

PRESS RELEASE

Dunkerque,
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DUNKERQUE-PORT AGAIN ACCLAIMED BY FRENCH SHIPPER CUSTOMERS FOR THE QUALITY OF ITS SERVICES

On September 13, the AUTF (*), the French shippers' trade association (representing importers and exporters from all over France) revealed its satisfaction index of the shippers' perception of maritime transport. The document is the result of a survey entrusted to Eurogroup Consulting and carried out among a panel of industrial shippers and distributors from the chemical, agrifood and distribution sectors.

For the second consecutive year, the Port of Dunkerque has been clearly congratulated:

- If 57% of the participants in the panel were "very satisfied" or "satisfied" with French port communities in general, the figure reached 88% where Dunkerque is concerned.
- 67% of the participants believe that the level of service quality in the Dunkerque port community is improving, while 33% consider it stable.
- Finally, the panel ranked Dunkerque-Port at the top of the most commercially active ports for shippers.

The measures implemented in recent years such as reverse charge VAT, the H24 customs clearance services in advance of unloading, the opening of the Cargo Community System (CCS) and even "the pooling of Terminal Handling Charges (THC)" have been prime movers in the continuous improvement initiative for the handling of goods.

Similarly, during the Covid-19 pandemic, the Port of Dunkerque as a whole took every step required to ensure port operations continued as normal while preserving the health of employees present on the quays.

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Maurice GEORGES, Chairman of the Executive Board of Dunkerque-Port, commented: *"In this period marked by major economic uncertainty, the Port Community of Dunkerque is delighted by the results of the survey and would like to warmly thank the shippers for their renewed confidence."*

() AUTF: Freight Transport Users' Association*

About Dunkerque-Port: Leading French port complex (Calais-Dunkerque); 9th largest Leading French port complex (Calais-Dunkerque) port on the Channel and North Sea Ranges, 3rd largest port in France, the port of Dunkerque stands out in many segments: Leading passenger port in Europe (Calais-Dunkerque corridor); largest energy hub in France; largest LNG terminal; leading French port for containerised imports of fruit and vegetables; leading French port for mineral and coal imports; largest rail port in France; largest regional river port; 3rd largest port in France for grain traffic. Dunkerque-Port is also a sustainable port. It is the trading port of the new Hauts-de-France Region, the largest agricultural region of France, the leading region for the rail industry, and the leading region for the car industry. 2020 Traffic: 45.2 Mt.



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