

Operational Update No. 1 - Earthquake in Colombia Hapag-Lloyd

Dear Valued Customers,

Hapag-Lloyd continues to operate normally and remains fully committed to providing its services in accordance with established schedules and procedures. Our team is continuously monitoring operational conditions to ensure service continuity and to keep you informed of any relevant developments.

As a preventive measure and to provide alternatives for the continuity of your logistics operations, we invite customers who can do so to evaluate the possibility of requesting a **COD (Change of Destination) to Cartagena**, according to their specific cargo requirements and operational needs. Our Sales and Customer Service teams are available to provide the necessary support throughout this process.

Additionally, we would like to inform you that our **Navemar** team is currently experiencing difficulties with telephone communications due to the ongoing situation. However, we remain fully operational and continue to assist customers in person at the **Hotel Torre Mar**, as well as through our regular email communication channels.

Regarding container depots, we have enabled **Cali Simarítima** at maximum capacity to receive empty containers. Likewise, our facilities in **Medellín and Bogotá remain 100% operational and open for the receipt of empty containers**, should this be required. We appreciate your understanding and cooperation during this situation. We will continue to closely monitor operational conditions and will share any relevant updates in a timely manner.

Kind regards,
Hapag-Lloyd Colombia



Hapag Lloyd AG

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