

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 using the Online Service at www.hapag-loyd.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 persons 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

Ordering admission tickets is not possible.

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.

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 to vote on your behalf

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 does also not provide the opportunity to participate in the voting on procedural questions or, if applicable, on counterproposals and election nominations proposed in the General Meeting via the authorized voting agents.

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.

If you have authorized and instructed the voting agents nominated by Hapag-Lloyd AG to vote on your behalf both via the Online Service and in another way, your most recently given 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.

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.

The authorized intermediary, shareholders' association respectively proxy advisor is exclusively responsible for exercising the voting right. Please note that these proxies may also exercise voting rights at the General Meeting only via absentee voting or by authorizing the voting agents nominated by Hapag-Lloyd AG to vote on their behalf at the General Meeting.

2.6. Change of authorized representative and withdrawal of authorization

- a) If you have authorized an intermediary (e.g. bank), a shareholders' association or proxy advisor which participates 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.

- b) 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 beginning of the voting on the day of the General Meeting. 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. Disposal of your shares

If you have disposed of all your Hapag-Lloyd shares between two General Meetings but acquire Hapag-Lloyd shares again around seven weeks 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 duly registered 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 materials 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. Shareholders' right to ask questions

Shareholders have the right to ask questions by means of electronic communication. Questions can be submitted to the Executive Board in German by duly registered shareholders via the Online Service at www.hapag-lloyd.com/agm/online-service. Due to technical reasons, the number of characters per question is limited to 5,000. However, the number of potential questions is not limited.

7. Declaring objections for the record

Duly registered shareholders who have exercised their voting rights may, until the closure of the General Meeting by the chairman of the meeting, declare their objection to resolutions of the General Meeting on the notary's minutes exclusively in German via the Online Service (www.hapag-lloyd.com/agm/online-service).

8. 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.

9. Stability and availability / 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 from 8:00 to 18:00 (German Time).

10. 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.

11. 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.