

March 26th, 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>

We remind you that for any S-ONE support request, you can use SOGET Helpdesk:

<https://helpdesk.sogef.fr>

Opening hours 8:30am -12:00pm & 1:30 pm - 6:30pm

You will find below the updated detailed situation on **March 26, 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	Working hours : please contact your usual depot for more information
	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) https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html
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 https://helpdesk.sogef.fr for your support request	

PORT OF ROUEN	Nautical Access	-	Operational	
	Services to ships	Piloting	Operational	
		Mooring	Operational	
		Towing	Operational	
	Container Terminals	All terminals	Operational	
	Roro Terminals	All terminals	Operational	
	Conventional Terminals	All terminals	Operational	
	Freight Forwarding and Logistics	-	Operational	
	Train Services	-	Operational	
	River services	-	Operational	
	Road Transport	-	Operational	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 https://www.bison-fute.gouv.fr/ouverture-des-aires-et-des-centres,11195.html
	Customs	-	Operational	Note to operators - To fight against COVID-19 spread, exemption of customs duties and taxes on sanitary equipment import.
CCS (Cargo Community System)	Soget S-ONE	Operational	Opening hours 8:30 am-12:00pm and 1:30 pm-6:30pm ; Use https://helpdesk.soget.fr for your support request	

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

We remind you that 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

Port of Rouen: dfi@rouen.port.fr

Ports of Paris: 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. We remind you of their number:

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) who will take care of your request within 24 hours.