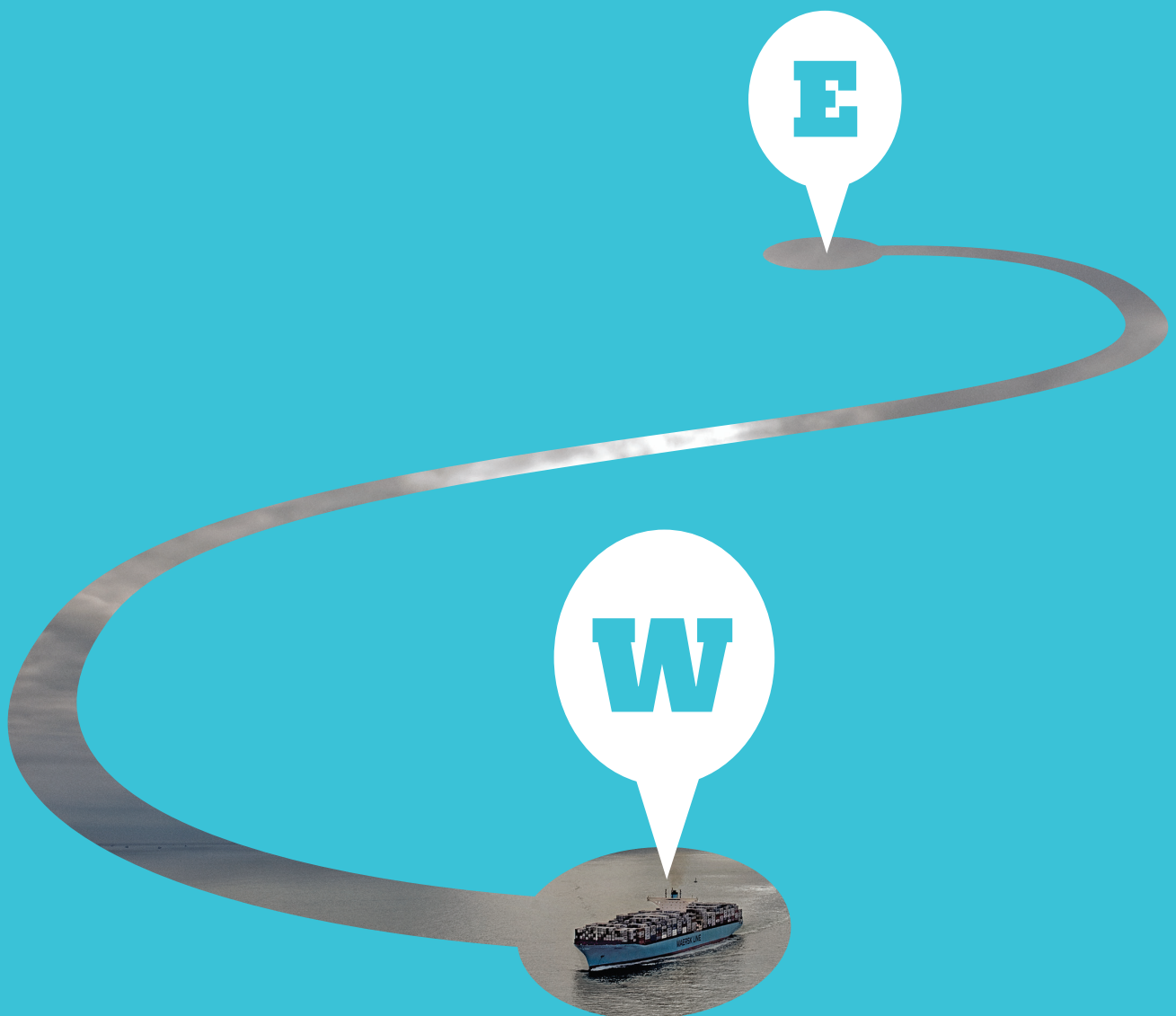


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# YOUR NEW AND IMPROVED ASIA - NORTH EUROPE NETWORK

JUNE 2016



# STRONGER AND STABLE CONNECTIONS BETWEEN EAST AND WEST

## MAERSK LINE'S NEW AND IMPROVED ASIA-NORTH EUROPE NETWORK

Since the start of 2015, Maersk Line's East – West Network has provided our customers with stable, flexible and direct services. Based on your feedback, we have further optimised the Asia – North Europe part of our network to ensure that it is aligned with your ambitions and continues to serve your evolving business needs.

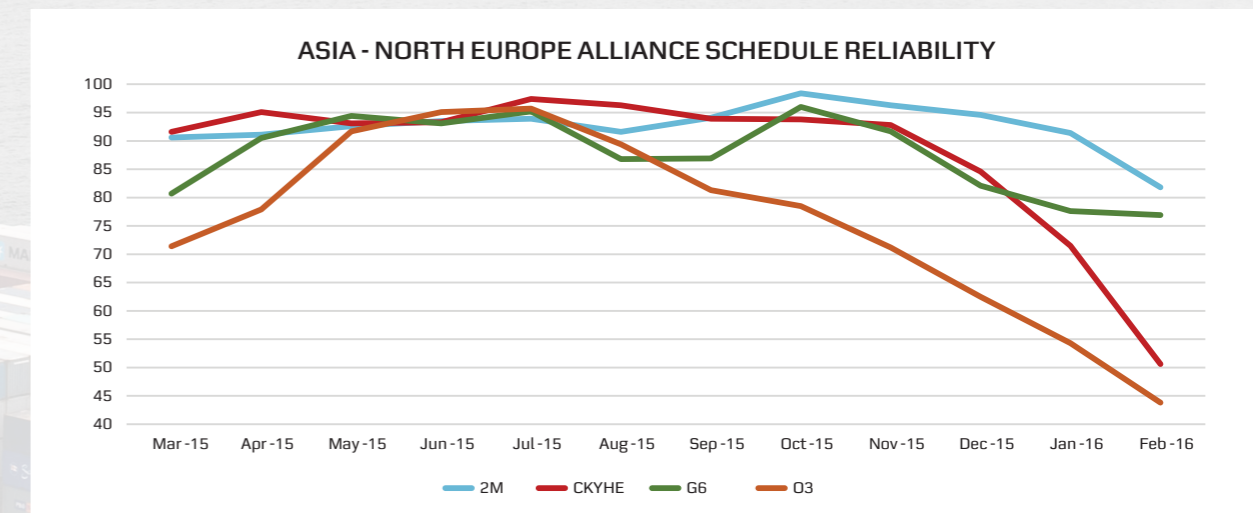
We have redesigned the network to ensure it is better equipped to deal with contingencies, thereby mitigating interruptions to your global supply chain.

Our new and improved Asia-North Europe Network offers best-in-class services with faster transit times, stable connections, and new direct corridors to deliver your promises.

## A STABLE ALLIANCE. A ROBUST NETWORK

With only two partners operating the East-West Network, the least number in all alliances in the industry, we ensure smooth operations so you can enjoy hassle-free services. Backed up by a stable alliance that stands strong against disruptions, we can focus more on meeting your long-term growth ambitions amidst a dynamic economy.

The alliance delivers leading schedule reliability in the Asia-North Europe trade, and with our improvements, the new the Asia-North Europe Network is poised to perform even better.



Source: SeaIntel Maritime Analysis, Global Liner Performance Report – March 2016

## A SMOOTH SAILING SHIPPING EXPERIENCE FROM ORIGIN TO DESTINATION

At Maersk Line, we are about making your customer experience easy and simple at every point of your shipping journey. Beyond our ocean products, our inland capabilities, feeder services, partnerships with terminals, dedicated customer service teams, and e-commerce solutions are all in place to give you stable end-to-end shipping solutions.

# WHAT'S NEW IN THE NETWORK?

We have adjusted the design of our Asia-North Europe Network to significantly improve our overall reliability. With our new rotation, we can now take your cargo to your desired destinations faster and better deal with weather-related contingencies so you can run a smooth supply chain.

## WESTBOUND

- Improved products into Netherlands and Germany with the fastest transit times in the market
- New direct service from Xiamen and Dalian to Gdansk with best-in-class transit time
- New direct product from Qingdao and Xingang to Felixstowe
- Fastest access from Yantian and Hong Kong to Felixstowe

## EASTBOUND

- Significantly improved reliability from Europe to Asia
- Unique transit time between North Europe and Far East Asia main ports
- Significant service improvements out of North West Continent and United Kingdom
- Two new star products - AE5 and AE10

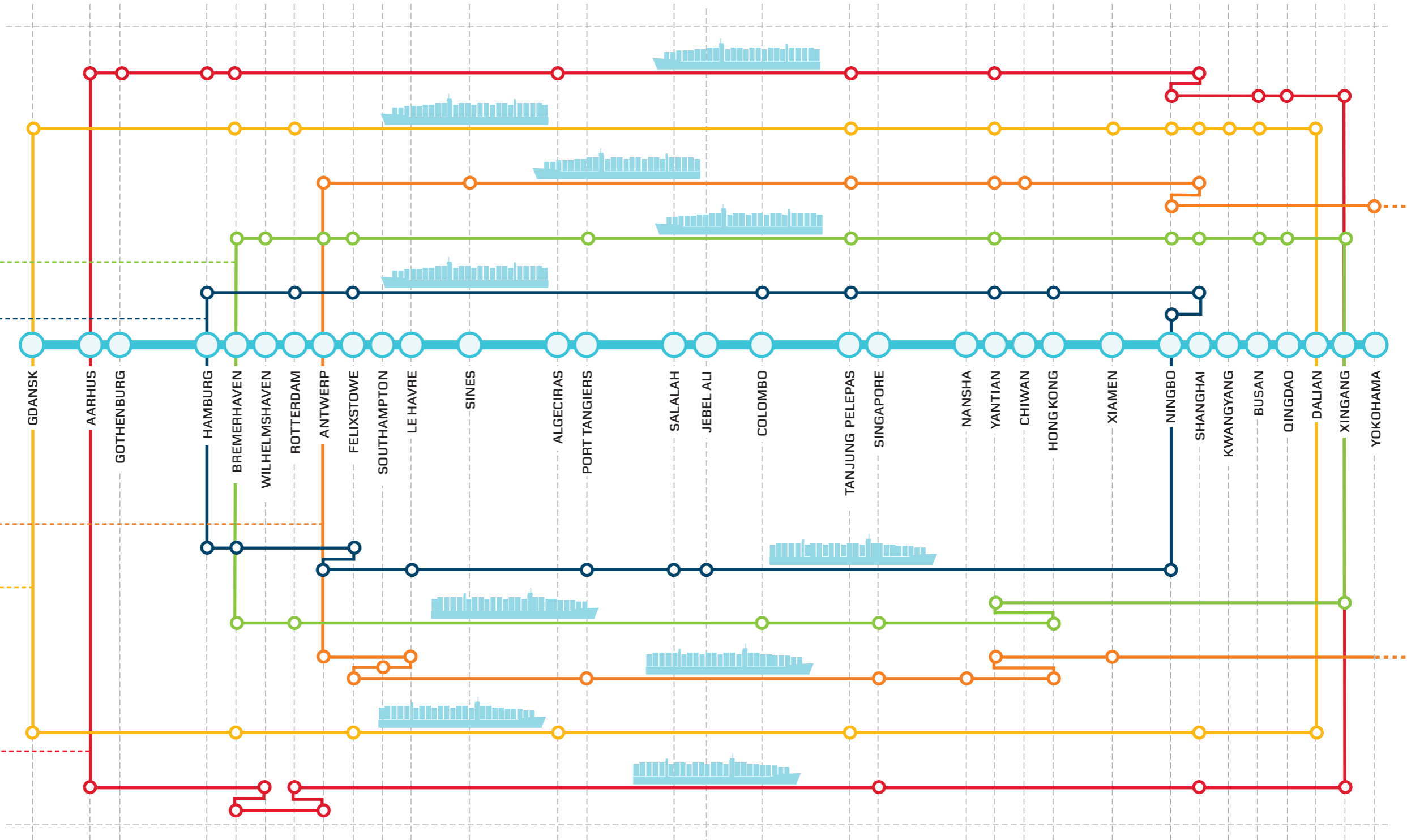
**AE1**  
Competitive, reliable UK product from Far East Asia ports  
Fast connection to the Middle Eastern markets

**AE2**  
Best in class Antwerp coverage  
Unique gateway from Great Britain to Chinese main ports

**AE6**  
Fastest transit time in the market to Antwerp from East/South China  
Reliable service to Fujian and Guangdong province

**AE10**  
Best product in the market to Poland  
Dedicated service from Gdansk to Asian main ports

**AE5**  
Best in class direct Scandinavia coverage  
Gateway from North Europe to North and East China



# GET TO THE MARKET FASTER THAN EVER

## TRANSIT TIME COMPARISON - WESTBOUND

DIRECT PORT COVERAGE VERSUS COMPETITION

ORIGIN	Le Havre	Antwerp	Bremerhaven	Hamburg	Wilhelmshaven	Rotterdam	Aarhus	Gdansk	Gothenburg	Felixstowe	Southampton
Dalian			○			○		○			
Xingang		○	○	○	○		○		○	○	
Qingdao		○	○	○			○		○	○	
Ningbo	○	○	○	○	○	○	○	○	○	○	○
Shanghai	○	○	○	○	○	○	○	○	○	○	○
Xiamen			○			○		○			
Yantian	○	○	○	○		○	○	○	○	○	○
Hong Kong			○	○	○					○	
Kwangyang			○			○		○			
Busan		○	○	○	○	○	○	○	○	○	
Yokohama	○	○									○
Tanjung Pelepas	○	○	○	○	○	○	○	○	○	○	○

- Unique The only direct service in the market
- Best in class Fastest, among fastest, 1 day slower than fastest
- On par On par with competition products
- On par On par with competition products

## TRANSIT TIME COMPARISON - EASTBOUND

DIRECT PORT COVERAGE VERSUS COMPETITION

ORIGIN	Shanghai	Xingang	Dalian	Qingdao	Busan	Tanjung Pelepas	Singapore
Bremerhaven	○	○	○	○	○	○	○
Hamburg		○					
Antwerp	○	○			○		○
Felixstowe	○	○	○	○	○	○	○
Rotterdam	○	○		○	○		○
Gothenburg	○	○		○	○		○
Gdansk	○		○		○	○	
Aarhus	○	○		○	○		○
Le Havre	○						

- Unique The only direct service in the market
- Best in class Fastest, among fastest, 1 day slower than fastest
- On par On par with competition products
- On par On par with competition products

## NEW DIRECT PORT COVERAGE - WESTBOUND

DIRECT PORT COVERAGE VERSUS CURRENT NETWORK

ORIGIN	Le Havre	Hamburg	Wilhelmshaven	Rotterdam	Gdansk	Felixstowe	Southampton
Dalian					New		
Xingang		New	New			New	
Qingdao		New				New	
Shanghai							
Ningbo							
Xiamen					New		
Yantian							
Hong Kong							
Kwangyang				New			
Busan		New					
Yokohama	New						New

## NEW DIRECT PORT COVERAGE - EASTBOUND

DIRECT PORT COVERAGE VERSUS CURRENT NETWORK

ORIGIN	Shanghai	Xingang	Dalian	Qingdao	Busan	Tanjung Pelepas	Singapore
Bremerhaven							
Hamburg	New	New		New			
Antwerp							
Felixstowe		New					
Rotterdam		New					
Gothenburg							
Gdansk			New			New	

# SCANDINAVIA

Twenty years ago, Marstal Maersk departed from Scandinavia loaded with 1,150 containers headed directly to the Far East. Since then, Scandinavian businesses and industries have benefited from Maersk Line's stable and competitive transportation solutions without any transshipments. With the new and improved Asia – North Europe Network, Maersk Line continues to provide best-in-class services to our customers in this region.

## WESTBOUND

- The new and improved network solidifies our best-in-class direct services with improved transit times from North and East China to Gothenburg and Aarhus.
- Via our extensive feeder network, we cover both Oslo Fjord ports and west coast ports in Norway.
- Maersk Line offers best-in-class transit time to Halmstad via Bremerhaven.

### SERVICE TO SCANDINAVIA

Port of loading	Gothenburg	Aarhus
Xingang	41	43
Qingdao	39	41
Busan	37	39
Ningbo	35	37
Shanghai	33	35
Tanjung Pelepas	26	28

## EASTBOUND

- We offer competitive transit times to major Asian hubs from Gothenburg and Aarhus.
- Maersk Line is one of few carriers who offers direct service from Gothenburg and Aarhus to Xingang and Busan.
- Our comprehensive coverage of the east coast of Sweden, Oslo Fjord ports and the west coast in Norway offers excellent connections in Bremerhaven to our reliable Far East Asia network.

### SERVICE FROM SCANDINAVIA

Port of destination	Gothenburg	Aarhus
Xingang	38	37
Qingdao	41	40
Busan	43	42
Ningbo	45	44
Shanghai	35	33
Singapore	29	27



Schedules are preliminary and may be subject to change.

# EASTERN EUROPE

Since Maersk Line pioneered shipping in the Eastern European countries in the early 1990's, we have been the leading carrier in this region. Our first branches opened in Poland in 1991 and Russia in 1992, paving the way for our network expansion into nine countries in Eastern Europe and offering unrestricted access to new emerging markets for our customers worldwide.

With over 15 weekly sailings and over 1 million TEU moved in 2015, Maersk Lines continues to offer unmatched shipping solutions to both importers and exporters.

We offer best-in-class products with direct calls to Gdansk coupled with competitive feeder connections into Russia and Baltic states. We also provide the fastest transit time from China and South East Asia ports to Eastern Europe, as well as the best coverage of port terminals in Russia, the Baltics and Finland.

## WESTBOUND

- Best product from Far East to Gdansk.
- New direct service from Xiamen and Dalian to Gdansk with the best in class transit time.

### SERVICE TO EASTERN EUROPE

Port of Loading	Gdansk
Dalian	41
Busan	39
Kwangyang	37
Ningbo	35
Shanghai	34
Xiamen	30
Yantian	29
Tanjung Pelepas	24

## EASTBOUND

- Direct service from North Europe ports to Singapore and South China.
- New call from Gdansk to Tanjung Pelepas and Dalian.
- Improved transit time from Gdansk to Shanghai and Xingang.
- Unique product from Gdansk to Busan.

### SERVICE FROM EASTERN EUROPE

Port of destination	Gdansk
Tanjung Pelepas	29
Shanghai	36
Dalian	38
Busan	41

Schedules are preliminary and may be subject to change.

# UNITED KINGDOM

After opening our first UK office nearly 30 years ago, Maersk Line has built an infrastructure to support the needs of our customers beyond the shore. With 12 ports, 23 depots and nine reefer facilities, we have complete UK and Ireland coverage through our rail, road and reefer products.

Now with the new and improved Asia – North Europe network, we propel the growth ambitions of our UK and Ireland customers by connecting them with more than 300 locations worldwide.

## WESTBOUND

- We continue to offer competitive products into UK with Felixstowe being the first port in North Europe rotation providing second to none service.
- New direct coverage from Qingdao and Xingang.
- We continue to offer a Southampton call providing improved reliability and adding a new direct call from Yokohama.

SERVICE TO THE UNITED KINGDOM		
Port of loading	Felixstowe	Southampton
Yokohama	40	38
Xingang	34	--
Qingdao	32	--
Busan	31	--
Chiwan	31	29
Shanghai	29	32
Ningbo	27	34
Hong Kong	25	--
Yantian	24	--
Tanjung Pelepas	19	24

SERVICE FROM THE UNITED KINGDOM	
Port of Destination	Felixstowe
Qingdao	41
Xingang	38
Busan	33
Dalian	30
Shanghai	28
Singapore	28
Tanjung Pelepas	21

## EASTBOUND

- Much improved schedule reliability to the exports from the UK, whilst also maintaining fastest transit times in the market to primary Far East Asia destinations.
- Excellent coverage with 4 x Felixstowe and 1 x Southampton departures per week in addition to a new direct product from Felixstowe to Xingang.
- Our excellent coverage to East and South China is retained whilst also preserving strong links to the Far East Asia ports via Singapore and Tanjung Pelepas.



Schedules are preliminary and may be subject to change.

# NORTH WEST EUROPE

The main ports of the North West Continent have played a major part in the economic growth of North Europe since the dawn of container shipping.

Maersk Line has set the industry standard for stability and reliability in this important region, and the new Asia – North Europe network is designed to build on this solid foundation with improved reliability and industry-leading transit times that will continue to support the ambitions of our customers in Europe and abroad.

## WESTBOUND

- With the new Asia – North Europe network, Maersk Line offer best-in-class transit times from all major markets in Asia to Antwerp, Rotterdam, Wilhelmshaven, Bremerhaven and Hamburg.
- Carefully optimised port rotations will provide improved reliability.
- Our expanded coverage of North China and a new direct product from Busan to Hamburg will further position Maersk Line as the leader in the Asia to North Europe trade.

SERVICE TO NORTH WEST EUROPE					
Port of loading	Antwerp	Bremerhaven	Hamburg	Wilhelmshaven	Rotterdam
Xingang	37	36	39	40	43
Qingdao	35	34	37	38	41
Yokohama	34	--	--	--	--
Dalian	--	38	--	--	36
Busan	33	31	35	36	33
Kwangyang	--	34	--	--	32
Ningbo	29	29	29	32	29
Shanghai	28	27	30	34	28
Hong Kong	--	30	29	--	27
Xiamen	--	28	--	--	25
Chiwan	25	--	--	--	--
Yantian	24	24	28	30	24
Tanjung Pelepas	19	20	23	25	19

Schedules are preliminary and may be subject to change.

## EASTBOUND

- Customers exporting from Europe to Asia benefit from significant reliability improvements while maintaining our best-in-class transit times to the main Asian markets.
- Enhanced coverage from Germany to North China and Korea.
- Improved transit times from Rotterdam to East and North China.
- Additional weekly departures from Antwerp ensure that Maersk Line's products continue to set the benchmark on the North Europe to Asia trade.

SERVICE FROM NORTH WEST EUROPE				
Port of Destination	Antwerp	Bremerhaven	Hamburg	Rotterdam
Qingdao	38	37	44	33
Busan	37	35	--	35
Xingang	32	32	41	30
Dalian	--	33	--	--
Shanghai	29	30	38	27
Singapore	23	23	32	20
Tanjung Pelepas	--	23	--	--



# FRANCE

With the new Asia – North Europe network, Maersk Line in France continues to provide competitive and extensive network coverage to and from Le Havre, as well as servicing the northern part of France via Antwerp.

The new network offers product reliability to meet your standards as well as the stability needed to grow your business.

## WESTBOUND

- The new network maintains our second to none service into Le Havre with an early arrival in the week, perfectly matching our customers' needs for import cargo.
- New direct products from Yokohama and Chiwan.
- Extensive coverage from the East and South China main ports.
- Through our South East Asian hubs, we continue to offer a fast and reliable connection from North- and South East Asia countries.

### SERVICE TO FRANCE

Port of loading	Le Havre
Yokohama	36
Ningbo	32
Shanghai	30
Chiwan	27
Yantian	26
Tanjung Pelepas	21

### SERVICE FROM FRANCE

Port of Destination	Le Havre
Yokohama	36
Ningbo	32
Shanghai	30
Chiwan	27
Yantian	26
Tanjung Pelepas	21

## EASTBOUND

- The new network offers an opportunity for France to better access to the East China market while maintaining a competitive coverage from Le Havre to the main Asian destinations.
- Transit time improvement of three days between Le Havre and Shanghai.



Schedules are preliminary and may be subject to change.

# SOUTH EAST ASIA

With a comprehensive feeder network across South East Asia, we provide a unique coverage of Vietnam, Thailand, Malaysia, Singapore and Indonesia, Philippines, Myanmar and Cambodia. Tanjung Pelepas is our strategic hub and has been the main contributor for the significant trade growth in the region.

The combination of expertise from these countries and our new network provides our customers with complete end-to-end solutions for their logistic needs.

## WESTBOUND

- Best-in-class transit time to Bremerhaven and highly competitive services to the rest of the Northern European main ports.
- Weekday and weekend feeder cut off at Port Klang, Ho Chi Minh and Jakarta.
- Garment on hanger and reefer equipment availability in the major garment market.

### SERVICES FROM SOUTH EAST ASIA

Port of Destination	Tanjung Pelepas
Rotterdam	19
Antwerp	19
Felixstowe	19
Bremerhaven	20
Le Havre	21
Hamburg	23
Gdansk	24
Southampton	24
Wilhelmshaven	25
Gothenburg	26
Aarhus	28

### SERVICES TO SOUTH EAST ASIA

Port of Loading	Singapore	Tanjung Pelepas
Hamburg	32	--
Le Havre	32	--
Gothenburg	29	--
Felixstowe	28	21
Aarhus	27	--
Antwerp	23	--
Bremerhaven	23	23
Rotterdam	20	--
Gdansk	--	29

## EASTBOUND

- Unique direct calls from Felixstowe and Le Havre into Tanjung Pelepas.
- New and unique direct call from Gdansk into Tanjung Pelepas.
- Improved transit time from Bremerhaven to Tanjung Pelepas.
- Improved transit time from Felixstowe to Singapore.



Schedules are preliminary and may be subject to change.

# GREATER CHINA

In 1924 the M/S Sally Maersk departed Shanghai bound for the east coast of the U.S., connecting two of the world's key commerce markets. Since opening our first Maersk Line office in Guangzhou in 1984, we have continued to grow our presence in China, providing our customers with greater access to global markets.

With over 34 direct weekly sailings and 3.2 million containers moved in 2015, Maersk Line continues to provide best-in-class service to our customers in this region.

## WESTBOUND

- The network offers enhanced products with more coverage and faster transit times to key markets in Germany, Netherlands, Belgium and Poland.
- Our North China services offer major improvements with new, direct coverage to ports such as Hamburg, Felixstowe and Gdansk.
- The increased direct coverage from Xingang and Qingdao is designed to alleviate the North China relay pressure for all trades.
- The new network continues to provide hub port coverage for Algeciras and Port Tangiers for West African destinations, as well as Colombo and Sines for Middle East and Mediterranean markets.

## EASTBOUND

- The optimised network is designed with best-in-class and unique transit times for significantly improved reliability from Germany, Netherlands, Belgium, UK and Scandinavia to China.
- Through increased direct coverage from North Europe base ports to Ningbo, Xingang and Shanghai, the network will provide more alternatives for all segments.
- The improved network provides new, direct coverage from Hamburg to Shanghai and North China.



## SERVICES FROM NORTH ASIA

Port of Destination	Chiwan	Yantian	Hong Kong	Xiamen	Ningbo	Shanghai	Qingdao	Dalian	Xingang
Felixstowe	31	24	25	--	27	28	32	--	34
Bremerhaven	--	24	30	28	29	27	34	38	36
Antwerp	25	24	--	--	29	28	35	--	37
Rotterdam	--	24	27	25	29	28	41	36	43
Le Havre	27	26	--	--	32	30	--	--	--
Hamburg	--	28	29	--	32	30	37	--	39
Wilhelmshaven	--	30	--	--	32	34	38	--	40
Southampton	29	--	--	--	34	32	--	--	--
Gdansk	--	29	--	30	35	33	--	41	--
Gothenburg	--	30	--	--	35	33	40	--	42
Aarhus	--	32	--	--	37	35	42	--	44

## SERVICES TO NORTH ASIA

Port of loading	Shanghai	Xingang	Dalian	Qingdao
Hamburg	38	41	--	44
Gdansk	36	--	38	--
Gothenburg	35	38	--	41
Le Havre	34	--	--	--
Aarhus	33	37	--	40
Bremerhaven	30	32	33	37
Antwerp	29	32	--	38
Felixstowe	28	38	30	41
Rotterdam	27	30	--	33

Schedules are preliminary and may be subject to change.



# NORTH EAST ASIA

Maersk Line has been partner to the business and industries of the North East Asian region for nearly a century. Our Korean customers have benefited from our extensive network for over six decades while Maersk Line ships have been calling Japan since 1928.

Throughout this period, Korean and Japanese customers have benefited from Maersk Line's stable, reliable and competitive transportation solutions. Now with the new and improved Asia – North Europe Network, Maersk Line continues to provide competitive services to our customers, showing our long-term commitment to Japan and Korea.

## WESTBOUND

- With the new Asia – North Europe Network, Maersk Line offers best-in-class transit times from all major markets in Asia to Antwerp, Rotterdam, Wilhelmshaven, Bremerhaven and Hamburg.
- Carefully optimised port rotations provide improved reliability.
- Our expanded coverage of North China and a new, direct product from Busan to Hamburg position Maersk Line as the leader in the Asia to North Europe trade.

### SERVICES FROM NORTH EAST ASIA

Port of Destination	Kwangyang	Busan	Yokohama
Le Havre	--	--	36
Bremerhaven	34	31	--
Southampton	--	--	38
Felixstowe	--	31	40
Antwerp	--	33	34
Rotterdam	32	33	--
Hamburg	--	35	--
Wilhelmshaven	--	36	--
Gothenburg	--	37	--
Aarhus	--	39	--
Gdansk	37	39	--

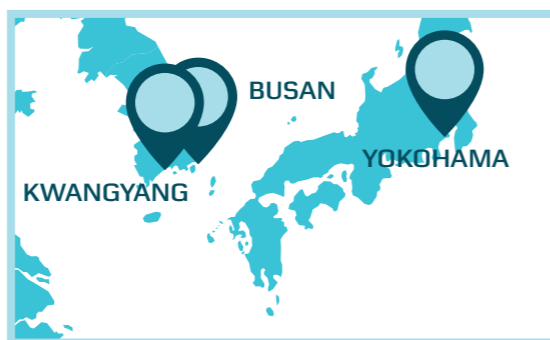
Schedules are preliminary and may be subject to change.

## EASTBOUND

- Customers exporting from Europe to Asia benefit from significant reliability improvements, while we maintain our best-in-class transit times to the majority of the main Asian markets.
- Best product from Antwerp and Rotterdam into Busan.
- Only direct product from Felixstowe, Bremerhaven, Gdansk, Aarhus and Gothenburg to Busan.

### SERVICES TO NORTH EAST ASIA

Port of loading	Busan
Gothenburg	43
Aarhus	42
Gdansk	41
Antwerp	37
Rotterdam	35
Bremerhaven	35
Felixstowe	33



# SHIPPING MADE EASY

Maersk Line gives you ease of doing business with [my.maersline.com](http://my.maersline.com)

## A SIMPLE, INTUITIVE BOOKING TOOL

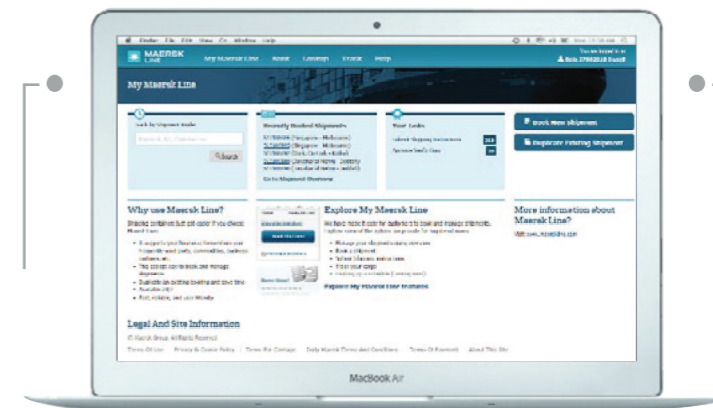
Fewer fields, a type-ahead feature and the ability to duplicate bookings.

## PROACTIVE ETA NOTIFICATION VIA EMAIL

Get a notification when there is a change to cargo arrival time.

## FUTURE VESSELS SCHEDULES

Ability to view future point to point and individual vessels schedules.



## VISIBILITY INTO SHIPMENT DATA

Visibility into shipment data within Maersk Lines system and the ability to make any amendments as needed.

## VISIBILITY OF ALL SHIPMENTS

Visibility of all shipments and their status during the entire pre-shipment process.

## ACCESS TO YOUR CONTRACTED RATES

Access to view your contracted rates including both current and historic values.

## CLEAR STEPS FOR INPUTTING SHIPPING INSTRUCTION DATA

including the ability to manage pay terms on a charge level basis.

Please contact your local Maersk Line representative for additional information on **CONTAINER YARD OPEN TIME**, **SHIPPING INSTRUCTION SUBMISSION DEADLINE** and **CONTAINER YARD CUT-OFF**.

# CUSTOMER CHARTER

DON'T BE DIFFERENT. BE GOOD.



Accurate, fast documentation  
in **8 hours with 95% accuracy**

You need accurate, timely documentation, so we're committed to ensure documents are turned around with 95% accuracy within 8 working hours.

Answering phones  
within **30 seconds**



We need to be there for you when you need us so to ensure that we are, our 2014 aim is to answer all calls in at least 30 seconds.



**94% invoicing accuracy**

We're committed to providing your company with the right invoice the first time, so you won't spend time and effort getting it right the second time.

Resolving issues  
within **12 hours**



When things go wrong the last thing you want is to be left in the dark about it, so with us you can expect timely and consistent problem resolution in 12 hours.



Resolution of invoice  
disputes in **5 days**

Invoice disputes are going to happen with every company. But at Maersk Line, we want to solve disputes in five days or less, so you can continue on the things that matter for your company.

Documentation  
amendments  
within **the hour**



Changes to documentation are often of a time sensitive nature and that's why we're committed to delivering amendments back within 1 hour.



**99% of pre-arrival notifications**  
24 hours prior to ETA

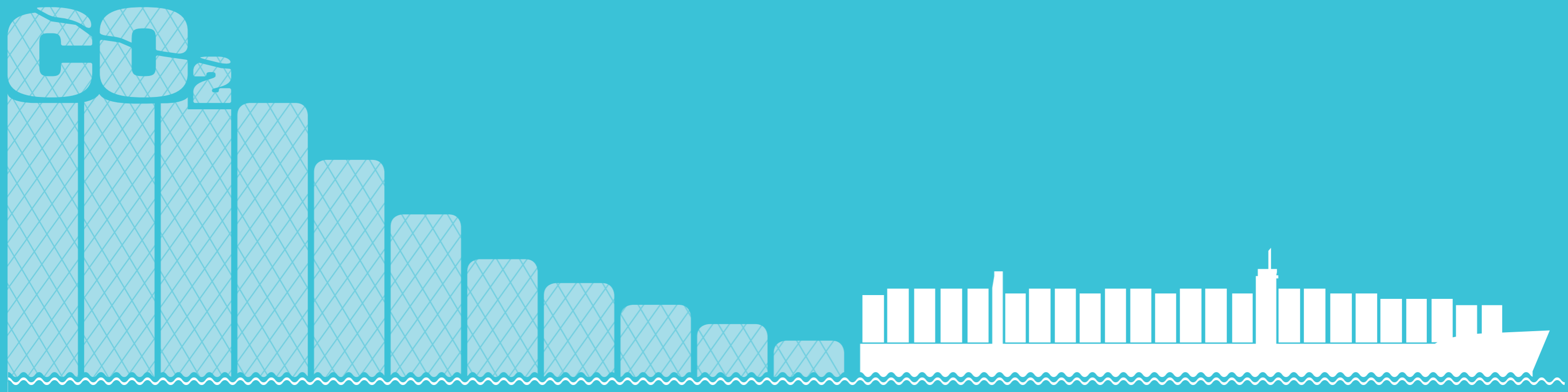
To reduce local logistics administration and idle time we aim to deliver accurate pre-arrival notifications within 24 hours of the shipments arrival, 100% of the time.

**100% booking confirmation**  
within **2 hours**



When booking with Maersk Line, your booking details will be confirmed for equipment and vessel space 100% of the time, within 2 hours.





## TAKE THE LOW-CARBON ROUTE

With 90 percent of global trade travelling by sea, shipping affects the lives of billions of people. As the world's largest container shipping company, Maersk Line is an essential link in supply chains all over the world, carrying everything from the meat in your fridge to 25 tons excavators every day.

With that comes a responsibility to help create a more sustainable and environmentally friendly way to do business. At Maersk Line, we lead the way in 'doing more with less'. We constantly seek out innovative and commercially viable ways to reduce and minimise supply chain impacts. With our new CO2 target to reduce emissions by 60% in 2020, we are giving our business – and yours – a licence to grow. So far, we're well underway: Today we have reduced CO2 emissions by 41 percent.

Shipping with us gives your business a bunch of tangible benefits as you contribute in creating a more sustainable industry. We offer:

- Tangible, verified and documented CO2 reductions that can be leveraged for internal and external reporting, branding and positioning;
- Full transparency over supply chain impacts to give you peace of mind;
- Access to Maersk Line experts ready to support your company's needs;
- A trusted partner to jointly accelerate the uptake of sustainability metrics.

Your promise. Delivered.



Visit us at  
[www.maerskline.com](http://www.maerskline.com)