



North Europe – COVID-19 Regional Update

Dear ,

We are writing to update you on our response to the COVID-19 outbreak impacting Hapag-Lloyd operations in North Europe.

Despite the challenging circumstances, we can thankfully report that **our employees across North Europe are safe and sound, our vessels are operating as usual, and our service portfolio remains unaffected**. Although the majority of our staff members are now working from home, you will still be able to **reach your contact persons as usual via email and/or telephone. Please use group mailboxes where possible**. Our management teams across the countries are closely monitoring local developments, taking all actions deemed necessary to prevent the further spread of COVID-19, and heeding the recommendations of local health authorities.

We have taken the following measures to keep providing an uninterrupted service for you and to minimize the impact of COVID-19 on your operations:

1. You can do all your transactions digitally – from placing a [booking](#) to sending a [shipping instruction](#) or using our [Hapag-Lloyd Navigator](#) to monitor your shipments. Everything is just one click away!
2. We are able to offer you instant quotations on [Quick Quotes](#) 24/7. Those rates are customized per customer, so you don't have to worry about getting your best rate.
3. Even though your sales counterpart will not be able to visit you in person, we will continue to stay close to you **via phone** and where possible even **via video chat**.
4. Our teams are fully operational with staff working remotely through laptops and headsets. To make life easier for our employees, we encourage you to **send emails** instead of phone calls whenever you can.
5. Counters continue to be operational - where allowed by the local government.

Furthermore, we are kindly asking you to review the possibility of covering your shipments **by Sea-Waybill** instead of Original Bills of Lading, if legally and commercially acceptable. For the surrender of Original Bills of Lading prior to container release at destination, please contact your local office for detailed guidance, they are happy to assist you. Please also consider electronic payment channels to avoid physical contact needs.

For Export, Import and Counter Opening details please refer to the local letter of the respective office.

We sincerely thank you for your continued support and kind understanding!

Stay safe and healthy!

If you have any questions or comments, please contact your local [Hapag-Lloyd office](#) or send me an [email](#).

Best regards,



Michael Pradel

Senior Managing Director Region North
Europe



Christian

from our Customer Communication
team

Keep in touch



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