Security Standards are the backbone of TAPA but what does the future hold?

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In this issue of Vigilant, we focus on the TAPA Security Standards, which our Vice Chair, Steve Mchugh quite rightly describes as the ‘backbone’ of our great association.

Industry standards are only as good as the knowledge and expertise of the people that created them. That is why TAPA Security Standards are globally recognised as being the best industry standards for supply chain security. We not only have great individuals spearheading our Standards, like Steve and Paul Linders, we have a growing team of other members that are adding their experience into the equation as well.

That alone would be a great advantage but we also have a passionate and active membership of supply chain security professionals and logistics service providers that extend our knowledge bank even more. It is the ideas, best practice and experiences that we leverage from our entire group that make our security standards such a valuable addition to the in-house security programmes of our members.

In this issue, Steve talks about our new 2014 Standards and focuses on where we go from here. We are just four months into the launch of our revised FSR and TSR Standards yet we are already looking to the future to identify the best ways to improve supply chain resilience for our manufacturer, transport and logistics members. And that is the only way to be because we all know we cannot stand still. We cannot ever get to a point where we sit back and think ‘we’ve done it’ because every day organised criminals across the EMEA region are trying to outsmart us.

There are a team of members that devote a great deal of their time to improving our Standards and an equally devoted team of trainers that are there to help you put in place the measures that are necessary to achieve TAPA accreditation. We are grateful to them all for their great commitment. I also want to recognise the great contribution of Markus Prinz in developing our training tools. Please take time to read his update in this issue of Vigilant to find out more about what’s new. Once again, these tools are based on your feedback and we will continue to listen to what you need, not only in relation to industry standards but in all aspects of our work.

As I write this, we are just three weeks away from the biggest conference in the history of TAPA EMEA. Over 300 members and partners will gather in Brussels on 12 and 13 November for what will be another perfect reminder of why our association is so valuable. In our two days together we will hear from the European Commission, Interpol, TISPOL, OCLDI, IRU, ESPORG and the Confederation of European Security Services. We will also hear from businesses including Tyco, Allport, Burberry, Desigual, DHL, Honeywell, Nike, Sony, and Wallenborn, and receive regional updates from the Chairs of TAPA Americas and TAPA Asia Pacific.

What a powerful line-up and what a great information-gathering and learning experience we have to look forward to. We are proud and honoured to be joined by such an important and influential group of speakers and panellists.

I look forward to seeing you in Brussels.

‘We cannot ever get to a point where we sit back and think ‘we’ve done it’ because every day organised criminals across the EMEA region are trying to outsmart us.’

Thorsten Neumann
Chairman
Year-on-year there were seven more reported incidents in Q3 2014 vs. Q3 2013

93 incidents recorded in Q3 gave a loss value

41 of the Q3 incidents involved losses in excess of €100,000

€233,491
Average losses per incident went down by €51,275 in Q3 vs. Q2

74 Cargo crimes were reported in September. July and August both reported 70 incidents

34 Of all incident types was theft from vehicle, the most frequently reported crime. However the 73 incidents in Q3 compared to 112 crimes in Q2

+24 Theft from facility rose by nearly a quarter comparing the same quarters year-on-year

-20% Reduction in theft from vehicle for Q3 2014 vs. Q3 2013

+57% More thefts of vehicles occurred in Q3 2014 vs. the same period of 2013

€3.8m The biggest recorded cargo crime in the quarter involved the theft of €3.8m of cosmetics from a warehouse in Basildon, UK, after criminals smashed through a wall

32 Violent hijackings recorded in Q3, showing a continuing upward trend after 15 in Q1 and 29 in Q2. South Africa reported most with 10

15% Of the 214 crimes reported to IIS involved violence, 1% up on the previous quarter

18 Number of countries in the EMEA region reporting cargo crimes to IIS in Q3

50 Non electronics products were the most stolen products, involved in 50 incidents in Q3. As in Q2, tyres were again the most targeted product, featuring in 15 crimes. Other main targets were consumer electronics with 36 incidents – mainly computer equipment, laptops and tablets – and food and beverage with 43 recorded crimes, mostly involving spirits and wine

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214 Number of incidents recorded by IIS in Q3/2014, 36 less than Q2

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Russia is in the news a lot lately, but its emerging status as an economic and political powerhouse doesn’t change the basic facts: it’s huge, and the state of its road infrastructure, although improved in recent years, still lags behind most of Europe. Highways are long, narrow and, for the most part, poorly repaired. Services and police outposts outside of major cities are also scarce.

Over the years since the fall of the Soviet Union, we have become used to widespread reports of highway robberies, vehicle and cargo theft. Is it really that bad? Not anymore, but there is still lots to do, says Semyon Fokin, General Manager of the Automotive Division at Cesar Satellite.
Russia has become a high-volume destination for imported goods, much of which comes in by road from Western Europe. Yet, the perception is that this is a market where crime is rampant and policing is inefficient. So how bad is it, really?

Russia is a country with a European outlook but unlike other countries in the region, it has some unique factors: huge distances between cities, rather low density of population, fast market growth and, at the same time, relatively high volatility. Russia has significant income inequality among its population as well, and living standards differ a lot from region to region. Overall, this unstable economic and social environment, perhaps not surprisingly, provokes crime. Meanwhile, emergency response outside of the major cities can be quite problematic; the structure of the police forces is complex and decentralised, and its efficiency and resources vary greatly from region to region. Interaction between different regional police forces is also sometimes quite complicated. For a driver in distress, it is often very difficult to determine which number to call for help, or how to reach the nearest police station using their mobile phone. As a result of all this, it is, unfortunately, quite easy to commit a crime on the roads in Russia, and no one will be able to come to the rescue in time. Therefore, the issue of cargo theft is a huge topic in Russia.

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RUSSIAN ROULETTE?

Incidents mostly involve theft as opposed to robbery or any type of violent crime. Contrary to perception, violent crime on the roads in Russia is very rare – which has a lot to do with the country’s laws. Penalties for any crime involving violence, such as robbery or hijacking, are much higher than for pure property crime. Theft, at the same time, is quite easy to commit and get away with. Cargo theft, specifically, is a low priority for law enforcement. It is not a politically sensitive issue that concerns the public too much, and it tends to affect mostly medium-sized and large businesses, which aren’t generally in favour in Russia nowadays.

So, what are the major weak points for cargo theft?

Lunch breaks and overnight stops. These provide an opportunity for cargo to be offloaded or for the entire vehicle to be stolen while the driver is away. Theft from a moving vehicle is quite widespread as well. Russian TV recently showed footage of an incident in which a car attached itself to a moving truck, as another vehicle overtook the truck at the same time to distract the driver. The back doors were opened and several packages of goods offloaded into the car, which had removed its windshield. It then detaches and leaves. In such a situation, the driver often does not realise what has happened until the truck arrives at its destination.

Cigarettes are most often stolen this way and the direct loss from a single incident may be up to €100,000. There is also a compound indirect loss from stolen cigarettes of certain brands flooding some regional markets at highly discounted prices. Local consumers are subsequently less willing to pay the full price for legally imported and taxed cigarettes of the same
brands. Competition from trade in stolen tobacco can drive overall prices, and profits, down.

**Preventing such incidents**

Obviously, there are several theft prevention methods available to tackle such incidents, including an escort vehicle with armed guards. It is then far less likely that a crime would happen, and this is also effective against any hypothetical fraud scenario involving the driver. However, using escort vehicles is expensive. The next option is to hire an armed guard who will travel in-cabin with the driver, either a private guard or an agent from the local police security force. This can also be quite efficient but may not, for instance, help against theft from a moving vehicle as the guard's view will be just as obstructed as the driver's. Additionally, there is always the potential for human error, for instance the driver and the guard going to lunch together, leaving the vehicle or cargo more vulnerable to theft.

The third method is a telematics fleet management system with a panic button which enables the driver to react as soon as they detect that something is happening to the vehicle. The major disadvantage, though, is that the basic service offered by almost all fleet management providers does not include guaranteed response times. In most areas of Russia, emergency signals from panic buttons and sensors that are set off on a basic fleet monitoring system will be referred to local police forces, where timing or efficiency of response varies by region, and depends greatly on the location of the incident. There is a risk that by the time the help comes, everything could have been stolen already.

**To what extent can you rely on the Russian police force?**

News about allegations of corruption or local forces that are sometimes less equipped than the criminals they are trying to chase after are not uncommon but this situation is changing, not only in Moscow and St. Petersburg, but also all over Russia. Police forces are becoming more efficient and well-equipped but this still takes time and the situation is very different region-by-region. To guarantee efficient police response you need to have relevant experience and established cooperation with them. From our own experience, we find we get a fast response when we contact the police to say there is an emergency ongoing and we need help because our tracking devices help them catch the thieves. We also use our own network of vehicles and local partners to guarantee an efficient and timely response.

Last year we started a “secure transport corridor” service, which is an infrastructure of emergency response crews along particular roads in order to reduce response times to 15-20 minutes whether an emergency happens 50km from Moscow or 500km from Moscow. Our experience shows that you need to have a crew every 30 to 50km. This is like an improved telematics service, where there is system installed in the vehicle, but there are also battery-powered trackers than can be embedded directly in the goods to identify not only where the vehicle is, but also where the goods are. That way, even if the vehicle is on track and the driver hasn’t noticed anything, we can see if the goods are going off course, and this triggers the response.

Most imported goods come into Russia along the two main corridors with Western Europe and most go directly to Moscow, where the majority of large companies have their main distribution centres. However, the problem most certainly does not end there. The goods are sold to local distributors or re-distributed for further transportation to smaller carriers that take them in all directions and in a variety of ways and vehicles, and they remain just as susceptible to theft. To reflect this, we have extended our corridor service along the roads from Moscow to Rostov-on-Don, and from Moscow to Ekaterinburg.

‘News about allegations of corruption or local forces that are sometimes less equipped than the criminals they are trying to chase after are not uncommon but this situation is changing, not only in Moscow and St. Petersburg, but also all over Russia.’
A look forward by Steve Mchugh, Vice Chair of TAPA EMEA and TAPA EMEA Standards Lead

Alongside the existing hard working and dedicated core group of members who work on developing our Standards, we are now looking for new ways and new blood to take us forward and to make the TAPA Standards even more successful. TAPA EMEA wants to take a full and active role in achieving this aim.

TAPA Standards are often referred to as the backbone of TAPA. Whether you like them, dislike them, use them or have no need for them, I can assure you they are the topic that generates more discussion time within our membership and the global TAPA community than any other. Uppermost in these discussions is how to take into account the diverse interests of our members combined with what I will politely describe as ‘passionate positions’ on how the standards should be developed. Given these challenges and considerations, I think TAPA should be congratulated on being able to consistently deliver what are widely regarded as the leading industry standards for supply chain security in terms of content and effectiveness.

As each evolution of the TAPA Standards is produced, most changes are readily identified and approved but sometimes it is not so easy. Coming back to the point on member diversity, it is not unusual for some members to collaborate and apply their collective pressure for an alternative approach. Is that a problem for us? Absolutely not. It truly demonstrates the openness of TAPA to accommodate all points of view as we try to reach a solution that we can work with going forward. In the past this system has worked well but in recent times we have also recognised the need to change our infrastructure.

Why do we need to change?

1. Growth
First and foremost, it is because of our continual growth. TAPA globally is still growing its membership and is forming partnerships with more and more regulatory and industry bodies. Growth in TAPA EMEA has been particularly high and we now have over 320 members in the region, with more joining every month. Growth also brings new challenges to the traditional way we do things. We need to consider input from more regional members and also take new ideas to global forums for wider debate and alignment. So with the level of growth we have achieved, there is always scope for improvement as we continue to seek more efficient ways of doing business.

2. Listening
With so many members having an opinion on our standards, we sometimes lose our way in listening or responding to our members. While in part this has been due to limited resources, we recognise we have to actively look for ways to have an ‘open door’ approach and better engagement with individual members. Of course, at some point we will have to take decisions that may or may not be popular with some members but no one should feel their comments have been ignored or not considered. You have a perfect opportunity to let us know how we are doing in the New Year when we reach out to you for ideas to further improve the next revision of the TAPA Standards.

3. Quality
There is a feeling among some members that future standards should not be big leaps in terms of the number of requirements or changes to the certification process. On the whole this makes a lot of sense. Based on some of the new ideas I will mention later in this article we should be able to minimise the future impact of adopting newly-
revised standards while still being open to adopting justifiable improvements. In terms of quality, there is some housekeeping we can do to fine tune what we offer. Here are some of our ideas that we have identified as potential quality changes:

- Improve the layout of future standards by using a matrix format to list requirements. A lot of duplication exists in the current formats i.e. “document procedure to…”
- Continue to develop and improve training during the life cycle of the current standards
- Investigate online methods of delivering some training

4. Costs

No business is immune to the need to reduce costs. TAPA EMEA certainly recognises this fact. The early versions of the security standards identified the need for standardisation of security countermeasures and procedures. Cost was less of a consideration. Over time, the variation of systems and control methods to deter/detect crime has increased significantly but so have operational security costs. TAPA states that its standards are the minimum security required. Therefore every future change request must be challenged in terms of cost vs. benefit. We owe this due diligence to our members and must challenge every item that has a cost impact.

5. Intelligence

Apart from factoring in cost considerations, we now have more data and intelligence on criminal incidents at our disposal than ever before. We have established links to many law enforcement agencies (LEAs) and other industry bodies. We should be using this information and networking to help shape our future standards. Understanding what criminals are targeting and then mitigating exposure with changes to the standards is also critical to justify future changes. For example, we have seen a huge increase in criminals using jamming devices to interfere with tracking equipment and enable them to attack trucks. Does TAPA have a role here to set expectations and procedures to help minimise this exposure?

6. Complexity

As we see more adoption of TAPA Standards in the supply chains of global and national companies, we must recognise the complexity of trying to deliver a ‘one size fits all’ solution when supplier capabilities and criminal threats can vary from country to country. The TAPA Standards are important components in the prevention and detection of cargo crime. However, expanding our work into providing risk assessment and programme implementation methods are obvious next steps. We are in the very early stages of exploring these opportunities. In addition, there are other areas of the supply chain that have not been fully investigated to see if TAPA can assist in developing new standards or guidance. Historically, our progress has been held back by our use of member-only resources and while we will continue to rely on member support and expertise, we must look for new resources to aid our progress in these areas.
How will standards develop in the future?

From a TAPA EMEA standpoint we communicated a proposal for a new structure earlier this year. I can now confirm that this plan has been formally approved by our Board of Directors. Basically, this means we are adding more resources to the EMEA Standards Team and broadening our scope into some of the areas I have already mentioned. You can see from the chart that we have a mixture of old and new talent. We still have a couple of positions to fill and will be looking for willing volunteers to join us.

Globally, we have appointed Paul Linders in a new independent role as World Wide Change Control Board Chair. Previously, Paul covered this role as well as leading many of the EMEA standards efforts. He did a great job but under our new structure we have recognised the need to separate the global role from regional duties. Again, our growth and future ambitions have dictated a need to do things differently. As in EMEA, the global team has recognised the need to improve in certain areas. Paul, with support from the other two regions, is now working on plans that will help us achieve our aims and we will publish more on the global restructuring plans as they become available.

Let’s all do our part to make future TAPA Standards fit the needs of our industry!

‘Our growth and future ambitions have dictated a need to do things differently.'

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Latest FSR, TSR and TACSS security certifications

In each issue of this newsletter, we publish a list of the TAPA EMEA members that have most recently gained TAPA FSR, TSR and TACSS certification. The following companies and locations were audited by one of TAPA EMEA’s approved auditing partners.

<table>
<thead>
<tr>
<th>FSR</th>
<th>Company Name</th>
<th>Country</th>
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<td>Paisley</td>
<td>A</td>
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<tr>
<td>FSR</td>
<td>Ingram Micro Distribution GmbH</td>
<td>DE</td>
<td>Straubing</td>
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South Africa cargo crime figures continue to soar and impact business confidence

Newly-released 12-month crime statistics from the South African Police Service (SAPS) reveal further evidence of the increase in violent crime across the country, especially in cargo crimes targeting companies, warehouses and goods in transit.

Johannesburg and the wider Gauteng province are among the most notorious hotspots for freight theft in the whole of the EMEA region, according to data for the April 2013-March 2014 period.

SAPS’ statistics for truck hijackings increased by 5.1% over the 12 months reporting period, rising to 991 recorded incidents or an average of three truck hijackings a day in South Africa. This figure also excludes the large number of additional hijackings that still go unreported to law enforcement and therefore do not appear in these official statistics. This latest 5% rise follows a 14% increase in the 2012/13 SAPS report.

The number of violent robberies of companies and warehouses rose by 13.7% to 18,615 recorded incidents, while the 73,600 burglaries of companies and warehouses (classified as intrusion, non-confrontational) was virtually on a par with the previous year’s statistics. Cash-in-transit robberies were unchanged year-on-year with 145 incidents.

The highest number of lorry hijackings was again reported in the Gauteng province and its main cities of Johannesburg and Pretoria, which saw a 4.4% rise in these crimes to 547 incidents. Mpumalanga province was the second highest with 197 incidents and this represented an increase of 37.8% year-on-year. Free State reported 71 incidents, although this represented a fall of 13.4%, while KwaZulu-Natal's 46 incidents were down by 43.9%. In contrast, the 46 truck hijackings in North West province were 109% up on the previous year’s data.

These alarming statistics have added to concern among the South Africa business community which fears bad publicity will

‘Sustainable economic improvement and strong investor confidence is entirely dependent on a safe and crime-free country.’

South African Chamber of Commerce and Industry
harm the economy and damage investor confidence. The South African Chamber of Commerce and Industry (SACCI) stated its fears over the marked increase in crimes against business. “Crime is already a significant cost factor to many businesses due to expenses made on security and higher insurance premiums. A single incident of burglary, robbery or hijacking disrupts business operations for several days that in total impose a significant cost on the South African economy. The 13% annual increase in robberies at business premises is a clear indication that the SAPS must urgently improve its coordinated policing at malls, offices and factories around the country,” it said.

According to SACCI, the combined 92,215 incidents of robberies and burglaries at business premises translate to “at least R500 million (€35.6 million) in lost production” without counting repair and replacement costs. “Truck hijackings (+5%) and bank robberies (+200%) impose an additional cost as the disruption of crucial logistical chains and services often widens out to hundreds of businesses,” SACCI added.

‘There is an urgent need to address crimes against business.’

SACCI hopes that initiatives like community policing forums and cooperation between businesses and police on a task-team level can force a rapid drop in crime. “Sustainable economic improvement and strong investor confidence is entirely dependent on a safe and crime-free country. South Africa is already ranked 56th in the world in terms of competitiveness, so there is an urgent need to address crimes against business,” the Chamber of Commerce and Industry stated.

Europe-wide police operation rounds up over 1,000 suspected criminals

Suspected cargo thieves are among over 1,000 people arrested at the end of September in an unprecedented Europe-wide operation targeting organised crime.

Between 15-23 September, law enforcement officers from 34 countries - the 28 European Union Member States plus Australia, Colombia, Norway, Serbia, Switzerland and the USA - took part in ‘Operation Archimedes’ which was coordinated and supported by Europol, the EU’s law enforcement agency. The operation targeted organised crime groups and their infrastructure networks across Europe in hundreds of locations, with the cooperation of:

- Eurojust, the European Union (EU) agency dealing with judicial co-operation in criminal matters
- Frontex, which promotes, coordinates and develops European border management
- Interpol, the world’s largest international police organisation with 190 member countries

Based on intelligence shared among the participating police forces, raids and arrests took place in airports, at border-crossing points, ports and specific crime hotspots in towns and cities all over Europe. The results of the operation were stated as: 1,027 individuals arrested; 599kg of cocaine and 200kg of heroin seized; 1.3 tonnes of cannabis seized; and 30 children saved from trafficking. Europol-led joint action days have become a regular feature of crime prevention over the years. They target nine priority crime areas defined by the EU, including counterfeit goods and organised property crime, which are also known to feature cargo theft.
Theft from Facility
Theft from Vehicle
Theft of Vehicle
Hijacking
Fraudulent Pickup

DATA FOR SEPTEMBER 2014
CARGO CRIME MONITOR

74 new cargo theft incidents recorded during this month

10 crimes classified as ‘Major’ incidents with losses in excess of €100,000

Average value of cargo losses for the month reduced significantly to €144,055

Biggest theft: €1 million loss of clothing, shoes and other products near Bari, Italy

Germany recorded most cargo thefts in IIS in September 2014 with 25 incidents


cargo theft by product

<table>
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<td>Cosmetics &amp; Hygiene</td>
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<td>Tobacco</td>
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<tr>
<td>Clothing &amp; Footwear</td>
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<tr>
<td>Metal</td>
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<td>Parcels</td>
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<tr>
<td>Food &amp; Beverage</td>
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<tr>
<td>Consumer Electronics</td>
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<td>Non Electronics</td>
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cargo theft by incident

<table>
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<tr>
<th>Incident</th>
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<tr>
<td>Theft from Vehicle</td>
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<td>Theft from Facility</td>
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<td>Hijacking</td>
<td>6</td>
</tr>
<tr>
<td>Fraudulent Pickup</td>
<td>2</td>
</tr>
</tbody>
</table>


cargo theft by country

| Germany                  | 34%            |
| UK                       | 19%            |
| Austria                  | 11%            |
| Russia                   | 8%             |
| Italy                    | 8%             |
| France                   | 7%             |
| Sweden                   | 7%             |
| Poland                   | 7%             |
| South Africa             | 4%             |
| Spain                    | 4%             |
| Belgium                  | 3%             |
| Czech Republic           | 3%             |
| Greece                   | 3%             |
| Switzerland              | 1%             |


cargo theft by location

<table>
<thead>
<tr>
<th>Location</th>
<th>September 2014</th>
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<tbody>
<tr>
<td>Unsecured Parking</td>
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<tr>
<td>Warehouse</td>
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<td>En Route</td>
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<td>Company</td>
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<td>Unsecure Parking</td>
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Losses of clothing, shoes and 20 tons of hazelnuts demonstrate the diverse nature of cargo crime in the EMEA region

September crime statistics recorded by TAPA EMEA’s Incident Information Service (IIS) show a big fall in average financial losses, although nearly two-thirds of the 74 new cargo theft incidents failed to include any value for the stolen goods.

The average loss for the month, based on the 26 recorded incidents with a loss value, was €144,055 compared to €262,255 in August. Ten of these crimes involved losses in excess of €100,000.

The true number of cargo crimes in September, however, will have been even higher because the latest IIS data does not include the monthly theft figures published by the Dutch police (KLPD) due to a delay in reporting.

In September, IIS also received a long list of cargo thefts suffered by a TAPA EMEA member during the first nine months of 2014. In order not to misrepresent the monthly cargo crime data, only eight of these incidents are included in the latest figures, having occurred in the last 4-6 weeks. The entire list will be incorporated into the annual cargo crime statistics for 2014, which will be released early next year.

€1m theft of clothing and shoes

The biggest single incident to occur in September involved a hijacking on 25 September in Apulia, southern Italy when a truck carrying a mixed load of clothing, shoes and other products reportedly worth €1 million was attacked. The incident occurred at 8.30am on the southbound section of the A14 motorway near Canosa di Puglia, not far from Bari. A gang of eight armed criminals in two cars blocked the road and forced the truck driver and his colleague to stop before bundling them into one of the cars. The attackers then drove the truck to a remote warehouse on an industrial estate in Trani, some 15km eastwards, where they unloaded the goods.

Strangely, it was only after this that they released the kidnapped truck drivers along the SP231 regional road near Andria, only a few kilometres from where the hijacking took place. They subsequently alerted the police and were able to help law enforcement officers to identify the warehouse where the stolen goods were hidden. The whole load was recovered but the perpetrators are still at large, according to Italian media reports.

20 tons of hazelnuts disappeared

A slightly more unusual cargo theft on 15 September involved the theft of 20 tons of hazelnuts from a trailer parked at the Brasselberg unsecured rest area/service station on the A44 motorway near Kassel, Hesse, in Germany. The Turkish driver of the vehicle told police he had parked the trailer at 10.30am and left it unattended for around an hour in order to drive to nearby Kassel to buy a spare part for the truck. When he returned, the trailer had disappeared along with its €250,000 cargo.

Germany reports most incidents

Germany topped the country rankings in September for the highest number of reported incidents with 25 recorded crimes, four more than the previous month. Theft from Vehicle was again the most popular type of incident in Germany, featuring in 10 of the reported losses, while there were also nine crimes involving Theft from Facility and six Theft of Vehicle incidents.

Other countries reporting crimes in September were:

• The United Kingdom with 14 incidents, eight more than in August
• Austria with eight, mostly burglaries of facilities, but four less than last month
• Italy and Russia, both with five reported incidents
• France was the location of three cargo crimes, consisting of two thefts from facilities and one burglary at a facility
• Poland, Spain and South Africa recorded two incidents each in IIS in September
• Four countries reported a single crime last month; Belgium, Greece, the Czech Republic and Switzerland

Non Electronics still the main target

With 15 recorded incidents in September, Non Electronics products were the most stolen types of goods. Six of these crimes took place in Germany; three involving the loss of tyres, two where thefts of tools and the other targeted car parts. Half of the
incidents in Germany involved curtain slashing and Thefts from Vehicles and the others featured Thefts from Facilities. Consumer Electronics were stolen in 12 incidents in Germany, Italy, France, Austria and Switzerland. Two categories – Food & Beverage and Parcels – both incurred 11 incidents in September. Germany and Russia saw the highest number of Food & Beverage thefts with three crimes in each country, while eight of the 11 parcels thefts took place in the UK. The remaining two parcels crimes were in Germany.

The other product related incidents were:

- Metal thefts, up from eight incidents in August to 10 in September
- Tobacco and Clothing & Footwear with four cargo crimes in each category
- Two thefts of Cosmetics & Hygiene products, both taking place in Germany

Most common types of incident

Theft from Vehicle continued to be the most common incident type. In September, the 29 incidents recorded by IIS were six more than in August. Most of these thefts, in which thieves either cut the curtain of soft-sided trailers or broke open vehicle locks to steal goods, happened at unsecured motorway rest areas and service stations or at lay-bys and on unprotected industrial estates. Germany reported the highest number of these incidents with 10 cargo crimes last month.

With 20 recorded incidents, two more than in August, Theft from Facility was another popular target for cargo thieves. Nine of the reported crimes took place in Germany, while Austria and the UK saw five and three incidents respectively. In seven incidents involving facility burglaries, Non Electronics products were the target. Metals were stolen in six separate thefts, while Consumer Electronics were the target in three other incidents.

Thefts of Vehicles rose

Thefts of Vehicles rose by a further four crimes month-on-month to 17 incidents in September. Seven of these thefts were in the UK, followed by Germany with six. The number of recorded incidents involving Hijackings fell from 13 in August to six last month. France, normally a hotspot for this type of crime, didn’t report any such incidents in this period. After no reported hijackings in August,

Italy saw two violent vehicle hijackings in September, as did South Africa and Russia.

IIS recorded two Fraudulent Pick-ups in September, the same as the month before, and these occurred in Russia and the UK.

Intrusion is still the preferred criminal M.O.

As in recent months, most incidents happened in unsecured truck stops and rest areas. The share of incidents with this location type went up from 39% in August to 54% in September.

With 26 incidents, two more than in August, intrusion was again the Modus Operandi (M.O.) preferred by thieves in September. Eight incidents recorded in IIS in August had a violent M.O., four less than in the previous month. This means that 11% of all recorded incidents in September involved the use of violence.

Vehicle crime operation recovers stolen trucks

In another Europol operation targeting vehicle crime on 7-9 October, law enforcement officers from all over Europe seized 323 stolen vehicles with an estimated value of almost €5.5 million, including trucks. Police carried out more than 370,000 vehicle checks and arrested 469 people on suspicion of trafficking stolen vehicles or possessing illicit drugs and firearms.
The TAPA EMEA Conference in Brussels on 12 & 13 November will once again provide a rare insight into the current thinking of the best ways to tackle cargo crime and make supply chains across the region even more resilient.

Here’s what you’ve got to look forward to…

Here’s what’s on the agenda:

An update from DG MOVE

We are honoured that Marjeta Jager, Director for Policy Coordination and Security Directorate-General for Mobility & Transport, European Commission will give the official opening address to TAPA EMEA conference delegates in Brussels.

Combating risks and threats to global supply chains

Joerg Schib, Global Account Manager Logistics at TYCO Integrated Fire & Security, platinum sponsor of the Brussels conference, will speak about ‘Combating Risks & Threats along Global Supply Chains.’

Outlining the presentation, he said: “Global logistics is seen as the ‘heart and engine’ of the global economy. By recognising today’s world of global processing, one needs to understand that logistics requires a day-in-day-out commitment to the continuation of an affordable, reliable and safe operation. Fighting back highly educated criminals whilst coping with operational and cost pressures becomes almost impossible. Security standards or industry standards, such as FSR/TSR or ISPS, GDP or ISO are helping to overcome some hurdles but Global Networking and System Integration/PSIM is needed more than ever to make sure organisations are well positioned for the future.”
Facing up to future security challenges

The keynote presentation on day 2 of the conference will address ‘From transportation security to supply chain resilience – a global prospective’

Speaker Robert Larson, Vice President and Head of Global Security & Operational Resilience at DHL Global Forwarding, Freight says: “90% of global trade flows through only 39 bottleneck regions and the number of terrorist attacks have increased. With the dramatic rise of e-commerce, the supply chain will also face an increasing threat by different modes of cyber-attacks. Increasing natural disasters, failing countries and political instability are requesting a holistic approach to secure and strengthen the global supply chain. This presentation will show DHL Global Forwarding’s approach towards these challenges.”

The security challenges of a much-anticipated Software New Release

Michael Ahner, Head of Logistics Europe at SONY Computer Entertainment Europe, will provide an insight into Supply Chain Risk Management at Sony Computer Entertainment Europe, including a case study of the PS4 launch.

Presentation outline:

Finding the balance between a strict loss prevention programme and challenging business requirements within a fast moving game industry, demands quality partners with full commitment to loss prevention. By getting some operational basics right also, the shipper can influence a lot to minimise risk and keep costs under control. Showcasing a typical Software New Release and its challenges, Michael will be discussing how his logistics team prepared for the highly-anticipated PS4 product launch. With their security partner’s new security device – prototype presented at the TAPA Q4 conference in October 2013 – Sony Computer Entertainment could apply the TAPA TSR 1 requirements for every single FTL leaving the central warehouse.

He will also consider future security challenges to the physical supply chain with growing digital content.

Tracking Technology – update & plans

Hear an update on the new TAPA EMEA Tracking Technology Working Group, its actions to date and working group plans, presented by Philip Burgess, Security Director EMEA at Dell.

CoESS – potential areas of collaboration

Danny Vandormael, CEO of SERIS Security, and a Board member of the Belgian Security Industry Federation (BVBO-APEG) and of CoESS, will provide an insight into the role of the Confederation of European Security Services, its priorities and working model. He will also discuss potential areas of collaboration with TAPA.

Which break-outs will you attend?

Other great break-out sessions in Brussels will focus on:

- Intelligence gathering – the value of data sharing
- The challenges to secure parking
- An update on TAPA Security Standards
- A new view on transport solutions
- Counterfeiting

Updates from the Americas and Asia Pacific

TAPA EMEA delegates will hear an update from our association colleagues in the Americas and Asia Pacific.
Joining forces to fight cargo theft in Europe

‘Fighting against cargo theft in 2014’ will see Francois Despres, Deputy Commander of OCLDI, talk about the challenges facing law enforcement agencies across the EU as they try to tackle the growing threat of organised criminal groups. LEAs, he says, have to act on an EU level and in close partnership with other key partners in the private sector. He will talk about EU agencies such as EUROPOL and EUROJUST, EU projects such as TISPOL and EMPACT OPC and the role of TAPA as a key partner in helping to establish a global and coordinated response.

Measures at the EU level to reduce cargo theft

Robert Missen, Head of Unit, Land and Maritime Security, DG Transport at the European Commission in Brussels will outline the measures that can be taken at the EU level to help reduce the problems of cargo theft.

INTEROL and TAPA – future cooperation

Sebastian Schmucker, Criminal Intelligence Officer at INTERPOL will address the conference on the topic of ‘INTERPOL and TAPA – the outlook for future cooperation’. His presentation will highlight the significance of Heavy Goods Trafficking from a police point of view. It will also introduce ideas and concepts for means to fight this specific crime area by forging a closer level of cooperation with TAPA and its members.

Managing security and risk in a world of different cultures, languages, values and organisational behaviour

How to set up security management for managing supply chain risks in the 21st century will be the topic of one of the breakout sessions on day two, presented by Robert Larson, Vice-President and Head of Global Security & Operational Resilience for DHL Global Forwarding, Freight. He will be joined by Tobias Larsson, Director at DHL Customer Solutions & Innovation and Head of the Resilience360 team, and Ulf Venne, who is leading the Customer Engagement team of Resilience360.

The session will look at how managing security and risks in global supply chains in many cases requires accounting for and bridging the differences in culture, language, values and organisational behaviour. DPDHL, with 480,000 employees in 220 countries worldwide, realised early on that this will only be achievable with streamlined processes backed by an innovative cloud-based solution. The presentation will demonstrate benefits of data-driven modern technologies to complement that effort and highlight insights that can be gleaned through risk assessments and incident monitoring, as well as how such information can protect a company’s supply chain, employees and customers.

TISPOL update on making Europe’s roads safer

Chief Superintendent Aidan Reid, who is currently responsible for the Garda Traffic Corps in Dublin, will bring conference delegates up-to-date with the work of TISPOL in improving safety and security on Europe’s road networks.

Fashion fights back

The fashion industry is a prime target for cargo thieves. What can be done to make fashion supply chains more resilient?

This panel discussion involves senior security professionals from Burberry, Desigual and Nike, and the logistics provider, Allport.
Positive feedback on improved training tools to support TAPA’s new security standards

It wasn’t only new TAPA Security Standards that came into force in July. The implementation was also marked by the introduction of a new suite of training tools, as Markus Prinz, TAPA EMEA Board of Directors explains.

The remit was to deliver fast, simple and multi-media training materials with a uniform structure to focus on the main areas of learning that will continue to offer long-term value to members.

All of the training materials have been revised and they are now much more informative. Video has also been introduced into the training programme for the first time to help communicate and visualise the new security requirements.

In particular, the film sequences give the training participant examples of compliant implementation of safety-relevant requirements regarding location and vehicle. In addition, the film materials can, in many places, be used instead of carrying out physical warehouse checks or vehicle examinations as part of the training process. This is particularly important because we have seen a decrease in the number of companies able to ‘sponsor’ availability of warehouses and appropriate TSR equipment.

Video helps to reach more training locations

‘Live’ images of operations that show the physical representation of facilities are among the most important training tools. The ability to now demonstrate this via video as opposed to actually visiting warehouse or vehicle locations produces a further benefit in that it means training can now be conducted in virtually any location. This means TAPA EMEA training courses can now be even more flexible in meeting the requirements of training participants.

In addition, at the beginning of each training course, printed training manuals that include all of the PowerPoint training materials for FSR and TSR 2014 Security Standards are now provided for each person participating in the course. This provides an efficient reference point both during and after the course, enables participants to record their notes adjacent to specific information slides and supports our objective of achieving a deeper knowledge and understanding of the TAPA Standards.

These new training materials are very much based on the feedback gathered at training events in 2013 and incorporate the views of our trainers, auditors and members.

Pre-work improves focus on standards

Ahead of each training event, an introductory presentation on the respective standards and the history and background of TAPA is also now sent to the participants for the purpose of self-study and to support their preparation. This preparatory work helps to facilitate an effective training process by ensuring all participants come to the courses with a uniform basic knowledge and eliminates the need to spend time during the actual course going over basic information about TAPA and the new standards. This ensures that our trainers can focus their time 100% on the standards, not only to provide the necessary training but to also ensure we have adequate time to answer individual questions.

Our introduction and training documents are exclusively for members and partners.

‘Ahead of each training event, an introductory presentation on the respective standards and the history and background of TAPA is now sent to the participants for the purpose of self-study and to support their preparation.’
participating in TAPA training. They are meant to support the consolidation of what has been learnt and to help with making notes. For these reasons, the new training materials will not be published on the TAPA website.

Obviously, feedback remains essential as TAPA EMEA continues to look to improve its training programme. All participants have the option to use our new assessment form to communicate both the positive and negative aspects of what we are doing and to suggest improvements to the current training courses. Critical feedback or possible lacks of clarity will be collated and taken into consideration for the next revision in January 2015.

In addition, Sara Swift (sara.swift@tapaemea.com) in the TAPA EMEA Admin team, and I (markus.prinz@tapaemea.com) will be pleased to answer any questions to have in relation to the TAPA EMEA training programme.

**Training for TAPA trainers**

So far, the feedback on our new and updated training materials have been mainly positive, and the integration of the new film materials, in particular, has met with great approval. Special training sessions for our TAPA trainers also now form the basis of the new training concept.

I must also take this opportunity to acknowledge the time and support of our TAPA EMEA trainers. This is highly appreciated and we value their commitment. I would like to thank the numerous training sponsors and hosts because without their willingness to help us organise such a high number of training sessions, we could not achieve everything we need to. Last but not least, the time schedule of the training sessions planned in 2014 had to be readapted after preparation of the materials and we thank you for your understanding in relation to this.

We are looking forward to receiving new offers from training hosts and sponsors in order to be able to plan further training in 2015. If you see a possibility to help us provide more training sessions next year, we would be pleased to hear from you.

We also need to know the countries where you want us to provide local TAPA training. In this respect, please bear in mind that a minimum number of 10 participants is necessary for us to proceed with a TAPA EMEA standards training course.

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**TAPA AND INDUSTRY events...**

**November**

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If you are aware of any events that might be of interest to TAPA EMEA members, please email the details to info@tapaemea.com
a big THANK YOU!

... to the sponsors and exhibitors supporting TAPA EMEA’s Brussels Conference, 12 & 13 November. We value your support.