

Terms and conditions of use for the Online Service for shareholders of Hapag-Lloyd AG

1. Scope of application

These terms of use apply for all shareholders of Hapag-Lloyd AG (also the “**Company**”) using the Online Service at www.hapag-lloyd.com/agm/online-service. This includes, inter alia, registration for the e-mail delivery of future invitations to General Meetings of Hapag-Lloyd AG, registration for the General Meeting as well as exercising the right to vote via the Online Service.

2. Registering for the General Meeting and exercising voting rights

2.1 Online registration for the General Meeting

Registration for the General Meeting via the Online Service is possible up to the end of the registration period. In this context, you can vote via online absentee voting (electronic absentee voting), authorize the voting agents nominated by Hapag-Lloyd AG or intermediaries (e.g. banks), shareholders' associations or proxy advisors, participating in the Online-Service, to vote on your behalf and provide them with instructions relating to the agenda points all via the Online Service.

If you have received several invitations with different shareholder numbers, please register online for the General Meeting separately for each of these shareholder numbers.

We recommend that you make early use of the Online Service to register for the General Meeting so that in the event of any technical problems you can still register by post or e-mail in good time before the end of the registration period.

2.2 Ordering Admission tickets

You may order admission tickets for you or a representative for the General Meeting via our Online Services. Once you have ordered an admission ticket, it will no longer be possible to authorise the voting agents nominated by Hapag-Lloyd AG via the Online Service. Any authorisation of the voting agents nominated by Hapag-Lloyd AG which we already received, will not be considered and deemed withdrawn in case of a later request for an admission ticket, i.e. the voting agents nominated by Hapag-Lloyd AG will not represent the votes deriving from the authorisation due to the later admission ticket request. Even votes already cast by absentee voting will not be taken into account either.

If you have ordered an admission ticket for your personal participation in the General Meeting - be it via the Online Service or by other means - and are unable to attend the General Meeting, you still have the opportunity until the beginning of the voting to cast your votes by electronic postal vote via the Online Service. In this case, the ticket will be deactivated.

In addition, after ordering an admission ticket, you can use the options to authorize the voting agents nominated by Hapag-Lloyd AG or cast your vote by absentee voting outside of the Online Service.

2.3 Voting via online absentee voting (electronic absentee voting)

In the Online Service you can cast your votes via online absentee vote (electronic absentee voting). You can change the cast absentee votes until the start of the voting at the General Meeting via the Online Service. This also applies if you have cast absentee votes outside the Online Service.

Subsequent changes to an authorization is not possible in the Online Service.

If you have cast absentee votes via the Online Service and also in a different manner, your last cast vote takes priority. If various declarations are received via different transmission channels and it is not possible to identify the last declaration made, the declaration submitted via the Online Service will be taken into account.

2.4 Authorization of the voting agents nominated by Hapag-Lloyd AG

You can authorize the voting agents nominated by Hapag-Lloyd AG to vote on your behalf via the Online Service.

The authorized voting agents nominated to vote on your behalf are neutral and exercise the right to vote solely on the basis of the instructions given by you. If an individual vote takes place on an agenda item (e.g. discharge of the members of the supervisory board), the instruction given applies to each individual sub-point.

The authorization of the nominated voting agents allows you to exercise your shareholder rights in the General Meeting to a large extent. However, please note that the voting agents nominated to vote on your behalf do not accept instructions to submit questions or motions or to raise objections to resolutions of the General Meeting. The Online Service neither provides the opportunity to participate via the authorized voting agents in the voting on procedural questions nor, if applicable, on counterproposals and election nominations proposed in the General Meeting.

The voting agents nominated by Hapag-Lloyd AG represent you anonymously, i.e. without giving your name.

You can change the instructions given to the voting agents to vote on your behalf until the start of the voting at the General Meeting via the Online Service.

Subsequent changes to electronic absentee voting and other types of authorization are not possible in the Online Service.

If you authorize the voting agents nominated by Hapag-Lloyd AG to vote on your behalf, you can still change the instructions given to the voting agents to vote on your behalf until the beginning of the voting at the General Meeting via the Online Service.

If shareholders or their proxies submit both a proxy to a third party and to the voting agents nominated by the Company, the last declaration submitted (receipt by the Company) shall always be considered as having priority. If declarations differing from each other are received via different transmission channels and it is not possible to identify which one was submitted last, the declarations submitted via the Online Service shall be taken into account

2.5 Authorization of intermediaries (e.g. banks), shareholders' associations and proxy advisors

In the Online Service you can authorize intermediaries, shareholders' associations and proxy advisors participating in the Online Service.

If you have authorized and instructed an intermediary, a shareholders' association or a proxy advisor both via the Online Service and in another way, your most recent authorization and instructions take priority. If various declarations are received via different transmission channels and it is not possible to identify the last declaration made, the declaration submitted via the Online Service will be taken into account.

Subsequent changes to electronic absentee voting and other types of authorization are not possible in the Online Service.

The authorized intermediary, shareholders' association respectively proxy advisor is exclusively responsible for exercising the voting right.

2.6 Change of authorized representative and withdrawal of authorization

If you have authorized an intermediary (e.g. bank), a shareholders' association or proxy advisor participating in the Online Service, you may change the authorization via the Online Service to a different intermediary, shareholders' association or proxy advisor participating in the Online Service until the end of the registration period. The most recently granted authorization has priority. Previously granted authorizations are considered as having been revoked and are no longer taken into consideration.

Simply withdrawing an authorization (i.e. without granting a new authorization) is only possible at the address set out in the Invitation to the General Meeting until the day before the General Meeting (24:00 (CEST)). The Online Service is not available for this.

3. E-Mail Delivery

3.1 Registration for and participation in e-mail delivery

To send you future invitations to General Meetings of Hapag-Lloyd AG by e-mail, we require your express consent. You can give this consent via the Online Service by registering for the e-mail delivery of the invitation to the General Meeting. We always send e-mails unencrypted.

Registrations of minors can only be made by their legal representatives or other persons authorized to represent them as part of their power of authorization. With the registration you confirm to Hapag-Lloyd AG that you are acting on behalf of the minor with the necessary power of representation.

Around seven weeks before each General Meeting, we determine for which of the persons registered for e-mail delivery shares are registered in the share register of Hapag-Lloyd AG in order to prepare the despatch of the invitations. If you register before this time, you will receive the invitation to the General Meeting for the first time for the General Meeting of Hapag-Lloyd AG

following your registration, at the e-mail address you provided. Subsequent registrations can only be taken into account for the following General Meeting.

Please let us know if you have not received your invitation to the General Meeting electronically, even though you registered for this in good time. For this, please contact the Shareholder Hotline on +49 (0) 1802 012 345*, Monday to Friday from 8:00 to 18:00 (German Time).

3.2 Providing registration data

E-mail address

Please indicate as the delivery address an e-mail address which you regularly use. If, after sending the invitation to the General Meeting, we receive a technical notification that the e-mail was not delivered, we will send you the invitation by post again. Every shareholder is responsible for ensuring that the selected e-mail address is functional and that incoming e-mails are read. Should your e-mail address change, please inform us via the Online Service.

Access password

To register for e-mail delivery of the invitation to the General Meeting you must determine a personal access password. Please keep this safe from access by third parties. The password will serve registered shareholders for changing your registration details as well as for using the Online Service.

3.3 Changing your registration details

The Online Service for shareholders is available throughout the year at www.hapag-lloyd.com/agm/online-service. Via the Online Service you can change your e-mail address and your access password.

3.4 Withdrawal of your consent

You can withdraw your consent to e-mail delivery of the invitation to the General Meeting via the Online Service at any time. You will then receive the invitation by post again. However, if the withdrawal takes place after the technical preparations for sending out the invitations to the General Meeting have already started, we can only consider your withdrawal for the subsequent General Meeting. In this case, we will endeavour to also send you the invitation to the General Meeting by post.

3.5 Interim disposal of shares

If you have disposed of all your Hapag-Lloyd shares after a General Meeting but acquire Hapag-Lloyd shares again in due time before the next General Meeting of Hapag-Lloyd AG, the consent you provided to participate in the e-mail delivery of the invitation to the General Meeting will continue to apply, insofar as and unless otherwise stated in the following paragraph.

Around seven weeks before each General Meeting, we determine for which of the persons registered for e-mail delivery shares are listed in the share register of Hapag-Lloyd AG in order to prepare the despatch of the invitations. If at this point no shares are listed in the share register in your name, your consent is cancelled automatically. If you subsequently acquire Hapag-Lloyd AG

shares you will receive the invitation to General Meetings of Hapag-Lloyd AG by post unless you re-register for e-mail delivery.

4. Joint Shareholders / legal entities

Please note that in the case of joint shareholders (e.g. married couples, communities of heirs), partnerships or legal entities entered in the share register, the person registering or changing the registration details, casting absentee votes, authorizing the persons appointed to vote on their behalf or authorizing intermediaries, shareholders' associations or proxy advisors participating in the Online Service as well as giving or amending instructions, must be authorized to do so by all members of the group of persons, respectively the partnership / legal entity, or have the necessary legal power to represent the group of person / legal entity. As a user of the Online Service, you confirm to Hapag-Lloyd AG that you are authorized in the required manner.

5. Live transmission of the General Meeting

The entire General Meeting will be webcast live for shareholders of Hapag-Lloyd AG over the Internet from the beginning of the meeting (www.hapag-lloyd.com/agm/online-service). You can obtain online access by entering your shareholder number and your access password. Please find your shareholder number and your access password in the information sent to you. If you have already registered for the delivery of the invitation to the General Meeting by e-mail and have chosen your own password, please use your chosen password.

6. Receipt of a Vote Confirmation and Proof of the Vote Count

Via the Online Service, a confirmation of the receipt of the electronically cast vote and a confirmation of whether and how the vote was counted can be retrieved.

7. Duty of care of the user

Please do not make your shareholder number and your access password available to unauthorized persons so that no third party can utilize your access.

If misuse is suspected you should have your access blocked by calling the Shareholder Hotline on +49 (0) 1802 012 345*, Monday to Friday from 8:00 to 18:00 (German Time).

Please make sure you log off of the Online Service properly. Properly logging off the program prevents unauthorized parties from being able to see or manipulate your entries during your absence.

8. Stability and availability of Online Service / Exclusion of liability

The technical and organizational measures taken by us to guarantee the proper functioning of our internet services and data security are in line with the most modern standards. Nevertheless, the availability, functioning, stability and reliability of the internet service can be subject to fluctuations and disruption. Hapag-Lloyd AG has no influence on the availability, functioning, stability and reliability of the telecommunications network and the internet services as well as the network

elements of third parties. Hapag-Lloyd AG cannot therefore guarantee and assume liability for the availability, functioning, stability and reliability of the telecommunications network and the internet services and network elements of third parties as well as for access to our internet service at all times. Furthermore, Hapag-Lloyd AG assumes no responsibility for faults and defects in the hardware and software used for the Online Service, including that of service provider companies unless intent or gross negligence are present. If data protection or safety considerations make this appear imperative, we reserve the right to suspend or shut down our internet services, including Online Service, without further announcement. In the event of technical problems, please contact the Shareholder Hotline on +49 (0) 1802 012 345*, Monday to Friday (except on public holidays) from 8:00 to 18:00 (German Time) or e-mail to hv-service.hapag-lloyd@adeus.de.

9. Information on data protection

The security and protection of your personal data are of the utmost priority for us. We guarantee these with secure data communication methods which are in line with the latest state of the art.

Information on data protection for shareholders of Hapag-Lloyd AG can be found in the Online Service and at www.hapag-lloyd.com/agm.

10. Amendments to the terms and conditions of use

We reserve the right to amend these terms and conditions of use at any time. The terms and conditions of use are adopted or amended particularly if we wish to technically expand the Online Service or take into consideration amended legal regulations, especially German stock corporation law. The currently applicable terms and conditions of use will be displayed each time you access the Online Service. By accessing the Online Service, you explicitly accept the terms and conditions of use in the currently applicable version.

*6 cents per call from all German networks