

# CUSTOMER

## NEWSLETTER

January 7, 2022

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**OOCL**  
*We take it personally*

Dear Valued Customer,

Thank you for your interest in our newsletter.

We hope you find our most recent edition informative and please contact OOCL for your ocean transportation needs.

OOCL  
*We take it personally.*

## OOCL received HKMA Hong Kong Sustainability Award 2020/21



OOCL was honored to receive the Hong Kong Sustainability Award for 2020/2021 in the large organization category at the Hong Kong Management Association (HKMA) on December 14, 2021.

HKMA is a leading professional organization and the Hong Kong Sustainability Award aims to promote the importance of sustainability and to provide a platform for organizations to benchmark best practices of sustainability.

By recognizing organizations which have demonstrated outstanding sustainability practices in economic, social and environmental aspects, while achieving organizational performance, the award program also advocates cross-sector sharing of best practices and inspires organizations to embed sustainability within their operations and culture.

OOCL has a long commitment to sustainable business practices and development. The company is delighted to receive this public recognition of its efforts in this important field.

The company has consistently taken a leadership role in advancing sustainability, through implementing numerous initiatives to address environmental and business challenges. These include enacting operational measures to reduce bunker fuel consumption, investing in the latest fuel-efficient engine and vessel-design technologies to power its ships, and establishing a governance structure that includes sustainability at its heart.

To read more about this award and OOCL's initiatives, please visit our [site](#).

## Environmental, Social and Governance

The Environmental, Social and Governance (ESG) aspects of how a company manages these topics are in high demand within the shipping industry. Investors are increasingly applying these non-financial factors as part of their analysis process to identify material risks and growth opportunities.



**“Environmental”** assesses how a company’s activities impact the environment and manage related risks.

With about 90% of internationally traded goods carried over the waves, maritime shipping is a major source of greenhouse gas emissions.

According to the International Maritime Organization (IMO), global shipping by sea produces an average of 1 billion metric tons of carbon dioxide (CO<sub>2</sub>) each year – that means, if the shipping industry were a country, it would be the sixth-largest greenhouse gas emitter.



**“Social”** evaluates how a company manages relationships with employees, suppliers, customers, and the communities where it operates.

Given the rise of regulatory requirements and sustainability trends, shipping companies are progressively urged to evaluate their operations in areas such as marine environment protection, impacts on climate change, crew welfare and wellbeing, health and safety standards.

We publish our annual Orient Overseas (International) Limited (OOIL) Sustainability Report that focuses on our continual commitment to proactively address critical environmental challenges. In addition, the company has rolled out various measures to protect the health and safety of our employees.



**“Governance”** includes a set of rules or principles defining rights, responsibilities and expectations between different stakeholders in the governance of corporations.

By embracing green operations, we address issues such as climate change, air pollution, marine environmental degradation and excessive energy consumption. To learn more about our ESG targets and performance, visit our [site](#).

## Track & Trace options

OOCL recognizes that superior value-added service is a critical factor in the customer's choice of carrier. Therefore, OOCL.com and My OOCL Center provide solutions to your track & trace needs with various options to search by booking, bill of lading, container number, vessel, or rail.

In addition, N2C3 Lite platform provides additional features on track & trace such as:

- Container journey, including release status indicator
- Map visualization
- Live chat
- Weather disruption
- Vessel and rail ETA
- Intermodal cargo arrival monitoring
- Terminal and rail closures

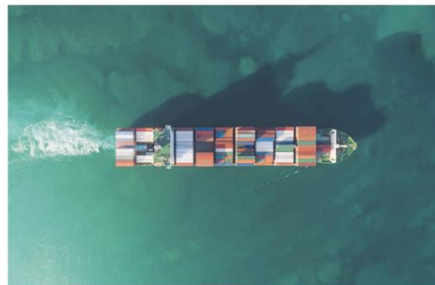
To help monitor import cargo at the ports of Long Beach and Los Angeles, N2C3 Lite Mini is a powerful track & trace application to manage import shipments in those areas efficiently.

To learn more and maximize your digital tracking resources, contact our e-commerce team at [OOCLCOM@oocl.com](mailto:OOCLCOM@oocl.com).

## Track & Trace Options

OOCL offers self-service digital platforms to track and trace shipments. Our current online digital solutions include:

1. OOCL.com
2. My OOCL Center
3. N2C3 Lite
4. N2C3 Lite Mini

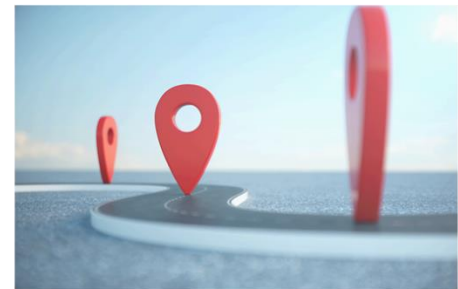


### N2C3 Lite & Mini

- Dwell Monitoring
- Vessel and Rail ETA
- At Sea View
- Map Visualization

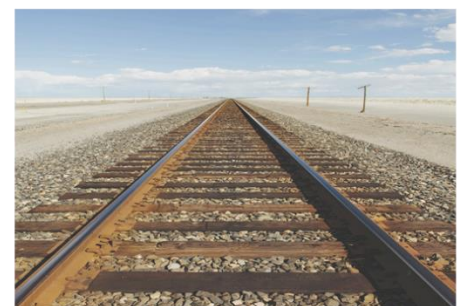
### OOCL.com

- Track Shipments (B/L#, Container # Booking#, Vessel or Rail)
- Sailing Schedules



### My OOCL Center

- Track Vessels
- Shipment Details
- Trace North America Rail Shipments
- Milestone Email Alerts



## My OOCL Center: Company registration



# MOC- My OOCL Center



## Company Registration

My OOCL Center allows you to manage all your shipments online. To begin utilizing My OOCL Center, you first need to register to become a user. There are 2 quick ways to register as outlined below. For any questions, please reach out to your local e-commerce team at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).

### New Company Registration

1

For initial registration, simply visit our site: [www.oocl.com](http://www.oocl.com). In the right upper corner, click on the red button “My OOCL Center.”



2

After clicking on “My OOCL Center” red button, the login window will prompt. Select the “Register Now” option.

OOCL  
We take it personally

User ID

Password

Remember my User ID

[Forgot your User ID / Password or IVR PIN?](#)

Register now Sign In

### New User- Company already registered

3

If your company is already registered, and you would like to be added as a new user, you may contact the company administrator who can create new users under the company account. They can reference our [guideline](#) for further steps to add a new user.



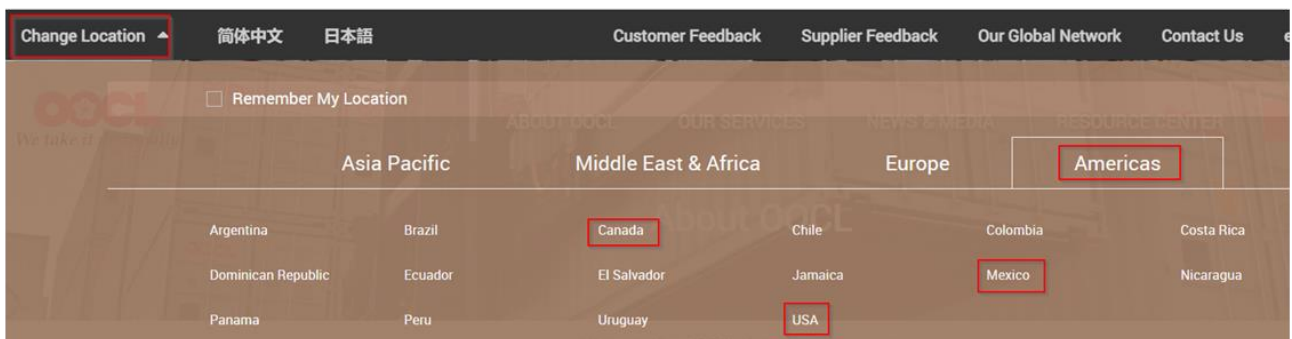
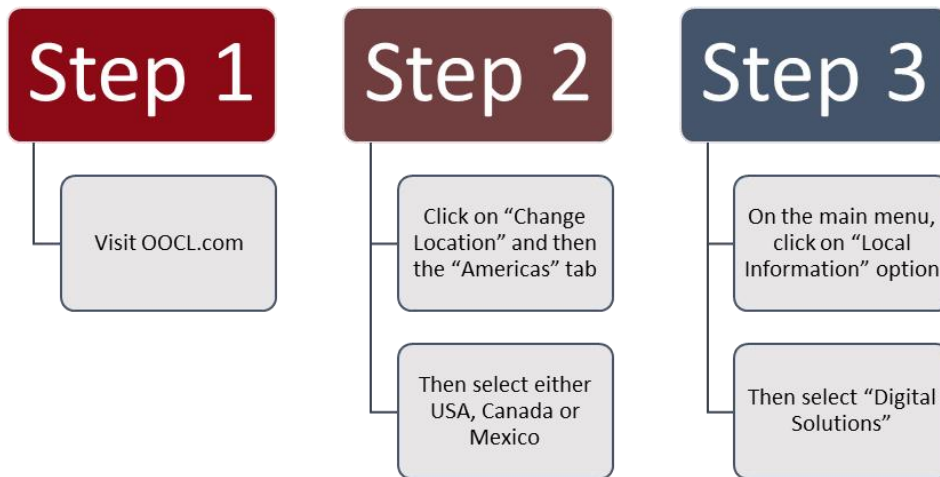
## Pro-Tip: Digital Solutions page

# PRO TIP Digital Solutions Page

To provide our customers with OOCL's latest e-commerce tools, we have a dedicated page highlighting all digital solutions for both import and export features. It includes guide, training materials and contact information to our e-commerce department.



Our digital solutions page is available in the US, Canada and Mexico. To access, follow the steps below:



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## Overcoming distances, together

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As we begin a new year, OOCL continues to provide customer-focused solutions. OOCL is committed to our core values and quality being a vital feature of our philosophy.

We are one of the world's largest integrated international container transportation and logistics companies.

For many years, OOCL has been an ambassador of world trade, bringing markets closer together and business relationships even closer, no matter the distance.

OOCL's virtual network capabilities and mobile applications are used to keep trade moving, your businesses running, and our relationships are closer than ever.

By working together, we can overcome any challenges.

Wishing our valued customers a happy and healthy 2022.