

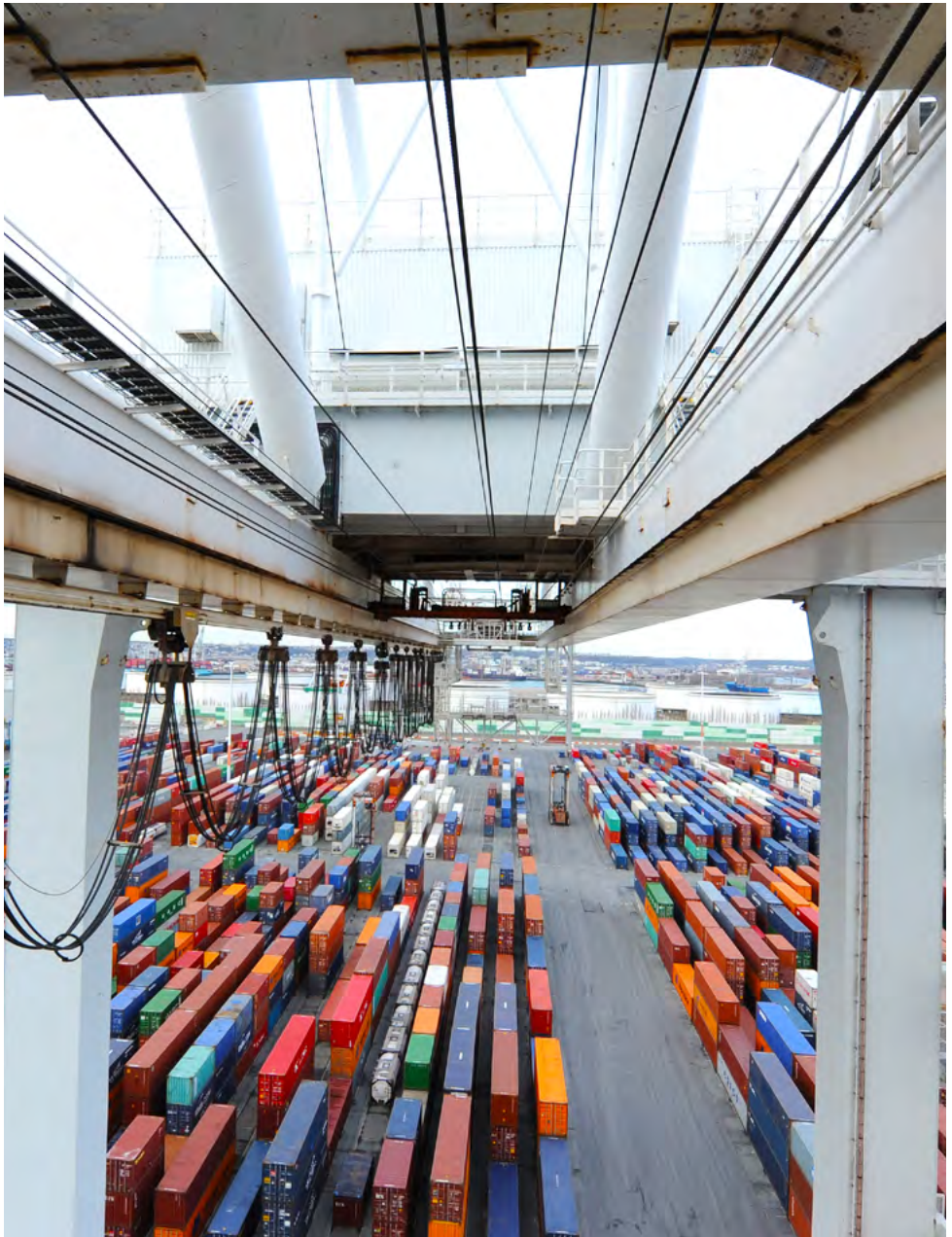
2022 Edition



# 2021

Performance  
indicators

**2021:** following the sanitary crisis and the global economic recovery, supply chains have been deeply disrupted by the growth of the global demand. As a response, all actors of our port communities actively mobilized.





## Shipping performances

## LE HAVRE

### Shipping indicators

		2020	2021		
Sources	Port of Le Havre	Total number of containership port calls	<b>1,913</b>	<b>1,844</b>	↘
	Port of Le Havre	Number of port calls by ultra-large ships (>10,000 TEUs)	<b>320</b>	<b>256</b>	↘
	Port of Le Havre	Average number of TEUs handled per day	<b>6,438</b>	<b>8,270</b>	↗
	Port of Le Havre	Number of ports connected to the Port of Le Havre with regular lines	<b>630</b>	<b>609</b>	↘
	Port of Le Havre	Average number of weekly commercial shipping services	<b>3,195</b>	<b>2,847</b>	↘

### Services to ships

Sources	Port of Le Havre	Average berth access time (from pilot coming on board to berthing)	<b>1h35</b>	<b>1h38</b>	→
	Piloting	Compliance rate of pilot boarding schedule (+/- 5 min)	<b>97.9%</b>	<b>97.7%</b>	→
	Mooring	Compliance rate of boating schedules (moorings, casting-off & shifting)	<b>99.8%</b>	<b>99.8%</b>	→
	Towing	Compliance rate of tug availability schedule (within 15 min)	<b>99.7%</b>	<b>99.8%</b>	↗
	Port of Le Havre	Port call satisfaction rate*	<b>97%</b>	<b>97%</b>	→

\* Survey conducted every two years to agents after their port calls

## Ship accommodation ISO 9001 Quality Certified



HARBOUR MASTER'S OFFICE  
PORT OF LE HAVRE



MOORING  
LE HAVRE



PILOTING LE HAVRE



TOWING LE HAVRE



## Shipping performances

# ROUEN

### Shipping indicators

		2020	2021		
Sources	Port of Rouen	Number of ports connected to the Port of Rouen with regular lines	417	427	↗
	Port of Rouen	Average number of weekly commercial shipping services	1,237	1,158	↘
	Port of Rouen	Number of containerships (all types)	201	190	↘

### Services to ships

Sources	Piloting	Rate of tides served	99.7%	99.6%	→
	Mooring	Compliance rate of schedules	100%	100%	→
	Towing	Customers' satisfaction rate	99.75%	99.8%	→



MOORING ROUEN



PILOTING ROUEN



TOWING ROUEN



HARBOUR MASTER'S  
OFFICE PORT OF ROUEN





## Performance indicators for goods in transit

**LE HAVRE**

### My KPIs

Find on HAROPA and SOGET websites the dynamic module My KPIs - S)ONE exclusive decision help tool.

First digital experience in the European ports environment.

- ✓ Dynamic measure of the performance of goods in transit in the port and of the whole supply chain
- ✓ Average port performance
- ✓ Individual performance of your company

Monthly performances of containerized logistics flows with:

- Logistics, administrative and commercial milestones for imports and exports
- Mass mode / road / river / rail
- Number of containers handled: dry / reefer / dangerous
- Reliable and secured data provided by S)ONE Port Community System

Find out My KPIs on:

# By road



	2020	2021	
<b>IMPORT</b> <small>Source: SOGET</small>			
Lead-time to send ship manifests to Customs (in anticipation, before ship arrival)	<b>5.42 days</b>	<b>8.15 days</b>	↗
Lead-time to obtain gate-out authorization ('BAS' in French)	<b>2.39 days</b>	<b>2.72 days</b>	↘
Average gate-out time of a container: time between the container being 'tallied at quay' (VAQ in French) and its effective exit from the terminal	<b>4.87 days</b>	<b>5.75 days</b>	↘

<b>EXPORT</b> <small>Source: SOGET</small>			
Lead-time between the entry of the container in the terminal ('CRE' in French) and its being 'loaded on board' ('VAB') (in anticipation)	<b>6.18 days</b>	<b>7.43 days</b>	↗
Lead-time between the container Customs formalities ('BAE') and its being 'loaded on board' ('VAB') (in anticipation)	<b>4.86 days</b>	<b>4.32 days</b>	↘

## GLOSSARY

- BAS :** Gate-out authorization
- VAQ :** Tallied at quay
- CRE :** Container gate-in (terminal)
- VAB :** Tallied on board
- BAE :** Customs facilities ok



## Performance indicators for goods in transit

# LE HAVRE

### By rail



	2020	2021	
<b>IMPORT</b> <small>Source: SOGET</small>			
Lead-time to send ship manifests to Customs (in anticipation, before ship arrival)	<b>5.23 days</b>	<b>4.06 days</b>	↘
Lead-time to obtain gate-out authorization ('BAS' in French)	<b>2.50 days</b>	<b>1.54 days</b>	↗
Average gate-out time of a container: time between the container being 'tallied at quay' ('VAQ' in French) and its effective exit from the terminal	<b>4.14 days</b>	<b>4.99 days</b>	↘

### EXPORT Source: SOGET

Lead-time between the 'CRE' and the 'VAB' (in anticipation)	<b>7.07 days</b>	<b>8.96 days</b>	↗
Lead-time between the 'BAE' and the 'VAB' (in anticipation)	<b>5.20 days</b>	<b>5.12 days</b>	↘





# By river

	2020	2021	
<b>IMPORT</b> <small>Source: SOGET</small>			
Lead-time to send ship manifests to Customs (in anticipation, before ship arrival)	<b>4.56 days</b>	<b>5.26 days</b>	↗
Lead-time to obtain gate-out authorization ('BAS' in French)	<b>3.01 days</b>	<b>3.31 days</b>	↘
Average gate-out time of a container: time between the container being 'tallied at quay' ('VAQ' in French) and its effective exit from the terminal	<b>4.50 days</b>	<b>6.18 days</b>	↘

	2020	2021	
<b>EXPORT</b> <small>Source: SOGET</small>			
Lead-time between the 'CRE' and the 'VAB' (in anticipation)	<b>5.01 days</b>	<b>5.63 days</b>	↗
Lead-time between the 'BAE' and the 'VAB' (in anticipation)	<b>4.49 days</b>	<b>7.15 days</b>	↗



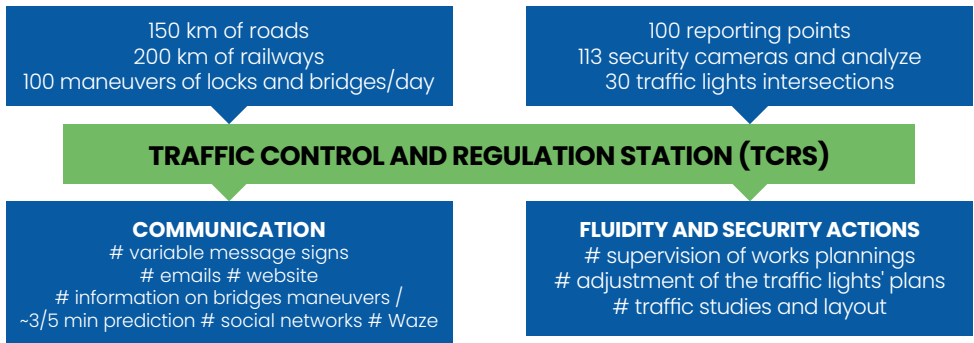


## On-shore performance indicators

## LE HAVRE

		2020	2021		
<b>Mass mode</b>					
<b>Sources</b>	Port of Le Havre	Share of the consolidated traffic all modes together	<b>17.4%</b>	<b>15.1%</b>	↘
	Port of Le Havre	Including share of rail consolidated traffic	<b>3.9%</b>	<b>4%</b>	↗
	Port of Le Havre	Including share of river consolidated traffic	<b>9.3%</b>	<b>7.9%</b>	↘
	Port of Le Havre	Including share of consolidated traffic by feeder with the French ports of the English Channel/Atlantic (including Bordeaux, Saint Nazaire, Bayonne,...)	<b>4.2%</b>	<b>3.2%</b>	↘

### THE ESSENTIALS OF ON-SHORE NETWORK - 2021



	A29 motorway / Pont de Normandie Logistics Park	A29 motorway / North Terminals	A29 motorway / Port 2000 Terminals	Bridge 7 / Port 2000 Terminals	Pont de Normandie Logistics Park / Port 2000 Terminals
Fluidity of the port road network (average access time to the container terminals from the motorway network)	<b>2 minutes</b>	<b>9 minutes</b>	<b>8 minutes</b>	<b>9 minutes</b>	<b>13 minutes</b>
Distance	<b>1.1 km</b>	<b>7.1 km</b>	<b>7.2 km</b>	<b>4.9 km</b>	<b>11.2 km</b>

Source: Mappy

# Customs and health performances

## National & local

		2020	2021		
Sources	Customs	Rate of goods cleared through customs without any physical inspection	<b>99%</b>	<b>99%</b>	→
	Customs	Average customs clearance time	<b>2 min 26</b>	<b>2 min 12</b>	↗
	SIVEP* Le Havre	Acceptance rate for commodities of animal origin (BIF & DEP)	<b>99.54%</b>	<b>97.2%</b>	↘
	SIVEP* Le Havre	Acceptance rate for commodities of plant origin (CEP)	<b>99.28%</b>	<b>97.7%</b>	↘

\* Phytosanitary and Veterinary Inspection Service (SIVEP in French)



### THE ESSENTIALS OF CUSTOMS - 2021

Customs	Lead-time for obtaining an export tax voucher	<b>Automatic instantaneous</b>
Customs	Rate of paperless customs declarations	<b>100%</b>
Customs	Customs clearance of commodities with Delt@	<b>24/7</b>
Customs	1,856 authorized economic operator (AEO) companies	<b>2<sup>nd</sup> European range</b>



# RO-RO



# Shipping performances

## LE HAVRE

		2020	2021		
<b>Shipping indicators</b>					
<b>Sources</b>	Port of Le Havre	Number of vehicules handled at the Port of Le Havre	<b>291,789</b>	<b>326,643</b>	↗
	Port of Le Havre	Number of calls by Ro-Ro ships	<b>279</b>	<b>305</b>	↗
	Port of Le Havre	Number of ports connected by Ro-Ro liner shipping services	<b>163</b>	<b>164</b>	↗
	Port of Le Havre	Number of weekly commercial offers	<b>151</b>	<b>160</b>	↗

## Services to ships

<b>Sources</b>	Piloting	Compliance rate of pilot boarding schedules (+/- 5 min)	<b>98.6%</b>	<b>98.3%</b>	→
	Mooring	Compliance rate of boating schedules (moorings, casting-off & shifting)	<b>99.8%</b>	<b>99.8%</b>	→
	Towing	Compliance rate of tug availability schedule (within 15 min)	<b>99.7%</b>	<b>99.8%</b>	↗

## Ship accomodation ISO 9001 Quality Certified



HARBOUR MASTER'S OFFICE  
PORT OF LE HAVRE



MOORING  
LE HAVRE



PILOTING LE HAVRE



TOWING LE HAVRE



**RO-RO**



# On-shore performances

## LE HAVRE

### THE ESSENTIALS OF RO-RO TERMINAL - 2021

Port of Le Havre	Terminal surface area	<b>102 hectares</b>
Port of Le Havre	Compounds with 'flexi-modularity' management <sup>1</sup>	<b>100%</b>
Port of Le Havre	Extension project	<b>40 hectares</b>
Port of Le Havre	Imports/exports maritime flows breakdown	<b>67% / 33%</b>



### 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 for more efficiency and faster handling operations.





## On-shore performances

## LE HAVRE

### THE ESSENTIALS OF SECURITY - 2021

Port of Le Havre	Compliance with the ISO 28 000 certification
Port of Le Havre	140 on-oath and armed port security officers
Port of Le Havre	Patrols carried out by 4 security officers, Contractual compliance of the 3 patrols per day + random patrols
Port of Le Havre	Compliance with the initial and continuing training programmes for the port security officers who are on-oath and armed



**Port certified ISO 28 000 (since 2010)**  
1<sup>st</sup> port in Europe and 2<sup>nd</sup> port in the world to be certified  
(renewed in January 2022)



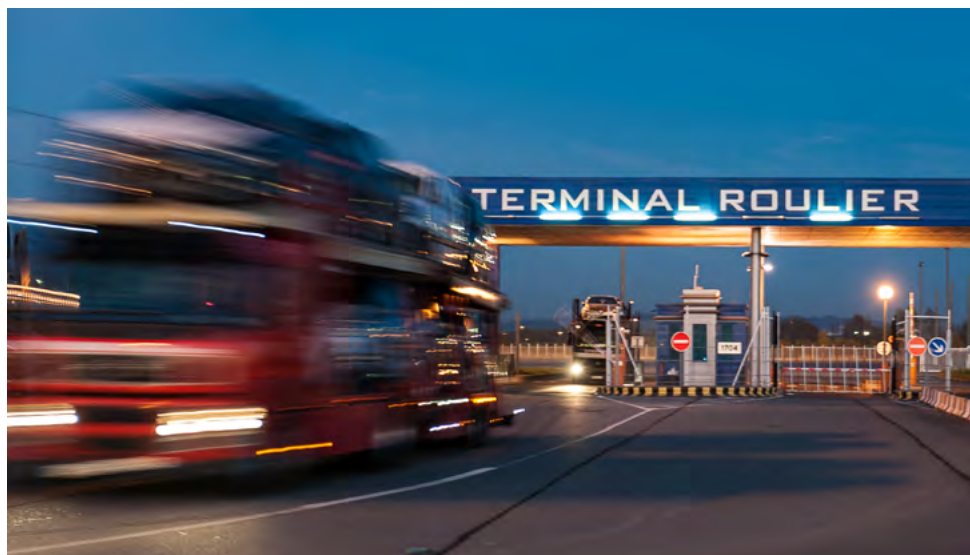


# On-shore performances

## LE HAVRE

### Customs - Import

		2020	2021		
Sources	Customs - SOGET Module	Tracking of vehicles by the VIN number (traceability per vehicle)	100%	100%	↗
	Customs - Imports	Average time for customs clearance of vehicles on import	15 min	15 min	↗



### THE CUSTOMS ESSENTIALS - 2021

Douane - Exports	Automatic and instant return of proof-of-export tax documents	100%
Douane - Exports	e-processing	100%



## Shipping performances

# ROUEN

**New:** bulk performances

**2020**  
(from July 2019 to  
June 2020\*)

**2021**  
(from July 2020  
to June 2021\*)

### Shipping indicators

		2020 (from July 2019 to June 2020*)	2021 (from July 2020 to June 2021*)		
<b>Sources</b>	Port of Rouen	Total number of ships that loaded cereals	<b>398</b>	<b>280</b>	↘
	Port of Rouen	Number of large-tonnage vessels whose volume > 80,000 m <sup>3</sup>	<b>38</b>	<b>52</b>	↗
	Port of Rouen	Average cereals tonnage loaded per ship	<b>24,812 t</b>	<b>23,286 t</b>	↘

\* Cereal season period

### Services to ships

		2020 (from July 2019 to June 2020*)	2021 (from July 2020 to June 2021*)		
<b>Sources</b>	Piloting	Rate of tides served	<b>99.7%</b>	<b>99.6%</b>	→
	Mooring	Compliance rate of schedules	<b>100%</b>	<b>100%</b>	→
	Towing	Customers' satisfaction rate	<b>99.75%</b>	<b>99.8%</b>	→



MOORING ROUEN



PILOTING ROUEN



TOWING ROUEN



HARBOUR MASTER'S  
OFFICE PORT OF ROUEN

# On-shore performances

## ROUEN

### Mass modes

		2020 (from July 2019 to June 2020*)	2021 (from July 2020 to June 2021*)		
Sources	Port of Rouen	Part of the consolidated traffic all modes together	<b>34.1%</b>	<b>32%</b>	↘
	Port of Rouen	Including share of river consolidated traffic	<b>27.1%</b>	<b>23.4%</b>	↘
	Port of Rouen	Including share of rail consolidated traffic	<b>7%</b>	<b>8.6%</b>	↗

\* Cereals season period





# 2021

## Performance indicators

### CONTACT

Tél : +33(0)2 32 74 72 01

[marketingharopa@haropaport.com](mailto:marketingharopa@haropaport.com)

---

[www.haropaport.com](http://www.haropaport.com)