NORTH AMERICA

CUSTOMER NEWSLETTER

August 4, 2023
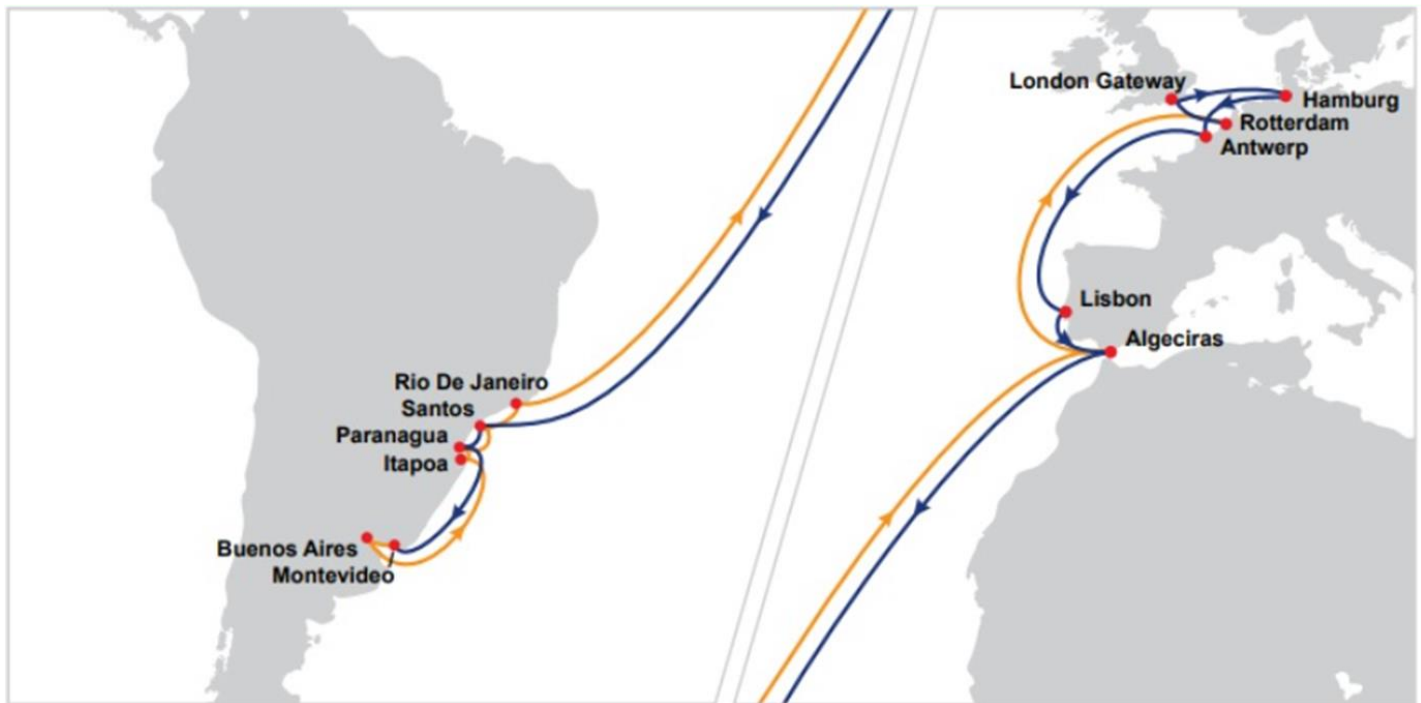
OOCL

We take it personally

New Product! Europe East Coast South America Express (EEX)

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🏗 Port Rotation

SB: Rotterdam - London Gateway - Hamburg - Antwerp - Santos (Brazil) – Paranagua (Brazil) – Montevideo (Uruguay)

NB: Montevideo (Uruguay) - Buenos Aires (Argentina) – Itapoa (Brazil) – Paranagua (Brazil) - Santos (Brazil) - Rio de Janeiro (Brazil) - Algeciras - Rotterdam

➕ Product Summary

✅ Brand new connection and service to/from Europe with Latin America.

✅ Multiple direct ports in Brazil.

✅ First sailing out of Europe will commence on the week of September 18, 2023.

2022 Green Flag Achievement

OOCL is proud to have received the 2022 Green Flag Environmental Achievement Certificate from the Port of Long Beach.
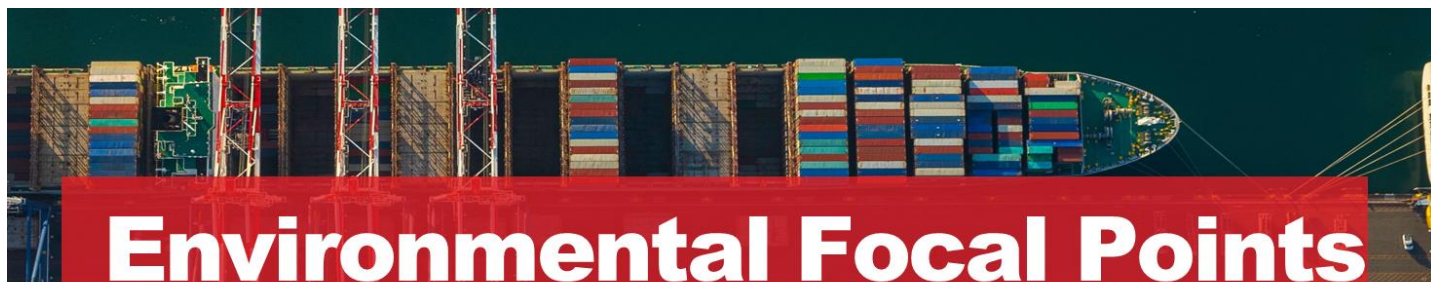
This program rewards vessel operators whose vessels maintain less than 12 knots within 40 nautical miles of Point Fermin (near the entrance to the harbor). Vessel speed reduction has been proved to reduce smog-forming emissions and diesel particulates from ships.

The speed of every vessel in the speed reduction zone is measured and recorded by the Marine Exchange of Southern California. The program prevents more than 1,000 tons a year of air pollution.

OOCL has been receiving this certificate since its launch in 2005 with the objective of reducing vessel emissions of harmful greenhouse gases and improving air quality for the local communities.
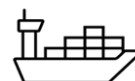

ENVIRONMENTAL Achievement 2022
Port of LONG BEACH
THE GREEN PORT

2022 GREEN FLAG
VESSEL SPEED REDUCTION PROGRAM
——— 40 nautical mile ———
This certificate is proudly presented to

ORIENT OVERSEAS CONTAINER LINE

for qualifying in the Port of Long Beach's 2022 Green Flag Voluntary Vessel Speed Reduction Program at the Tier 2 (40 nautical mile) level. This recognition was earned by meeting or exceeding the 90% program requirement for compliant vessel calls made to the Port in 2022. The Port greatly appreciates your ongoing commitment to environmental stewardship.

Mario Cordero, Executive Director

Roger Wu, Director of Business Development

Environmental Focal Points

Climate Change

Marine Environment Degradation

Air Pollution

Biodiversity Loss

Energy Consumption

OOCL believes that by taking a proactive role in caring for the environment, we can help minimize our carbon footprint, as well as other harmful pollutants such as sulfur oxides (SO_x), nitrogen oxides (NO_x) and particulate matters, and make the world a better place to live for ourselves and future generations.

We recognize that businesses must take responsibility for their industry's effects on the environment, therefore we will be formulating our Sustainable Development Goals (SDG) to contribute to tackling global environmental challenges we face across industries.

We continue to address the impending issues relating to global warming, air pollution, biodiversity and marine environment degradation, and energy consumption which present critical environmental challenges.

OOCL shows our long-term commitment to protecting our environment through these initiatives:

- Environment Training- both on ship and land side.
- Environmental Awareness- Cultivating employees' environmental awareness reflects OOCL's commitment to environmental sustainability to continue our green efforts.

For more information about our environmental performance and achievements, please refer to our Sustainability Report and Milestones.

MOC- My OOCL Center

Booking Request Templates

Submitting online booking and utilizing booking templates within My OOCL Center can expedite your booking creation experience. Please follow the steps below to create new booking templates. For any questions, please contact our e-commerce department at OOCLECOM@oocl.com.

1 Log into MOC and click on "Booking" option from the menu then select "Booking Request."
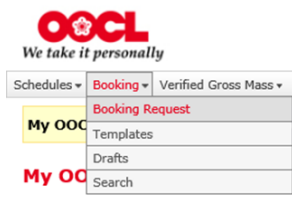
2 After clicking on the "Booking Request" option, a blank booking screen will be generated. Please ensure to fill out all fields that have a * by it since these are mandatory. Please find below tips on how to fill out the form.

Easy Booking Template Submission

Increased Accuracy on Booking Information

Seamless Customer Service Experience

Within 4 Business Hours Turn-around

Increased Visibility into Booking Status

Rate/Reference information:

Contract versions are not needed. Simply use the main contract number per below example:
MT123456 = OK
MT123456v001 = remove v001
The rate ref# or service contract will need to shown as a party of the booking.

Parties:

Please note that only the shipper information is mandatory. For time savings purpose, check the box "Copy from My Profile" to autofill your information.

Cargo Nature:

After you select the cargo nature, the container size type filed will automatically default to the most frequently used types.

Note: If you are submitting a booking for reefer dangerous cargo, please select the "Reefer" option under "Cargo Nature" and include in the "Cargo Descriptions" field that the cargo is hazardous/dangerous in addition to the commodity description.

PRO**TIP** Administrative features

My OOCL Center (MOC) provides important administrative features such as the ability to update company address as well as adding new users to have access to manage shipments within the same company.
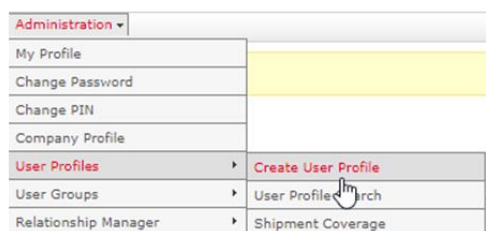
Changing Company Address

It is important for your company to maintain accurate and current address on My OOCL Center (MOC). This will assist our customer service team to process your bookings faster and if you order bill of lading paper online it will assist to ship it to the correct address.

1 Log into MOC and click on "Administration" option from the menu then select "Company profile" to identify your company's administrator. The contact information of the administrator will be available under the "Administrator" section.

2 The administrator must login to MOC. In the main menu, select "Administration" option and then click on the "Company Profile." Make the required changes to update your address and click on the "Save" button at the bottom of the screen.

Adding New Users (For Company Administrators only)

1 The Administrator will log into MOC and click on the "Administration" menu. Then select "User Profiles" and click "Create User Profile" .

Administration ▾		
My Profile		
Change Password		
Change PIN		
Company Profile		
User Profiles	▶	Create User Profile
User Groups	▶	User Profile Search
Relationship Manager	▶	Shipment Coverage

2 Under the "Primary Information" tab, fill out the required fields (*).

3 After providing Primary Information, then click on the "Preferences" tab. Select the "Preferred Time Zone" and "Preferred E-mail Format" fields. HTML Format is the most popular.

4 Then click on the "Access" tab. Select the "Standard Access" option and click on the arrow button to move to the Standard Access to the selected column. Make sure to click on the "Confirm" Button. Select the user's Access functions and click on the "Save" button at the bottom. The user ID will be displayed in the online profile. The system will auto generate the user ID and a temporary password will be sent to the user's email address.

Customer-centric Solutions

OOCL's Core Values

OOCL's mission statement entails to be the best and most innovative international container transport and logistics service provider; providing a Vital Link to world trade and creating value for our customers, employees, shareholders and partners.

OOCL has 4 core values that are central to everything the company does:

- **People, People, People**: As a successful corporation, OOCL understands that its continued success and growth depends upon the skills, dedication, and the teamwork of its employees. People are our greatest asset.

- **Customer Focus**: We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration. We take it personally for our customers—going beyond normal job responsibilities to serve our customers both internally and externally.

- **Excellence through Quality**: We embrace continued improvement and to do it right the first time to pursue performance excellence. We strive for innovation to continue to create value for our customers.

- **Community Responsibility:** Our communities contribute to our success, and we maintain high safety standards and demonstrate our concern for the environment.

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