

ONE INITIATIVES

FY2023 Q1



31, Jul 2023





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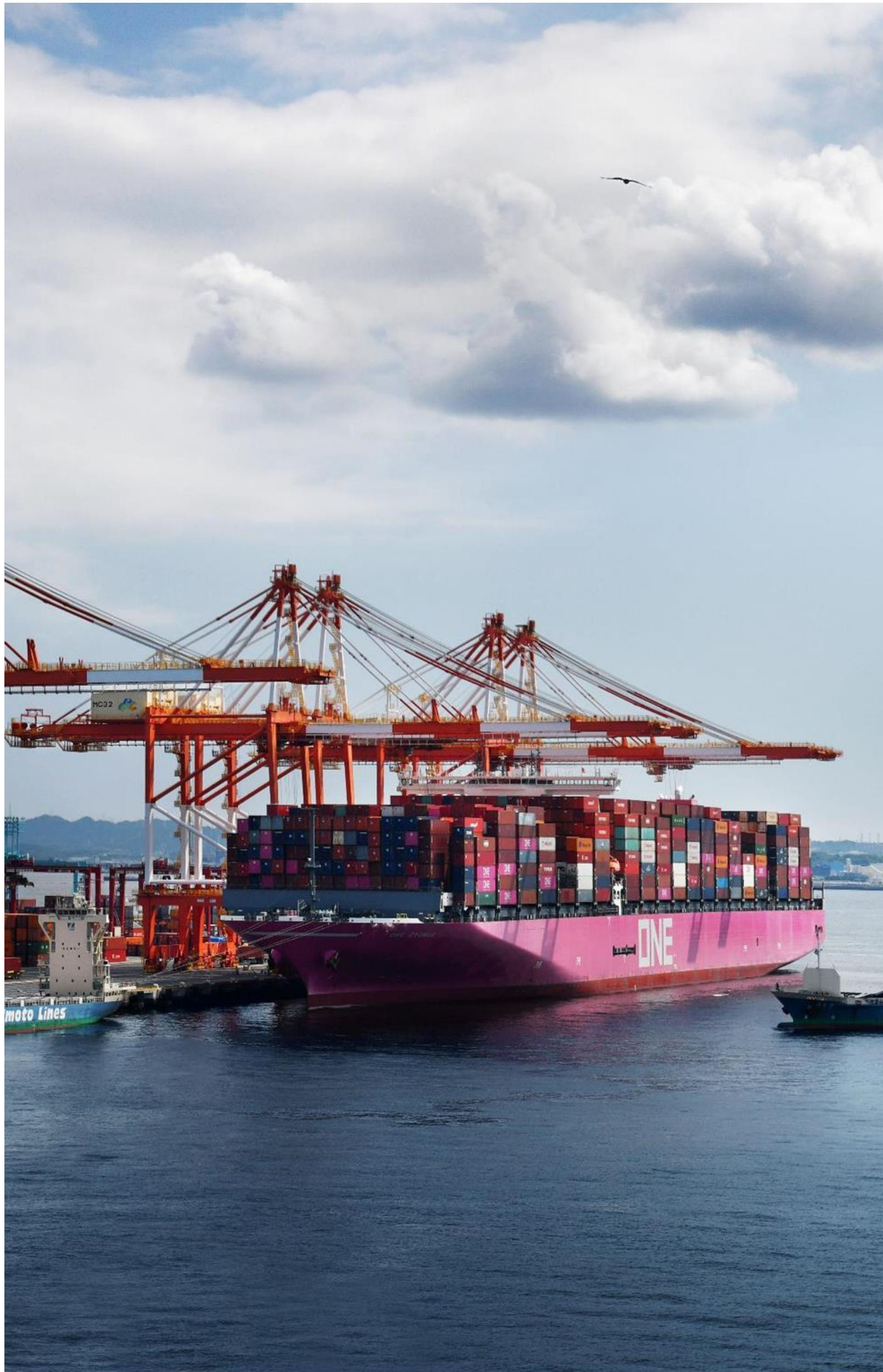
Jeremy Nixon
Chief Executive Officer

Market Developments

Global industrial production is generally positive, particularly in the chemicals and automotive sectors. Whereas in the retail and wholesale sectors, inventory levels are still being worked down from last year's record shipment levels. Overall, consumer spending is holding up, but with ongoing headwinds from future interest rates and inflation being "higher and lasting longer" than analysts had expected. Therefore, it is now more likely that signs of a strong recovery in orders and inventory rebalancing will not be so apparent until later this year. This will require some early network downsizing adjustments to better manage utilization levels and schedule performance over the next six months.

Operational Considerations

Global landslide delay factors have a knock-on impact on vessel port productivity and scheduled integrity performance. This has fallen from a high 18% in the peak of 2022 to around 4%. Earlier redeployment of service loops and upsizing has led to some industry congestion around key transshipment hubs while earlier port labour related industrial action has had a knock-on impact in some USA and European terminals. On the west coast, the major strike risk with the ILWU (The International Longshore and Warehouse Union) has now been resolved. However, the situation in Canada remains sensitive. Water shortages have significantly impacted the Panama Canal, resulting in cargo draft restrictions. This will likely affect the Transpacific East Coast market over the rest of the summer period. Whilst fuel prices have softened, it is evident that OPEC (Organization of the Petroleum Exporting Countries) is still pushing for more production cuts. Meantime, charter vessel and newbuild prices remain a near record high.



ONE Service Enhancements

ONE continues to roll out and enhance its e-commerce services including a new e-payment platform to its 23,000 customers. On the network side, we have announced further enhancements to our intra-Europe network (e.g., SDS, IBESCO) and also launched a new Korea to Southeast Asia service (KCS2).

ONE Investments

On 7th July, ONE held an investor relations and media event to highlight and update its latest strategy updates on sustainable growth and its mid-term plans. Earlier in June, the company launched the first vessel in its 24K series, *ONE Innovation*. The design includes several advanced sustainability features. Additionally, ONE recently announced its intention to equip its global reefer container fleet with IOT telematic devices, which will be integrated with a central monitoring and reporting platform.

Sustainability

All eyes are currently focused on the IMO's MEPC80 meetings in London, in hopes that the national governments will accept a more ambitious target (net zero by 2050) for decarbonization in the shipping industry. This will be coupled with some type of market-based measure (e.g., bunker levy) that will then "level up" the differences in fuel costs between current bunker fuel oil and the new higher cost green renewable fuels. The World Shipping Council (WSC), the container industry's trade association, has also set out a six-part checklist to push for the most sustainable regulatory solution in the quickest way possible. Last but not least, ONE has published its latest annual sustainability report on its website.

Strategy & Direction

Steadily execute business in accordance with ONE's Midterm Strategy and Green Strategy announced in March 2022.

- As a container shipping company that supports the supply chain, ONE will make investments and continuously provide high-quality, safe global transportation services.
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- The company will continue to enhance digitalization, operational efficiency, and risk management to further increase industry-leading profitability and safety, to achieve sustainable growth.

Progress

Investment:

- "ONE Innovation", the first of six long-term chartered 24,000 TEU vessels from SHOEI KISEN KAISHA LTD (Jun 2023), delivered and deployed on Asia-Europe trade. Subsequent vessels to be delivered in FY2023.
- India - East Coast Africa - Middle East (MIM) service enhanced (Apr 2023).
- Two intra-European services upgraded (May/June 2023); Irish branch established (June 2023), strengthening European network.
- Establishment and operation start of ONE Kenya.

Environment:

- ONE's partnership with ANDERS NIELSEN & CO in Denmark was expanded to reduce Scope 3 CO2 emissions associated with inland transport activities (May 2023).
- Sustainability Report 2023 was published in Jun 2023.
- ONE sponsored the development and conservation project of Sister's Island (National Parks Board – Singapore) to promote biodiversity and environmental education (Jun 2023).

Safety:

- Participation of ONE operating vessels in a joint technology acceleration initiative launched by SafetyTech Accelerator with the aim of reducing cargo fire and loss onboard. (May 2023).

e-Commerce

Go Green with ONE's ECO Calculator module, available on both our eCommerce platform and mobile app, enabling users to search routes and calculate CO2 emissions. Users can select between Well-to-Wheel (WTW) and Tank-to-Wheel (TTW) emissions calculation methods. Additionally, they can input shipment volume, enabling the module to estimate CO2 emissions.

As part of our commitment to welcome new users to the ONE eCommerce platform, we are reviewing and improving our existing User Registration process. We are focused on reducing turnaround times and enhancing registration accuracy for seamless onboarding.

Enhance your experience with our Video User Guides featuring authentic human voices! Our Video User Guides provide step-by-step demonstrations with real people's voices, so you can master any task in no time.

The security of your information is of paramount importance to ONE. We are actively working to enhance data protection and ensure operational continuity with advanced features such as Two-Factor Authentication (2FA).

Mobile Application

Introducing Shipment Overview Import, a sleek and user-friendly interface designed to simplify inbound shipment management. The user-friendly interface makes it easy to navigate through all essential shipment statuses such as Arrival Notice, OBL Surrender, Payment, and Customs.

As part of our journey towards enhanced pricing capabilities, we are integrating Rate & Tariffs functionalities. We aim to elevate your pricing experience by providing seamless access to accurate and transparent information.

Coming Soon: the elegant Dark Theme! We are currently developing a visually captivating interface that will reduce eye strain, extend battery life, and improve focus. You can look forward to an immersive and delightful user experience as introduce the upcoming dark theme.

Stay tuned for these remarkable enhancements as we strive to elevate your mobile app journey and ensure that you have the best-in-class features and services at your fingertips.



**ONE
QUOTE**

ONE QUOTE

We are pleased to announce that since April 2023, North American exports have been seamlessly integrated into our port pairs, expanding our coverage for your convenience. Our game changing ONE QUOTE platform provides instant quotations, hassle-free bookings, and centralized tracking. Get exclusive access to value-added services, such as guaranteed space and equipment, at a transparent price. We are committed to delivering exceptional service and enhancing your shipping experience. Thank you for your trust and partnership as we strive to provide you with unparalleled solutions.

e-Payment

Our e-Payment platform is currently serving customers across seven countries, including Singapore, Hong Kong, Thailand, Indonesia, India, China, and Malaysia. Enjoy the convenience of seamless online payments as we continuously strive for improvement. Stay tuned for upcoming expansion updates, aimed at enhancing your payment experience.

ONE Finance

Introducing ONE Finance, our revolutionary financial product, is now exclusively available in Europe for a limited number of users. Embark on an enhanced ecommerce journey with direct e-Payment, efficient dispute resolution, and access to B/Ls and invoice information. Stay tuned for the upcoming trial launches in selected Asian countries. ONE Finance's official global launch is scheduled for the 4th quarter of 2023.



CRM Update (ONE Force Sales & Service Cloud)

Through our Sales & Service Cloud solution, ONE is able to gain a comprehensive view of our customers, elevating service quality and exceeding expectations through ongoing platform enhancements.

As part of our commitment to exceptional customer support, we are expanding our service cloud to third-party agents. This development will help us offer consistent assistance and further strengthen our partnership with you.

Experience multilingual excellence with our Service Chat Support! Our service chat is now available in nine languages, including English, Simplified Chinese, Traditional Chinese, Japanese, French, Spanish, Portuguese for Brazil, Turkish, and Polish. Our dedicated team caters to the unique needs of our global audience, providing personalized assistance and seamless communication.

Our commitment to excellence drives us to continuously improve our platform, ensuring the prompt delivery of information and fostering seamless customer interactions, with a special focus on chat. We are dedicated to delivering effective and efficient service across all of our locations.



Service Quality Improvement

At ONE, our commitment to exceptional service quality remains steadfast. Through a data-driven approach, we prioritize customer satisfaction by establishing global and regional Service Key Performance Indicators (KPIs) and developing strategies for continuous improvement.

ONE has presented our valued customers with an extensive range of digital tools, with ongoing efforts to develop a centralized data platform for tracking tool usage. This platform will enable us to evaluate effectiveness and identify areas for further enhancement. Our dedication to leveraging data-driven insights ensures that our services continuously evolve, delivering optimal customer satisfaction throughout their journey with ONE.

New Poland call in IBESCO

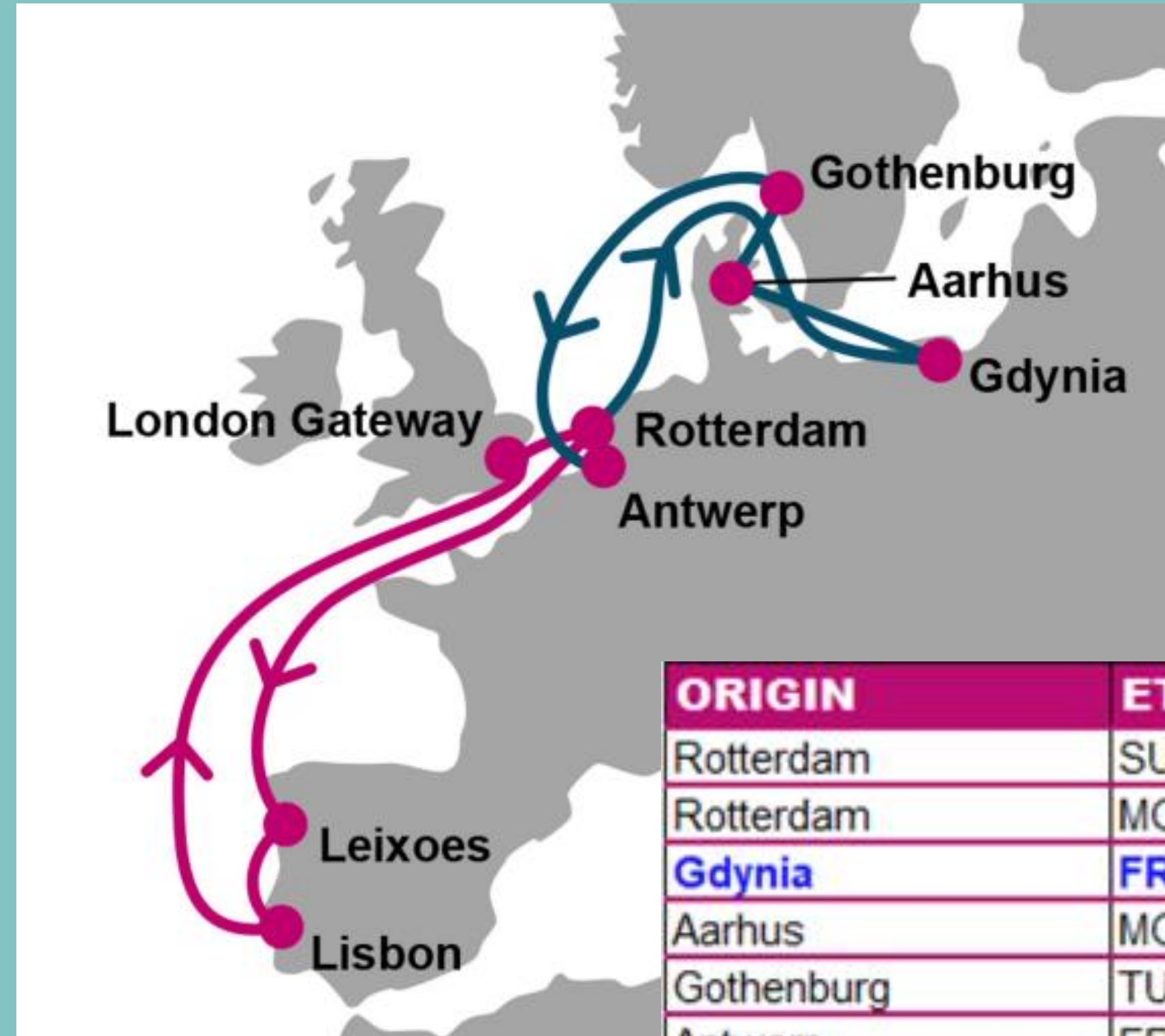
Port Rotation:

Rotterdam - Leixoes – Lisbon – London Gateway Port – Rotterdam – **Gdynia** – Aarhus – Gothenburg – Antwerp – Rotterdam

Frequency:

Weekly

The first sailing will commence with WES GESA 052N, departing Gdynia on 16th June 2023.



ORIGIN	ETA/ETD	TERMINAL
Rotterdam	SUN/MON	ECT Delta Terminal
Rotterdam	MON/TUE	Rotterdam World Gateway (RGW)
Gdynia	FRI/SAT	Gdynia Container Terminal S.A
Aarhus	MON/MON	APM Terminals Aarhus
Gothenburg	TUE/WED	APM Terminals Gothenburg
Antwerp	FRI/SAT	PSA Noordzee Terminal
Rotterdam	SUN/SUN	ECT Delta Terminal
Rotterdam	MON/MON	Rotterdam World Gateway (RWG)
Leixoes	SAT/SUN	Yilport Leixoes
Lisbon	MON/WED	Yilport Lisbon Sotagugs
London Gateway	SAT/SUN	DP World London Gateway Port
Rotterdam	SUN/MON	ECT Delta Terminal
Turnaround days:	28	

Halmstad (SEHAD) and Aalborg (DKAAL) calls have been added to SDS

The addition of the two ports will enhance ONE's coverage within the Europe region, providing customers with direct options between Sweden and Denmark, and Europe base ports.

Port Rotation:

Please refer to the new service rotation as follows

Frequency:

Weekly

New Ports to add:

SEHAD : Halmstad

DKAAL : Aalborg



SDS - Sweden Danish Service					
Origin	ETA/ETD	Origin	ETA/ETD	Origin	ETA/ETD
Schedule 1		Schedule 2		Schedule 3	
DEHAM	Sun-Sun	NLRTM	Fri-Sun	DEHAM	Mon-Wed
SEHEL	Tue-Tue	SEHEL	Tue-Tue	DEWVN	Wed-Wed
SEHAD	Wed-Wed	NLRTM	Wed-Sat	SEGOT	Fri-Fri
DEHAM	Sun-Sun			DEHAM	Mon-Wed
Turnaround Days : 7		Turnaround Days : 14		Turnaround Days : 7	

Origin	ETA/ETD	Origin	ETA/ETD	Origin	ETA/ETD	Origin	ETA/ETD
Schedule 4		Schedule 5		Schedule 6		Schedule 7	
BEANR	Tue-Tue	DEHAM	Sun-Tue	DEHAM	Fri-Mon	DEWVN	Sun-Mon
NLRTM	Tue-Thu	DEWVN	Wed-Wed	DKAAR	Tue-Tue	DEHAM	Mon-Wed
SEGOT	Sat-Sat	SEHEL	Fri-Fri	SEGOT	Wed-Wed	DKFRC	Thu-Thu
BEANR	Tue-Tue	DKCPH	Sat-Sat	DKAAL	Thu-Thu	DKAAR	Fri-Fri
		DEHAM	Sun-Tue	DEHAM	Fri-Mon	DEWVN	Sun-Mon
Turnaround Days : 7		Turnaround Days : 7		Turnaround Days : 7		Turnaround Days : 7	



Telematic Devices on Reefer Fleet

Ocean Network Express will install telematic devices on its reefer box fleet, marking a significant milestone in its digitalization strategy.

As refrigerated commodities are sensitive, ONE aims to provide customers with a comprehensive view of their cargo and optimize their operational decision-making using telematic devices. Such insights will enhance ONE's existing reefer solutions and ensure cargo is delivered in optimal condition.

The installation of telematic devices on ONE's reefer box fleet demonstrates the company's commitment to innovation and service excellence. As an industry leader, ONE strives to improve customer relationships by leveraging technology and digital transformation, which is essential for container shipping industry moving forward.



A bold step towards sustainable shipping with 24,000-TEU container ship “ONE INNOVATION”

“ONE INNOVATION”, the company's first ever 24000-TEU class Megamax, was successfully delivered at Kure Shipyard of Japan Marine United Corporation on 2 June 2023.

ONE INNOVATION, with a capacity up to 24,136 TEU, will bring economies of scale and significantly lower carbon emissions through a state-of-the-art hull design that maximizes cargo intake and minimizes fuel consumption. She is also the first of the six new Megamax vessels to join ONE's core fleet.





Disclosure of Scope 1 and 2 Emissions

ONE has released its emissions results for 2022. Emissions are reported for Scope 1, which are direct emissions produced by operating activities, and Scope 2, which are indirect emissions generated by the consumption of purchased energy in our offices. Cold ironing, in which a vessel shuts down its generator engines when berthed and connects to an onshore power supply, is also accounted for.

Emissions Category	2022
Scope 1 Emissions Intensity	41.50 gCO ₂ E/TEU-KM
Scope 1 Emissions from Fuel Consumption	9,388,797 tCO ₂
Scope 2 Emissions (Market-based)	10,599 tCO ₂
Scope 2 Emissions (Location-based)	10,549 tCO ₂

Our Scope 1 Emissions Intensity in 2022 was 41.50 gCO₂E/TEU-KM. The reduction is a significant improvement from the previous year (44.81 gCO₂E/TEU-KM, 7.39% decrease) and reflects ONE’s continuous efforts to roll out more operational and technical measures in partnership with stakeholders such as our shipowners, terminal and service providers.

More importantly, this is more than 50% reduction compared to 2008 levels, and we are on track to meet our target of 70% reduction (of Scope 1 Emissions Intensity) by 2030.

Our efforts to improve emissions intensity levels are ongoing through an increasingly efficient and upgraded fleet, as well as implementing operational improvements.

ONE's active environmental conservation efforts at Sister's Island Marine Park

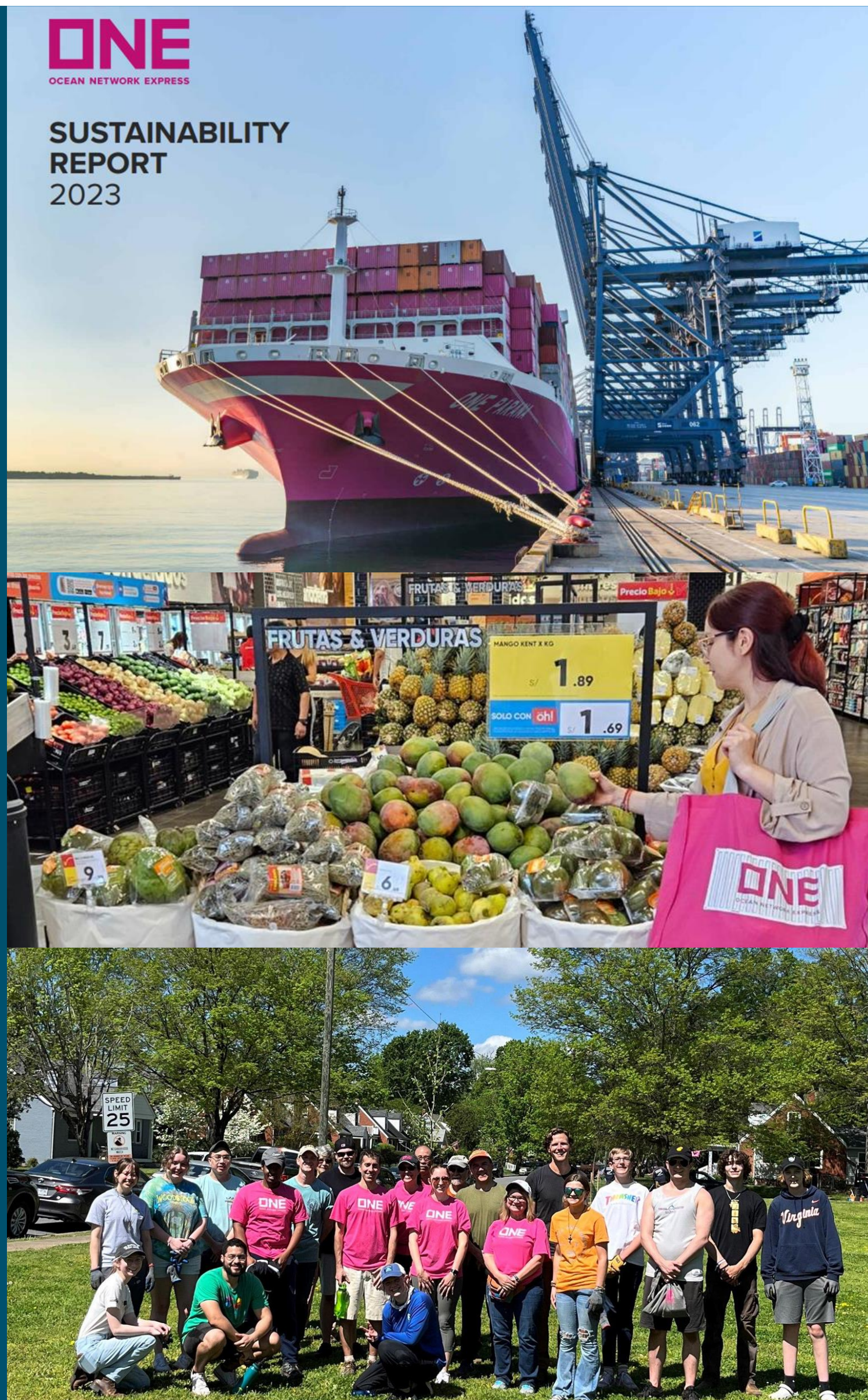
In June 2023, ONE donated \$1 million to NParks' registered charity and IPC, Garden City Fund, in support of the construction of a new 230-metre Ocean Network Express Forest Trail.

The trail will bring visitors through coastal habitats on Big Sister's Island, one of the islands within Sisters' Islands Marine Park in Singapore. As part of habitat enhancement, critically endangered coastal species will be planted in the area surrounding the trail which provides a refuge for birds.

ONE's Green Strategy, unveiled in March 2022, highlights active environmental conservation as one of its seven pillars. As a leading container shipping company, ONE strives to conserve our marine and coastal environment, the critical bedrock that supports life. ONE will continue to make waves through the continuous implementation of our Green Strategy.



Map of new enhancements at Big Sister's Island (Credit: NParks)



Global Initiatives

Sustainability Report 2023

ONE published its Sustainability Report 2023, highlighting further decarbonization efforts and operational excellence initiatives to propel towards Net-Zero 2050. Read more [here](#).

World Earth Day

ONE GHQ organized a global photography contest as a platform for employees to show how the myriad of little positive changes to our lifestyle can impact our planet. Winning entries included staff across our offices in Canada, Peru, Singapore, and the United States.

Complementary activities and campaigns were held in various local offices too:

- **France:** *Urban Gardening* – Installed a Weather Station and Greenhouse in the Marseille office
- **Japan:** *Action to Combat Marine Plastics Waste* – Distributed eco-bags to all employees to encourage more frequent use for shopping at convenience stores and bento shops
- **Portugal:** *Tree Planting* – In partnership with "Associação Florestal de Entre Douro e Vouga", restore damaged ecosystems and support reforestation efforts in the community
- **United States and Canada:** North America RHQ Earth Month Initiative

Down to Earth – In the leadup to Earth Day, employees donned jeans throughout the week in a mindful display of solidarity with each other to focus as ONE on our Earth.

ONE Tree Planted – Along with reforestation and clean-up efforts in their communities, employees were encouraged to participate in a fundraiser for "One Tree Planted", where a dollar donated plants a tree. ONE matched donations for every dollar raised in the April, planting a total of **9,288** trees.



CSR Activities across ONE's Global Offices

From the start of our operations in 2018, ONE has been involved in many CSR initiatives around the world. As a responsible and sustainable global company, we have given back to several local communities. Between April and June 2023, over **1950** employees have participated in various worthwhile causes.

Some highlights include:

- **GHQ Singapore:** In support of World Red Cross Day, employees were granted two hours of time off to encourage them to donate blood during office hours for the entire month of May
- **Brazil:** Contributed to the relief of landslide and flood victims in Manaus; donated packed lunches for the homeless in Sao Paulo; and completed a beach clean-up in Santos
- **Germany:** Sponsored the *Helga Cup* – World's largest women's regatta supporting Diversity, Equity and Inclusion
- **Japan:** Supported the Mission to Seafarers' Adventure Race in Japan
- **Korea:** Organized an eco-friendly dish soap making activity
- **OTS Singapore:** Coordinated a mangrove replanting expedition in Bintan
- **Pakistan:** Presented iftar with dinner to SOS Children's Village in Karachi
- **Philippines:** Facilitated literacy enhancement sessions for Grade 3 Students; and organized an e-waste collection drive
- **Poland:** Conducted the annual *ONE Terminal Run* at Gdynia, donating all proceeds to Cool-awi (people with disabilities) and local primary schools (installation of sensory room equipment)
- **Vietnam:** Participated in a hybrid cycling and tree planting event, engaging 160 employees from all three ONE VN offices



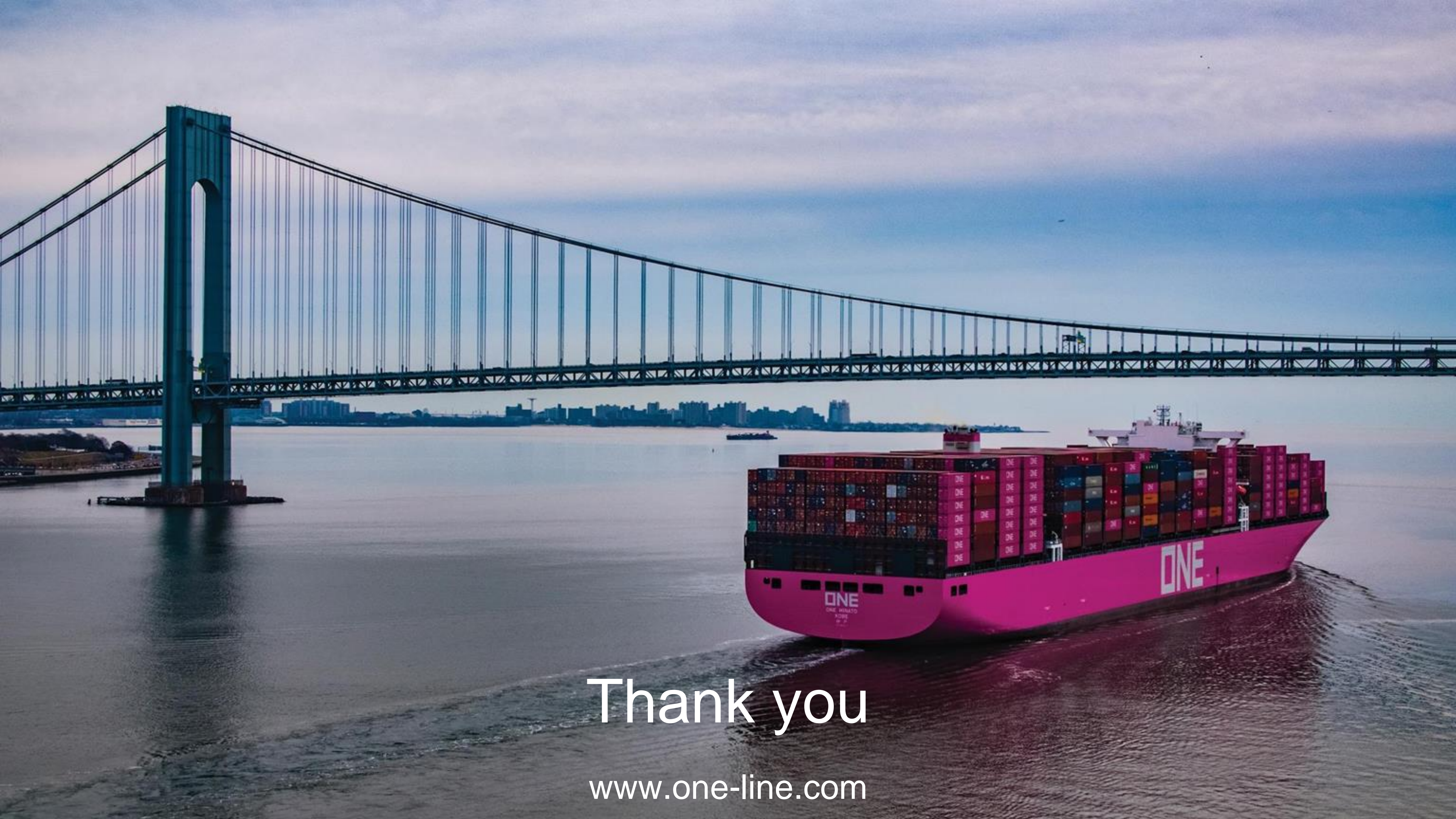
Ocean Network Express Penguin Cove

From the beginning of our operations in 2018, ONE has participated in many CSR initiatives around the world. In our role as a responsible and sustainable global company, we have contributed to several local communities. ONE is proud to sponsor the Ocean Network Express Penguin Cove at Bird Paradise, Singapore's new bird park by the Mandai Wildlife Group.

The 3,000m² facility houses two salt-water acrylic tanks, which are amongst the largest in the world. The habitat also features a lighting setup that mimics the day and night cycles of the Sub-Antarctic Falkland Islands, a key welfare enhancement for the birds and facilitates their breeding cycles.

This significant partnership with the Mandai Wildlife Group underscores ONE's commitment to marine life conservation and its ecosystems – a cause close to our hearts as a global shipping company.





Thank you

www.one-line.com