

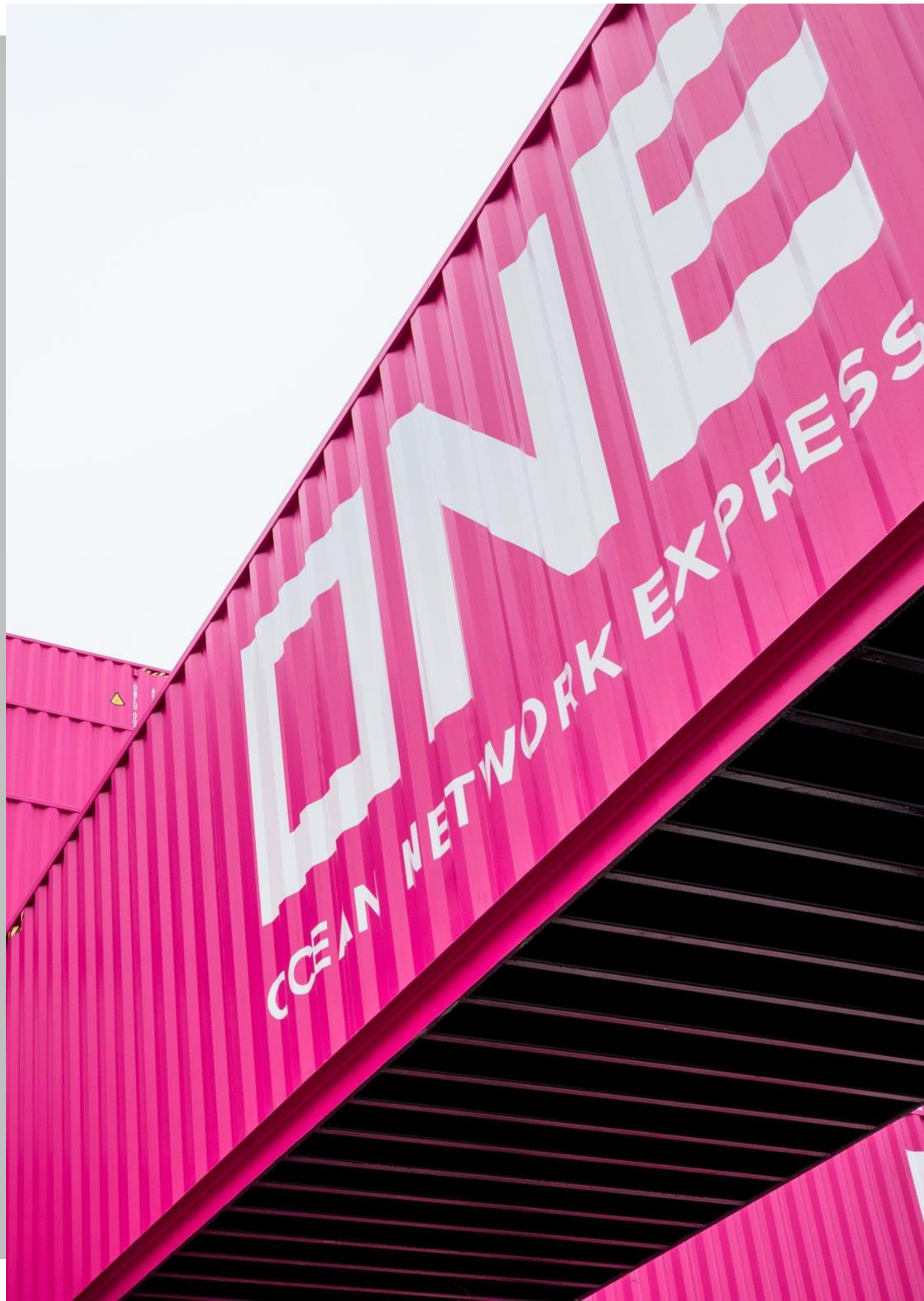
# ONE INITIATIVES

## FY2023 Q3



31, Jan 2024





1. **CEO's MESSAGE**
2. **OUR INITIATIVES FOR FY 2023 Q3**
3. **CUSTOMER SERVICE ORIENTED**
4. **OPERATIONAL EXCELLENCE**
5. **GREEN STRATEGY**
6. **SUSTAINABILITY IN ONE**



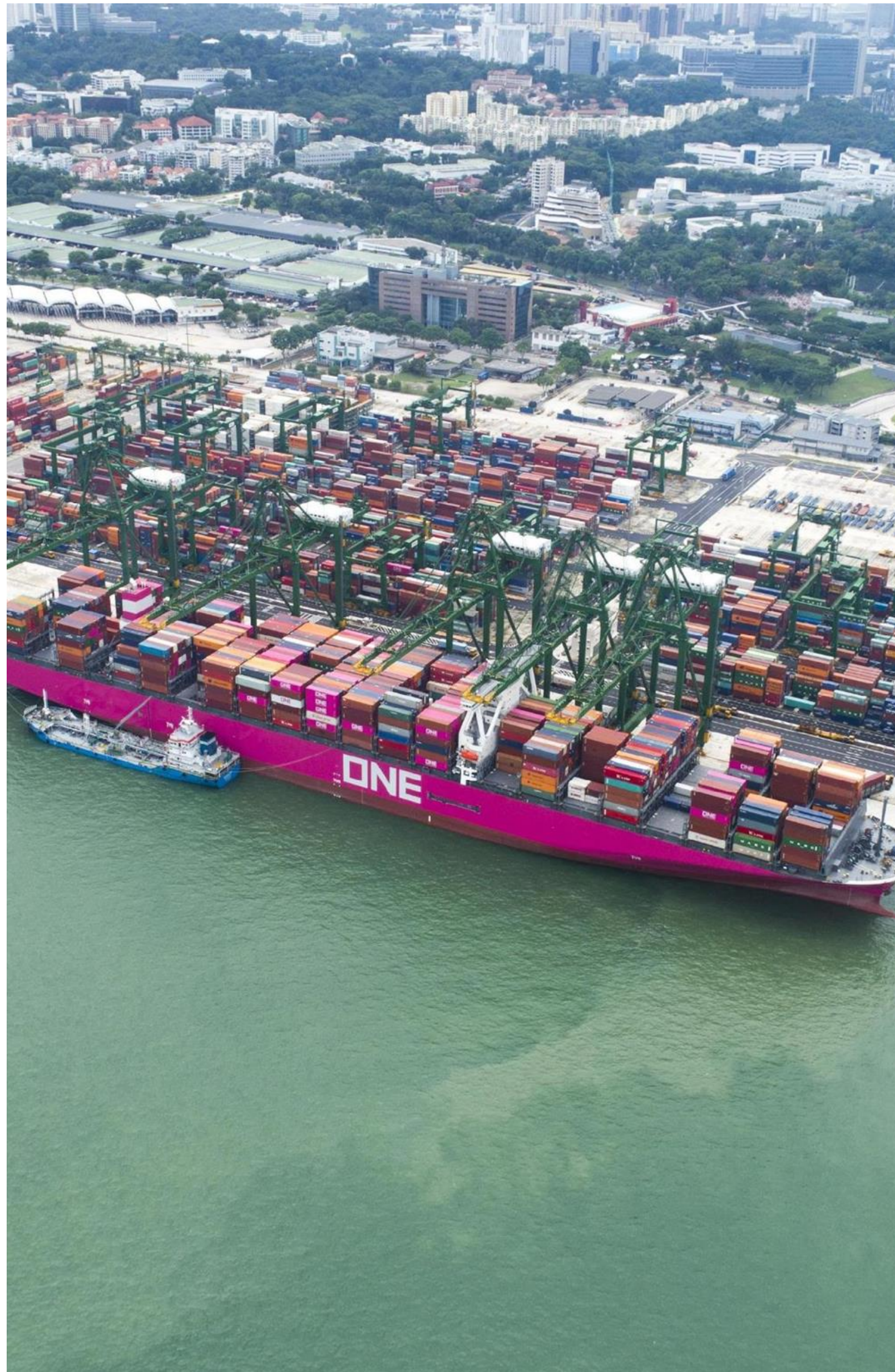
**Jeremy Nixon**  
Chief Executive Officer

## Market Developments

The economic outlook in North America and Europe is starting to look more encouraging due to the possibility of avoiding a hard economic landing in 2024. Consumer spending has also started to recover on an annualized growth comparison basis, which has led to some positive inventory restocking developments over the last quarter. The most dominant factor now impacting liner markets is the recent hostilities in the Middle East which has led to an industry pullback in Suez routing, and longer steaming diversions via the Cape of Good Hope. This will have a material impact on both transit times and the ability to maintain weekly sailing frequencies on the Asia-Europe and Asia-USEC trades over the next quarter. The regional political and military situation continues to be of concern, and we are monitoring developments very closely to minimize risks to our seafarers, customers' cargo and operational assets.

## Operational Considerations

In addition to the Red Sea, we are also closely monitoring developments at the Panama Canal, due to a prolonged drought. The water levels in Lake Gatun dropped to levels not seen since 1950. As we are now officially entering the dry season, the situation, unfortunately, is not expected to improve till much later in the year. In the meantime, we have had to divert some of our Asia - USEC services via the Suez Canal. However, in light of the latest Red Sea hostilities these services are now further compounded by diversions in the Cape of Good Hope.



Despite the unpredictability of the global supply chain, ONE is continuously working to strengthen its service coverage and networks. As of the end of December, all our six state-of-the-art 24,000 TEU vessels have been delivered and put into service on the Asia-Europe service. In 2024 we will continue to progressively deploy our ten 7,000 TEU widebeam newbuilds class. Additionally, we had finalized our investment in three container terminals in Los Angeles, Long Beach and the Port of Rotterdam last November. We have continued to enhance our reefer and dry container fleet with newbuilds on a quarter-by-quarter basis as well.

### **Sustainability**

ONE is working towards the introduction of the latest technology and fuel solutions to reduce greenhouse gas emissions. ONE formally announced its orders for new 13,000 TEU vessels equipped with methanol dual-fuel engines to be delivered in 2027. In addition, further research on developing zero emission vessels and technology will continue, along with the use of ammonia fuel. To create a level playing field for the industry in terms of fuel standards and carbon pricing, we will actively encourage and support the formulation of new IMO regulatory guidelines. This includes cross-industry collaboration through various entities such as, the Global Centre for Maritime Decarbonization in Singapore.

## 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.
- ONE has positioned green strategy as its one of the top management priorities and will continue to address industry challenges, including decarbonization.
- ONE will continue to enhance digitalization, operational efficiency, and risk management to further increase industry-leading profitability and safety, to achieve sustainable growth.

## Progress

### **Investment:**

- Three vessels, out of six long-term-chartered 24,000TEU vessels from SHOEI KISEN KAISHA LTD, were delivered and deployed in Asia-Europe trade. This completes the deployment of all six vessels (Nov - Dec).
- The delivery of one 15,000 TEU vessel and two 7,000 TEU vessels on long-term charter from Seaspan (Nov).
- Completed acquisition of TraPac LLC, Yusen Terminals LLC and Rotterdam World Gateway (Nov)
- Announced West India North America (WIN) service (Nov).
- Signed shipbuilding contract for twelve 13,000 TEU methanol dual-fueled vessels (Dec).

### **Environment:**

- Announced a new trial of wind propulsion devices in partnership with Econowind (Nov).

### **Safety:**

- Interactive loss prevention workshop with P&I clubs, insurance provider and broker (Nov)

Q3 2023

## ONE ECOMMERCE LATEST UPDATES

### e-Commerce

ONE eCommerce is excited to announce the launch of its enhanced Booking User Interface and features for pilot customers worldwide. Participants in the pilot program can now experience an upgraded method for submitting bookings.

Furthermore, ONE plans to progressively introduce these new booking features to all eCommerce customers, with the goal of a global launch by the end of March 2024.

#### Revamped Booking UI

- **Pattern Booking:** Your preference matters. eCommerce will display frequently used routes and cargo details, which will speed up the completion and submission of bookings.
- **Simplified Navigation:** Seamlessness is key. With the updated interface, you will be guided through an effortless booking process.
- **Responsive Design:** Consistency across devices. Whether you're using a computer, tablet, or smartphone, the responsive design ensures a cohesive eCommerce experience.



## e-Payment

Our e-Payment platform presently caters to customers in seven countries: Singapore, Hong Kong, Thailand, Indonesia, India, China, and Malaysia. We are committed to enhancing our online payment services to ensure a seamless experience for all customers. Looking ahead, we're excited to extend our services to Vietnam, Australia, Korea, Ghana, and the Ivory Coast by Q3 of 2024. Stay tuned for updates on our expansion as we aim to further enhance your payment experience.

## eBL

In tandem with our Go Green Sustainability efforts and the recently announced DCSA (Digital Container Shipping Association) initiative to convert all Original Bills of Lading to electronic Bills of Lading (eBL), ONE will be proactively engaging our customers to promote the adoption of this product. Through this initiative, customers will realize the benefits as early as possible. Since last year, ONE has been offering electronic bills of lading to our customers to simplify document handling for all stakeholders and reduce our carbon footprint. To achieve 100% adoption by 2030, we plan to ensure steady year-on-year increases in the issuance of eBL. We encourage our valuable customers to speak with their local ONE representative for more details as we look forward to partnering with you and all other stakeholders on this important initiative. More details can be found [here](#)!

## Service Quality Improvement

As part of ONE's commitment to enhancing Customer Experience, we are continuously improving our chat service. Whether it is an amendment to a booking or a vessel position, our Customer Care Agents are available at the click of button to respond to your questions, all in a matter of seconds.

We have recently launched a revamped Chat Menu in selected countries. The new menu allows for more intuitive navigation and faster contact with our Customer Care agents. This new menu will be progressively extended to other countries.

ONE targets an optimal combination of live chat agents and chatbots to tailor-make the right mix to answer our customers' questions promptly. This chat strategy enables us to provide customers with the fastest and most efficient access to information/services that they need.

In 2023, ONE launched a Detention & Demurrage chatbot that has been widely adopted across the globe. We will soon be releasing the Exchange Rate chatbot, which will be available to all customers. We look forward to hearing all your feedback and suggestions as we work to provide you with the best customer experience.





## WIN service – India’s West Coast – the United States East Coast

**New West India North America (WIN) service which connects India’s west coast and the United States east coast to further enhance ONE’s services in the India subcontinental market.**

### Port Rotation:

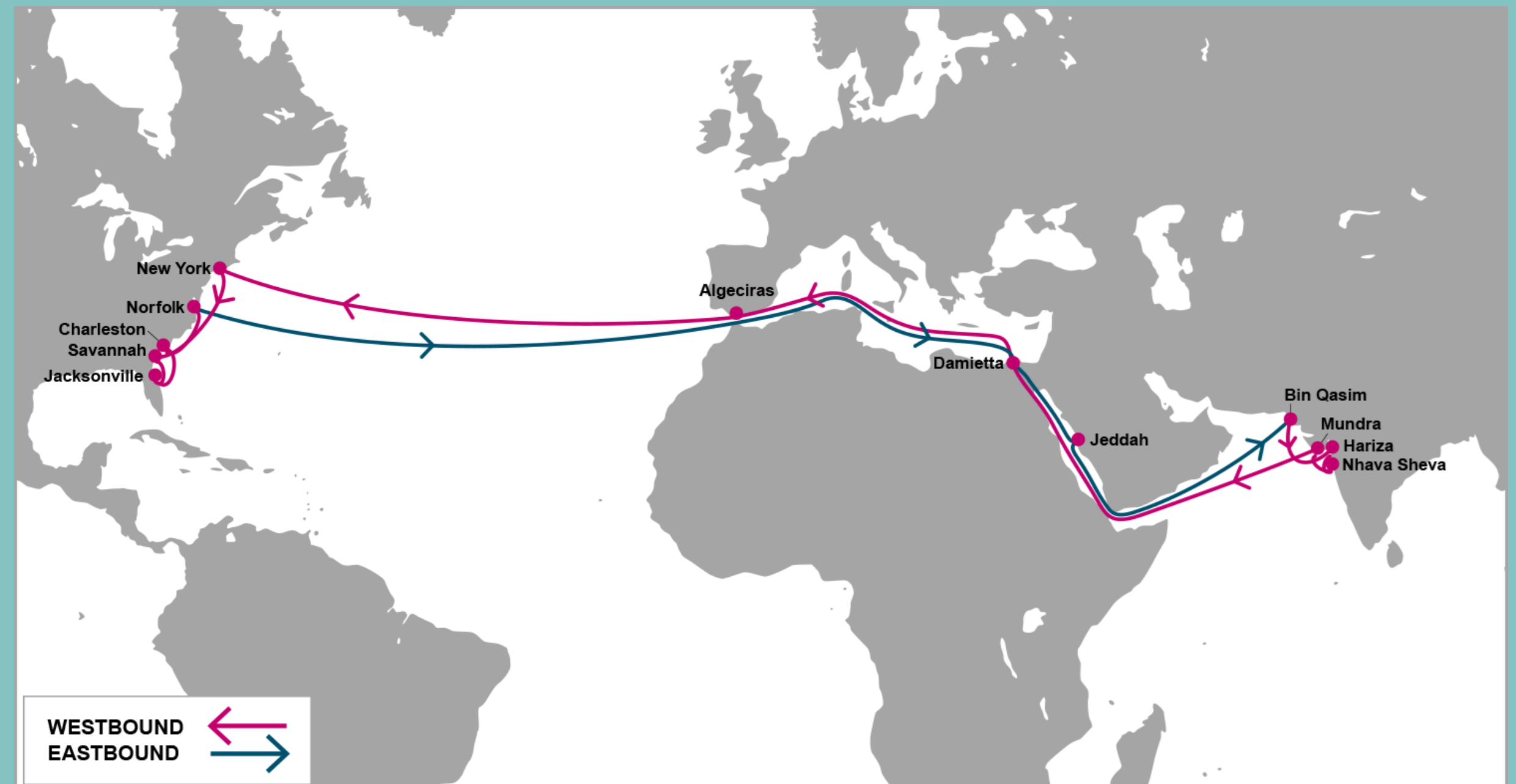
Bin Qasim – Hazira – Nhava Sheva – Mundra –  
Damietta – Algeciras – New York – Savannah –  
Jacksonville – Charleston – Norfolk – Damietta  
– Jeddah – Bin Qasim

### Frequency:

The first sailing will commence from Bin Qasim with estimated date in May 2024.

(details to be announced separately)

Details can be found [here](#)



## ELT service – Egypt – Lebanon – Turkey

**New Egypt Lebanon Turkey service (ELT). This new service will offer customers an enhanced coverage in the European region and offers a direct connection between from Damietta to Beirut, Lebanon and Iskenderun, Turkey.**

**Port Rotation:**

Damietta - Beirut - Iskenderun - Damietta

**Frequency:**

Weekly

The first sailing will commence from Damietta

6th January 2024

Details can be found [here](#)



## SIG service – Southeast Asia – India – Gulf

**New Southeast Asia to India and Gulf (SIG), a new service provides our customers with more frequency and comprehensive connections to and from India West Coast and Middle East.**

### Port Rotation:

Singapore - Nhava Sheva - Mundra - Dammam - Jebel

Ali - Cochin - Colombo - Singapore

### Frequency:

Weekly

The first sailing commenced start from Singapore on

16th November, 2023

Details can be found [here](#)



## TSX service – Thailand – Singapore

**New Thailand Singapore Express Service (TSX).** This new dedicated shuttle service offers customers a fast transit times between Thailand and Singapore as well as excellent connections and transit times for cargo moving along the Asia Europe Trade.

**Port Rotation:**

Laem Chabang - Singapore – Laem Chabang

**Frequency:**

Weekly

The first sailing commenced from Laem Chabang on 14th November 2023.

Details can be found [here](#)



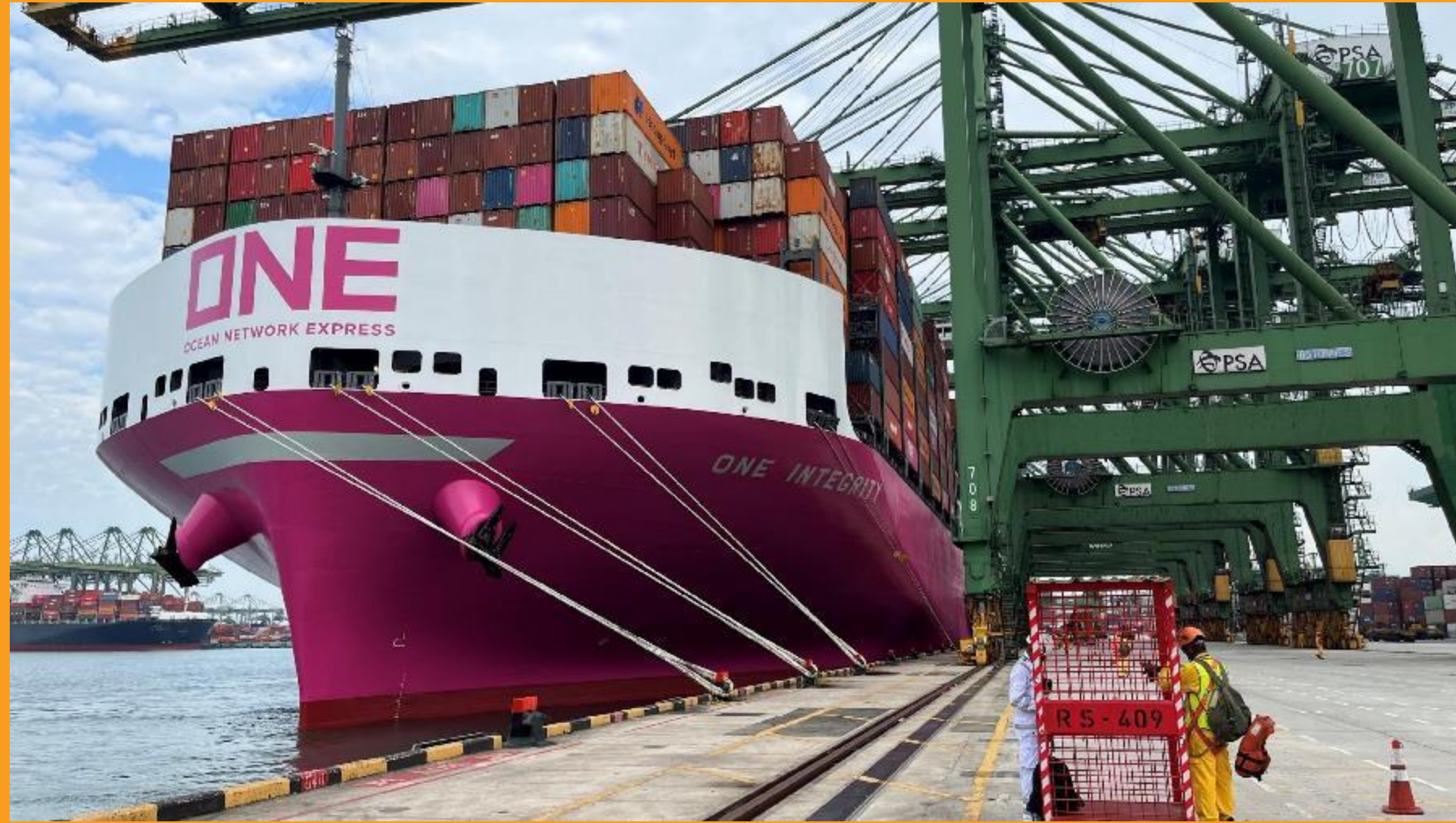
## Terminal Acquisition in NA and Europe

ONE obtained all necessary regulatory approvals and completed its acquisition of a 51% stake in each of TraPac LLC (“TraPac”) and Yusen Terminals LLC (“YTI”), and a 20% stake in Rotterdam World Gateway (RWG).

In addition to strengthening ONE's presence in the global supply chain, these acquisitions safeguard its access to terminal capacity in key and strategic gateways, support its growth ambitions, and enhance its service offerings to customers.

These acquisitions are part ONE's midterm strategy to continuously invest in its operations. Container terminals are a critical link in the supply chain with the unique ability to cushion the impact of operating disruptions. ONE will leverage these terminals to help customers manage supply chain disruptions and improve service quality. In addition, these assets will enable ONE to deliver a faster and more reliable service to all our customers.

With the completion of these three acquisitions, ONE has established a strong presence in three key strategic locations: the US West Coast (Trapac, YTI), North Europe (RWG), and South East Asia (Magenta Singapore Terminal).



## Upgrades of ONE Fleet ongoing

ONE welcomed 6 newbuilt ships to the operating fleet during the Q3 of FY2023.

- ONE INGENUITY 24,136TEU built at Imabari Shipbuilding (Marugame)
- ONE INSPIRATION 24,136TEU built at Japan Marine United (Kure)
- ONE INTELLIGENCE 24,136TEU Built at Imabari Shipbuilding (Saijo)
  
- ONE FANTASTIC 15,516TEU built at Hudong-Zhonghua Shipbuilding
  
- ONE READINESS 7,000TEU built at Shanghai Waigaoqiao Shipbuilding
- ONE REASSURANCE 7,000TEU built at Shanghai Waigaoqiao Shipbuilding

With their newer design and higher performance, these ships are expected to boost operational excellence for ONE.



## e-BDN Adoption Trial

ONE is accelerating its digitalisation efforts with the latest successful trial with Shell along with support from the Maritime and Port Authority of Singapore (MPA), for the adoption of the electronic Bunker Delivery Note (e-BDN).

The e-BDN trial, using the digital bunkering solution developed by Angsana Technology, was conducted on 9 September 2023 at the Port of Singapore. The cargo officer and surveyor completed the bunkering documents electronically on ONE Truth.



ONE has previously conducted several rounds of e-BDN trials with partners. At the MEPC80 session in July 2023, the International Maritime Organization (IMO) approved the acceptance of bunker delivery notes (BDNs) in both hard copy and digital formats, provided they meet the relevant requirements of MARPOL Annex VI.

The e-BDN trial by ONE and Shell also comes ahead of MPA's launch of its digital bunkering initiative. The initiative to implement electronic bunkering processes and documentations from 1 November 2023 is expected to save about 39,000 man-days per year for the bunker industry.

## ONE Embarks On Wind Propulsion Trial For A Sustainable Marine Future



ONE announce the launch of a new trial aimed at unlocking the potential of wind propulsion as a sustainable solution for the maritime industry. We're installing two containerized wind assist devices, known as VentoFoil containers, on the MV Kalamazoo.

The VentoFoil, which resemble airplane wings, are designed to harness wind energy, resulting in a significant reduction in fuel consumption and greenhouse gas emissions. Each VentoFoil is equipped with smart suction system that optimise airflow and maximize thrust and has the potential to generate up to 400kW of power, reducing fuel consumption by 5%. They are fully automatic, adjust for wind speed and direction, and can be started from the ship bridge.

This trial with Econowind is an important step forward in our efforts to explore innovative and sustainable solutions for the maritime industry.

**MAGENTA**  
**GOES GREEN**



## Global Initiatives

### Going Pink as ONE for Breast Cancer Awareness Month

To commemorate Breast Cancer Awareness Month in October, over 900 Magentians around the world participated in various activities, from bake sales and fundraisers to Pink Ribbon Walks.

### #SpreadingcheerasONE for the Holiday Season

ONE offices around the world continued our annual tradition of doing good during the holiday season through our flagship #spreadingcheerasONE campaign. Partnering with various organizations, Magentians volunteered their time to bring joy to communities around them.

Highlights of this campaign:

- **GHQ Singapore:** Collaborated with **PSA Singapore** to bring joy to patients at *Oasis@Outram Day Hospice* through arts and craft, a festive lunch and singing Christmas carols.
- **China:** Baked cookies alongside young adults with intellectual disabilities from *Amity Foundation*.
- **Ecuador:** Magentians got together for an afternoon of bowling and fun with the children of *Fundación Juconi*, which aims to prevent family violence and care for children and families affected by it.
- **Portugal:** Held a sustainable Christmas market with the proceeds donated to *Bagos Duoro*, supporting the education of children and youth in the region.
- **The Philippines:** Visited and donated essential items to *Bahay Aruga*, a free shelter for paediatric cancer patients
- **United States:** Volunteered in the *Rake Up Cladwell* event to help the elderly and disabled clear leaves from their property and clean up their yard.





## CSR Activities across ONE's Global Offices

From the start of our operations in 2018, ONE has been involved in a wide range of CSR initiatives around the world. In line with being a responsible and sustainable global company, we have given back to several local communities. From October to December 2023, more than **3310** employees have participated in various worthwhile causes.

### Noteworthy Initiatives and Events:

- **GHQ Singapore:** ONE was recognised as a Gold Partner for SG Cares Giving Week 2023. Alongside **PSA Singapore**, bento meals were delivered to beneficiaries from *St Luke's ElderCare*, *HCA Hospice* and *The Haven*. This year, ONE continued to support the *CareCornerSG SCC*, delivering joy through craft kits and goodie bags.
- **Australia:** Conducted a mental health awareness session with a speaker from *Beyond Blue* in support of World Mental Health Day 2023.
- **China:** Visited and provided essential food and nutrition in support of *Training Base of Guide Dogs of China*.
- **Japan:** Supported a Japanese NGO "*The Volunteers Group to Send Wheelchairs to Overseas Children*" in the cleaning and refurbishing of wheelchairs for their beneficiaries.
- **Kenya:** Donated essential items to the *Calvary Zion Children's Home*.
- **Mexico:** Magentians in Mexico collected 97kg of plastic caps for recycling with *Banco de Tapitas A.C.*, which supports care programs for children diagnosed with cancer.
- **The Netherlands:** Supported the welfare of seafarers through donations to *ISC the Bridge*.
- **Worldwide:** Donation drives were held in ONE offices where Magentians donated food and other items to support organisations including *Idaho food bank*, *Mississauga Food Banks*, *Les Restaurants du Coeur*, *Toys for Tots* and *The Salvation Army*.

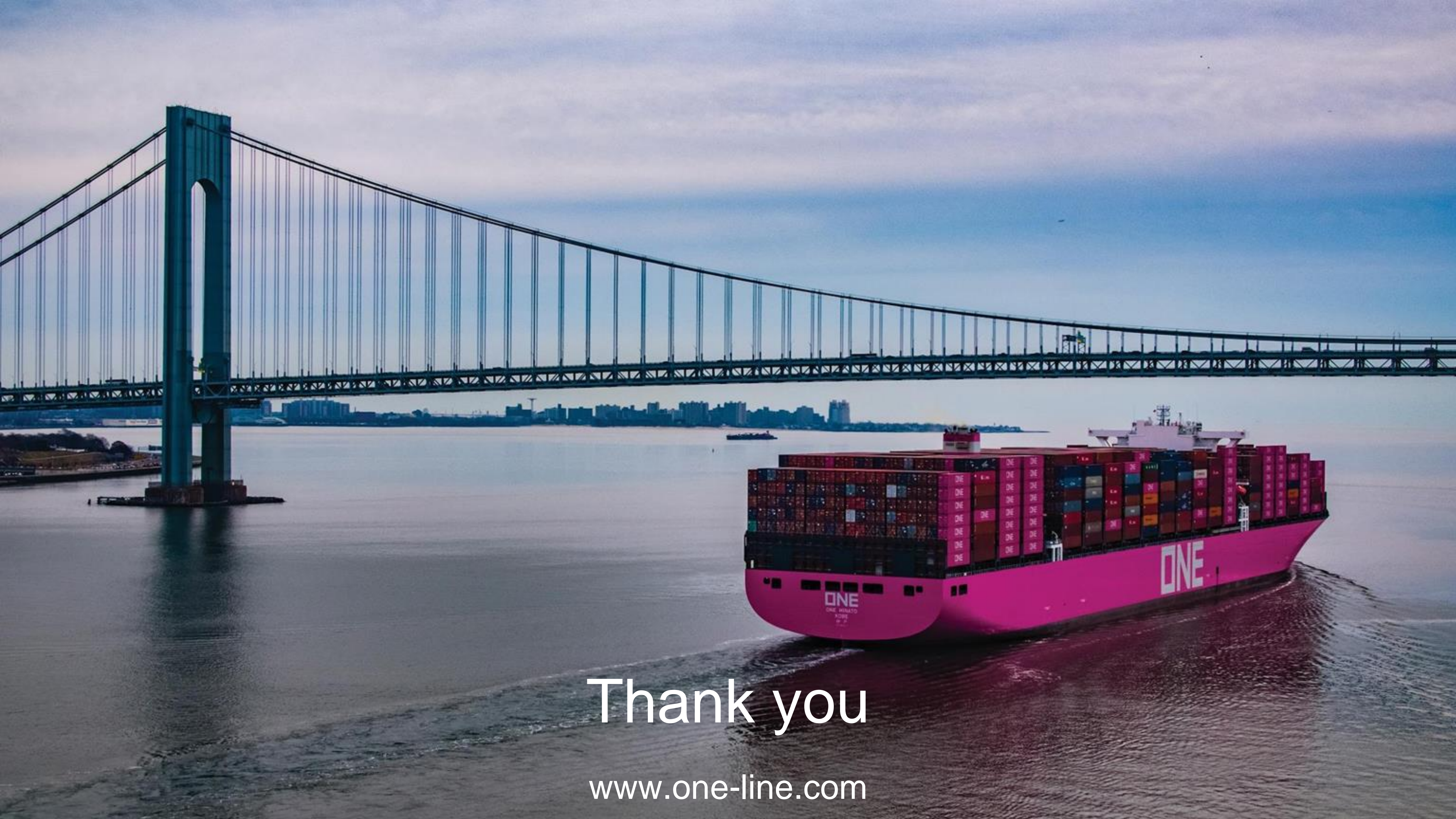


## Ocean Network Express is a proud recipient of the Heritage Tree dedication by NParks Singapore

A Heritage Tree was dedicated to ONE in recognition of our support for the National Parks Board’s project at Sisters’ Islands Marine Park. Desmond Lee, Singapore’s Minister for National Development, presented a framed picture of the Pink Mempat (*Cratoxylum formosum*) tree to Koshiro Wake, Senior Vice President of Corporate Strategy and Sustainability on 25 November 2023. The *Pink Mempat* tree, native to Southeast Asia and commonly found in Singapore, is known for its delicate pink blossoms and vibrant new foliage.

*“The Heritage Tree is a representation of hope and resilience, embodying the enduring beauty of nature and the importance of protecting our green spaces. Today, Ocean Network Express is honoured to receive this dedication of a Pink Mempat Heritage Tree, whose delicate pink petals echo our Magenta corporate colours, making it a cherished symbol close to our hearts.” Koshiro Wake said. “As our Heritage Tree grows and flourishes, I hope it will serve as a constant reminder of the significance of sustainability and environmental stewardship, inspiring others to join us in making our community a more liveable place for all.”*

ONE humbly accepts this dedication, as a testament of our sustained partnership and commitment to safeguarding the environment in the local communities where we operate.



Thank you

[www.one-line.com](http://www.one-line.com)