

## ■ Japan Situation – Update 1

March 21, 2011

Dear Customer,

We would like to provide you with a situation update on the Hapag-Lloyd service to and from Japan.

### Port omissions:

- Hapag-Lloyd is closely monitoring the situation in all ports. Port omissions by our own operated vessels are reviewed and decided on daily basis. As all port omissions are also in the interest of your cargo protection we do seek your understanding for these measures.
- Services impacted as per today are PAX/NWX/AME1 with the ports of Tokyo, Yokohama and Nagoya presently being omitted. Subject to overall situation development these port calls could be resumed any day.
- Whenever possible, existing import shipments to omitted ports will be routed via alternative discharge ports for connection to its final destination.
- Whenever possible, existing export shipments from omitted ports, as already delivered to the respective terminals for export, will be loaded on alternative sailings as available and / or are subject to alternative cargo routing options.

Please find further information on transport arrangements at page 2 of this letter.

## Booking acceptance:

- Booking acceptance for shipments from and to Japan continues under reservation of right to deviate shipments to alternate ports. This is valid for all shipments on Hapag-Lloyd Bill of Lading on Hapag-Lloyd operated and partner vessels. Please find further information on shipment deviation as per below:

## Shipment deviation:

- As a measure of precaution for both cargo and crew, Hapag-Lloyd is presently omitting various port calls. Please note following clause for your information:
- The Carrier - as of today - is unable to serve various Japanese ports due to the current situation and the according recommendations of relevant authorities. The agreement on the port of discharge is therefore under the express condition that should the port not be called, it is agreed that the goods will be discharged at an alternative port at the carrier's discretion, without any further obligation of on-carriage by the carrier.

## Further steps of Precaution:

- As a measure of precaution Hapag-Lloyd has implemented a thorough container control and survey procedure for all Hapag-Lloyd operated containers in Japan. This additional measure will ensure that no containers with a possible risk of contamination will be in Hapag-Lloyd service. This procedure includes a radiation measurement of all containers originating from the declared risk areas and takes place prior making the equipment available to customers.

## Schedule updates:

- Latest schedule information are available on the [Hapag-Lloyd website \(www.hapag-lloyd.com\)](http://www.hapag-lloyd.com) .

We are closely following the situation in Japan and will keep you informed on further developments.

For further information please contact your local Hapag-Lloyd sales representative.

Kind regards,

Hapag-Lloyd AG