

March 18th 2020,

Faced with the evolution of COVID-19, the French President has decided to apply measures to contain the population for a period of 2 weeks renewable.

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

We have launched our Business Continuity Plans (BCPs) and set up crisis cells with all port services. We are carrying out a daily full situation report with the various companies responsible for your operations.

You will find below the updated situation on March 18, 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	
	Freight Forwarding and Logistics	-	Operational	
	Train Services	-	Operational	
	River Services	-	Operational	Reduction of the hours on the large gauge from March 17th : Temporary modification of the navigation hours (New hours: from 8h to 18h)
	Port road Haulage	Dockers	Operational	
	Road Transport (out of Port)	Transport Companies	Operational	
	Customs	-	Operational	
Control services (Phyto & Vet)	-	Operational		
CCS (Cargo Community System)	Soget S-ONE	Operational	SOGET offers to its customers free of charge a cyber-secured solution to access all digital services «at home»	

PORT OF ROUEN	Nautical Access	-	Operational	
	Services to ships	Piloting	Operational	
			Operational	
		Towing	Operational	
			Operational	
	Remorquage		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	Reduction of the hours on the large gauge: Temporary modification of the navigation hours (New hours: from 8h to 18h)
	Road Transport	-	Operational	
Customs	-	Operational		
CCS (Cargo Community System)	Soget S-ONE	Operational	SOGET offers to its customers free of charge a cyber-secured solution to access all its digital services «at home»	

PORTS OF PARIS	PTSA Gennevilliers	Container Terminal	Operational	Reduction of navigation times on VNF locks which impact traffic to Paris terminals
	TDS Bonneuil	Container Terminal	Operational	
	TDS Limay	Container Terminal	Operational	
	Other Ports of Paris	-	Operational	
	CCS Paris	Soget S-ONE	Operational	SOGET offers to its customers free of charge a cyber-secured solution to access all digital services «at home»
	Customs Paris	-	Operational	

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.