port call at San Juan was dropped end of September 2006.

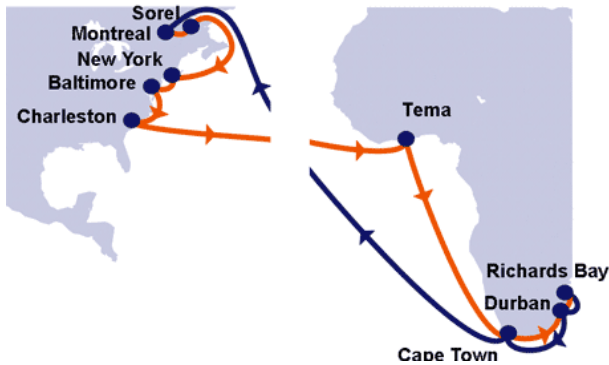
**Med Pacific Service/ MPS**



- A northbound call at Oakland was added mid-December 2006.



**North America - Africa Service / NAA**



- A port call at Durban was added mid-September 2006.
- An eastbound call at Sorel was added mid-November 2006.

**Latin America Services**

**Brazil - Caribbean Express / BCX**



- A port call at Caucedo was added end of September 2006.

**Mexico Panama Service / MXP**



- A port call at Buenaventura was reinstated mid-September 2006.

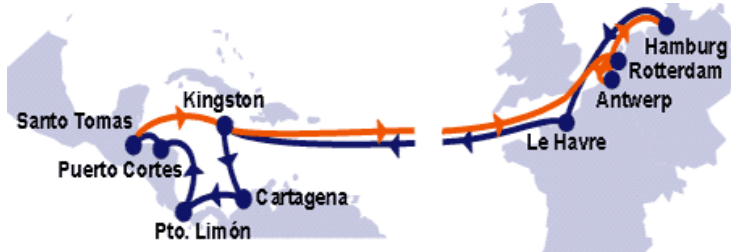
**Caribbean / Ecuador Express - SW2**



- The port call at La Guaira was dropped and the call at Manzanillo reinstated end of September 2006.

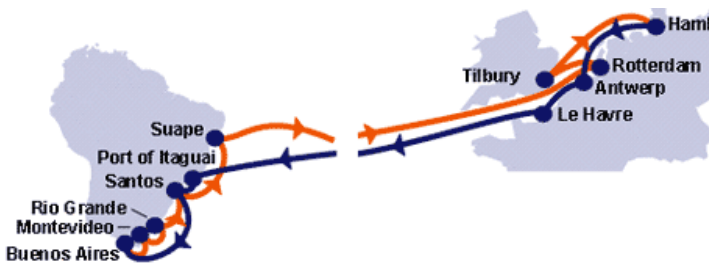


**Central America Express / SW3**



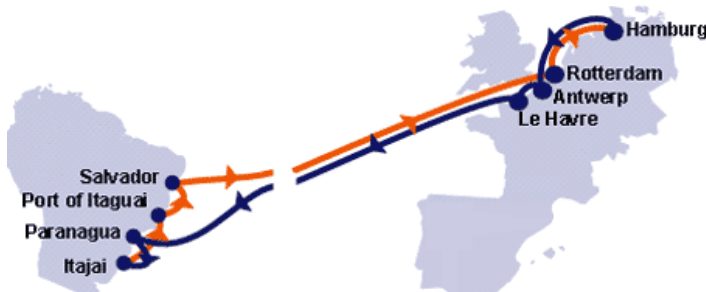
- The port rotation in North Europe changed to Rotterdam, Antwerp, Hamburg and Le Havre beginning of October 2006.

**Brazil and River Plate Express Service - Loop 1 / SAEC 1**



- The port call at Paranagua was dropped end of November 2006.

**Brazil Express Service - Loop 2 / SAEC 2**



- Port calls at Suape and Santos were dropped end of November 2006.
- At the same time Paranagua and Le Havre were added to the port rotation.

**Brazil - Eastcoast Express / BEX**



- The port call at Philadelphia was dropped end of November 2006.
- At the same time Port of Spain was replaced by Puerto Sucre.