



The Port of Bilbao is maintaining its activity and logistics operations, ensuring the delivery of essential services for the continued import and export of goods to facilitate supply sources for our industry and consumer products for the general public. All terminals are operational and the port community is making every effort to ensure everything continues to function optimally in the current state of alarm.

Both the Port Authority and the companies of the port have taken all necessary preventive measures to ensure business as usual in their facilities and the health and safety of their employees, in line with the instructions issued by the competent authorities in response to the current crisis caused by COVID-19.

All shipping lines and vessel calls remain unaltered, except for cruise ship berths which have been suspended until further notice. Likewise, and as is always the case, access to the port remains open to authorised personnel, and both port police services and the emergency control centre continue to operate 24 hours a day.

Information exchange concerning the passage of vessels and goods continues online through the e-puertobilbao platform. Likewise, all and any parties wishing to submit written documentation or requests to the Port Authority may do so using our online platform. All deadlines for processing Port Authority procedures have been suspended until further notice.

Most companies in the port community, such as the Port Authority itself, have opted for teleworking in those cases where the physical presence of the worker is not required for normal service. For this reason, and to guarantee preventive measures, the offices of the Port Authority will remain closed to non-working personnel. For all enquiries, customers and suppliers are requested to contact the switchboard telephone (94 4871200) from 09.00 to 13.00h, Monday to Friday.