

Monday March 16th, 2020

Faced with the COVID-19 pandemic, the French government has taken important health measures on March 12 with the aim of limiting the spread of the virus as much as possible in the overall territory. They consist in avoiding contacts between people as much as possible.

The ports operations remains fully operational at that time (Harbour master office, ships services, stevedores, rail and river services, information systems... etc.). Control measures and work organizations of the different operating companies have been adapted to guarantee the services.

Ports of Le Havre, Rouen and Paris have engaged measures preserving the health of its employees while favoring the continuation of operational activities for its customers and partners. We have for that:

- Reviewed the organization of our operational teams on the field in order to avoid contact between employees as much as possible;
- Postponed port events and visits which are not absolutely necessary;
- Decided to use the work at home for the majority of our staff;
- Decided to use conference call or video conference as a priority to ensure our meetings. All our visitors will also be asked to encourage this mode of communication.

Your usual contacts can therefore be reached either by email or by phone on their mobile. Our reception standards also remain operational in order to transfer incoming calls to the people concerned. We remind you 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 charge of your request within 24 hours:

This situation could however evolve depending on the new measures that could be taken by the French Government. This is why we will keep you informed regularly of the situation on our ports that may affect your activity.