

Container Performance Indicators 2014



Editorial

> COLLABORATIVE PERFORMANCE TO SERVE OUR CUSTOMERS

We have great pleasure in providing you with the first issue of the performance indicators for the Port of Le Havre. They are available to all the stakeholders involved or interested in the vitality of our port community.

Four sets of indicators cover all the operations of port logistics. They are detailed so that every reader can assess and compare the results of the Port of Le Havre in terms of **shipping performance**, the **transit of goods**, **onshore performance**, as well as **customs and health performance**.

The results are based on measurement tools developed by all of the professional sectors represented in the Le Havre Shipping and Port Confederation. Their work, carried out alongside HAROPA - Port of Le Havre in specialized committees, has helped define common measurement methods allowing us to publish the most relevant indicators. These will be updated each year in order to track the development in our collective performance. All of the players in the supply chain can also measure their individual performance against the indicators for the port community as a whole.

This issue is thus both the culmination of the exemplary action taken by our port community, and the starting point for measuring our collective competitiveness. The reliability and objectivity of these indicators are based in particular on the performance of the AP+ system, our Cargo Community System and its future development in 2015. The Regional Customs and Excise Directorate in Le Havre and all the local government services have been involved in all of this work from the beginning, and play an essential role in the competitiveness of the Port of Le Havre.

As part of their joint efforts to help improve the performance of exporters and importers, all stakeholders in the Le Havre port community are happy to make these results freely available, thereby meeting the needs of international supply chain providers and clients alike. We are confident they will help your decision-making and enhance the attractiveness of the Port of Le Havre and the Seine corridor.

You can count on our community's mobilization and motivation to strive for excellence.

Christian Paschetta,
president of the Le Havre Shipping and Port Confederation
Hervé Martel,
executive director of HAROPA - Port of Le Havre

PASCAL MORIN,

Michelin Group Director of Logistics and Shipping Operations,
member of the Supervisory Board of the Port of Le Havre

> STRATEGIC INDICATORS AIMING FOR EXCELLENCE

As Director of Logistics and Shipping Operations for Michelin, I am delighted to see the publication of the performance indicators for the port community of Le Havre. The factual data help the teams in charge of our supply chain measure port performance, a factor that I consider to be crucial.

By analysing the indicators, we can objectively measure the attractiveness of a port community and position its performance throughout the supply chain, the result being that shippers can save time and substantial financial resources by focusing on the most beneficial overall solution.

Using the data published here, Michelin is able to compare its own performance and that of its logistics partners. The indicators are therefore a strategic tool for shippers, particularly with respect to the financial impact on the goods concerned, and for the shipping companies in their choice of port calls.

As a representative of the business world on the Supervisory Board of the Port of Le Havre, I have noted Le Havre's willingness to share indicators that prove its reliability. Le Havre's ideal position as an import / export bridgehead between Europe and the other continents already enables better lead times. To my mind, Le Havre's policy to continue to improve its performance, illustrated by the publication of annual indicators, vindicates its aim to grow faster than the market and be better than its competitors. That improvement process means everyone can now objectively judge the reliability of the port community.

SHIPPING Performance

Sources:

		2013	2014	Change
PORT OF LE HAVRE	Total number of container ship port calls	2,471	2,795	↗
PORT OF LE HAVRE	Number of port calls by ultra-large ships (>10 000 EVP)	301	331	↗
PORT OF LE HAVRE	Percentage of containerships waiting less than 1 hour on the roadstead	Not measured	83.7%	
PORT OF LE HAVRE	Port call satisfaction rate*	99.7%	98.9%	↘
PORT OF LE HAVRE	Average berth access time (from pilot coming on board to berthing)	1:30	1:30	→
PILOTING	PILOTING: Compliance rate of pilot boarding schedules (+/- 5 min)	Not measured	97.7%	
MOORING	MOORING: Compliance rate of schedules	97.4%	98.5%	↗
TOWING	Compliance rate of TUG availability schedules (within 15 min)	Not measured	99.7%	
PORT OF LE HAVRE	Average number of TEU handled per day	6,944	7,025	↗
PORT OF LE HAVRE	Number of ports connected to the Port of Le Havre with regular lines	540	558	↗
PORT OF LE HAVRE	Average number of weekly commercial shipping services	2,713	2,775	↗

* Survey of agents after their port call

GILLES DUPONCHEL,

Regional Managing Director,
Mitsui O.S.K. Lines Europe

> LE HAVRE AS A PLATFORM

In only a few years, MOL has attained the status of a global carrier and increased the number of its services to various geographical areas. Our joining the G6 alliance has also opened up greater possibilities for transshipment. MOL is therefore focusing its strategy on ports meeting all the criteria in favour of that two-targeted development, namely access for shipping without any tidal or time constraints for increasingly large vessels (14,000 TEU today, 19,000 TEU in 2017); the ability to berth an increasing number of port calls and services; potential for growth in transshipment, and the possibility for MOL and the G6 to have a dedicated terminal. The Port of Le Havre meets all of these criteria, consolidating its role as a pan-European platform.

BENOÎT DOUILLET,

MSC Director Le Havre

> HIGH GROWTH IN MSC OPERATIONS IN LE HAVRE

MSC is building up its business in Le Havre, a fast deep-water port in which ship berthing operations can be done in 1:30. The fact that the terminal is operated as a joint venture with the Terminaux de Normandie handling operator (Perrigault group) makes the port even more strategic for MSC, which can ship worldwide on a weekly basis. Global port performance contributed to the growth of 10% in volumes in 2014, whether for imports, exports or transshipment. The trend should even increase, thanks to the alliance with Maersk, which will help increase our market share in the Far East and the USA. We also welcome the opening of the multimodal terminal which we expect will help us consolidate or expand our haulage by rail or river, barge transport already representing 25% of our local services.

THE PORT OF LE HAVRE AWARDED ISO 9001 QUALITY CERTIFICATION

In 2014, the Port of Le Havre was awarded ISO 9001 version 2008 certification.

Obtaining that certificate is the culmination of a quality improvement approach to customer service focusing on «shipping services» and «calling and staying in the port area.» It illustrates the quality of the management practices used in our internal processes and Port of Le Havre's determination to set up an organization firmly committed to identifying and satisfying our customers' requirements. It also allows Le Havre port teams to speak a common language with customers and partners that are already certified.



Performance indicators for GOODS IN TRANSIT FOR IMPORT*

2013

2014**

Change

IMPORT

AVERAGE LEAD-TIMES

Sources:

SOGET module input by AP+

Lead-time to send ship manifests to Customs (in anticipation, before the arrival of the vessel)

3.3 days before the arrival of the ship

4.6 days before the arrival of the ship



SOGET module input by AP+

Lead-time for payment of fees to the shipping company (in anticipation, before the arrival of the vessel)

0.4 day before the arrival of the ship

1.5 day before the arrival of the ship



SOGET module input by AP+

Lead-time to obtain Gate-out authorization

2.5 days

2.1 days



SOGET module input by AP+

Average time a container is parked on terminal

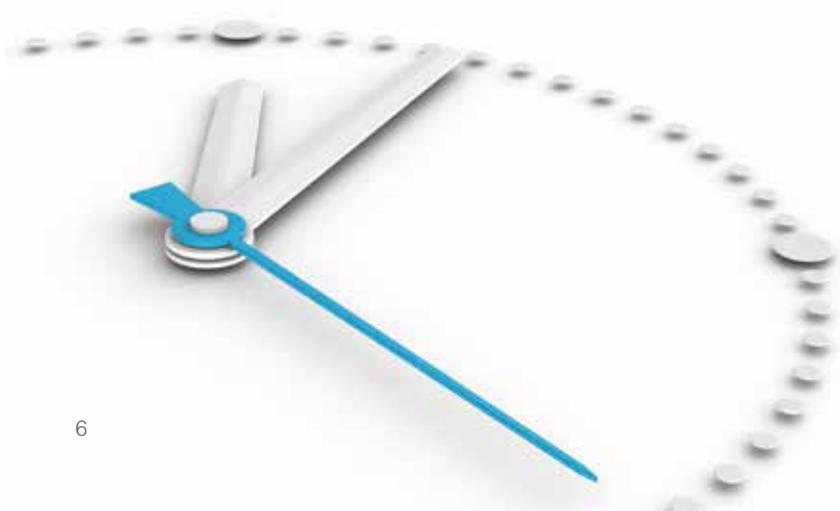
3.8 days

3.6 days



* Export indicators will be produced in 2015

** Comparison between first half 2013 and first half of 2014



PATRICK MALÉTRAS,

CEO of TRAMAR SAS

> «FLUIDITY OF USE TO OUR CUSTOMERS»

As freight forwarders and customs agents, we appreciate the advantage of the Port of Le Havre in terms of the performance of AP+ Cargo Community System (CCS) which ensures the traceability of all the goods we handle for the Customs authorities. The fact that we know which goods that will be inspected even before the arrival of the ship improves our organization, as well as saving time and money for our customers: we have already delivered containers only 30 minutes after they were discharged from the vessel! When you have large batches of goods to handle, transparency of customs operations improves efficiency, especially in a port where 90% of the vessels arrive at a date defined several weeks in advance. That reliability and fluidity of procedures avoids the costs involved in caretaking and keeping containers. In addition, the widespread use of the truck appointment system for carriers helps the increasing fluidity of goods in Le Havre.

DIMITRI BOUGET,

Director of the SDV LI Agency

> « LE HAVRE'S ATTRACTIVENESS IS OBVIOUS »

The comprehensive set-up and publication of objective indicators has done away with a number of misconceptions. They send a clear message to shippers and importers: Le Havre works well and the port community keeps track of its performance in order to continue to progress. What about competitor ports? As a freight forwarder, we welcome these community indicators, and will not fail to compare them with our own performance. Thanks to the SOGET portal, each stakeholder in the port can accurately assess its own performance and thus continue to improve in-house and provide the best services possible to its customers.

LE HAVRE, A FACILITATION HUB FOR TRANSITING GOODS

Dematerialization and anticipation are the source of Le Havre's performance in transiting goods.

The indicators, which relate to **containerized goods for import**, meet key criteria in the eyes of **freight forwarders and shippers**. They illustrate the resources mobilized by the entire supply chain in Le Havre, from the shipper's representative to the carrier, via the handler.

Today, a special committee is analysing how to **continue the collective improvement** of transit times.

These performance indicators, along with others, are available on request via the SOGET portal.

They are produced using data provided in the AP+ CCS.

The figures indicate a **community average**, allowing a **comparison of the performance of the Port of Le Havre** with that of its main competitors.

A BENCHMARK FOR EACH OPERATOR IN THE PORT COMMUNITY

On request to SOGET, each operator can obtain his own results and see his position in relation to the community average. This means it is a decision-making tool for organizational purposes and a constant benchmark for performance.

ON-SHORE Performance indicators

Sources:

	2013	2014	Change
Module TAS SOGET	Improvement in global transit time for trucks since the introduction of the TAS* (measured for 222,452 trucks, in October)	23.1%	
Module TAS SOGET	Time saved for local turnarounds and in the port area (6 turnarounds / day)	12 minutes per turnaround	
Module TAS SOGET	Time saved for regional turnarounds (2 turnarounds / day)	14 minutes per turnaround	
Module TAS SOGET	Time saved for "long-distance" turnarounds (1 turnaround / day)	24 minutes	
Port of Le Havre**	Share of consolidated traffic, all transport modes combined	16.9%	17.1%
Port of Le Havre**	Share of consolidated rail traffic	4.4%	4.5%
Port of Le Havre**	Share of consolidated river traffic	9.7%	9.7%
Port of Le Havre**	Share of consolidated traffic by feeder with French ports on the Channel/Atlantic coastlines (including Bordeaux, St Nazaire, Bayonne, etc.)	2.9%	2.9%

* TAS: Truck Appointment System
** 2014 figures at month-end June

OLIVIER LELOUP,

Manager of Transports Leloup and Chairman of the Port Activities Road Haulage Group in Le Havre (GRAP)

> TRANSIT TIME LESS THAN 60 MINUTES

The GRAP is a professional association of container hauliers.

The introduction of a generalized appointment system in 2014 has significantly reduced driver transit times, since the average time for loading / unloading is now less than one hour. For my transport company, which has 40 tractors and 110 trailers, the time is only 45 minutes. Drivers no longer have to wait and that is an improvement in terms of working conditions and environmental impact. Cooperation within the port community is continuing, in order to perfect a system that represents a real source of progress.

MICHEL SEGAIN,

Chair of the Procedures Committee in the Le Havre Shipping and Port Confederation (UMEP)

> A SYSTEM DESIGNED COLLECTIVELY

Haulage company appointments involve all of the terminals and apply to movements of empty and full containers, both incoming and outgoing. The implementation of this system connected to the AP+ CCS is the result of a joint effort in favour of the port community's performance as a whole. From the start, the UMEP involved all of the road haulage organizations in the work of the committee that I chair. In so doing, Le Havre has acquired a standard system for the fluidity and reliability of goods movements, which is particularly valuable against a background of increasing volumes and port calls by vessels carrying more than 10,000 TEU. The appointments system marks an important step in our optimization of goods services.

AN APPOINTMENT SYSTEM THAT IS FREE, ACCESSIBLE TO ALL, AND AVAILABLE 24/7

Like Port 2000 in terms of infrastructures, the Truck Appointment System (TAS) improves the quality, reliability and speed of containerized cargo in transit through Le Havre.

Introduced in May 2014, the appointment system enabling the collection and delivery of empty or full containers on port terminals replies to a need expressed by all terminal operators, transport organizers and haulage companies. Its purpose is both quantitative (making access more fluid, reducing transit times, improving turnarounds) and qualitative (reducing or eliminating waiting times for drivers, and container tracking). Each carrier has a free ID allowing them to make an appointment, wherever they are, via the web. Developed by SOGET, the appointment system is available to any operator and fully connected to the AP+ community access procedures.



CUSTOMS AND HEALTH Performance

Sources:

Port of Le Havre

Rate of goods cleared through customs without any physical inspection

99%

99%



Customs

Average customs clearance time

4 min 34

4 min 47*



Customs

Lead-time for obtaining an export tax voucher

Automatic instantaneous

Automatic instantaneous



Customs

Rate of paperless customs declarations

100%

100%



Customs

Customs clearance of goods with Delt@

24/7

24/7



World Bank

Classification established by the World Bank Doing Business**. Rank of French Customs Authorities

1st

1st



Customs

Share of port professionals certified as Authorised Economic Operators (AEO)

66%

70%



SIVEP***

Acceptance rate of goods under controlled temperature, after inspection

99.35%

99.05%



Change

* at month-end September 2014

** Based on the criterion of the number of documents to be attached to the customs declaration

*** French acronym for the Veterinary and Phytosanitary Border Inspection department.



YVAN ZERBINI,

Regional Director of the Le Havre Customs Authority

> LE HAVRE, MORE EFFICIENT THAN THE NORTHERN RANGE PORTS

How do you explain that the French Customs Authorities, particularly in Le Havre, have achieved very good results?

The Customs Administration has been working for many years on simplifying steps and procedures as part of the foreign trade drive. We have kept to our role of regulating and facilitating legitimate trade in goods in order to protect people, their health and the environment while fighting against prohibited goods or trafficking. That efficiency drive can be seen in every sector and in each of our assignments, whether in terms of inspection or advice. The objective is to achieve greater safety in the declarations that the Customs Authorities are responsible for checking and simpler, faster management of business operations. This is why the Customs Authorities are now unanimously hailed by the port community and recognized as a business partner.

Through an effective partnership with port professionals, we aim to reduce the time and costs associated with goods in transit: customs

clearance available 24/7 in less than 5 minutes helps the fluidity of goods going through Customs. The use on the Seine corridor – from Le Havre to the ports of Paris – of a computer system interfacing with a goods traceability system is backed up by faster, simplified procedures for completing customs formalities. Interfacing with AP+ makes Le Havre more efficient than competing ports and improves cash-flow for companies in terms of VAT processing. In parallel, the Customs Authorities are testing and enhancing their targeting tools and systems.

What are the main objectives of the Customs authorities today?

Priority is given to Authorized Economic Operators (AEO). This label, issued by the Customs authorities after auditing applicants, means successful companies can set up procedures that allow them to better protect themselves against risks and, in turn, be considered as reliable partners in the supply chain. The number of members in the Le Havre port community that have been approved as AEOs is constantly increasing, and gives them a genuine commercial advantage.

MARK BOYS,

Head of the International Department, Supply Chain Management, Monoprix

> A SIMPLIFIED, LOW-COST PROCESS FOR OUR RIVER TRANSPORT SERVICES

Le Havre is the exclusive European entry point for Monoprix imports from Asia, representing some 3,000 TEU year-on-year, mainly textiles and homeware. All of our inland deliveries are to our warehouse in Combs-la-Ville in Seine-et-Marne, 60% by river via the ports of Gennevilliers and Bonneuil. The river-sea procedure allows the goods exiting the seaport to be delivered to the inland port without any T1 transit permit and 30-days' free parking. With the General Directorate of Customs, Monoprix intends to extend the procedure to delivery to its warehouse. Thanks to the work jointly carried out by the teams of the General Directorate of Customs and Excise (DGDDI), HAROPA, Paris Terminal SA, Logiseine, DSV our customs broker and SOGET, Monoprix is the first port customer to use the procedure, which ensures the traceability of the flow of goods via the AP+ system and eliminates the costs associated with the issuance of the T1 transit permit between the river port and the warehouse. Today we are considering extending the procedure to the goods we transport by rail.

