

2020
Edition



Ro-Ro
performance
indicators

2019





The RO-RO shipping offers are constantly developing at the Port of Le Havre. They are regularly updated and can be looked at via the search engine of HAROPA Liner Shipping Services
<http://lmr.havre-port.net/en/>



SHIPPING indicators

Shipping performance

Sources		2018	2019	Change
HAROPA - Port of Le Havre	Number of vehicules handled at the Port of Le Havre	366,000 ¹	355,000 ¹	☹️
HAROPA - Port of Le Havre - Harbour Master's office	Number of calls by Ro-Ro ships	477	378	☹️
HAROPA - Port of Le Havre	Number of ports connected by Ro-Ro liner shipping services	150	133	☹️
HAROPA - Port of Le Havre	Number of weekly commercial offers	155	154	😊

¹ sea and land

Performance of the services to ships

Sources		2018	2019	Change
Piloting Service	Pilotage: compliance rate of pilot boarding schedules (at +/- 5 min)	98%	99.5%	😊
Mooring Service	Mooring: compliance rate of schedules	98.6%	98.6%	😊
Towing Service	Towage: compliance rate of tug availability schedules (within 15 min)	99.8%	99.7%	😊



ON-SHORE indicators

Service quality

Sources		2018	2019	Change
Logisticians of the Ro-Ro terminal of the Port of Le Havre	Auditing of the compliance with the yard specifications and the ECG Quality Manuel * Target rate defined by manufacturers: 95% of compliance	97.3%	93.5%	☹️

Management of the compounds

HAROPA - Port of Le Havre	Percentage of compounds with 'flexi-modularity' management ¹	100%	100%	😊
HAROPA - Port of Le Havre	Cleaning and maintenance of the compounds: compliance with the contracts ²	100%	100%	😊



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 (October 2016) for more efficiency and faster handling operations.

¹ Following rules of management:
Surface Compounds occupied → Surface Compounds invoiced
Not occupied and returned surface Compounds → Not invoiced surface Compounds
² Common planning HAROPA - Port of Le Havre/logisticians

ON-SHORE indicators

Security

Sources		2018	2019	Change
HAROPA - Port of Le Havre	Compliance with the ISO 28 000 certification	100%	100%	😊
HAROPA - Port of Le Havre	Number of on-oath and armed port security officers	135	135	😊
HAROPA - Port of Le Havre	Patrols carried out by 4 security officers, Contractual compliance of the 3 patrols per day + random patrols	100%	100%	😊
HAROPA - Port of Le Havre	Compliance with the initial and continuing training programmes for the port security officers who are on-oath and armed	100%	100%	😊



Port certified ISO 28 000 (2010);
1st port in Europe and 2nd port in the world to be certified (renewed in October 2018)



ON-SHORE indicators

Customs

Sources		2018	2019	Change
Customs - SOGET module	Tracking of vehicles by the VIN number (traceability per vehicle)	100%	100%	😊
Customs - Import	Average time for customs clearance of vehicles on import	15 min	15 min	😊
THE CUSTOMS ESSENTIALS IN 2019				
Customs - Exports	Automatic and instant return of proof-of-export tax documents	100%	100%	😊
Customs - Exports	e-processing	100%	100%	😊





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