

March 27<sup>th</sup>, 2020,

HAROPA teams and all port companies remain fully mobilized to ensure the continuity of the various essential services for the treatment of ships and the transit of goods through our ports.

**All services at Port of Le Havre, Rouen & Paris are operational today. You can find all our publications and those of our partners on our website: <https://www.haropaports.com/en/covid-19-update>**

You will find below the updated detailed situation on **March 27, 2020**:

PORTS AND SERVICES		STATUS	COMMENTS	
PORT OF LE HAVRE	Nautical Access	-	Operational	
	Services to ships	Piloting	Operational	
		Mooring	Operational	
		Towing	Operational	
	Container Terminals	All terminals	Operational	
	Roro Terminals	All terminals	Operational	
	Bulk Cargo Terminals	All terminals	Operational	
	Conventional Terminals	All terminals	Operational	
	Multimodal Terminal	LHTE	Operational	
	Empty containers depot	All depots	operational	Opening Hours depot PROGECO LE HAVRE : 08H00 - 12H00 & 13H00 - 16H00
	Freight Forwarding and Logistics	-	Operational	
	Train Services	-	Operational	
	River Services	-	Operational	
	Port road Haulage	-	Operational	
	Road Transport (out of Port)	Transport Companies	Operational	Re-opening of trucks drivers resting areas and additional spaces on Robust Terminal (with toilets and showers) <a href="https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html">https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html</a>
Customs	-	Operational	Note to operators - To fight against COVID-19 spread, exemption of customs duties and taxes on sanitary equipment import.	
Control services (Phyto & Vet)	-	Operational		
CCS (Cargo Community System)	Soget S-ONE	Operational	Opening hours 8:30 am-12:00pm and 1:30 pm-6:30pm ; Use <a href="https://helpdesk.soget.fr">https://helpdesk.soget.fr</a> for your support request	

<b>PORT OF ROUEN</b>	Nautical Access	-	<b>Operational</b>	
	Services to ships	Piloting	<b>Operational</b>	
		Mooring	<b>Operational</b>	
		Towing	<b>Operational</b>	
	Container Terminals	All terminals	<b>Operational</b>	
	Roro Terminals	All terminals	<b>Operational</b>	
	Conventional Terminals	All terminals	<b>Operational</b>	
	Empty containers depot	-	<b>operational</b>	Opening Hours depot PROGECO ROUEN : 08H00 - 12H00 & 13H00 - 16H00
	Freight Forwarding and Logistics	-	<b>Operational</b>	
	Train Services	-	<b>Operational</b>	
	River services	-	<b>Operational</b>	
	Road Transport	-	<b>Operational</b>	Re-opening of trucks drivers resting areas and Senalia opens a free space with 2 showers, toilets, microwave and coffee on Robust terminal in Rouen <a href="https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html">https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html</a>
	Customs	-	<b>Operational</b>	Note to operators - To fight against COVID-19 spread, exemption of customs duties and taxes on sanitary equipment import.
CCS (Cargo Community System)	ASPIC / UPR	<b>Operational</b>	Use <a href="mailto:assistance@uprouen.org">assistance@uprouen.org</a> for your support request	

<b>PORTS OF PARIS</b>	PTSA Gennevilliers	Container Terminal	<b>Operational</b>	
	TDS Bonneuil	Container Terminal	<b>Operational</b>	
	TDS Limay	Container Terminal	<b>Operational</b>	
	Train Services	-	<b>Operational</b>	
	Other Ports of Paris	-	<b>Operational</b>	
	Road Transport	-	<b>Operational</b>	Re-opening of trucks drivers resting areas <a href="https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html">https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html</a>
	CCS Paris	Soget S-ONE	<b>Operational</b>	Opening hours 8:30 am-12:00pm and 1:30 pm-6:30pm ; Use <a href="https://helpdesk.soget.fr">https://helpdesk.soget.fr</a> for your support request
	Customs Paris	-	<b>Operational</b>	Note to operators - To fight against COVID-19 spread, exemption of customs duties and taxes on sanitary equipment import.

The 3 ports of HAROPA have decided to postpone the payment dates for all rent domains for the next coming months. Thus, the payment of all terms between March 1st and June 30th is postponed to July 10th, 2020. The accounting officers of the three ports are available for all clients to study all the specific financial situations linked to the current crisis. To contact them:

Port of Le Havre: [jean-christophe.hubert@havre-port.fr](mailto:jean-christophe.hubert@havre-port.fr)

Port of Rouen: [dfi@rouen.port.fr](mailto:dfi@rouen.port.fr)

Ports of Paris: [dominique.clequin@paris-ports.fr](mailto:dominique.clequin@paris-ports.fr)

For any further request, your usual contacts can be contacted either by email or by phone call on their mobile phones. Our reception standards also remain available in order to transfer incoming calls to the parties concerned:

Port of Le Havre: +33 (0)2 32 74 74 00

Port of Rouen: +33 (0)2 35 52 54 56

Ports of Paris: +33 (0)1 40 58 29 99

You can also contact our customer service by email ([customer.service@haropaports.com](mailto:customer.service@haropaports.com)) who will take care of your request within 24 hours.