

■ USA West Coast Labor Negotiations Update

February 24, 2015

Dear Customer,

We are pleased to announce a tentative agreement between ILWU and PMA, please see details in the [PMA website](#).

It may take some months for the industry to clear the backlog of vessels in anchorage as well as cargo in the terminals that were impacted as a result of labor slowdown. We request customers to continue to monitor our [website](#) for schedule updates or further updates on the status at ports.

We are working very diligently through all the operational and labor issues to minimize the impact to you. We very much value your business and appreciate your patience during these challenging times.

Please contact your local Hapag-Lloyd office if you have any questions.

Kind regards,

Hapag-Lloyd AG