

# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
10000401838-MS-C-RvA-DEU

Initial certification date:  
21 June 2003

Valid:  
23 March 2020 – 21 June 2021

This is to certify that the management system of

## **Hapag-Lloyd Aktiengesellschaft**

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 in the Regions Europe, Middle East, North America, Latin America, Asia and the Headquarter Divisions Central Operations, Global Business Support, Global Markets, Global Sales, Global Service Centers Management, Human Resources, Information Technology, Sustainability Management, Trade Management and Network**

Place and date:

**Barendrecht, 18 September 2020**



The RvA is a signatory to the IAF MLA

For the issuing office:

**DNV GL - Business Assurance  
Zwolseweg 1, 2994 LB Barendrecht,  
Netherlands**

**Erie Koek**  
Management Representative

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## Appendix to Certificate

### Hapag-Lloyd Aktiengesellschaft

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Company Headquarter - Hapag-Lloyd Aktiengesellschaft	Ballindamm 25, 20095 Hamburg, Germany	Central Operations - Cargo Service / Dangerous Goods - Chartering - Fleet Support Center - Global Procurement - Purchasing & Supply  Global Business Support  Global Sales - Global Account Management - Global Industry Management - GAP Controlling and Development  Global Service Centers Management - Global Service Center India Chennai - Global Service Center India Mumbai - Shanghai Documentation Center  Human Resources - Facility Management  Information Technology - Architecture, Base & Development Systems - FIS Applications - SAP / COMPASS / IT Consulting & CRM - Technical Infrastructure & Operations  Management Sustainability Management  Trade Management - Atlantic - EMAO - Far East - IRT Americas - IRT Asia - Latin America - Asia - Latin America - Europe - Trans Pacific - Middle East - Steering & Coordination  Network - Container Steering - Corporate Insurance Risk Management - Network and Cooperations  Global Markets - Commercial Intelligence - Sales and Service Processes - Corporate Sales - Global Reefer Management - Global Marketing

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<b>Region Asia</b>		
Regional Headquarter Hapag-Lloyd Pte. Ltd.	200 Cantonment Road #08-03, Southpoint Building, Singapore 089763, Singapore	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Indochina (Thailand incl. Vietnam responsibilities) Hapag-Lloyd (Thailand) Ltd.	127/29 Panjathani Tower, 21st Floor, Nonsee Road, Chong Nonsee, Yannawa, Bangkok 10120, Thailand	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Japan Hapag-Lloyd (Japan) K.K.	4-87 Ichibancho, Chiyoda-ku, Hapag-Lloyd House, Tokyo - 102-0082 Japan	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Korea Hapag-Lloyd (Korea) Ltd.	11f, Metro Tower, 10, Toegye-Ro, Jung-gu, Seoul 100-722, Republic of Korea	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area North/Central China Hapag-Lloyd (China) Shipping Ltd.	8f, Shanghai Litong Plaza, No. 1350, North Sichuan Road, 200080 Shanghai, China	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Oceania (Australia, incl. New Zealand responsibilities) Hapag-Lloyd (Australia) Pty. Ltd.	Wharf 10, Pirrama Road, Pyrmont NSW 2009, Australia	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area South China/Taiwan Hapag-Lloyd (China) Ltd.	6/F, Manhattan Place, 23 Wang Tai Road, Kowloon Bay, Hong Kong	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area South East Asia (incl. Malaysia / Indonesia responsibilities) Hapag-Lloyd Pte Ltd	200 Cantonment Road #08-03 Southpoint Building Singapore 089763, Singapore	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Business Services (Souzhou) Hapag-Lloyd Business Services (Suzhou) Co. Ltd.	88 Dong Chang Lu, Wuzhong Qu, Suzhou, 215100 Suzhou, China	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services

<b>Region Europe</b>		
Regional Headquarter Region Europe Hapag Lloyd Aktiengesellschaft	Ballindamm 25, 20096 Hamburg, Germany	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Baltic (Finland incl. Poland responsibilities) Oy Hapag-Lloyd (Finland) AB	Mannerheimintie 14A, 00100 Helsinki, Finland	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Benelux (Netherlands, incl. Belgium responsibilities) Hapag-Lloyd Rotterdam, Branch Office of Hapag-Lloyd AG	Waalhaven O.Z. 79, 3087 Rotterdam, Netherlands	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Central Europe (Austria, incl. Switzerland/Hungary/ Czech Republic responsibilities) Hapag-Lloyd Austria GesmbH	Gonzagagasse 1/1/11, 1010 Wien, Austria	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Service
Area France Hapag-Lloyd (France) S.A.S.	99 Quai du Docteur Dervaux, 92600, Asnieres, France	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Service

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Area Germany Hapag-Lloyd AG	Rosenstraße 17, 20095 Hamburg, Germany	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Service
Area Iberia (incl. Portugal responsibilities) Hapag-Lloyd Spain S.L.	C/Comtal, 32-1,08002, Barcelona, Spain	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Italy (incl. Med Agents responsibilities) Hapag-Lloyd (Italy) S.R.L.	Piazza Della Vittoria 10/3 - 16121 Genova, Italy	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Nordic (Sweden, incl. Denmark/ Norway responsibilities) Hapag-Lloyd (Sweden) AB	Marieholmsgatan 1, 40123, Gothenburg, Sweden	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Service
Area Turkey (incl. Greece responsibilities) Hapag-Lloyd Overseas Transport S.A.	Ankara Asfaltı Cad. No:15/351 Kat:35, Mistral Izmir - 35170 Konak/Izmir, Turkey	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area UK (incl. Ireland responsibilities) Hapag-Lloyd (U.K) Ltd.	Hapag-Lloyd House, 48A Cambridge Road, Barking, Essex, IG11 8HH, United Kingdom	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services

<b>Region North America</b>		
Regional Headquarter Hapag-Lloyd (America) LLC	399 Hoes Lane, Piscataway, New Jersey, 08854, USA	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Canada Hapag-Lloyd (Canada) Inc.	3400 Blvd. De Maisonneuve West, Suite 1200, Montreal, H3Z 3E7, Canada	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Gulf Pacific Hapag-Lloyd (America) LLC	11410 Greens Crossing Blvd, Suite 400, Houston, TX 77067, USA	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Northeast Hapag-Lloyd (America) LLC	3030 Warrenville Rd, Suite 500, Lisle, IL 60532, USA	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Southeast Hapag-Lloyd (America) LLC	245 Townpark Drive, Suite 300, Kennesaw, GA 30144, USA	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area US Flag Hapag-Lloyd USA LLC	399 Hoes Lane Suite 100, Piscataway, NJ 08854, USA	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Business Service Center Atlanta Hapag-Lloyd (America) LLC	5515 Spalding Drive, Peachtree Corners, 30092, USA	Customer Service

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<b>Region Latin America</b>		
Regional Headquarter Latin America Hapag-Lloyd Chile SpA	Plaza Sotomayor Nr. 50, Valparaiso, Chile	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Argentina (incl. Uruguay responsibilities) Hapag-Lloyd Argentina S.R.L.	Carlos Pellegrini 1363, Piso 4 y 7, 1011, Buenos Aires, Argentina	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Brazil Libra Serviços de Navegação Ltda.	Av das Nações Unidas, 14261 - Ala B - 28º Andar - Conj B, 04794-000, São Paulo/SP, Brazil	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Brazil Libra Serviços de Navegação Ltda.	CNPJ: 42.581.413/0001-57, Av das Nações Unidas, 14261 - Bloco B - Ala B - 28º andar, 04533-085 São Paulo/SP, Brazil	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Mexico Hapag-Lloyd Mexico S.A. de C.V.	Periferico Sur 4829 Piso 5, Colonia Parques del Pedregal, 14010, Mexico City, Mexico	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Central America/Caribbean (incl. Costa Rica/Guatemala responsibilities) Hapag-Lloyd (America) LLC	3350 SW 148th Avenue, Suite # 320, Miramar, FL 33027, USA	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Chile Hapag-Lloyd ChileSpA	Av. El Bosque Norte, 500 Piso 14, Las Condes, 755-0092, Santiago, Chile	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Colombia (incl. Venezuela responsibilities) Hapag-Lloyd Colombia Ltda	Calle 100 No. 8A-49 Piso 8 OF. 801 Torre B, Edificio World Trade Center, Bogotá, Colombia	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Peru Hapag-Lloyd Peru S.A.C.	Calle Dean Valdivia 148, Torre a Piso 03, San Isidro, Lima, Peru	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services

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<b>Region Middle East</b>		
Regional Headquarter United Arab Shipping Company Ltd.	Hapag-Lloyd Building, Al Shua'lah 1 Street, Port Saeed Area, P.O. Box 55586, Deira, United Arab Emirates	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area India Hapag-Lloyd India Pvt. Ltd.	403 & 404, Satellite Gazebo, A Wing, 4th Floor, Guru Hargovindji Marg, Andheri (East), Mumbai 400093 Maharashtra, India	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Africa Hapag-Lloyd Africa Pty Ltd	309 Umhlanga Rocks Drive, The Glass House office park, Building no 3, Lucia Ridge, South Africa, 4019 LA Lucia Ridge	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Pakistan / Red Sea (incl. Jordan and Pakistan responsibilities) Hapag-Lloyd Middleeast Shipping LLC	Hapag-Lloyd Building, Al Shua'lah 1 Street, Port Saeed Area, P.O. Box 55586 Deira, United Arab Emirates	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Arabian Gulf (incl. Bahrain, Iraq, Kuwait and Qatar responsibilities) Hapag-Lloyd Middleeast Shipping LLC	Hapag-Lloyd Building, Al Shua'lah 1 Street, Port Saeed Area, P. O. Box 55586 Deira, United Arab Emirates	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services
Area Saudi Arabia Hapag-Lloyd Saudi Arabia Ltd.	Madinah Road, Kanoo Building Al, Faisaliyah District, P.O.Box 6757, 21452 Jeddah, Saudi Arabia	Business Administration, Operations, Quality and Environmental Management, Sales/Customer Services