HSQE

Health, Safety, Quality, Environment



The Hapag-Lloyd Health, Safety, Quality, and Environmental (HSQE) Policy

Hapag-Lloyd is a leading global liner shipping company, offering reliable liner services for its worldwide customers, while managing a portfolio of container terminals and providing logistics services at select locations. Across the global operations, the diverse cultures and practices encountered are deeply respected and valued.

The Hapag-Lloyd Health, Safety, Quality, and Environmental (HSQE) Policy reflects our commitment to maintaining a safe and healthy workplace, delivering top-quality products and services, protecting the environment, and achieving net-zero fleet operations by 2045*. It is guided by our Global Code of Ethics, which serves as our ethical compass and translates our values “We care. We move. We deliver.” into standards and ethical principles.

The HSQE Policy applies to all people working for or on behalf of Hapag-Lloyd and encompasses all processes, and services that may impact health, safety, quality, and the environment.

Our HSQE Policy is reinforced by a robust management system that complies with relevant local, national, and international laws and regulations, including the stringent requirements of ISO 9001 and ISO 14001.

Our HSQE Management Principles are:

- We comply with relevant laws and regulations
- We cultivate a culture of continuous improvement and open communication
- We set clear objectives and ensure that all services meet specified requirements
- We are committed to minimizing our environmental impact and to mitigating our contribution to climate change
- We maintain effective emergency response plans, thereby ensuring business continuity
- We adhere to the ethical beliefs set out in our Global Code of Ethics
- We prioritize the health and safety of our employees, contractors, and visitors
- We have a competent team and empower them with the resources needed
- We are committed to fulfilling our customers’ needs and expectations
- We apply our high standards also to our vendors, as we vouch for their services with our name

Our leadership team is committed to implementing and upholding this policy, and we hold all employees accountable for adhering to our HSQE standards. Everyone at Hapag-Lloyd has a crucial role in maintaining our commitment to health, safety, quality, and environmental stewardship. These principles are reinforced by established routines and practices that support our objectives and a culture where every individual is encouraged to take responsibility and consider the impact of their actions.

*Our Net-Zero 2045 ambition builds on our DNV-verified roadmap and foresees progressive fleet renewal, efficiency improvements, network speed reductions and increasing use of alternative fuels, including e-fuels. Further information is available here.

Your journey, our horizon.

The policy is publicly available and communicated to all interested parties. This policy is approved by the Executive Board of Hapag-Lloyd and is effective as of April 7, 2026.

Hapag-Lloyd