

DRIVING SUSTAINABILITY

Sustainability
Progress Report
2024



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

FOREWORD BY THE CEO

A look back at our sustainability efforts shows that 2024 has been a particularly eventful year, marked by significant milestones achieved around the world. Committed to reliability, service quality and responsible practices that prioritize both people and the environment, we aim to be the industry's quality leader. We pursue this goal with a long-term perspective, placing great emphasis on sustainability.

Building on our commitment to a more sustainable future, we have made further progress in our environmental, social and governance initiatives:

We have advanced our decarbonization efforts by adding new, state-of-the-art vessels to our fleet, placing additional newbuild orders, and accelerating our fleet upgrade program. Moreover, we have invested in alternative fuels and propulsion technologies, bunkered liquefied biomethane in the largest ship-to-ship bunkering to date and secured supply of green methanol for the years to come.

We have remained dedicated to promoting talent, opportunities and safety among our employees. Finally, we have continued our social commitment worldwide, aiding social and environmental-impact organizations in their valuable work.

Our Strategy 2030 is a driving force behind our sustainability momentum. Our progress is tangible, and I am proud of what our teams have accomplished. Beyond these achievements, we have seen substantial advancements in our sustainability governance this year. By leveraging evolving EU regulatory requirements, such as FuelEU Maritime or CSRD, we have streamlined our sustainability-related processes and collected new data on our material topics – which will allow us to manage them more effectively in the future.

Our sustainability journey continues. Building a just, safe, and clean industry is an ongoing responsibility and requires continuous collaboration between industry stakeholders. Through our engagement in two innovation centers, a green corridor, and strategic partnerships with key industry players, we are actively contributing to this development. As part of these efforts, we have joined forces with Seaspan and MAN to retrofit five vessels from our chartered fleet for



methanol propulsion in 2026. Additionally, we announced our new partnership with Maersk – the Gemini Cooperation. Now operational, Gemini marks another important step towards the network of the future: connecting the global supply chains even more efficiently with potential to contribute to lower industry emissions.

I want to thank all global teams for their continued dedication to realizing our sustainability goals – and all customers and partners for their trust and cooperation. Taking this route is challenging but also necessary, as we remain committed to our targets and expect that regulation will also follow to create a global level playing field.

Let's continue the great collaboration – we will need all hands on deck to drive sustainability in shipping.

Rolf Habben Jansen
CEO of Hapag-Lloyd AG

02 FOREWORD BY THE CEO

03 **OUR SUSTAINABILITY FOCUS**

04 Our Material Topics

05 **OUR ENVIRONMENTAL FOCUS**

14 **OUR SOCIAL FOCUS**

22 **OUR GOVERNANCE FOCUS**

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

OUR SUSTAINABILITY FOCUS

At Hapag-Lloyd, we are committed to sustainability and try to take a holistic approach by focusing on three key areas:

1. Clean Shipping: We strive to reduce our environmental impact by decreasing greenhouse gas emissions and pollution to air & water, with the goal of achieving net-zero fleet operations by 2045.

2. Diversity and Society: We promote diversity, inclusion, and social responsibility within our company and the communities we work in, with a focus on cultural and gender diversity.

3. Compliance and Responsibility: We are committed to sustainable operations, aiming to recycle 100% of our vessels in a responsible way, minimize waste, and ensure transport safety – all while adhering to strict regulations.

These focus areas guide our efforts to create a more sustainable, inclusive, and responsible future. Building on this holistic approach, we address the following material topics, identified through close collaboration with our stakeholders. (see next page)

Our complete Sustainability Statement is part of our  Annual Report 2024, starting on p. 116.

DRIVING
SUSTAINABILITY



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

04 Our Material Topics

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

OUR MATERIAL TOPICS

ENVIRONMENT		
Greenhouse Gas Emissions	Energy Consumption & Efficiency	Protection of the Sea and Marine Biodiversity, and Pollution Prevention
Pollution to Air & Water	Transport of Dangerous Goods	Resource Use
Environmentally Friendly Transport Chains		
SOCIAL		
Diversity and Equal Opportunities	Human Rights in our Own Operations and Value Chain	Occupational Health and Safety
Fair Remuneration	Labor Standards and Human Rights in the Supply Chain	Corporate Citizenship
Training and Further Education	Work-life Balance	Commitment to People and Affected Communities
		Data Protection and IT Security
GOVERNANCE		
Governance	Compliance	Responsible Supply Chain Management

Stakeholders included in Evaluation of Material Topics

External Stakeholders

- Customers
- Regulatory Societies
- Suppliers
- Business Partners

- HLAG Supervisory Board
- Science and Academia
- Civil Society and NGOs

Internal Stakeholders

- Employees
- Top Management



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

06 Greenhouse Gas Emissions at a Glance

07 Driving Sustainability

08 Our Decarbonization Milestones in 2024

10 Our Decarbonization Targets

11 Biodiversity, Pollution

12 Transport Safety

13 Resource Use

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT


DRIVING
SUSTAINABILITY

OUR ENVIRONMENTAL FOCUS

We are committed to contributing to a cleaner future, recognizing that environmental protection is a fundamental aspect of our responsibility as a global shipping company. At Hapag-Lloyd, we are dedicated to minimizing our environmental footprint. Thus, we integrate sustainable practices across our operations, strive to reduce our impact on the planet and preserve its resources for future generations.

MATERIAL TOPICS:

- Greenhouse Gas Emissions
- Pollution to Air & Water
- Environmentally Friendly Transport Chains
- Energy Consumption and Efficiency
- Protection of the Sea and Marine Biodiversity, and Pollution Prevention
- Transport of Dangerous Goods
- Resource Use

Detailed information on environmental topics can be found in our Sustainability Statement as part of our  Annual Report, starting on p. 141.

AER
7.96
(vs. 9.13 in 2022)

~195k
tons of biofuel
blends utilized

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

06 Greenhouse Gas Emissions at a Glance

07 Driving Sustainability

08 Our Decarbonization Milestones in 2024

10 Our Decarbonization Targets

11 Biodiversity, Pollution

12 Transport Safety

13 Resource Use

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

GREENHOUSE GAS EMISSIONS AT A GLANCE

Scope 1, 2 and 3 in k tons CO ₂ e	Group	Liner Shipping Segment	Terminal & Infrastructure Segment
Scope 1 GHG emissions			
Gross Scope 1 GHG emissions	15,300	15,263	37
Scope 2 GHG emissions			
Gross location-based Scope 2 GHG emissions	20	11	9
Gross market-based Scope 2 GHG emissions	1	1	-
Scope 3 GHG emissions			
Total Gross Scope 3 greenhouse gas emissions	21,031	20,842	189
3.1 Purchased goods and services	129		
3.2 Capital goods	7,713		
3.3 Fuel and energy-related activities (not included in Scope 1 or Scope 2)	2,677		
3.4 Upstream transportation and distribution	10,225		
3.5 Waste generated in operations	6		
3.6 Business traveling	21		
3.7 Employee commuting	18		
3.11 Use of sold products	57		
3.13 Downstream leased assets	88		
3.15 Investments	96		
Total GHG emissions			
Total GHG emissions (location-based)	36,351	36,116	235
Total GHG emissions (market-based)	36,332	36,106	226

Primarily resulting from own transport & terminal operations

Market-based Scope 2 emissions reduced compared to location-based emissions due to green electricity contracts & energy attribute certificates (EACs)

Primarily resulting from newbuild vessel and container deliveries

Mostly related to transport of containers on partner vessels

DRIVING
SUSTAINABILITY

For computational reasons, rounding differences may occur in the table

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

06 Greenhouse Gas Emissions at a Glance

07 Driving Sustainability

08 Our Decarbonization Milestones in 2024

10 Our Decarbonization Targets

11 Biodiversity, Pollution

12 Transport Safety

13 Resource Use

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

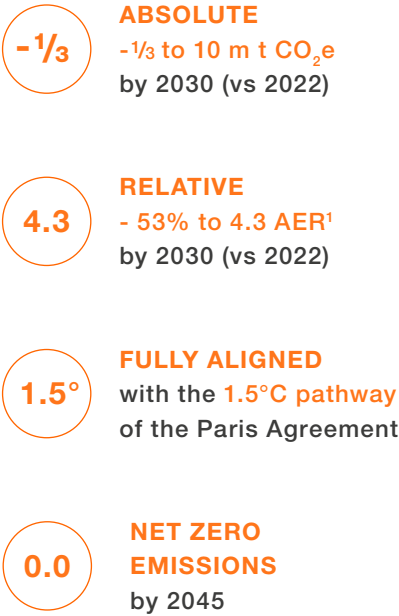
27 CONTACT & IMPRINT

DRIVING SUSTAINABILITY

Strategy 2030

Last year, we accelerated our sustainability ambitions with the launch of Strategy 2030 – a comprehensive and forward-thinking roadmap that will shape Hapag-Lloyd's actions in key areas. A major focus is decarbonization, with clear targets set for our operated fleet that are fully aligned with the 1.5-degree target of the Paris Agreement.

CO₂e reduction targets for Hapag-Lloyd's entire fleet



1 The weighted average Well-to-Wake (WTW) Annual Average Efficiency Ratio (AER) of the operated fleet in g CO₂e/DWT*nm

Levers of Decarbonization

We have established a clear pathway towards 2030. Focusing on four key levers that the classification society Det Norske Veritas (DNV) has assessed as suitable and effective to achieve our mid-term targets. At the same time, we continuously monitor emerging developments for additional solutions.

Fleet Growth & Renewal

Lowering the CO₂e emissions requires a continuous renewal of the fleet, by adding new and phasing out older vessels. Over the coming years, we will modernize our fleet by phasing in larger and more efficient newbuilds and strategic charter vessels.

Fleet Upgrade

A complete fleet renewal will take time. We will use the opportunity to complement the process by technically upgrading our existing vessels. Thus, we will increase the fuel efficiency and loadability of more than 150 vessels in our fleet.

Network Efficiency

Operational efficiency is essential for decarbonizing our industry. Over time, we will reduce vessel speeds while maintaining competitive transit times. Our new Gemini Cooperation will be a key driver of this transformation ensuring an efficient and reliable network based on the hub & spoke concept.

Alternative Fuels

Reaching our targets will require alternative fuels. While some of them are in use in our fleet already, we are continuously exploring additional alternative fuel options. Our portfolio will be gradually enhanced, based on their contribution to our decarbonization targets, their safe use and costs.

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

06 Greenhouse Gas Emissions at a Glance

07 Driving Sustainability

08 Our Decarbonization Milestones in 2024

10 Our Decarbonization Targets

11 Biodiversity, Pollution

12 Transport Safety

13 Resource Use

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

OUR DECARBONIZATION MILESTONES IN 2024

In 2024, we reached key milestones that reflect the dedication of our global teams to sustainability. While challenges remain, these are continuously being addressed in our work within Hapag-Lloyd and with our partners.



A NETWORK FOR TOMORROW: GEMINI COOPERATION

An interconnected, reliable and sustainable service network – that is our vision for the new partnership with Maersk in our Gemini Cooperation. By combining our strengths, we established an efficient East-West network with key hubs and dedicated shuttle services. This will significantly enhance schedule reliability and operational efficiency.

FUTURE-READY FLEET

In 2024, we welcomed eight newbuilds to our fleet, including five vessels with a loading capacity of 23,660 TEU. The vessels of the Hamburg Express class can operate on conventional fuel as well as liquefied natural gas (LNG) and bio-methane. Furthermore, we placed orders for 24 newbuilds to be delivered between 2027 and 2029, which will feature dual fuel LNG propulsion and be ammonia-ready.

UPGRADING FOR EFFICIENCY

The upgrade program for our existing fleet is going strong: 109 vessels have undergone significant enhancements since 2022, including propeller retrofits, redesigned bulbous bows, and advanced resistance-reducing underwater coatings.

DRIVING
SUSTAINABILITY

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

06 Greenhouse Gas Emissions at a Glance

07 Driving Sustainability

08 Our Decarbonization Milestones in 2024

10 Our Decarbonization Targets

11 Biodiversity, Pollution

12 Transport Safety

13 Resource Use

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT



PREPARING THE FLEET FOR FUTURE FUELS

Together with Seaspan Corporation, we will take a considerable step towards sustainable propulsion and retrofit five 10,100 TEU vessels with dual-fuel engines capable of running on methanol, set to begin in 2026. Thereby, we can significantly reduce our environmental impact on these vessels.

GREEN METHANOL SUPPLY

In November 2024, we have signed a long-term agreement with Goldwind for the annual delivery of 250,000 tons of green methanol, reducing greenhouse gas emissions by up to 400,000 tons per year. Delivery will start in 2027 with some early volumes as of 2026.

LARGEST SHIP-TO-SHIP BIOMETHANE BUNKERING

In April 2024, we successfully completed the largest ship-to-ship bunkering of liquefied biomethane to date, delivering 2,200 tons to our 14,690 TEU Brussels Express in the port of Rotterdam. Furthermore, we have secured 20,000 tons of biomethane for delivery to our Hamburg Express class in 2025/26.

Offering low-carbon transport solutions

SHIP GREEN

With over 700 customers already onboard, our low-carbon shipping solution, Ship Green, is making a significant impact in reducing ocean transport emissions. Using the book-and-claim chain of custody, Ship Green allows customers to seamlessly allocate emission reductions to their shipments. All emission reductions sold through Ship Green come from the use of second-generation biofuel in our fleet. Customers can easily purchase Ship Green online with a single click or integrate it into their long-term contracts. In 2024, we successfully sold over 200,000 TEU via Ship Green, avoiding more than 150,000 tons of CO₂e emissions.

ZEMBA PARTNERSHIP

In 2024, we won the first-ever tender from ZEMBA (Zero Emission Maritime Buyers Alliance), marking a major milestone in sustainable shipping. This initiative will help decarbonize approximately 80,000 metric tons of CO₂e in 2025 and 2026. Over the next two years, we will provide waste-based biomethane shipping services to 17 ZEMBA members, including their founding members Amazon, Tchibo and Patagonia, as well as leading companies like IKEA, Nike, Meta and others.

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

06 Greenhouse Gas Emissions at a Glance

07 Driving Sustainability

08 Our Decarbonization Milestones in 2024

10 Our Decarbonization Targets

11 Biodiversity, Pollution

12 Transport Safety

13 Resource Use

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

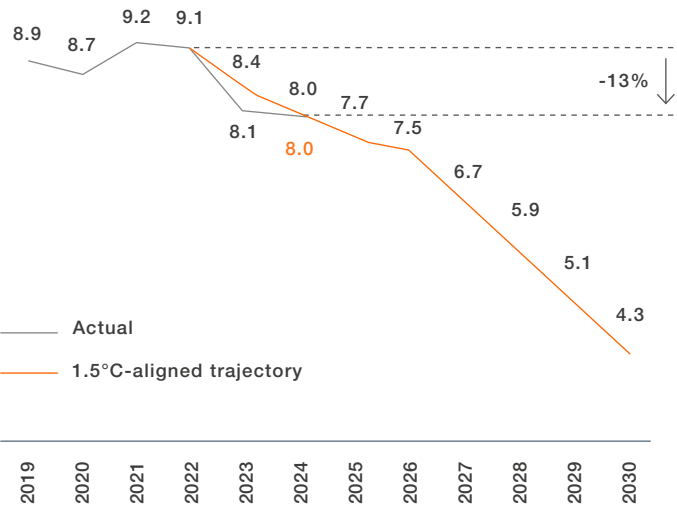
OUR DECARBONIZATION TARGETS

Despite an increase in absolute emissions following the increased distances caused by the Red Sea crisis and our fleet growth in the last years (approx. +30% vs. 2022), we remain on track to achieve the decarbonization goals for our fleet operations. Our efficiency improvements, measured by the Annual Efficiency Ratio (AER), shows that we have reduced the relative emissions by 13% compared to 2022 levels – despite ongoing operational challenges.

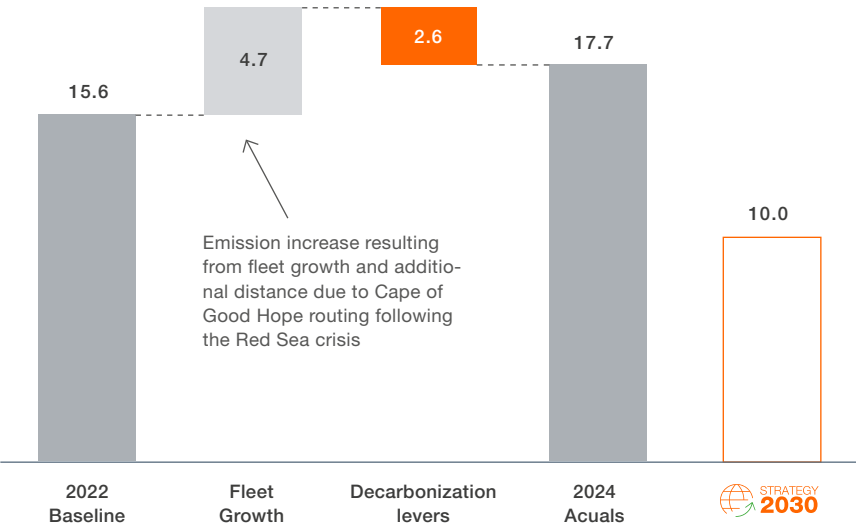
Absolute emissions are expected to peak in 2025 due to the continued operational disruptions and the addition of new capacity. However, we continue to make steady progress toward reducing our environmental impact and contributing to a cleaner future for global shipping.



Relative Emissions (AER g CO₂e/DWT*nm, WTW)



Absolute Emissions: Fleet Operations (Scope 1 & related Scope 3.3, m mt CO₂e)



BIODIVERSITY

The Global Risks Report 2025 names "biodiversity loss" and "ecosystem collapse" as the second most critical global risk within the next 10 years, right after climate change. In recent years, we have taken steps to address this issue. For example, our vessels travel at reduced speed in certain areas, such as the Santa Barbara Channel, to avoid collisions with marine mammals and minimize engine noise. Additionally, all our vessels comply with the Ballast Water Treatment System regulations to prevent the spread of invasive species.

However, the issue requires a more comprehensive approach. In 2024, we carried out a biodiversity resilience analysis. The results show that while our business model is generally adaptable to potential future developments or regulations, our impact on biodiversity is undeniable. Moving forward, one of our priorities remains to develop and implement effective measures to further reduce this impact.



A partnership for cleaner air, safer whales and a quieter ocean



POLLUTION

We recognize the environmental impact of our operations, including greenhouse gas emissions and pollution – and are committed to minimizing it.

In 2024, we partnered with the classification society Lloyd's Register to conduct an extensive analysis of pollutant emissions. Using the collected data, we will explore additional measures beyond existing compliance with Emission Control Areas and onshore power requirements.

Switching to alternative fuels can significantly reduce pollutant emissions, contributing to cleaner shipping operations. To lower our environmental impact, we already apply silicone-based anti-fouling paints on selected vessels of our fleet, which contain 90% fewer biocides than conventional anti-fouling paints. Additionally, we have piloted the use of biocide-free paints as part of our ongoing sustainability efforts.

Pollutants, tons in 2024*	to air	to water
Nitrogen oxides (NO _x)	394,684	-
Sulphur dioxide (SO ₂)	16,148	-
Particulate matter <10µm (PM10)	10,756	-
Polycyclic aromatic hydrocarbon (PAH)	-	1
Copper	-	31
Lead	-	4
Mercury	-	0.03
Nickel	6	23
Hydrochlorofluorocarbon (HCFC)	0.07	-

* No pollutants to soil

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

06 Greenhouse Gas Emissions at a Glance

07 Driving Sustainability

08 Our Decarbonization Milestones in 2024

10 Our Decarbonization Targets

11 Biodiversity, Pollution

12 Transport Safety

13 Resource Use

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

TRANSPORT SAFETY

In 2024, Hapag-Lloyd transported roughly 490,000 TEU of dangerous goods, which accounted for about 4% of our total transport volume. Our own strict guidelines relating to dangerous goods go beyond the legal requirements. In 2024 alone, reviews carried out with assistance of our screening-software "HazCheck Detect" enabled us to detect around 4,300 cases of bookings with improper declarations. To ensure the safety of our crews and the environment, we refuse to transport improperly declared goods on our vessels.

Specialized training programs support us in maintaining high safety standards, ensuring that our staff is always up-to-date in handling dangerous goods.

Our efforts prove effective: Since 2020, there has been no reportable incident in relation to dangerous goods in our operations.

Transport of Dangerous Goods	2024
Share of dangerous goods among overall transport volume	3.9%
Number of misdeclarations	4,256
Number of reportable incidents in relation to dangerous goods	0



RESOURCE USE

RECYCLING

We are one of the world's major shipping companies to exclusively recycle our vessels in compliance with strict EU environmental and safety regulations at one of the 43 EU-certified shipyards. To ensure a responsible recycling process, we are also not shying away from extra administrative processes such as reflagging the respective vessels. By successfully recycling three vessels in 2023 and one vessel in 2024, we have made significant progress in line with our Ship Recycling Policy – which will guide our activities for the future.



The MV Milan Express (recycled in 2023) in the Leyal shipyard in Aliaga, Turkey

HAPAG-LLOYD SHIP RECYCLING POLICY

To ensure that the recycling process meets Hapag-Lloyd's principles, a suitable recycling shipyard must have an International Organisation for Standardisation (ISO) 14001 certification and adhere to the guidelines of an EU-certified ship recycling facility, as per Regulation (EU) No 1257/2013.

MV MAPOCHO: OUR RECYCLED VESSEL IN 2024

Built in 1999 with a capacity of 1,620 TEU, the MV Mapocho was responsibly recycled at the Leyal shipyard in Aliaga, Turkey, in cooperation with Dido Shipping S.A. After trading in Latin America, we sailed her to Europe and ensured recycling in full compliance with EU environmental standards. The process was closely supervised on-site to uphold the highest standards of safety and sustainability. Thus, Hapag-Lloyd is setting a quality benchmark for the industry – an industry that has long faced criticism over ship scrapping practices.

STEEL FLOOR CONTAINERS

Originally designed by Hapag-Lloyd, steel floor containers are now increasingly used throughout our container fleet. Currently, 6.2% of our containers are equipped with steel flooring. These containers are not only more durable but can also be recycled more comprehensively. This innovation is an advancement in our ongoing commitment to sustainability and responsible resource management – and our teams are continuously improving the applied designs and processes.



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security,
Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT


DRIVING
SUSTAINABILITY

OUR SOCIAL FOCUS

Sustainability extends beyond environmental concerns. Acting sustainably also means supporting human rights and fostering a culture of openness, equality, and opportunity. This commitment is reflected not only within our global teams but also in our broader impact on society.

MATERIAL TOPICS:

- Diversity and Equal Opportunities
- Fair Remuneration
- Training and Further Education
- Human Rights in Our Own Operations and Value Chain
- Labor Standards and Human Rights in the Supply Chain
- Work-life Balance
- Occupational Health and Safety
- Corporate Citizenship
- Commitment to People and Affected Communities
- Data Protection and IT Security

Detailed information on social topics can be found in our Sustainability Statement as part of our  Annual Report, starting on p.198



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security,
Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

DRIVING
SUSTAINABILITY

SOCIAL METRICS AT A GLANCE



Our Employees (Headcount)	Male	Female	Diverse	2024
Number of permanent employees	8,553	6,053	2	14,608
Number of temporary employees	1,091	250	0	1,341
Number of employees without guaranteed working hours	869	87	0	956
Total	10,513	6,390	2	16,905

Our Employees: Selected KPIs	2024	
	Number of employees	Share of the total number of employees
Under 30 years old	4,211	24.9%
30-50 years old	9,861	58.3%
Over 50 years old	2,833	16.8%
Total	16,905	100.0%
Share of female employees at top management level (L2-3), %		17.5%
Share of employees turnover, %		10.3%

Remuneration	2024
Unadjusted gender pay gap, %	6%
Annual total compensation ratio (CEO pay gap)	108
Annual median total compensation for all employees (EUR)	39,105

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security, Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

HUMAN RIGHTS

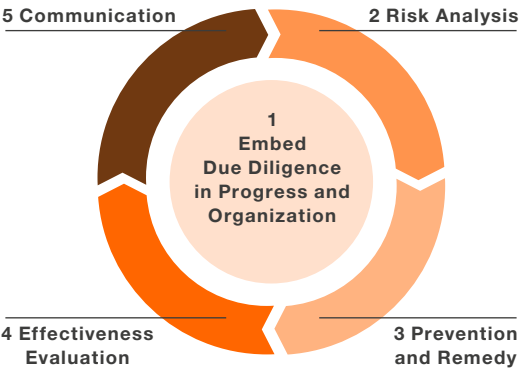
Hapag-Lloyd is deeply committed to upholding human rights across our global operations. We actively work to prevent child and forced labor, promote safe and healthy working conditions, ensure freedom of association and the right to collective bargaining, provide fair remuneration, and protect community rights.

The establishment of the Human Rights Office in 2023 underscores our dedication to responsible business practices and reinforces our commitment to human rights.

Human Rights Due Diligence

As a global company, we recognize the diverse risks we face with regards to Human Rights including potential discrimination and human rights violations. However, we are fully committed to identifying and mitigating these risks through effective human rights due diligence processes.

Due Diligence Process



To ensure the effectiveness of these processes and demonstrate our commitment to human rights standards, such as the UN Guiding Principles on Business and Human Rights (UNGPs) and the OECD Guidelines, Hapag-Lloyd takes several proactive steps, including:

- Effectively identifying human rights violation through grievance mechanisms, such as the Speak Up Line
- Running a global internal communication campaign to raise awareness about the Speak Up Line
- Implementing preventive measures, such as training for employees and suppliers to foster a culture of awareness

Moreover, Hapag-Lloyd's dedication to respecting human rights is formally documented in our Policy Statement on Social Responsibility and Human Rights, our Global Code of Ethics, and the Supplier Code of Conduct. These policies reflect our ongoing commitment to integrating human rights considerations into every aspect of our operations.

Despite Hapag-Lloyd's ongoing efforts to prevent human rights violations, two severe cases

were recorded – one in India and one in the USA. Both incidents were effectively addressed through our established processes, resulting in the termination of employment for the alleged harassers. Additionally, a total of 228 complaints were filed through Hapag-Lloyd's grievance channels, 14 of which were related to incidents of discrimination. All complaints are taken seriously and are handled in accordance with our standardized procedure.

Supply Chain

Hapag-Lloyd sets clear expectations for contractors, suppliers, and service providers through its Supplier Code of Conduct, promoting a common responsibility for business ethics, human rights, and environmental sustainability.

We engage with our suppliers through calls, audits, and regular visits to understand their concerns and raise awareness about social sustainability.

For more information please refer to our latest German Supply Chain Act report

Human Rights Metrics		2024
Number of complaints on human rights issues and incidents connected to own workforce		228
Thereof: Number of incidents of discrimination connected to own workforce		14
Number of severe human rights issues and incidents connected to own workforce		2
Amount of material fines, penalties, and compensation for damages as result of violations regarding social and human rights factors		0

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security,
Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

GLOBAL CODE OF ETHICS

Hapag-Lloyd is a responsible organization, driven by our values We Care, We Move, We Deliver.

We are committed to fostering an inclusive work environment where differences are welcomed and embraced, creating a strong feedback culture built on our core values. This commitment is reflected in our competency model, which establishes our value-based



behaviors that shape our corporate culture. They are an integral part of the annual Global Staff Dialogue, reinforcing our dedication to ethical conduct and accountability.

Our Global Code of Ethics, which has been reworked in 2024, underscores the importance of fair working conditions, human rights, diversity and inclusion, occupational health and safety, freedom of association, collective bargaining, and fair remuneration. It defines our commitment to upholding these principles across our operations.

To further support this, we maintain a strong speak-up culture, empowering employees to address concerns, report misconduct, and uphold the ethical standards set forth in our Global Code of Ethics.

HEALTH & SAFETY

Hapag-Lloyd complies with global occupational health and safety regulations by implementing safety standards both on land and at sea. Despite these measures, health and safety incidents may still occur. When they do, they are thoroughly analyzed, and preventive measures are taken to mitigate future risks. These efforts are supported by regular reviews of safety measures to ensure continuous improvement.

Key initiatives include:

- Training and awareness programs on health and safety practices, along with clear communication and documentation of health and safety procedures.
- Harassment prevention and diversity workshops for seafarers, fostering social awareness and enhancing overall well-being.
- Maintaining high safety standards at sea through comprehensive training, such as education on alternative fuels.

In 2024, we recorded no fatalities among our own workforce or external workers at company sites. However, 121 work-related accidents were reported within the company's own workforce.

Health and Safety Metrics		2024
Share of people in our own workforce who are covered by health and safety management system based on legal requirements and (or) recognized standards or guidelines, %		99.6%
Rate of recordable work-related accidents for own workforce (per million working hours)		3.4
Number of recordable work-related accidents for own workforce		121
Number of cases of recordable work-related ill health for employees		2
Number of fatalities in own workforce as result of work-related injuries and work-related ill health		0
Number of fatalities as result of work-related injuries and work-related ill health of other workers working on group's sites		0

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security,
Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

EQUAL OPPORTUNITIES

Hapag-Lloyd is committed to promoting equal opportunities and preventing discrimination through targeted initiatives and policies. To foster a more inclusive workplace, we have implemented measures aimed at supporting diversity, equity, and inclusion.

Key initiatives include:

- Setting a clear target for equal participation of women in our internal employee development programs TDP and ALPHA (aiming for 50% share of women)
- Supporting and encouraging women's career development through initiatives such as the Women@Hapag-Lloyd working group
- Conducting training sessions to raise awareness and build an inclusive culture
- Advancing the Diversity@Hapag-Lloyd project as an integral part of our corporate strategy
- Organizing Diversity Days and supporting the Pride@Hapag-Lloyd network

Hapag-Lloyd is dedicated to fostering a workplace where everyone is valued and respected, regardless of nationality, ethnicity, age, or background. We strictly prohibit discrimination and actively promote an inclusive environment. To strengthen our commitment, we launched the Diversity@Hapag-Lloyd project, introducing a quarterly DEI Dashboard, conducting a global DEI survey, and laying the foundation for a comprehensive training program to drive meaningful change.

DRIVING
SUSTAINABILITY

WORK-LIFE BALANCE

Hapag-Lloyd recognizes the importance of flexibility in today's work environment and is committed to fostering a healthy work-life balance through the initiative "Our Way of Working@Hapag-Lloyd." This initiative enables employees to choose their working hours and location, ensuring a more adaptable and supportive workplace.

A key measure within this initiative is our hybrid working model, which has been well received, allowing employees to work remotely up to twice a week. Additionally, we invest in advanced software and hardware, including collaboration systems and video conferencing tools, to enhance productivity and

connectivity. Modern office concepts for land-based colleagues and improved working conditions for marine personnel – such as providing high-speed internet – further support employee well-being by helping them stay connected with their families and friends, nowadays also via video-calls.



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security, Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

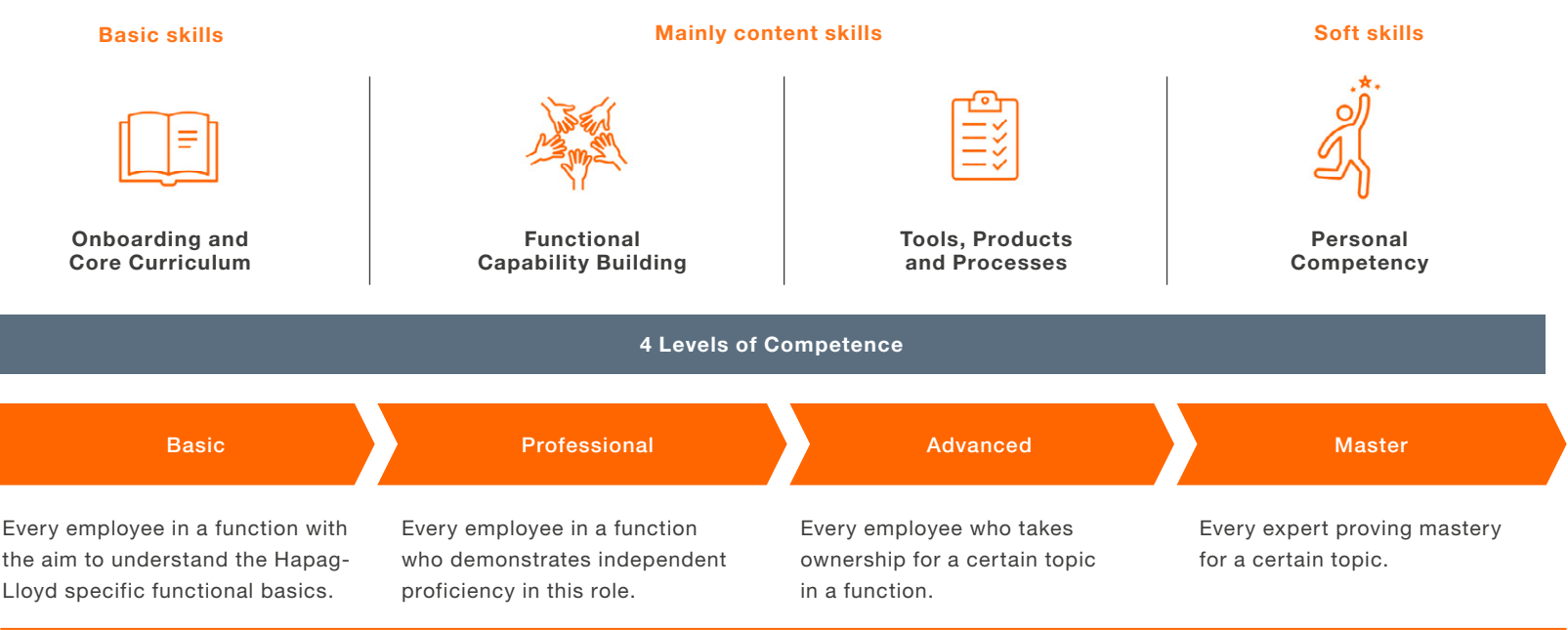
TRAINING



The Hapag-Lloyd Academy serves as an educational institution dedicated to investing in people and enhancing both personal and organizational capabilities. By promoting continuous learning and employee development, the Academy offers learning paths tailored to the needs of Liner Shipping employees. Its mission is to design values-driven, relevant, and personalized learning journeys that contribute to building a future-fit organization.



4 Types of Curricula



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security, Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

INFORMATION AND CYBER SECURITY

At Hapag-Lloyd, we recognize the critical importance of cyber security in protecting our operations, customers, and infrastructure, and we strictly adhere to all relevant requirements and laws pertaining to IT security.

Our Information Security Guideline is designed to ensure the systematic and sustainable protection of both digital and non-digital information against manipulation, unauthorized access, and loss. We have implemented an Information Security Management System (ISMS) framework, which includes establishing information classification and protection goals, defining and assigning specific roles and responsibilities, such as the Chief Information Security Officer (CISO) and Chief Information Officer (CIO). We also have protocols in place for reporting and responding to cyber and information security incidents, including immediate action protocols to address possible incidents promptly.

Our Executive Board regularly reviews the ISMS to ensure its ongoing effectiveness and commitment to continuous improvement in information security governance. We take a risk-based approach to information classification, conduct regular protection needs analyzes as part of our information security risk management system, and provide training and instructions to our Service Desk to promptly address cyber and information security incidents. By taking these measures, we aim to prevent cyber-attacks, protect our information assets, and ensure the highest standards of IT security, ultimately safeguarding our operations, customers, and infrastructure.



DATA PROTECTION

We take data protection seriously and are committed to maintaining the highest standards in handling personal data related to our customers, third parties, and employees.

Our data protection guideline ensures compliant handling of sensitive information, and we prioritize the prevention of data breaches, managing risks and minimizing negative impacts. We strive to establish a common data protection culture across the organization. To achieve this, we have implemented the OneTrust IT system, which provides transparency, easy access to information, and proper documentation in case of incidents. We also require all employees worldwide to complete a mandatory Data Protection Web-Based Training (WBT) to promote a basic understanding of data protection. By taking these actions, we aim to foster a culture of data protection globally, ensuring consistency in our practices and adherence to applicable data protection laws, and ultimately, delivering high-quality services to our stakeholders while safeguarding their personal data.

Data Protection Metrics	2024
Number of reportable incidents in relation to data protection	0

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

15 Social Metrics at a Glance

16 Human Rights

17 Global Code of Ethics, Health & Safety

18 Equal Opportunities, Work-Life-Balance

19 Training

20 Information and Cyber Security,
Data Protection

21 Corporate Citizenship

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

DRIVING
SUSTAINABILITY

CORPORATE CITIZENSHIP

At Hapag-Lloyd, we developed a structured approach to corporate citizenship, emphasizing our commitment to both global and local communities. We put special emphasis on initiatives in the following focus areas:

Education

Humanitarian Aid

Marine Preservation

On the global scale, we collaborate with our internationally recognized partners to drive meaningful change.

In 2024, we continued our partnership with 4Life Solutions, supporting their mission to provide clean and safe water to low-income communities. We also continued to support One Earth – One Ocean, contributing to their efforts to remove plastic, oil and chemicals from our oceans. Additionally, our much-valued partnership with UNICEF remains strong – with initiatives like the "Schools for Africa" program, which promotes children's education in Ghana and Kenya. We also back the development of the UNICEF "Learning Passport" – a digital platform offering educational resources to children worldwide. Furthermore, our donation to the

UNICEF Supply Division helps streamline import procedures including emergency-affected regions. At the local level, we encourage community involvement across our global regions. Through our "Hapag-Lloyd Cares" initiative, we have supported various social causes and projects for many years. Each regional head office is allocated an annual budget for local engagement, and every employee worldwide is given one paid day off per year to participate in social initiatives.

Corporate citizenship is deeply ingrained in our corporate philosophy, reflecting our commitment to creating a positive impact on the communities where we operate and contributing to a sustainable future for generations to come.



SUPPORTING CHILDREN

Hapag-Lloyd Italy supported local organizations at the 'Mezza di Genova for Charity' in Italy. Together with 'ETS - Emozioni Giocate' and 'Il Porto dei Piccoli', children and families were supported through games, sports and a 3 km 'Family Run'. The event promoted solidarity and visibility for social projects.



EDUCATION FOR CHILDREN

Our Global Capability Center (GCC) in India supports a school in Tharangambadi, Tamil Nadu, as part of the 'Hapag-Lloyd Cares' program. Six colleagues attended the annual celebration. The school, founded after the 2004 tsunami, offers education to 300 children. Hapag-Lloyd's financial support ensures its operation. Many graduates go on to study medicine, engineering or business administration.



TEAMBUILDING FOR THE SCHOOL

As part of the 'Hapag-Lloyd Cares' program, 53 employees from Hapag-Lloyd Thailand and their families visited the Children's Village School in Thailand. They took part in renovation work and built new classrooms and a dining hall. The school in Kanchanaburi offers 120 disadvantaged children a home, education and practical skills.

02	FOREWORD BY THE CEO
03	OUR SUSTAINABILITY FOCUS
05	OUR ENVIRONMENTAL FOCUS
14	OUR SOCIAL FOCUS
22	OUR GOVERNANCE FOCUS
23	Compliance, Speak-Up-Line
24	Sustainability Governance
25	HANSEATIC GLOBAL TERMINALS
26	PARTNERSHIPS & INITIATIVES
27	CONTACT & IMPRINT

OUR GOVERNANCE FOCUS

At Hapag-Lloyd, effective governance is the cornerstone of our long-term success. We are dedicated to maintaining the highest standards of integrity, transparency, and accountability in all aspects of our operations. Our governance framework and practices are designed to ensure responsible decision-making, robust risk management, and a strong culture of compliance. This enables us to uphold the trust of our stakeholders and successfully navigate the complexities of the global shipping industry.

MATERIAL TOPICS:

- Governance
- Compliance
- Responsible Supply Chain Management

Detailed information on environmental topics can be found in our Sustainability Statement as part of our [Annual Report](#), starting on p. 261.

DRIVING
SUSTAINABILITY

0

Amount of fines for violation of anti-corruption and anti-bribery laws

99%

functions-at-risk covered by training programs

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

23 Compliance, Speak-Up-Line

24 Sustainability Governance

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

COMPLIANCE

ORGANIZATION & TRAININGS

At Hapag-Lloyd, we maintain a clear and structured approach to compliance. The Chief Compliance Officer (CCO) oversees the Group-wide Compliance Organization and the Compliance Management System, supported by our dedicated Compliance department. Our corporate culture is built on the principles of Safety, Honesty, Respect, Responsibility, and Service.

Our Anti-Bribery and Anti-Corruption Policy outlines the guiding principles for conducting business with the highest ethical and legal standards.

Hapag-Lloyd has implemented a mandatory compliance Web-Based Training for all employees working under a Hapag-Lloyd contract. These training sessions provide employees with an overview of compliance practices, focusing on key areas of responsibility, including anti-bribery and anti-corruption, as well as the whistleblower system.

Compliance Metrics		2024
Share of functions-at-risk covered by training programs, %		98.6%
Number of convictions of anti-corruption and antibribery laws		1

Global Compliance Team



QSC = Quality Service Center

Speak Up Line

We take pride in fostering an empowering speak-up culture that allows us to address ethical and regulatory breaches promptly – not only for internal, but also for all external stakeholders.

Our Speak Up Line offers an easy-to-use online form, enabling employees to report potential offenses confidentially and 24/7. It is globally available, accessible online & allows for anonymous reporting.

We follow a clear process of handling reported complaints, during which confidential treatment as well as the protection of the whistleblowers is ensured.



Speak Up Line

- 02 FOREWORD BY THE CEO
- 03 OUR SUSTAINABILITY FOCUS
- 05 OUR ENVIRONMENTAL FOCUS
- 14 OUR SOCIAL FOCUS
- 22 **OUR GOVERNANCE FOCUS**
 - 23 Compliance, Speak-Up-Line
 - 24 Sustainability Governance
- 25 HANSEATIC GLOBAL TERMINALS
- 26 PARTNERSHIPS & INITIATIVES
- 27 CONTACT & IMPRINT

SUSTAINABILITY GOVERNANCE

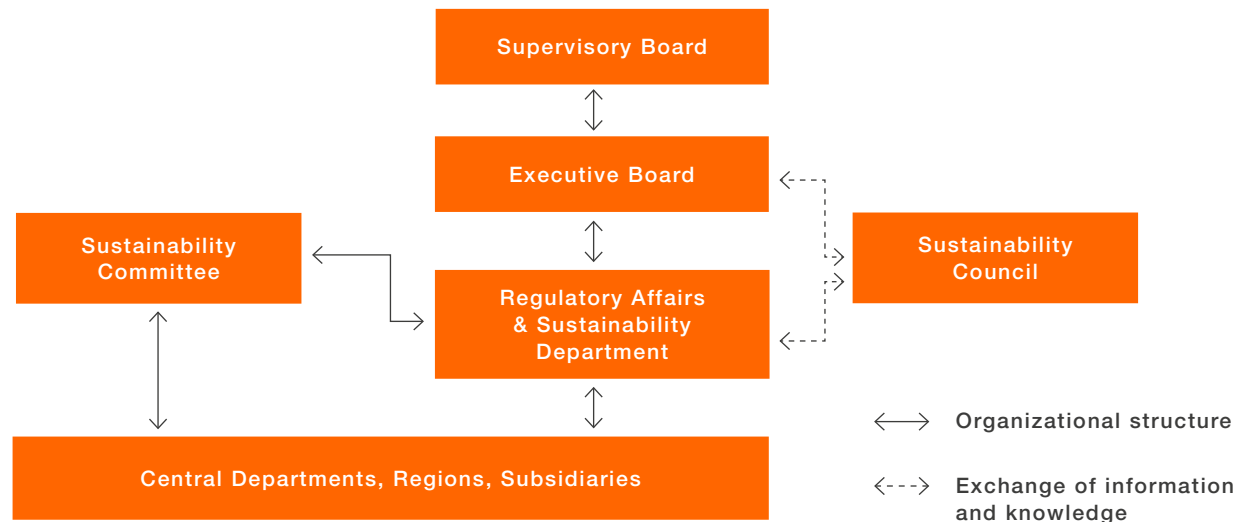
As part of the implementation project for the Corporate Sustainability Reporting Directive (CSRD), we have expanded our sustainability network, assigning management responsibility for all topics and involving subject matter experts across the organization.

Additionally, we have enhanced the scope of our Sustainability Committee, which plays a key role in guiding the management of material topics throughout the company.

In 2024, we continued our valuable dialogue with external sustainability experts through our Sustainability Council and further strengthened our Sustainability department, while maintaining a decentral implementation responsibility across our business.



Sustainability organization



02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

HANSEATIC GLOBAL TERMINALS

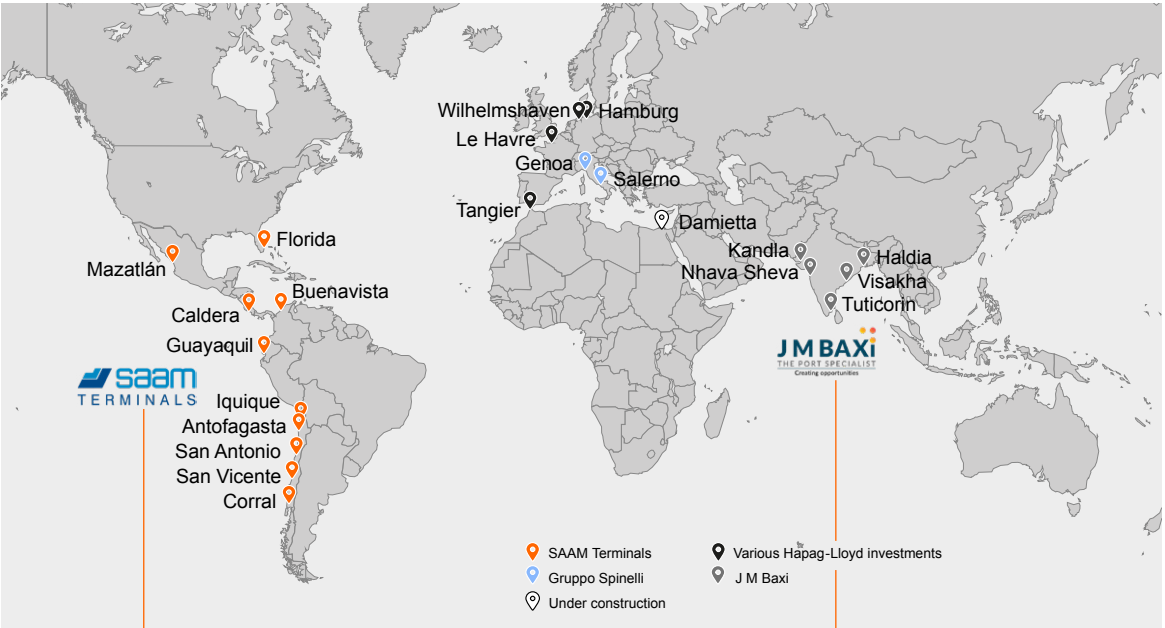


Introducing our new brand to enrich our terminal activities: Hanseatic Global Terminals.

In July 2024, we launched Hanseatic Global Terminals as the new brand for our newly developed Terminal & Infrastructure segment. Operating as a fully owned but independent stand-alone business, the company currently oversees 21 terminals across 11 countries on five continents. Addition-ally, Hanseatic Global Terminals manages four depots in four countries. The diverse international team drives global port efficiency and growth, operating from Rotterdam with trust and dedication. Tasked with managing and expanding our global terminal portfolio, Hanseatic Global Terminals will deliver streamlined terminal operations for all shipping line customers with a strong commitment to quality, safety & sustainability.

Sustainability focus

The terminals have independently launched various sustainability initiatives, demonstrating a strong commitment to environmental and social responsibility. To maximize impact, we are now working to integrate and align these efforts within the segment as well as with the broader strategic objectives of the Hapag-Lloyd liner shipping segment – to create a cohesive and effective sustainability framework.



One of SAAM Terminal’s sustainability priorities is active stakeholder engagement with **affected communities** – promoting the development of the communities and areas near the company’s operations:

- A structured Community Outreach Management Plan clusters actions and initiatives, aimed at developing & maintaining permanent relations with stakeholders.
- A Social Investment Plan structures actions that involve the transfer of financial resources to jointly enable improvement of social aspects of community life.
- Activities include community engagement meetings with local residents, development of local social initiatives as well as collaboration with carriers to minimize congestions and, thus, potential negative community impacts.

As 1st Indian ports & logistics company, JM Baxi has gained approval for their **1.5°C-aligned GHG emission reduction targets** through the Science Based Targets initiative (SBTi).

GHG emission scope	Target vs. base year 2031-22
Scope 1 & 2	-50% by FY 2031-32
Scope 3	-70% by FY 2031-32

02 FOREWORD BY THE CEO

03 OUR SUSTAINABILITY FOCUS

05 OUR ENVIRONMENTAL FOCUS

14 OUR SOCIAL FOCUS

22 OUR GOVERNANCE FOCUS

25 HANSEATIC GLOBAL TERMINALS

26 PARTNERSHIPS & INITIATIVES

27 CONTACT & IMPRINT

PARTNERSHIPS & INITIATIVES


Collaborating for a Sustainable Future

In 2024, Hapag-Lloyd continued to be an active member in well-selected initiatives that support various aspects of sustainability.

We proudly partner with environmental and social organizations to promote sustainability and community engagement. These collaborations enhance our efforts in conservation

and social equity, enabling us to create a healthier planet and foster inclusive communities.

Examples of our Memberships and Commitments

Organization			
	BIMCO International organization for improving standards and harmonizing rules and laws in the shipping industry.		Multi-stakeholder initiative and certification system Supporting sustainable, fully traceable, deforestation-free and climate-friendly supply chains.
	Clean Cargo Initiative International initiative to improve the environmental impact of container transport and to promote responsible shipping.		Maritime Anti-Corruption Network (MACN) International network to work for corruption-free trade in the maritime industry.
	Diversity Charter Employer initiative to promote diversity in companies and institutions.		Maritime Platform International platform dedicated to reducing emissions such as SOx, NOx, CO ₂ and particulate matter, and exploring alternative fuel sources with the aim of achieving cleaner and more cost-effective maritime and inland shipping.
	EcoTransIT World Initiative (EWI) Calculation of environmental impacts in the transport sector and ongoing development of the EcoTransIT World (ETW) method.		Ship Recycling Transparency Initiative (SRTI) Exchange of information on ship recycling in order to promote responsible practices.
	Getting to Zero Coalition Multi-stakeholder initiative for the development and use of climate-neutral ships by 2030.		The Conference Board European platform enabling senior executives to exchange expertise and experience in CSR management.
	IMO Glofouling Working Group Working group aimed at developing international biofouling standards further.		UmweltPartnerschaft German campaign and central platform for voluntary environmental protection and dialogue on environmental economic policy.
	Mærsk Mc-Kinney Møller Center for Zero Carbon Shipping Non-profit, independent research and development center looking to accelerate the transition towards a net-zero future for the maritime industry.		World Shipping Council International association for liner shipping companies.
	Global Centre for Maritime Decarbonisation (GCMD) Non-profit organization that supports the decarbonization of the maritime sector through pilots and trials.		

31.12.2024

02	FOREWORD BY THE CEO
03	OUR SUSTAINABILITY FOCUS
05	OUR ENVIRONMENTAL FOCUS
14	OUR SOCIAL FOCUS
22	OUR GOVERNANCE FOCUS
25	HANSEATIC GLOBAL TERMINALS
26	PARTNERSHIPS & INITIATIVES
27	CONTACT & IMPRINT

LOOKING AHEAD

At Hapag-Lloyd, our mission is to connect the world across oceans while prioritizing sustainability. We believe that the change we advocate for cannot be delayed – the time for action is now. We will remain steadfast in our commitment by expanding our use of alternative fuels and innovative propulsion methods, modernizing our fleet, advocating for human rights, honoring our corporate culture, and fostering valuable partnerships both within and beyond our industry. Together, we aim to create a more socially responsible, safe, and environmentally conscious future. This is our duty as a driver in the shipping industry, where collaboration and stewardship of our planet's resources are essential.

Visit our sustainability site here [↗](#)
to learn more about our initiatives.



DRIVING
SUSTAINABILITY

CONTACT AND IMPRINT

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