

2019  
Edition



Ro-Ro  
performance  
indicators

2018





The RO-RO shipping offers are constantly developing at the Port of Le Havre. They are regularly updated and can be looked at via the search engine of HAROPA Liner Shipping Services <http://lmr.havre-port.net/>



# SHIPPING indicators

## Shipping performance

Sources		2017	2018	Change
HAROPA - Port of Le Havre	Number of vehicles handled at the Port of Le Havre	370,000	366,000 <sup>1</sup>	↘
HAROPA - Port of Le Havre – Harbour Master's office	Number of calls by Ro-Ro ships	458	477	↗
HAROPA - Port of Le Havre	Number of ports connected by Ro-Ro liner shipping services	146	150	↗
HAROPA - Port of Le Havre	Number of weekly commercial offers	132	155	↗
HAROPA - Port of Le Havre – Harbour Master's office	Availability rate of the lock Francois 1 <sup>er</sup> <sup>3</sup>	95.5%	96.1% <sup>2</sup>	↗

<sup>1</sup> sea and land

<sup>2</sup>Including works on the lock

<sup>3</sup> The lock is reserved for Ro-Ro vessels (and tankers) containerships excepted.



# SHIPPING indicators

## Performance of the services to ships

### Sources

*HAROPA - Port  
of Le Havre -  
Harbour Master's  
office*

*HAROPA - Port  
of Le Havre -  
Harbour Master's  
office*

*Piloting Service*

*Mooring service*

*Towing service*

Percentage of Ro-Ro vessels waiting  
less than 1 hour on the roadstead

Average berth access time (from  
pilot coming on board to berthing)

Pilotage: compliance rate of pilot  
boarding schedules  
(à +/- 5 min)

Mooring: compliance rate of  
schedules

Towage: compliance rate of tug  
availability schedules (within 15 min)

2017

75.2%

2h17

98%

98.6%

99.8%

2018

58.71%

2h19

98%

98.6%

99.8%

Change





# ON-SHORE indicators

## Service quality

### Sources

Logisticians of the Ro-Ro terminal of the Port of Le Havre

Auditing of the compliance with the yard specifications and the ECG Quality Manual

\* Target rate defined by manufacturers: 95% of compliance

2017

96%

2018

97.3%

Change



## Management of the compounds

HAROPA - Port of Le Havre

Percentage of compounds with 'flexi-modularity' management<sup>3</sup>

100%

100%



HAROPA - Port of Le Havre

Cleaning and maintenance of the compounds: compliance with the contracts<sup>4</sup>

100%

100%



### An efficient and collaborative terminal

Creation of a Best Practices guide for the Ro-Ro activity of HAROPA - Port of Le Havre drawn up with all the stakeholders of the Ro-Ro trade (October 2016) for more efficiency and faster handling operations.

<sup>3</sup> Following rules of management:

Surface Compounds occupied → Surface Compounds invoiced  
Not occupied and returned surface Compounds → Not invoiced surface Compounds

<sup>4</sup> Common planning HAROPA - Port of Le Havre/logisticians

# ON-SHORE indicators

## Security

Sources		2017	2018	Change
HAROPA - Port of Le Havre	Compliance with the ISO 28 000 certification	100%	100%	→
HAROPA - Port of Le Havre	Number of on-oath and armed port security officers	135	135	→
HAROPA - Port of Le Havre	Patrols carried out by 4 security officers, Contractual compliance of the 3 patrols per day + random patrols	100%	100%	→
HAROPA - Port of Le Havre	Compliance with the initial and continuing training programmes for the port security officers who are on-oath and armed	100%	100%	→



Port certified ISO 28 000 (2010); 1<sup>st</sup> port in Europe and 2<sup>nd</sup> port in the world to be certified (renewed in October 2018)

# ON-SHORE indicators

## Customs

### Sources

Customs – SOGET module

Tracking of vehicles by the VIN number (traceability per vehicle)

2017  
100%

2018  
100%



Customs - Import

Average time for customs clearance of vehicles on import

2017  
15 min

2018  
15 min



### THE CUSTOMS ESSENTIALS IN 2018

Customs - Import

Automatic and instant return of proof-of-export tax documents

2017  
100%

2018  
100%



Customs - Import

e-processing

2017  
100%

2018  
100%



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