

2021 Edition



# 2020

Performance  
indicators

**SEINEPORT  
UNION**  
PARIS - ROUEN - LE HAVRE

  
**HAROPA  
PORT**  
Le Havre  
Rouen  
Paris

**2020:** performances punctuated by economic and sanitary turmoil, but also marked by the strong mobilization of the supply chain players for a 100% operational port complex.





## Shipping performances

## LE HAVRE

### Shipping indicators

		2019	2020		
Sources	Port of Le Havre	Total number of containership port calls	<b>2,173</b>	<b>1,913</b>	↘
	Port of Le Havre	Number of port calls by ultra-large ships (>10,000 TEUs)	<b>434</b>	<b>320</b>	↘
	Port of Le Havre	Average number of TEUs handled per day	<b>7,734</b>	<b>6,471</b>	↘
	Port of Le Havre	Number of ports connected to the Port of Le Havre with regular lines	<b>637</b>	<b>630</b>	→
	Port of Le Havre	Average number of weekly commercial shipping services	<b>3,232</b>	<b>3,195</b>	→

### Services to ships

Sources	Port of Le Havre	Average berth access time (from pilot coming on board to berthing)	<b>1h39</b>	<b>1h35</b>	↗
	Piloting	Compliance rate of pilot boarding schedule (+/- 5 min)	<b>98%</b>	<b>97.9%</b>	↗
	Mooring	Compliance rate of boating schedules (moorings, casting-off & shifting)	<b>98.6%</b>	<b>99.8%</b>	↗
	Towing	Compliance rate of tug availability schedule (within 15 min)	<b>99.8%</b>	<b>99.7%</b>	↗
	Port of Le Havre	Port call satisfaction rate*	<b>-</b>	<b>97%</b>	↗

\* Survey conducted to agents after their port calls

## Ship accommodation ISO 9001 Quality Certified



HARBOUR MASTER'S OFFICE  
PORT OF LE HAVRE



MOORING  
LE HAVRE



PILOTING TOWING  
LE HAVRE



## Shipping performances

### ROUEN

### Shipping indicators

		2019	2020		
Sources	Port of Rouen	Number of ports connected to the Port of Rouen with regular lines	457	417	↘
	Port of Rouen	Average number of weekly commercial shipping services	1,276	1,237	→
	Port of Rouen	Number of containerships (all types)	202	201	→

### Services to ships

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



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



	2019*	2020	
<b>IMPORT</b> Source: SOGET			
Lead-time to send ship manifests to Customs (in anticipation, before ship arrival)	<b>5.62 days</b>	<b>5.42 days</b>	➔
Lead-time for payment of fees to the shipping company (in anticipation, before ship arrival)	<b>2.10 days</b>	<b>1.48 day</b>	➔
Lead-time to obtain gate-out authorization	<b>2.02 days</b>	<b>2.39 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>4.36 days</b>	<b>4.87 days</b>	⬇️

	2019*	2020	
<b>EXPORT</b> Source: SOGET			
Lead-time between the entry of the container in the terminal ('CRE' in French) and its being 'loaded on board' ('VAB') (in anticipation)	<b>5.44 days</b>	<b>6.18 days</b>	⬆️
Lead-time between the container Customs formalities ('BAE') and its being 'loaded on board' ('VAB') (in anticipation)	<b>4.21 days</b>	<b>4.86 days</b>	⬆️

\* Change in the reference period: full year

## GLOSSARY

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



## Performance indicators for goods in transit

# LE HAVRE

### By rail



#### IMPORT Source: SOGET

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

2019\*

2020

**3.85 days**

**4.14 days**



#### EXPORT Source: SOGET

Lead-time between the 'CRE' and the 'VAB' (in anticipation)

**5.93 days**

**7.07 days**



Lead-time between the 'BAE' and the 'VAB' (in anticipation)

**4.38 days**

**5.20 days**



\* Change in the reference period: full year





# By river

	2019*	2020	
<b>IMPORT</b> <small>Source: SOGET</small>			
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>4.28 days</b>	<b>4.50 days</b>	↓

	2019*	2020	
<b>EXPORT</b> <small>Source: SOGET</small>			
Lead-time between the 'CRE' and the 'VAB' (in anticipation)	<b>4.57 days</b>	<b>5.01 days</b>	↗
Lead-time between the 'BAE' and the 'VAB' (in anticipation)	<b>4.00 days</b>	<b>4.49 days</b>	↗

\* Change in the reference period: full year





## On-shore performance indicators

## LE HAVRE

		2019	2020		
<b>Mass mode</b>					
<b>Sources</b>	Port of Le Havre	Share of the consolidated traffic all modes together	<b>17.8%</b>	<b>17.1%</b>	→
	Port of Le Havre	Including share of rail consolidated traffic	<b>4.4%</b>	<b>3.8%</b>	↘
	Port of Le Havre	Including share of river consolidated traffic	<b>9.5%</b>	<b>9.2%</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>3.9%</b>	<b>4.1%</b>	↗

## THE ESSENTIALS OF ROAD TRANSPORT - 2020

150 km of roads  
200 km of railways  
100 maneuvers of locks and bridges/day

100 reporting points  
60 security cameras and analyze  
30 traffic lights intersections

### TRAFFIC CONTROL AND REGULATION STATION (TCRS)

#### COMMUNICATION

# variable message signs  
# emails # website  
# information on bridges maneuvers /  
-3/5 min prediction # social networks # Waze

#### FLUIDITY AND SECURITY ACTIONS

# supervision of works plans  
# adjustment of the traffic lights' plans  
# traffic studies and layout

	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

		2019	2020		
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 28</b>	<b>2 min 26</b>	↗
	Customs	Share of AEO-approved port professionals	<b>84%</b>	<b>84%</b>	↗
	SIVEP* Le Havre	Acceptance rate for commodities of animal origin (BIF & DEP)	<b>98.93%</b>	<b>99.54%</b>	↗
	SIVEP* Le Havre	Acceptance rate for commodities of plant origin (CEP)	<b>99.65%</b>	<b>99.28%</b>	↗

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



### THE ESSENTIALS OF CUSTOMS – 2020

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>
World Bank	'Doing Business' list drawn up by the World Bank: Rank of French Customs Authorities according to the criterion 'Trading across borders'	<b>1<sup>st</sup></b>



**RO-RO**



# Shipping performances

## LE HAVRE

		2019	2020		
<b>Shipping indicators</b>					
<b>Sources</b>	Port of Le Havre	Number of vehicules handled at the Port of Le Havre	<b>355,000</b>	<b>291,789</b>	↘
	Port of Le Havre	Number of calls by Ro-Ro ships	<b>378</b>	<b>279</b>	↘
	Port of Le Havre	Number of ports connected by Ro-Ro liner shipping services	<b>133</b>	<b>163</b>	↗
	Port of Le Havre	Number of weekly commercial offers	<b>154</b>	<b>151</b>	↗

### Services to ships

<b>Sources</b>	Piloting	Compliance rate of pilot boarding schedules (+/- 5 min)	<b>99.5%</b>	<b>98.6%</b>	↗
	Mooring	Compliance rate of boating schedules (moorings, casting-off & shifting)	<b>98.6%</b>	<b>99.8%</b>	↗
	Towing	Compliance rate of tug availability schedule (within 15 min)	<b>99.8%</b>	<b>99.7%</b>	↗



**RO-RO**



# On-shore performances

## LE HAVRE

### Service quality - logistics

		2019	2020	
<b>Sources</b>	Logisticians of the Ro-Ro terminal of the Port of Le Havre	93.5%	-	-
	Auditing of the compliance with the yard specifications and the ECG Quality Manuel			

\* Target rate defined by manufacturers: 95% of compliance

### Service quality - infrastructures

<b>Sources</b>	Port of Le Havre	Percentage of compounds with 'flexi-modularity' management <sup>1</sup>	100%	100%	↗
	Port of Le Havre	Cleaning and maintenance of the compounds: compliance with the contracts <sup>2</sup>	100%	100%	↗

<sup>1</sup> Following rules of management:

Surface compounds occupied → Surface compounds invoiced

Non occupied and returned compounds → Not invoiced surface compounds

<sup>2</sup> Common planning HAROPA - Port of Le Havre/logisticians



## 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 – 2020

Port of Le Havre	Compliance with the ISO 28 000 certification	<b>100%</b>
Port of Le Havre	Number of on-oath and armed port security officers	<b>140</b>
Port of Le Havre	Patrols carried out by 4 security officers, Contractual compliance of the 3 patrols per day + random patrols	<b>100%</b>
Port of Le Havre	Compliance with the initial and continuing training programmes for the port security officers who are on-oath and armed	<b>100%</b>



### Port certified ISO 28 000 (2010)

1<sup>st</sup> port in Europe and 2<sup>nd</sup> port in the world to be certified  
(renewed in October 2018)





# On-shore performances

## LE HAVRE

		2019	2020		
<b>Customs - Import</b>					
<b>Sources</b>	Customs - SOGET Module	Tracking of vehicles by the VIN number (traceability per vehicle)	<b>100%</b>	<b>100%</b>	↗
	Customs - Imports	Average time for customs clearance of vehicles on import	<b>15 min</b>	<b>15 min</b>	↗



### THE CUSTOMS ESSENTIALS - 2020

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



# DRY BULK – focus on cereals

## Shipping performances

**ROUEN**

**New:** bulk performances

**2019**  
(from July 2018 to  
June 2019\*)

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

### Shipping indicators

		2019 (from July 2018 to June 2019*)	2020 (from July 2019 to June 2020*)		
<b>Sources</b>	Port of Rouen	Total number of ships that loaded cereals	<b>363</b>	<b>398</b>	↗
	Port of Rouen	Number of large-tonnage vessels whose volume > 80,000 m <sup>3</sup>	<b>41</b>	<b>38</b>	→
	Port of Rouen	Average cereals tonnage loaded per ship	<b>20,625 t</b>	<b>24,812 t</b>	↗

\* Cereal season period

### Services to ships

		2019	2020		
<b>Sources</b>	Piloting	Rate of tides served	<b>99.6%</b>	<b>99.7%</b>	↗
	Mooring	Compliance rate of schedules	<b>100%</b>	<b>100%</b>	↗
	Towing	Customers' satisfaction rate	<b>-</b>	<b>99.75%</b>	↗



MOORING ROUEN



PILOTING ROUEN



TOWING ROUEN



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# On-shore performances

## ROUEN

		2019 (from July 2018 to June 2019*)	2020 (from July 2019 to June 2020*)	
<b>Sources</b>	Port of Rouen	Part of the consolidated traffic all modes together	<b>35.9%</b>	<b>34.1%</b> →
	Port of Rouen	Including share of river consolidated traffic	<b>26.6%</b>	<b>27.1%</b> ↗
	Port of Rouen	Including share of rail consolidated traffic	<b>9.3%</b>	<b>7%</b> →

\* Cereals season period



The background is a vibrant green with various semi-transparent business-related icons and charts. A large circular graphic in the center features a 3D bar chart with three bars of increasing height, overlaid with a line graph showing an upward trend. Other elements include a document icon, a gear, a network diagram, and various geometric shapes like squares and circles.

# 2020 Performance indicators

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