

## Topics stakeholder survey 2022

### Economy

#	Topic	Topic Definition
1	Governance	The role, allocation of tasks and responsibilities of the administrative, management and supervisory bodies, including their performance evaluations and compensation, as well as a diverse composition of the bodies with the inclusion of stakeholders, consideration of diversity, relevant competencies and independence. In addition, the creation, monitoring and structure of internal control processes, as well as risk management processes for the identification, prioritization and consideration of risks with clear responsibilities and control systems
2	Compliance	Transparency of the company principles and applied law with regard to tax payments, as well as political engagement and lobbying and related financial or in-kind contributions. In addition, the creation of systems and measures to prevent and detect allegations and incidents of corruption and bribery (e.g. whistleblowing channels) and distribution of the anti-corruption/bribery policy within the value chain, as well as preventing the illegal trade and smuggling of wildlife.
3	Data protection and IT security	Prevention of theft and unauthorised use of data as well as lawfulness and fairness, in particular in the processing and storage of personal data; prevention of malfunctions or misdirection of IT systems provided and prevention of cyber-attacks. Informing workers of any data collection process, the rules that govern that process, and the workers' rights.
4	Digitalisation	Introduction and use of electronic processes in internal business operations and in business relationships with customers and suppliers (e.g. route optimisation and online booking of container transports).
5	Business strategy considering both sustainability opportunities and risks	Consideration of social and ecological opportunities and risks in the business strategy, especially climate-related physical risks, such as heatwaves, droughts and floods taking into account the potential effect on the undertaking's performance and position over the short, medium and long term.
6	Innovation and research	Optimisation of processes and the technical equipment of the fleet to increase efficiency, e.g. adaptation of ship design.
7	Customer satisfaction	Measures to survey and increase customer satisfaction as well as the identification, assessment, management and remediation of negative impacts on consumers and end-users and advancing positive impacts, specifically in relation to the processes for engaging and communicating with consumers and end-users and their representatives and effective channels and complaint mechanisms.
8	Service/ process quality	Ensuring the quality of the company's processes and services.

## Environment

#	Topic	Topic Definition
9	Emissions: greenhouse gases	The impact on climate change, through the emissions of greenhouse gases, in particular CO <sub>2</sub> , resulting from business operations, and their reduction along the entire value chain, including through the choice of energy carrier (e.g. monitoring and management of GHG emissions; analysis and consideration of climate-related transition risks and opportunities along the entire value chain (including potential financial advantages or disadvantages); transition to a climate-neutral company; increased costs for GHG emissions (e.g. emissions trading).
10	Emissions: air pollutions	Prevention, control, and removal of air pollution caused by air quality-reducing pollutants such as sulfur oxides, nitrogen oxides, and particulate matter due to business activities, as well as their reduction, e.g. by the choice of energy carriers such as low-sulphur fuel and liquid gas or use of filter technology pollution-related individual incidents; long-term effects due to the accumulation of pollutants; pollution-related individual incidents and long-term effects due to the accumulation of pollutants.
11	Energy use and efficiency	Selection and use of low-emission energy sources (primary and secondary energy carriers), such as such as liquid fuels, natural gas and onshore power as well as measures to increase energy efficiency (e.g. use of efficient technology and energy-saving ship operation).
12	Disposal of waste and effluents	Worldwide disposal of waste and effluents generated on ships in accordance with the relevant legal regulations, as well as measures taken to avoid waste along the entire value chain.
13	Use of resources	Measures to avoid, mitigate and remedy actual and potential negative impacts of resource use, as well as the identification of opportunities and risks related to resource use in the company This includes in particular the use of sustainable materials used for ships and containers, end-of-life management, i.e. appropriate disposal or recycling, but also increasing the durability, and the active prevention of plastic waste in the oceans and the reduction and substitution of substances of concern and most harmful substances by Hapag-Lloyd.
14	Protection of the sea and marine biodiversity	Active commitment to the conservation or restoration and protection of biodiversity and resources in waters affected by business activities, including compliance with relevant legal regulations, e.g. regarding ballast water and adjustment of transport speeds and route planning.
15	Environmentally friendly transport chains	Reducing the environmental impact of transport by ship and the associated upstream and downstream transport (pre-carriage and on-carriage) by other means of transport such as inland waterway vessels, lorries or trains.
16	Water management performance and water intensity performance	Water management throughout the value chain with the aim of reducing water abstraction, consumption and recycling, as well as the treatment and reuse of water for operational activities. Measures to address water scarcity in risk areas and ensuring water quality and access to water for the population, as well as managing risks due to water scarcity.
17	Transport of dangerous goods	Full compliance with all international, national and local laws and regulations when transporting dangerous goods, as well as measures to ensure safe handling for the safety of employees, ship, cargo and the environment.

## Social

#	Topic	Topic Definition
18	Training and further education	Development and continuous advancement of the qualifications and competencies of own employees; development of skilled personnel for the global labour market.
19	Occupational health and safety	Management systems to prevent harm and promote health and safety amongst employees in the workplace, at sea and on land. Respecting the thresholds established by the EU and ILO standards on weekly working hours, as well as security response mechanisms in the event of piracy and armed robbery.
20	Labour standards and human rights in the supply chain	Protection of the safety and health of workers in the supply chain and their human and labour rights, e.g. fair remuneration, access to equal opportunities and the right to association, collective bargaining and adequate housing, as well as protection against human trafficking, child and forced labor. Engaging and communicating with workers along the value chain regarding the Code of Conduct and the like, and providing appropriate channels for raising concerns and complaints.
21	Diversity and equal opportunities	Encouraging minorities and ensuring equal and non-discriminatory access to opportunities for education, training employment and career development and the exercise of power without there being disadvantages on the basis of gender, racial or ethnic origin, nationality, religion or belief, disability, age or sexual orientation. The prevention and transparency on incidents of discrimination, including sexual and non-sexual harassment.
22	Corporate citizenship	The company's voluntary commitment to society that goes beyond its business activities, e.g. donations and sponsoring or the promotion of corporate volunteering.
23	Human rights in our own operations	Identifying, assessing, managing and addressing significant negative impacts on all workers in the value chain. Achieving positive impact, in particular by safeguarding human and labour rights in own business operations, including prohibiting child, forced and compulsory labour, discrimination and ensuring the right to association and collective bargaining, including work stoppages such as strikes, as well as adequate housing in situations where accommodations are provided.
24	Fair remuneration	Fair remuneration and warranty of other monetary benefits and further social benefits, such as social security eligibility coverage.
25	Work-life balance	Promoting the compatibility of work and private life, e.g. by enabling work from home, flexible working hours, support with care for family members, and family-related leave in a gender equitable manner.