

# vigilant

THE MONTHLY CARGO CRIME UPDATE FOR TAPA'S GLOBAL FAMILY

## INNOVATION LEADERS

TAPA EMEA's new Advisory Board  
set their sights on the future

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TRANSPORTED ASSET PROTECTION ASSOCIATION

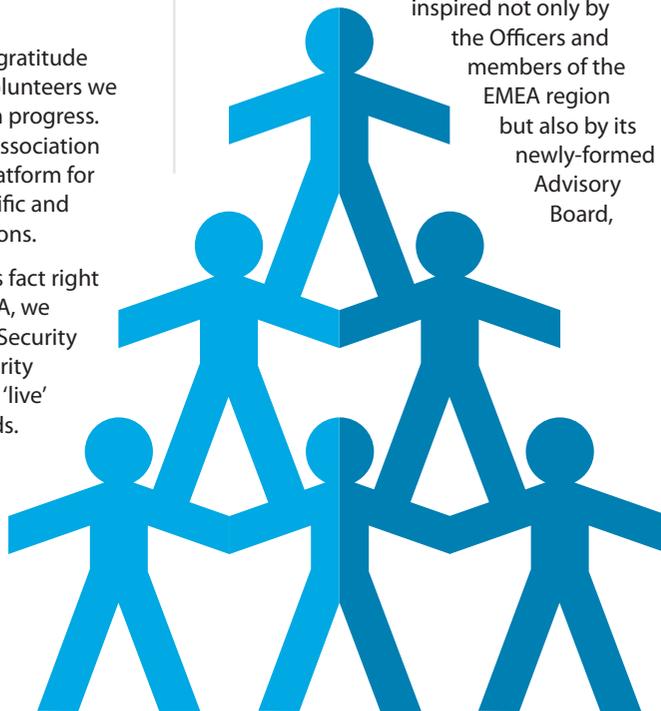
# welcome

## POWER TO THE PEOPLE LEADING OUR GREAT ASSOCIATION TO NEW HEIGHTS

Over its 23 years of growth, TAPA has been supported by an outstanding team of people who have devoted their time, energy and expertise to making our great Association what it is today; the world's leading security expert network for everyone in the supply chain.

We owe them all a great debt of gratitude because without these willing volunteers we would never have made so much progress. They have helped to shape our Association and our future, and given us a platform for growth in our Americas, Asia Pacific and Europe, Middle East & Africa regions.

I am particularly reminded of this fact right now. On 1 July, in APAC and EMEA, we officially launch our new Facility Security Requirements and Trucking Security Requirements, which will also go 'live' in the Americas shortly afterwards. If you have ever seen behind the scenes of industry standards, you will appreciate the time, resources and knowledge required to deliver solutions that gain respect and, most importantly, lead to their adoption around the world.



We have Standards and Training teams who consistently rise to this challenge and next month sees the launch of the finest Standards in our history. That's people power at work.

In this issue, we hear from Thorsten Neumann as he reflects on his first year as TAPA EMEA's first full-time President & CEO and the progress of the region's transformation strategy from a purely voluntary structure to a professionally-driven organisation. This direction will be

inspired not only by the Officers and members of the EMEA region but also by its newly-formed Advisory Board,

consisting of highly-respected supply chain and security leaders from Amazon, CEVA Logistics, Deutsche Post DHL Group and Volkswagen. We introduce them to you on pages 8-12 and thank them for stepping up to support TAPA EMEA's growth ambitions.

And, of course, we have leaders who, after many years of great service, stand down from their roles in TAPA and hand over the reins to highly capable successors. This is the case in Asia Pacific where Tony Lugg is stepping down as Chairman after seven very successful years and we prepare to welcome APAC BOD member, Lina Li, to this important role. I echo the sentiments of the TAPA Family in thanking Tony for his fantastic contribution.

It is this mix of old and new faces that gives us the consistency, stability, fresh ideas and innovation we need to keep moving forward to provide more services and benefits for the ever-growing global TAPA Family.

It is a further reminder that, at whichever level we choose – whether simply to be a member and gain the value of TAPA's Standards, intelligence, training or networking, or to seek a more active role in our Working Groups or at BOD level – we can all make a very positive difference to what we achieve as an Association and how we collectively work to achieve the very highest levels of supply chain resilience.

**We are a great global team.**

*'If you have ever seen behind the scenes of industry standards, you will appreciate the time, resources and knowledge required to deliver solutions that gain respect and, most importantly, lead to their adoption around the world. We have Standards and Training teams who consistently rise to this challenge and next month sees the launch of the finest Standards in our history. That's people power at work.'*



**ANTHONY LEIMAS**  
Chair  
TAPA Americas



## TAPA warns of a significant spike in cargo thefts as criminals get back to 'business as usual'

**Manufacturers and Logistics Service Providers must be prepared to protect their supply chains from a projected significant spike in cargo thefts as coronavirus lockdowns begin to be lifted across the Europe, Middle East and Africa (EMEA) region, TAPA has warned.**

With entire national populations being advised to stay at home to stop the spread of COVID-19 since the beginning of March, cargo thieves have clearly found it much more challenging to target goods in warehouses or onboard trucks. Still, however, TAPA's Incident Information Service (IIS) has received reports of over 400 thefts of products from supply chains between 1 March-31 May 2020, with losses valued at more than **€16.4 million**. These crimes took place in 37 countries across the EMEA region, with the average value of major cargo crimes of **€100,000** or above exceeding **€840,000**.

In April alone, the Association – the world's leading security expert network for everyone in the supply chain – recorded a series of seven-

figure losses, including thefts of two million face masks in Spain, sports equipment in the United Kingdom, and mobile phones in Kenya.

The 2020 figures, though, show a significant drop over TAPA's IIS statistics for the same period of 2019. Then, over the course of the corresponding 90 days, the Association's incident database was notified of over 2,500 cargo thefts with a total loss value in excess of **€33 million**.

With communities and businesses across EMEA now starting to return to some kind of normal, Thorsten Neumann, President & CEO of TAPA EMEA, expects a substantial rise in criminal activity, adding to the financial and reputational pressures on the supply chain sector.

"Cargo crime is a 24/7/365 phenomenon but the outbreak of COVID-19, and the lockdown enforced by governments across the EMEA region, has severely disrupted the activities of both organised crime groups (OCGs) and opportunist cargo thieves. Evidence shows offenders clearly like to disappear into the crowd but with fewer people and vehicles on the streets and roads, criminals-at-large have faced a much higher rate of detection." Subsequently, many have gone-to-ground over

this period – but they have not gone away. OCGs, in particular, will be looking to make up for lost 'income' during this period and this is likely to result in much higher risks for the transport and logistics industry, with trucks remaining most vulnerable to attack.

"Cargo thieves see disruptions to supply chains as windows of opportunity. The emerging risk for businesses is due to the distortion of their supply chains; blanked sailings, ships not calling at all ports, short term shift to rail from China-to-Europe - either due to less air and sea capacity or excessive air cargo rates, and shifts from scheduled to charter freighter flights. The result is that many shipments are moving along unfamiliar routes and through different hubs and cross-docks where risks might not be fully known or assessed, and transit times are longer. Congestion at hubs is also generating risks, for example truck drivers often don't have time to get to safe parking places because they waited so long to load. Supply chains are being stretched, traceability is more challenging, and there is a greater risk of cybercrime as a consequence of more home-based employees and greater systems exposure. These factors are going to test the resilience of every supply chain."

*'Companies should expect to see a spike in cargo crimes impacting every mode of transport over the rest of 2020 as cargo thieves get back to business.'*



Thorsten Neumann added: "Companies should expect to see a spike in cargo crimes impacting every mode of transport over the rest of 2020 as cargo thieves get back to business."

# PICKING UP PACE

It's 12 months since Thorsten Neumann was tasked with leading TAPA EMEA's seismic shift from a voluntary association to a professionally-led organisation. So, how is he finding the challenge of being the region's first-ever full-time President & CEO?





## ***What was the thinking behind TAPA EMEA appointing its first-ever, full-time President & CEO?***

Since TAPA was established more than 20 years ago, it always relied on voluntary support. We were extremely fortunate to gain the expertise of so many experienced and highly respected supply chain security professionals from Manufacturers and Logistics Service Providers but the reality is that they also had very busy, demanding and ever-changing day jobs which always had to be their priority. I think when you look at what TAPA EMEA has achieved under this structure, its success has been quite remarkable – and this has increased not only the expectation on the Association in the region but also the opportunities for us to grow and provide more benefits for our members. Two years ago, the EMEA BOD decided that to realise this potential, we needed to create an organisation in the region led by full-time professionals. We spent a long time looking at how this was going to work, what we wanted to achieve for our members, and putting a strategy in place. Now it's a reality and my focus is to help take TAPA EMEA to the next level.

Of course, it's a significant transition and the mindset change needed for this new direction is still evolving, but the leadership team in the region are very excited about what we can achieve together, with the support of our growing membership.

### ***What attracted you to this post?***

I spent 20 very enjoyable years working for global players in the manufacturing environment but throughout this time I was also with TAPA, spending the last 13 years as Chairman of the EMEA region. To be the first full-time President & CEO of this great Association, and to help shape the future of something I am so passionate about, was an opportunity I could not resist. One of the best bits of career advice I have ever seen is 'find something you love and do it forever'. Not everyone is able to do this, so I feel very fortunate to be in this role. I think our members in EMEA know that TAPA is in my DNA and I really want to make a positive difference during my time here.



Thorsten Neumann, TAPA EMEA's President & CEO.

***EMEA now also has a new Advisory Board – how will this new structure benefit members?***

It is testimony to the importance of TAPA EMEA that we have been able to assemble such an influential and respected Advisory Board. I will have a super close relationship with Michael, Frank, Gilad and Paul as we roll out our strategy, similar to the interaction I enjoy with the Officers of TAPA EMEA; Marcel, Jason and Ap.

From a strategic point-of-view, the Advisory Board will be key to our success as we call on their knowledge and expertise to help guide the next stage of our development. Our members in EMEA will significantly benefit from the new structure as we create new strategies and ideas to increase and broaden the value we provide.

***TAPA's focus is moving beyond simply cargo crime prevention to a broader supply chain resilience focus. Why the shift?***

Look at the media. Everyone is talking about supply chains because they have been so high profile and, in many cases, so disrupted by the coronavirus. And, at the top of most businesses' agenda is supply chain resilience. Our world is changing every day, risk is changing every day, technology is changing every day, as we as people are changing every day in the way we work and act as consumers. This creates new opportunities and risks, and we have to reflect this in what we do and what we offer to our members.

We must connect the dots and understand that this is not a race or a competition that has an

end. There is no finish line. We need to look for continuous improvement and we must be alert and responsive to any changes that impact the overall resilience of our members' supply chains.

***You regularly engage with TAPA EMEA's members. What do they want from TAPA in the next 12-24 months?***

They want us to drive our digital transformation and want to see more online solutions. One of the big impacts of COVID-19 across most sectors will be the acceleration of technology and digital solutions which deliver accessible



benefits. We are already seeing this with our new Virtual Training sessions to support the 2020 FSR and TSR Standards. We will invest in an online platform which ultimately provides more self-service options for our Standards, intelligence, training and networking as well as greater transparency of the work we are doing.

***How are you building closer partnerships with other key stakeholders?***

Our focus is still to expand our visibility with like-minded partners, like Europol, INTERPOL, NATO, the European Commission and important national bodies like the German Insurance Association. We will be looking for opportunities to work with them, support their initiatives and to see what they can do to help us too. The fact that we are increasingly more visible on social platforms is also building greater awareness of TAPA and helping to connect us or increase our engagement with other bodies and associations. But, like everything else, this must be a continuous process if we are to make our vision and mission a reality, and we must be respectful of each other's strengths. A good example is the European Commission's Safe & Secure Truck Parking Areas (SSTPA) project. We welcome its focus on the need for more secure truck parking but strongly believe the Commission is going in the wrong direction. As we have proven with FSR and TSR, sustainable and effective industry standards should come from the industry, for the industry, and be accepted and implemented by the industry. We are now demonstrating this again with our own Parking Security Requirements (PSR).

As TAPA is driving for global standards, our PSR has also been adapted already in APAC, the CIS and Africa, and we are growing every month. We remain in close contact with the EU and will do our best to align with its SSTPA but we continue to urge them to listen to the industry.

***2019 was a record year for the number of IIS incident reports – what is TAPA's strategy for building a bigger database of incident intelligence?***

TAPA's Incident Information Service (IIS) is a key pillar of our value proposition and a tremendous benefit for our members. Every effective end-to-end Risk Mitigation or Loss

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*'There is no finish line. We need to look for continuous improvement and we must be alert and responsive to any changes that impact the overall resilience of our members' supply chains.'*

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Prevention programme feeds on accurate intelligence. IIS provides reliable data that helps our members drive their risk exposure to the lowest level possible.

Our challenge remains getting a higher percentage of the incidents we know are taking place across EMEA into our IIS database. We need our members and partners to provide us with more intelligence on incidents they suffer as well as other cargo crimes they see reports of. Our main sources right now are our Law Enforcement Agency contacts all over Europe, the Middle East and Africa but the entire TAPA Family can do more to help us – and when they do, they will be the ones gaining the biggest benefit. And, as we always point out, we never ask for any company name or details whenever we collect incident data. The identities of victims are always protected. As part of our digital transformation, how we collect and share intelligence will be uppermost in our minds. In support of this, we have already started new partnerships with companies with their own risk management tools to enhance TAPA's visibility within their client bases.

### **Digitisation is a big theme for TAPA EMEA's transformation, so what can members look forward to?**

Having spent many years working for one of the biggest software companies in the world, you can be assured that driving our digital transformation to the next level is one of my priorities and this commitment is shared by our Officers and Advisory Board. Our members will see new digital solutions, initially in the form of our online brand presence, our training and exam processes, data analytics, marketing and communications. Two of our main projects currently are linked to our TAPA Standards & certification processes plus enhancing our CRM capabilities.

### **TAPA's new FSR and TSR Standards go 'live' in EMEA on 1 July. How are you going to get more companies to adopt the Standards?**

Yes, we are about to go 'live' and the world will see the best-ever TAPA Security Standards to protect their facilities and trucking operations in our 23-year history. This includes a new modular approach for our TSR Standard and a Multi-site certification solution for FSR, which are both the result of listening to what our members need. The changes are based on the feedback we have received and, consequently, we have already won more global players which now plan to adopt our Standards as part of their supply chain resilience programmes.

### **Can you list five actions EMEA members can take to support the new benefits you are planning to deliver?**

- Please send us feedback on a more regular basis of what can we do for you
- Support our IIS database and share your incident data
- Embrace our Standards in your own operations and encourage your partners and suppliers to do the same
- Visit our website and social media platforms and share our updates with your own contacts to expand our global audience
- Help to grow our membership – introduce us to companies, suppliers, partners or competitors which should become a TAPA member. The stronger we become, the more benefits we will be able to deliver

### **COVID-19 has disrupted everyone and everything. How is TAPA preparing for the 'new normal' both in the short and long-term?**

We've already developed our online training to overcome the restrictions on face-to-face events and we will be working on other fit-for-purpose solutions for our members. Stay tuned! After all of the disruption to our events calendar in 2020, we are also already at an advanced stage of planning our next main EMEA conference on 10-11 June 2021 in Amsterdam. And, of course, we will also rely on our members to tell us what they need too.

### **Looking back over your first year, what are you happiest about?**

I love being part of the TAPA Team and being involved in how we serve our members on a day-to-day basis behind the scenes. Unless you have this opportunity, it's hard to appreciate how much work goes on and is needed to sustain our great and growing association, or how many people are working to ensure seamless support to our members. A good example is the shift from a 100% classroom-driven Training solution to a virtual, online solution within a matter of weeks in response to the COVID restrictions. That has shown me how agile and responsive we can be. I also love the daily communication I have with TAPA members, key stakeholders, regulatory bodies, and our colleagues in the other regions.

### **What lessons have you learned in your first year?**

Even if TAPA EMEA is more than 20 years old, we are in effect a start-up since we kicked off our transition to become a more professionally-driven organization – but, of course, we are doing this from a very solid and established base. Everything is new for us and we must work hard to establish a company-like structure for all of the key areas we need to succeed.

### **What are your top 5 objectives for 2020H2 and 2021?**

- Drive our digital Transformation
- Hire more professional resources to join the TAPA Family
- Win more members
- Organise the next TAPA Conference in 2021
- Engage with more members and people in the field, including to establish more regionally-focused conferences/meetings



*'Even if TAPA EMEA is more than 20 years old, we are in effect a start-up since we kicked off our transition to become a more professionally driven organization – but, of course, we are doing this from a very solid and established base.'*

# TRANSFORMATION ACCELERATION

The challenge for any business, organization or association climbing to new heights of growth is how to not only sustain but to also accelerate this momentum to leverage new opportunities to benefit their stakeholders. The biggest hurdle? Complacency. Assuming you've found the magic formula, and expecting it to last forever, is a risky business.

**Having inspired more than a decade of strong growth, in 2017, TAPA EMEA's Board of Directors recognized that to build on these achievements and accelerate the association's growth in the region to the benefit of its members, a new professional structure was required, to be led by a newly-appointed and full-time President & CEO. The next stage of TAPA EMEA's transformation was under way.**

In many respects, the start of the transition has been as seamless as everyone had anticipated, with Thorsten Neumann's appointment as President & CEO following 13 years as TAPA EMEA's voluntary Chairman. Given the task of leading TAPA EMEA's drive into the broader supply chain resilience arena, his reporting lines ensure TAPA EMEA retains the outstanding stewardship it has enjoyed in recent years, alongside an injection of highly experienced and respected Chief Security Officers, representing some of the world's biggest brands, to inspire, sense-check and spearhead the Association's growth strategy.



**Under the new leadership team, the EMEA region retains three Officers:**

- **Marcel Saarloos, Chairman**
- **Jason Breakwell, Vice Chair**
- **Ap Boom, Treasurer**

The other big change in the region is the appointment of a new Advisory Board to bring additional knowledge, expertise and fresh momentum to support EMEA's growth agenda. Of the four Board members, one will be especially familiar to members having served on the TAPA EMEA Board since 2002; Paul Linders. After serving in Dutch national law enforcement for over 17 years, he moved into the world of supply chain security in 1996 with CEVA Logistics and is now the company's Global Head of Security. Paul also continues to serve TAPA globally as lead of the World Wide Change Control Board (WWCCB).

In this issue of *Vigilant*, we introduce the other TAPA EMEA Advisory Board members who have accepted the Association's invitation to help build an exciting future and ensure even more value and benefits for members in Europe, the Middle East & Africa. We thank them for their commitment and wish them every success in their new role. We invited them to tell us:

- ❶ ***Why they've joined the Advisory Board and what they hope to bring to their role?***
- ❷ ***How they believe TAPA can best support members in EMEA to protect their supply chains?***
- ❸ ***The three areas they most want to see TAPA EMEA focus on in the next two years?***
- ❹ ***Their rallying call to the region's members***

***SO, LET'S HEAR FROM...***



## Michael Schmidt, Chief Security Officer, Volkswagen AG

### BIO

*Michael started his career as a police officer in 1979 before joining TNT Express in 1989 as a Security Manager, becoming a member of the senior management team and General Manager for Security & Data Protection for the Central and Eastern Europe regions. Between 1999 and 2006, he served as Senior Vice President Corporate Security at Deutsche Post World Net AG before joining RWE AG as Head of Group Security. In 2013, Michael was appointed Chief Security Officer at Volkswagen AG. As well as being a Board Member of the Association of Certified Fraud Examiners, he is an Advisory Board member and lecturer for courses in Risk and Security Management at the University for Applied Administrative Sciences in Bremen, lecturer at the Frankfurt School of Finance and Management, and a member of the Advisory Board of the Alliance for Security in Business in Northern Germany. Michael is also a member of the Subcommittee for Business Security of the Association of German Industry (BDI).*

1 First of all I would like to thank TAPA EMEA for the invitation to join the Advisory Board. In my role as Chief Security Officer (CSO) of Volkswagen Group Security I am also responsible for the phenomena of cargo crime in our Group. Since 2016, we have built up a Task Force Cargo Crime that deals with the topic of theft by transport to our production facilities. My team works across brands and countries with the headquarters in Wolfsburg. In difficult market conditions, the number of Group vehicles delivered to customers rose to 10.97 million in 2019. The Group operates 124 production plants in 20 European countries and a further 11 countries in the Americas, Asia and Africa. 671,205 employees worldwide produce vehicles, and work in vehicle-related services or other fields of business. As CSO, I look at the challenge of cargo crime across brands.

To answer it briefly: We are the first automotive manufacturer (cars, trucks, motorcycles) that brings a lot of experience of how to deal with the phenomenon



*'The perpetrators of cargo crime are very creative. A quick exchange of information from all parties involved, from the supplier, freight forwarder, subfreight forwarder and the recipient, shows that offenses, organized structures and facts can be interrupted.'*

of cargo crime. Together with TAPA, we have a very large network of possibilities, we can learn faster and counteract the phenomenon through standards and experience.

2 The TAPA network and the extraordinary exchange of expert information on this topic is essential to protect supply chains. With the unique TAPA IIS database for collecting transport thefts and periods, a lot of data is made available. We encounter the cargo crime phenomenon in very different ways. The modus operandi are constantly changing, the perpetrators are very creative. A quick exchange of information from all parties involved, from the supplier, freight forwarder, sub-freight forwarder and the recipient, shows that offenses, organized structures and facts can be interrupted so quickly to avoid major

damage. Furthermore, transport safety is in the hands of all parties involved. Having a coordinated security concept with a classic risk analysis, coordinated measures and the integration into the contract are the first steps.

3 TAPA is already very active and supports its members with many Standards. The Standards area has grown very rapidly in recent years, and I see a lot of potential for development there. As mentioned before, I believe that the network and the exchange of information is a suitable means against cargo crime. Members bring numbers, dates, facts and a lot of experience. Learning through the development of awareness campaigns and the sensitization of all partners in the supply chain must be internalized.

4 Stay active! Only active member participation supports our organization against cargo crime.





## Frank Ewald, Head of Corporate Security & Crisis Management, Deutsche Post DHL Group

### BIO

*Frank started his career as an Officer in the German military, serving in operational units as well as in the Learning and Development Center of the German Special Forces (KSK). Between 2004 and 2011, he held different functions in the field of Corporate Security at corporations including Deutsche Bank AG, John Deere and Daimler AG. For the last eight years, he has held the position of Head of Corporate Security & Crisis Management for Deutsche Post DHL Group. He was a member of the Chief Security Officer Centers of ASIS and is an active member of ISMA. He is also on the Executive Board of the association for security in North Rhine-Westphalia.*

- ① As the representative of a long-standing member company, I was pleased to receive the invitation to join the Advisory Board of TAPA EMEA. Bringing together all our divisions under one roof, we as DPDHL Group are the company with the most

TAPA Security Standards' certificates worldwide. With this rich experience and the perspective of a leading global logistics company, I am happy to support the Association's future work.

- ② Setting global standards for the security of supply chains should remain one of the most important pillars within the TAPA organization. However, to strengthen the resilience of modern supply chains, we need a more holistic approach to counter the growth of global security risks with a networked and coordinated security architecture. TAPA has already enjoyed great success by bringing supply chain resilience and cargo crime onto the political agenda in Europe. This work needs to be continued in the interest of the members.



- ③ A thorough analysis based on comprehensive security intelligence is key and the foundation for a risk-based security management approach for TAPA. The utilization of new technologies such as artificial intelligence (AI) and digital solutions, might be an opportunity to level-up TAPA's capabilities in this area. Obviously, cyber incidents have become one of the top business risks for any organization managing complex global supply chains. Therefore creating, managing and maintaining resilient networks, in the field of Cybersecurity, must become a key driver. To compliment this, closer intelligence sharing relationships across companies, but also with law enforcement and governmental stakeholders, is important.

Another key area is digitalization, robotics and automation. New and future security technologies are crucial to enhance modern crime prevention, not only with regards to supply chains but across both facility and transport security, to keep pace with criminals. Therefore, we need comprehensive standards in this area taking into account current and upcoming innovations and developments in technologies. Thirdly, we should indeed continue our efforts to reduce cargo crime by constantly addressing related issues, like the lack of secure parking, particularly in Europe.

- ④ In a time when global institutions are gasping under rising anti-globalization tendencies, associations like TAPA are of major importance. Only together, and with the support of organizations which represent a broad range of stakeholders, we can strengthen and secure our global supply chains, creating and formalizing standards on a worldwide basis.

*'To strengthen the resilience of modern supply chains, we need a more holistic approach to counter the growth of global security risks with a networked and coordinated security architecture.'*



## Gilad Solnik, Director Security & Loss Prevention, EMEA, Amazon.com

### BIO

*Following 11 years in Military and Government service in Israel, in 1992, Gilad became Founder & Managing Director of Pro-Tech-Team in Israel, an international security consulting and projects management organisation. In 1999, he joined DHL Express Israel as Head of its Security & Shared Services division before relocating to Belgium in 2001 to take the post of Regional Security Manager – Europe for DHL Worldwide Network, and later spent four years as CSO & Head of Corporate Security at ST-Ericsson in Switzerland. He joined Amazon.com in 2013 as Director Security & Loss Prevention, Global Security Operations, EMEA. Active in ASIS and ACFE, Gilad also supported the expansion of IFPO in the EU as Director Professional Development, and has previously served as a TAPA EMEA Board Member, taking Lead roles for IIS, Regulatory Affairs and Training.*

1 I have been actively supporting TAPA and its goals since 2001, including being a member of working groups, taking roles in the TAPA BOD and being an ambassador of TAPA in other security forums and organizations. I see it as an extremely important task and as a professional and personal honour to

*'From my professional experience, TAPA membership can provide essential tools and benefits to supply chain, transportation security, and loss prevention professionals. The knowledge base and training is excellent.'*

be asked by TAPA EMEA to take part in the Advisory Board to help steer the direction of this important association and shape the future of supply chain security and resilience.

2 It is essential for TAPA's leadership to embrace change and constantly ask if we are simply doing the things right and being only efficient or, are we doing the right things and being effective? We need to address the changes in the world and the industry, understand the evolving threats and provide our members with solutions that are aimed at the risks of tomorrow, and not for those of yesterday.

3 The three most significant areas for supply chain resilience that I would like to progress are:

- Further improve the scope and accuracy of the intelligence capabilities through TAPA's IIS and other initiatives to provide strategic, tactical and operational analysis, and alerts to our members
- Support end-to-end balanced supply chain resilience using innovative technology and solutions
- Further develop cooperation with Law Enforcement to actively tackle hotspots and organized criminal rings



4 From my professional experience, TAPA membership can provide essential tools and benefits to supply chain, transportation security, and loss prevention professionals. The knowledge base and training is an excellent and cost effective way to improve the capabilities of your teams; the TAPA Standards are a pragmatic approach to risk-based security solutions for facilities and transportation networks that could be integrated with your own standards and policies and bring together the interests of security, logistics and commercial entities within the organization; the IIS is an effective source for analysis, supporting risk-based decision making; and lastly, the networking with highly professional peers provides outstanding opportunities for cooperation, development and even genuine friendship. My team in Amazon is very engaged with TAPA and we are using its benefits to support our stakeholders and provide best-in-class security and loss prevention services.

# EYE-ON-TECH



## Ecommerce gets extra attention from criminals during pandemic



*DigitalCommerce360 reports:* 'The COVID-19 pandemic has created new opportunities for online criminals targeting e-retailers and their customers. As ecommerce traffic and purchases surged after governments around the world imposed stay-at-home directives, total monthly online fraud attempts rose and the scammers made online retailing their top target. During the 104 days from Dec. 30, 2019, through April 12, 2020, the total monthly volume of malicious online activity - such as "phishing" emails and domain spoofing - worldwide grew 33%, according to a study from cybersecurity company Mimecast Ltd. Retailers were hit harder than any other sector by malware and domain spoofing and were a close second to manufacturers in total detections, Mimecast says. Worldwide, malicious activity detections for the retail/wholesale sector were 498,521 for the period examined, compared with 501,708 for manufacturers. In the U.S., those numbers were 231,791 and 262,470, respectively, the company reports. Mimecast compiled the data from examining what it detected from the more than 36,000 organizations using its services.'

[Read the article here](#)

## Pozyx introduces UWB solution to put Safety & Security first

POZYX, which claims to be a pioneer of accurate positioning solutions with ultra-wideband (UWB), is working on solutions that help enforce additional security by tracking people and assets with social distancing built-

in. Its solutions alert employees when they are too close to each other, but offer even more security options when integrated with the Pozyx UWB infrastructure. It allows companies to track the history of users, create maps, and even see crowds and bottlenecks. The ability to track people and things makes it easy to secure and protect assets. Its Health & Safety Tag social distancing solution works out of the box without any setup or install, the company says, and allows real-time monitoring of assets with pinpoint accuracy. Pozyx is currently running multiple pilots with a first prototype version of the Health & Safety Tags. Pozyx has received several thousands of preorders and is expecting to ship the final product near the end of the summer. [Click here for more](#)

## Honeywell adds people counting to multi-functional intruder system

Honeywell has included a people-counting functionality to their MB-secure intruder system to monitor public spaces and to identify a critical mass of people within a certain area. Visitors are warned by a visual signal which helps with controlling admittance. This ensures a proactive control of visitors/guests entering buildings and offices and helps to kick-start safe operations. MB-Secure is described as an innovative, modular platform that can be used in a variety of ways to implement a wide range of security solutions. It enables the straightforward integration of intruder detection, access control and video surveillance systems in one single control panel.

[Read more here](#)

## Genetec launches Security Center 5.9.2 – CCTV/VMS

Genetec says customers are now able to manage their Open/ID Connect and SAML 2.0 accounts by using their identity management

tools to enable a smooth change to Single-Sign-On (SSO). Assets are automatically being positioned and shown on maps. If customers have already assigned locations in Auto-CAD maps, those will be auto-imported and migrated to the Security Center. The new release also features an enhanced License Plate Reporting Tool. Research processes have been facilitated. Genetec has also introduced their Transit Portfolio to unify security and operations.

[For more information click here](#)

## Johnson Controls launches Thermal Body Temperature Detection systems

The easing of COVID-19 lockdowns and the increased movement of people continues to pose risks as travellers and can introduce new illnesses and viruses into the countries they visit. In most cases, these illnesses and viruses cause a high body temperature, or a fever, which can be an indicator that a person is unwell and may need treatment. The Body Temperature Detection System provided by Johnson Controls (Tyco Security) can accurately detect facial temperatures of up to 40 people at once, with an accuracy of  $\leq 0.3^{\circ}\text{C}$ . which is ideal for monitoring body temperatures at entrances to events, transport hubs and buildings. Using advanced facial recognition, the system uses the face temperature to make accurate temperature measurements and minimise false readings, and offers fast response times, the company says.

[More information can be found here](#)

*Please note that none of the items covered in this section are endorsed by TAPA.*

**Want to contribute to Eye-on-Tech? Let us know at [info@tapaemea.org](mailto:info@tapaemea.org). Our objective is to bring you information that really matters to Supply Chain Security Experts.**

# PASSING ON

# THE BATON

## TAPA APAC bids farewell to Chairman Tony Lugg ... as Lina Li steps up to lead the next stage of the region's development



**Tony Lugg is stepping down as Chairman of TAPA APAC after seven years in the post, during which time the region has achieved sustained growth in its membership, Security Standards certifications and training provision, and built a solid financial model capable of supporting TAPA's continued development across the Asia Pacific region.**

Announcing the news, TAPA APAC's Board of Directors confirmed Lina Li, current Board member and Standards Lead, will assume the role of Chair, effective 24 July 2020.

Tony Lugg began his association with TAPA APAC 12 years ago and joined the Board in 2008, holding various roles, before being elected Chairman in 2013. Together with the Board members, Tony successfully pioneered the change of TAPA APAC's membership structure, transforming from an individual membership to a corporate structure, a strategy which produced a 12-fold increase in TAPA APAC's revenue. Building a sustainable financial model over the years, TAPA APAC's future has been financially secured and the region now has the highest financial reserves in its history to fund the expanding work of the Association.

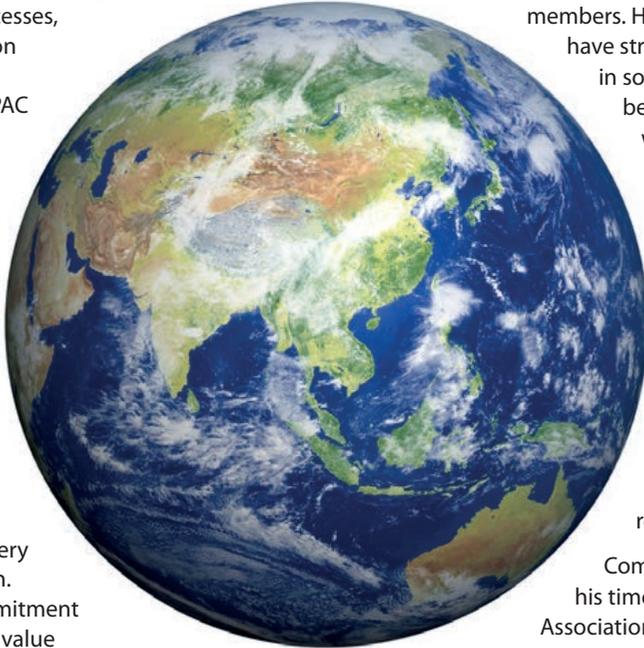
During his tenure, Tony has overseen the growth of TAPA APAC's membership, training improvements, the revision of its

*'It has been an incredible honour to lead TAPA APAC, an association with great vision and a commitment to helping companies build their supply chain resilience. TAPA now serves 18 APAC nations with over 500 company members. I am certain TAPA will continue to see long-term success.'*

Security Standards' auditing and certification processes, and the expansion of membership services. TAPA APAC membership has grown 27% in the last five years. Under Tony's leadership, TAPA APAC has certified more than 200 sites to the TAPA Standards and now provides training to over 600 members every year in the region. With Tony's commitment to create greater value for members, TAPA APAC has expanded its member services to provide auditor training, industry updates and support services.

Most recently, at the start of the COVID-19 outbreak, Tony launched a survey among TAPA members to assess the impact of the virus and the supply chain resilience challenges. After the survey revealed a significant gap in the business continuity planning of most of the companies which participated, he engaged APAC partner member, Singapore Institute of Material Management (SIMM), to organize and conduct certified Business Continuity & Recovery Planning (BCRP) training to help bridge this gap. Subsequently, TAPA has hosted a series of webinars and podcasts to address operational and risk concerns arising from the pandemic, including the impact of COVID, the growth of eCommerce, cybercrime, the challenges facing remote workforces, and the 'new normal'.

TAPA APAC Secretary and Board member, Roger Lee said: "Tony is an exceptional leader who has transformed TAPA APAC into one of the most recognized associations in the region. Tony's commitment has always been



to serve the best interests of our members. His vision and drive have strengthened TAPA in so many ways. On behalf of the Board, we would like to thank him for his passion and contribution to bringing TAPA APAC to the next level."

Tony has also taken steps to secure and protect TAPA's brand in the region.

Commenting on his time with the Association, he said: "It has been an incredible honour to lead TAPA APAC, an association with great vision and a commitment to helping companies build their supply chain resilience. TAPA now serves 18 APAC nations with over 500 company members. I am certain TAPA will continue to see long-term success and growth in the region. I wish to extend my thanks to the World Wide Council, working groups and secretariats for TAPA's Americas and EMEA regions for all the help and support they have given TAPA APAC over the years. I am extremely proud of the APAC Board members and secretariat for the achievements we have made collectively, all of which have improved the overall membership experience."

After a rigorous selection process, the TAPA APAC Board is delighted to appoint Lina Li to the role of Chair. With over 15 years of experience at the Corporate Security Level, and the experienced gained as a member of the APAC Board, Lina's expertise covers training and assessment, site security operations, warehouse and freight security at both national and regional levels.

Lina is currently Head of Security for Asia at Signify, a world leader in connected LED lighting systems, software and services. She is a Certified Protection Professional (CPP) with ASIS International and is also a certified ISO9001:2008 Internal Auditor.

In her new role, Lina will continue to develop TAPA APAC's focus on driving its members' supply chain resilience focus, supported by the new 2020 FSR and TSR Security Standards as well as upcoming standards for Cyber Security and Air Cargo Security.

As he leaves his post, Tony is confident the next stage of TAPA APAC's development is in safe hands. "Having worked closely with Lina for many years, and seen her rigour in action, I am highly confident TAPA APAC has an exciting future under her leadership."

Lina added: "I would like to thank Tony for his enormous contribution to TAPA. He has led us through many difficult times and shaped the resilient structures we have in place today. With his great work done, I am very privileged to take on this role at such a crucial time as the world moves into the post-COVID recovery period. I look forward to engaging further with our members and addressing their current security gaps as we prepare for new challenges ahead."



Lina Li

# TAPA PARTNERS WITH BOSCH SECURE TRUCK PARKING, BOOSTING SECURE PARKING PLACES BY OVER 42% IN 12 MONTHS





**TAPA's programme to reduce cargo thefts and increase supply chain resilience in the Europe, Middle East & Africa (EMEA) region has a new partner: Bosch Secure Truck Parking, a digital booking platform for truck parking spaces in Europe. The partnership is contributing to a 42.9% growth in the Association's database of secure parking places in the last 12 months.**

Designed by its Manufacturer and Logistics Service Provider members, TAPA's Parking Security requirement (PSR) industry standard was launched in 2019 to help the Association's members identify secure parking places in the region which meet their security needs. Product losses from vehicles left in unclassified parking locations accounted for 53.8% of the

8,548 cargo thefts recorded by TAPA's Incident Information Service (IIS) last year. Crimes were recorded in 48 countries across the region, with a value of more than £137 million for the 39.1% of these incidents sharing financial data.

TAPA's PSR programme now covers over 6,700 secure parking places at 63 sites in Austria, Belgium, France, Germany, the Netherlands, Romania, Russia, Slovakia, South Africa, Spain and the United Kingdom. TAPA hopes to increase this number to 15,000 by the end of 2020 to help meet growing demand. According to estimates, Europe alone has a shortage of 400,000 secure parking spaces for trucks.

Bosch Secure Truck Parking operates a network of around 50 secure truck parking locations across Europe in Austria, Belgium, France, Germany, Luxembourg and the Netherlands. New sites in Romania and Sweden will be added soon. Under its commitment to TAPA's PSR, the first two sites in Germany have already adopted Partner status. As well as its online portal for secure parking, Bosch operates one



of Europe's largest monitoring centres for cargo theft prevention as part of its portfolio of solutions, which also include video cameras with intelligent video analytics.



*Dr. Jan-Philipp Weers, Head of Bosch Secure Truck Parking, said: "We appreciate the TAPA initiative to define an industry standard for secure parking. TAPA is an authority for securing supply chains. Parking places so far were a*

*blind spot but TAPA has now closed the gap with the introduction of its PSR programme. TAPA's 20 years of offering sustainable industry standards for facilities and trucking, as well as its broad supply chain resilience focus, gives us confidence in its PSR Standard and we expect more of our secure parking locations to join the programme."*

"Bosch Secure Truck Parking joins many other professional Parking Place Operators (PPOs) which are supporting TAPA's PSR. The growth of this initiative is very good news for manufacturers and their logistics partners because the lack of secure parking for commercial vehicles operating in supply chains across EMEA is the biggest single contributor to rising cargo crime. Based on losses reported to TAPA, cargo thefts more than doubled in 2019 to a 23-year high. We still have a long way to go to meet the level of demand for secure truck parking, but it is already clear that both buyers and operators see TAPA's industry standard as the solution they want to support. We are delighted to welcome Bosch as our latest Partner and look forward to growing their participation in our PSR programme," added Thorsten Neumann, President & CEO of TAPA EMEA.

By integrating its unique incident information and secure parking databases, TAPA members have access to a digital supply chain resilience tool which identifies cargo crimes on specific transport routings across EMEA. This supports risk assessment and loss prevention as well as a listing of the nearest TAPA-approved secure parking locations to ensure drivers, vehicles and high value, theft targeted loads remain safe during mandatory rest breaks. It also includes a quick and easy guide to each site's facilities and booking information.



*'With an estimated shortage of 400,000 secure truck parking places for trucks in Europe alone, we still have a long way to go to meet the level of demand, but it is already clear that both buyers and operators see TAPA's industry standard as the solution they want to support.'* **THORSTEN NEUMANN, TAPA EMEA**

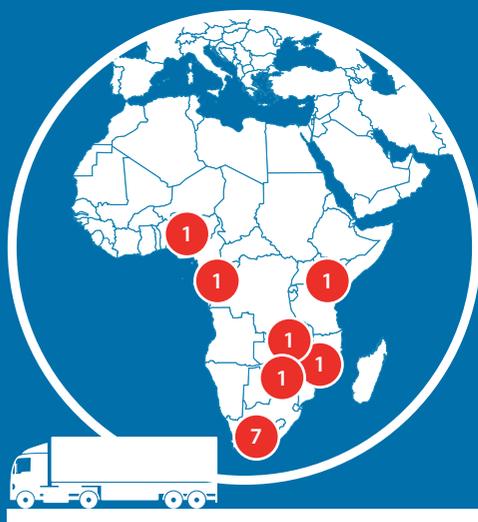
EUROPE, MIDDLE EAST &amp; AFRICA REGION

# CARGO CRIME MONITOR

## CARGO THEFT BY COUNTRY

MAY 2020

▶ Belgium	1 (1.2%)
▶ Cyprus	1 (1.2%)
▶ Equatorial Guinea	1 (1.2%)
▶ France	6 (7.2%)
▶ Germany	17 (20.5%)
▶ Italy	3 (3.6%)
▶ Kenya	1 (1.2%)
▶ Latvia	1 (1.2%)
▶ Mozambique	1 (1.2%)
▶ Netherlands	2 (2.4%)
▶ Nigeria	1 (1.2%)
▶ Russia	1 (1.2%)
▶ South Africa	7 (8.4%)
▶ Spain	4 (4.8%)
▶ United Kingdom	33 (39.9%)
▶ Zambia	1 (1.2%)
▶ Zimbabwe	2 (2.4%)

MAY  
2020

## €289,803

Average loss for the 8 major cargo crimes reported to TAPA's Incident Information Service (IIS) in May 2020



## €2,362,628

Total loss for the 14 or 16.8% of crimes stating a value

## 12

Number of TAPA IIS product categories recording losses in May 2020



# 83

Number of new cargo crimes recorded by TAPA's IIS in May 2020

# €524,457

**Biggest single loss -**

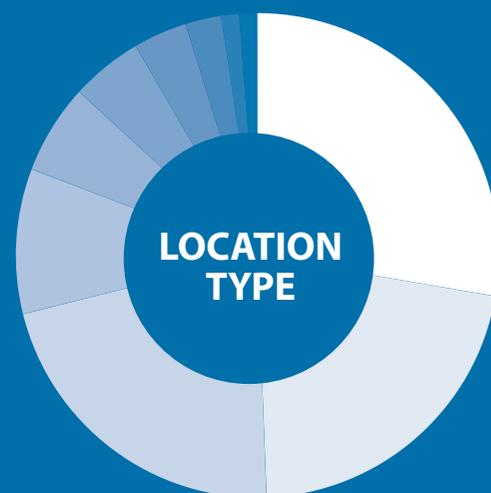
The violent hijacking of a truck and its cargo of Cosmetics & Hygiene products in Midrand, South Africa, on 26 May 2020

Number of countries in EMEA reporting incidents

# 17



Theft from Vehicle	33 (39.9%)
Theft from Facility	13 (15.6%)
Hijacking	9 (10.8%)
Theft of Trailer	8 (9.7%)
Theft of Vehicle	5 (6.0%)
Robbery	5 (6.0%)
Theft	5 (6.0%)
Truck Theft	4 (4.8%)
Theft from Trailer	1 (1.2%)



Unknown	23 (27.7%)
Destination Facility	18 (21.7%)
Unclassified Parking Location	18 (21.7%)
En Route	8 (9.7%)
Services 3rd Party Facility	5 (6.0%)
Authorised 3rd Party Facility	4 (4.8%)
Origin Facility	3 (3.6%)
Maritime Transportation Facility	2 (2.4%)
Aviation Transportation Facility	1 (1.2%)
Railway Operation Facility	1 (1.2%)



**0** Crimes in EMEA recording a loss value of between €50,000 & €100,000

**8 – Number of major incidents with a loss value over €100k**

# €168,759

## AVERAGE LOSS VALUE IN MAY 2020

# 21.7%

Or 18 of the recorded incidents took place in Unclassified Parking Locations



**MODUS OPERANDI USED IN LATEST CARGO THEFTS:**

Intrusion	56 (67.5%)
Violent & Threat with Violence	16 (19.3%)
Theft from Moving Vehicle	5 (6.0%)
Forced Stop	3 (3.6%)
Internal	2 (2.4%)
Unknown	1 (1.2%)

# LOCKDOWN CONTINUED TO LOWER INCIDENT RATES IN MAY BUT LOSSES STILL SURPASSED €2.3M ACROSS 17 COUNTRIES IN EMEA

Cargo thefts reported to TAPA's Incident Information Service (IIS) in the Europe, Middle East and Africa (EMEA) region in May continued to show the impact of the COVID-19 lockdown on the activities of offenders, with only 83 new crimes reported to the IIS database in 17 countries.

The total loss for the 14 or 16.8% of these crimes reporting a value was €2,362,628 or an average of €168,759.

Despite the more challenging operating environment for offenders, TAPA still recorded eight major thefts during the month, although law enforcement agencies also enjoyed significant successes in arresting suspects believed to be involved in the thefts. The major losses with a value of €100,000 or more last month were:

**€524,457**

In Midrand in South Africa's Gauteng province on 26 May, thieves hijacked a truck carrying a shipment of soap and sanitizers. Police later recorded the vehicle and arrested eight individuals.



**€400,000**

On 7 May, 500,000 face masks due to be distributed to the inhabitants of Seine-Saint-Denis in northern France were stolen from a vehicle in an unclassified parking location on the Spanish/French border by a group of offenders.



**€308,000**

In Auxerre in the French region of Bourgogne-Franche-Comté on 9 May, thieves stole a vehicle and its load of cosmetics and hygiene products. Three days later, police located the vehicle and made two arrests in an operation which also led to the recovery of 2,700 packages.



**€300,000**

40 tonnes of pork was stolen after offenders took two refrigerated trailers from a Services 3rd Party Facility in Boizenburg in the German state of Mecklenburg-Western Pomerania on 10 May.

**€248,588**

Tools and building materials – notably drills and grinders – were stolen from an Authorised 3rd Party Facility in Nairobi, Kenya, on 17 May after a gang forced their way into the warehouse. Police later arrested six suspects and are investigating their possible collusion with employees working in the facility.



**€201,635**

A forced stop and hijacking of a truck carrying various products in Kempton Park, Gauteng province, in South Africa on 16 May after armed offenders forced the vehicle off the road. The truck and two suspects were located two days later at a house in Ormonde and further investigation led police to a private storage facility in Pretoria North, where they also recovered food and drink as well as furniture/household appliance products.

**€189,883**

On 6 May, thieves broke into a van blocking a warehouse shutter door to release the handbrake and roll the vehicle forward. They then used machinery to cut a hole in the shutter before escaping with a large quantity of face masks from the Services 3rd Party Facility in Salford, Greater Manchester, in the United Kingdom.



**€145,865**

On 30 May, TAPA's IIS recorded the theft of a trailer with no load from an unknown location in Templecombe in Somerset, UK. The trailer is used to transport train locomotives between railway tracks. No further details were recorded.

**Overall, during the month, goods were reported stolen in 12 TAPA IIS product categories, including:**

- Tobacco – 11 thefts (13.3% of the May total)
- No Load (Theft of truck and/or trailer) – 6 (7.2%)

- Cosmetics & Hygiene – 5 (6.0%)
- Food & Drink – 5 (6.0%)
- Tools/Building Materials – 4 (4.8%)
- Pharmaceuticals – 4 (4.8%)

Of the 17 countries in EMEA recording thefts from supply chains in the IIS database, only the United Kingdom and Germany reported double-digit losses with 33 or 39.9% and 17 or 20.5% respectively.



Of the known types of locations for these crimes, the top two – Destination Facility and Unclassified Parking Location - accounted for 36 or 43.4% of last month's total, while Theft from Vehicle – 33 or 39.9% - and Theft from Facility – 13 or 15.6% - were the most recorded types of incidents. 16 or 19.3% of the cases reported to TAPA's IIS in May involved the M.O. of Violent or Threat with Violence.

In the most disturbing crime recorded, offenders who broke into an Authorised 3rd Party Facility in Lusaka, Zambia, to steal clothing and footwear products, reportedly killed employees and set the building on fire to destroy evidence of the crime on 24 May.

PRODUCT CATEGORY	No	%
Miscellaneous	20	24.2%
Unspecified	17	20.5%
Tobacco	11	13.3%
No Load (Theft of truck and/or trailer)	6	7.2%
Cosmetics & Hygiene	5	6.0%
Food & Drink	5	6.0%
Tools/Building Materials	4	4.8%
Pharmaceuticals	4	4.8%
Cash	3	3.6%
Clothing & Footwear	3	3.6%
Metal	2	2.4%
Computers/Laptops	1	1.2%
Phones	1	1.2%
Toys/Games	1	1.2%



## GREATER INTEGRATION AMONG SECURITY FORCES LEADS TO A FURTHER FALL IN BRAZIL'S RECORDED CARGO CRIMES IN Q1 2020

The concerted efforts of the Brazilian government and law enforcement agencies to reduce the country's high number of cargo thefts continue to pay dividends, according to the latest TAPA Americas' IIS data, produced in partnership with Sensitech Inc.

For incidents to be recorded in the IIS database, they must provide mode, product category and city and state intelligence. Based on this criteria, TAPA recorded 536 thefts in Brazil in Q1 2020, down 27.1% on the 735 crimes reported in the opening three months of 2019.

Official figures by the country's Departments of Public Safety in each state, reflect a similarly encouraging decline in the number of cargo thefts.

In São Paulo, official numbers show cargo crimes across the state fell 6% in Q1/20 to 1,694, with 78% of these cases recorded in the Sao Pãulo Metropolitan Region. The top five regions were:

- Capital – 896 incidents, up 4% year-on-year
- Greater São Paulo – 429, down 11%
- Campinas – 152, up 26%
- Santos – 72, down 44%
- Piracicaba – 53, down 24%

The most commonly stolen products were recorded in the IIS categories of Miscellaneous, Electronics, Food & Drinks, and Home & Garden. The highways with the biggest numbers of incidents were Anhanguera and BR-16.

In Rio de Janeiro, official state statistics showed 1,361 cases of cargo theft in the first quarter of

this year, a 33% reduction versus Q1 2019, with incident rates falling throughout the state, notably in the Niterói & Lakes Region, which recorded a 42% decline. The most targeted goods were Miscellaneous, Tobacco, Food & Drinks, and Alcoholic Beverages, most often on the BR-116 (Dutra), BR-101 and BR-040 (Washington Luis) highways.

Rio de Janeiro's cargo crime rate has been dropping since 2018. The presence of the National Security Force has strengthened the fight against freight thefts and other initiatives designed to combat incidents are also enabling the proactive police response. In April, a partnership was announced between the City of Rio de Janeiro and the Federal Highway Police, through the Alert Brazil Project, which led to over 12,000 security cameras being installed along local highways.

Hijacking remained by far the most recorded type of cargo crime in Q12020, accounting for 94% of incidents. The same percentage was recorded for the most common type of location for cargo thefts, Urban Area.



## THIEVES ACTIVE IN CHINA, HONG KONG, BANGLADESH, INDIA, INDONESIA AND VIETNAM IN MAY

Cargo thefts recorded in the Asia Pacific region in May included the US\$116,100 theft of electrical wire from an Authorised 3rd Party Facility in Lung Tin Tsuen in Hong Kong on 21 May.

TAPA APAC received reports of cargo losses in China, Hong Kong, Bangladesh, Vietnam, India and Indonesia, including thefts of Computers/Laptops, Food & Drink and Clothing & Footwear. More information on these crimes can be found in the TAPA IIS database.

# STANDARDS FAQs #34



Mark Gruentjes



Steve McHugh

## A monthly update by TAPA EMEA's Standards Lead, Mark Gruentjes, and Executive Director Standards, Steve McHugh

After receiving a steady stream of questions about TAPA's Security Standards from Audit Bodies and our members, we feel it will be beneficial to share some of the questions received and the responses given by the TAPA EMEA Standards Team. We aim to cover 3-5 questions in *Vigilant* each month.

At the time of writing this article, we are only one week from the introduction of the new 2020 revisions of TAPA's Facility Security Requirements (FSR) and Trucking Security Requirements (TSR) in APAC and EMEA, with a short delay before they are also required in the Americas region too.

The work to complete this task has been immense and has been made possible by the collaboration of our members in all 3 TAPA regions.

Training on the updated Standards is now being made available to members and EMEA has already conducted a number of virtual trainings to audit bodies and members as the restrictions imposed to stop the spread of COVID-19 continue to prevent any face-to-face training.

For this article, and for future FAQs, we will be publishing some of the questions raised in the training sessions. However, we would still like to hear from you too if you would like to raise a new topic for discussion or ask questions about one of our published responses. Please contact us at <https://www.tapa-global.org/contact.html>

### Question 1.

**FSR/TSR 2020: Can you confirm it is now a requirement that all Logistics Service Providers (LSPs) must have a TAPA trained person in place?**

**Answer:** Yes, this is correct. It is already a requirement in TAPA APAC but now also becomes a requirement in TAPA Americas and TAPA EMEA. The intent is to ensure the certification holder has a competent person in the organization to oversee TAPA compliance. This is achieved by a member of the LSPs'/ Applicants' staff taking the TAPA training and passing the relevant exam. It was noted in the training sessions that this new requirement could be made clearer in the Standards.



These remarks were noted and will be put forward to the TAPA World Wide Change Control Board with a request to add additional clarification in both Standards.



### Question 2.

**FSR 2020: Please explain what "motion detection" means in the High Value Cage requirements. How can this be a requirement during operational hours?**

**Answer:** FSR 7.4.18 (Level A facility) "HVC doors/gates are alarmed to detect forced entry. Alarms can be generated by door

contacts and/or use of CCTV motion detection to detect unauthorized access."

Let's first explain why CCTV motion detection is mentioned. CCTV motion detection is now an increasingly common feature in CCTV installations and can be utilized as a standalone solution or in conjunction with other detection methods.

The intent of 7.4.18 is to ensure the cage doors are secured and an unauthorised entry by forcing open the doors will be prevented. The FSR then describes options that could be considered to detect a forced entry. CCTV motion detection could be utilized in some circumstances, but it must be reliable and meet the intent. For example, if the HV cage has live monitored internal cameras and motion detection is possible, then motion detection could be considered to be activated outside working hours or even during working hours if the cage had low usage. The exact conditions for meeting the requirement will need to be accepted by the auditor.

# STANDARDS FAQs #34

## Question 3.

**FSR 2020: How can an auditor measure if a facility is compliant to FSR 7.5.1?**

“Monitoring of alarm events 24x7x366 via an internal or 3rd party external monitoring post, protected from unauthorized access.”

Note: Monitoring posts may be located on or off site, and can be company owned, or third party. In all cases, access must be controlled through the use of an electronic access control system (badges), locks, or biometric scanners. Monitoring of alarm events 24x7x366 via an internal or 3rd party external monitoring post, protected from unauthorized access.

**Answer:** This requirement is applicable to all 3 security levels. The intent is to ensure activated security detection devices are monitored at all times and, when an alarm event occurs, this is communicated appropriately. The alarm event must not be vulnerable to interception, delay or deactivation.



For a typical Level C facility, the alarm panel may be protected so that any attempt to cut power, open/damage the panel or deactivate it through key/codes etc. will in itself result in an alarm being communicated to the on- or off-site monitoring post. For larger alarm system installations, typically seen on a Level A facility, the alarms may be linked to an on-site staffed monitoring post which is also responsible for processing and

escalating alarm events as appropriate. This may mean protection of the monitoring post is necessary to prevent the staff inside being compromised and prevented from dealing with the alarm events. In both examples the intent is the same; to ensure that alarm events are dealt with, and able to be escalated, in line with facility alarm communication procedures.

## Question 4.

**FSR 2020: How can you check if an alarm is transmitted if the Intruder Detection System (IDS) power is lost?**

**FSR 7.5.1: Alarm transmitted on power failure/loss of the IDS.**

**Note: For systems with Uninterrupted Power Supply (UPS), the alarm is transmitted when the UPS battery fails.**

**Answer:** This requirement is applicable to all 3 security levels. The intent is to ensure the Intruder Detection System will be able to communicate that it has lost power. The system should be able to run on auxiliary power, but the loss of mains power should be known and responded to. Options to validate if adequate measures are in place include:

- A planned test, where mains power is isolated and the response procedure is observed
- A review of systems' documented capabilities as provided by the installer/maintenance supplier
- Review of tests and faults logs to validate the 'loss of power' feature is functional



# STEP UP & STAND OUT

# TAPA'S LATEST FSR & TSR SECURITY CERTIFICATIONS

In each issue of this newsletter, we publish a list of the TAPA members that have most recently gained TAPA Supply Chain Security Standards certifications.

The following companies and locations were audited by one of TAPA's approved Independent Audit Bodies (IABs) or, in the case of Class 'C' or Level 3 certifications, may have been completed by an in-house TAPA-trained person.



EUROPE, MIDDLE EAST & AFRICA REGION				
FSR	Company Name	Country	City	Class
FSR	Damco Belgium NV	BE	Antwerp	A
FSR	Aramex	EG	Cairo	C
FSR	DHL Express Germany GmbH	DE	Ludwigsfelde	C
FSR	DHL Freight Germany - Neutraubling DHL Freight & Scherbauer	DE	Neutraubling	C
FSR	DHL Freight Germany GmbH	DE	Herbolzheim	C
FSR	DHL Freight Spain SL	ES	Valencia	C
FSR	DHL Freight Spain SL	ES	Silla	C
FSR	DHL International (UK) Limited	GB	Bristol	A
FSR	DHL Supply Chain (Leipzig) GmbH	DE	Leipzig	A
FSR	DHL Worldwide Express Kenya Ltd	KE	Nairobi	A
FSR	Gebruder Weiss	SI	Ljubljana	C
FSR	Schenker AB	SE	Malmo	C
FSR	Schenker AS	NO	Oslo	A
FSR	Schenker NV	BE	Eupen	C
TSR	Company Name	Country	Category	
TSR	Schenker Sp z o.o.	PL	Level 3 / Category Large	



ASIA PACIFIC REGION				
FSR	Company Name	Country	City	Class
FSR	T.H.I. Group Limited	Hong Kong	New Territories	A
FSR	PT Uniair Indotama Cargo	Indonesia	Banten	A
FSR	Franco Vago Air & Sea Services Limited	Hong Kong	Fanling	A
FSR	Toll Global Forwarding (Hong Kong) Limited	Hong Kong	Chek Lap Kok	A
FSR	Jollibee Worldwide Pte Ltd (Jollibee Worldwide Services Logistics)	Philippines	Paranaque	A
FSR	DHL Express (Hong Kong) Limited	Hong Kong	Kowloon	A
FSR	YCH (Kunshan) Co., Ltd.	China	Kunshan	A
FSR	NNR Global Logistics Co., Ltd.	Japan	Chiba-ken	A
FSR	Shanghai E&T Intl-Trans Co., Ltd.	China	Shanghai	A
FSR	Arvato Services Hong Kong Limited	Hong Kong	New Territories	C
TSR	Company Name	Country	City	Class
TSR	Zuellig Pharma Limited	Hong Kong	New Territories	Level 1
TSR	KuaYue-Express Group Co., Ltd.	China	Shenzhen	Level 2

# BUILDING THE TAPA BRAND WITH EMEA REGION STAKEHOLDERS

Thorsten Neumann, President & CEO of TAPA for the Europe, Middle East & Africa (EMEA) region, shares the latest update on some of his and the Association's latest activities aimed at accelerating TAPA EMEA's growth, development and influence, and delivering more benefits to our growing membership...



## NEW STANDARDS FOR A CHANGING WORLD

The review process into supply chain resilience during the peak of the COVID-19 outbreak, and the many weeks of lockdown before and after, will already be well under way in business headquarters all over the world. The one thing we anticipate is change, in one form or another.

Amidst all this uncertainty, goods still need to be moved, and they need to be delivered securely and on-time to buyers and consumers across the globe. I am extremely confident we will see a surge of interest in TAPA's new 2020 FSR and TSR Security Standards in EMEA after they take effect on 1 July. Not only are these the best Standards we have ever produced, they include key changes to help more companies implement FSR and TSR, such as Multi-site FSR certifications and the Modular options for TSR.

If you have yet to begin your TAPA Standards certification programmes, please contact our Standards Team to find out about these changes, how they are designed to help you, and the support we can offer, including our new online training courses. Start by contacting us at [info@tapaemea.org](mailto:info@tapaemea.org)



## THANK YOU, TONY!

I want to personally pay tribute to Tony Lugg for his great commitment and achievements during his seven years at Chair of TAPA APAC. Tony's vision, drive and energy have helped to elevate TAPA's activities in this very important region of the world, and the winners are our APAC members who are benefitting from being part of a stronger and even more influential and productive TAPA organisation. I am sure you join me in wishing Tony well for the future. We look forward to working closely with his successor Lina Li and I am sure she will play an equally important role in continuing to develop TAPA's presence in the Asia Pacific region.



## KEEPING YOU INFORMED

We are disappointed that the continuing COVID restrictions have forced us to cancel our second planned conference of 2020 but you will still get to hear from speakers and panelists who were scheduled to take part when we begin a new webinar series in Q3 and Q4 2020. And, please make a date to join us in Amsterdam on 10-11 June 2021, when we promise to deliver an outstanding TAPA EMEA conference and all the networking opportunities we are famous for.



## THE SECURE PARKING STANDARD OF CHOICE

We are extremely proud to have announced our new partnership with Bosch Secure Truck Parking and, in our next issue, you'll hear more about SNAP Account's support of our PSR programme, which continues to reinforce its position as the secure truck parking Standard of choice for leaders in this market.



## THE POLICE ARE CLOSING IN...

We are greatly encouraged by the number of reports we are receiving of successful law enforcement operations to arrest cargo thieves and disrupt their operations. As well as the successes in this month's IIS update, officers from the Carabinieri in Siena, Italy, have just arrested a criminal group of nine Bulgarian nationals suspected of thefts and receiving stolen goods. In a joint investigation with Bulgarian Police, they have been able to charge 16 offenders in connection with more than 40 thefts in Italy, notably in the centre of the country, targeting electronic devices. The stolen goods were later sold on the black market in Bulgaria. Our congratulations to both police forces on their effective collaboration.





## TAPA APAC WEBINAR SEASON OFFERS INSIGHT AND ADVICE ON SUPPLY CHAIN RESILIENCE IN A POST COVID-19 WORLD

TAPA APAC's insightful series of webinars is continuing to look at the impact of the coronavirus on supply chain resilience, security risks in the 'new normal' and the solutions available to the Association's members to support their loss prevention programmes.

*Vigilant* reviews the latest offerings...

### Preparing for post COVID-19: How are supply chains coping & what are the "new norms"?

Organizations must now prepare and deploy strategies for post-COVID operations, including sustainable solutions capable of enduring a possible second or third wave of the virus in the months ahead. They must also do so in what will be a fundamentally different workplace model featuring temporary measures and digital workarounds that potentially expose companies to new forms of supply chain risks.

Jointly organized by TAPA, BSI Group and TT Club, this webinar discussed how supply chains are managing their operations amidst COVID-19 lockdowns and the "new norms" societies and businesses will face moving forward.

Three industry experts shared their views; David Fairnie and Jim Yarbrough from BSI Group, and

Michael Yarwood of TT Club, including key findings from recent reports, emerging risks, changes in consumer behaviours and mitigation strategies to ensure organizations remain secure and resilient.

With port lockdowns causing a build-up of cargo and the use of rail and other transportation modes, David Fairnie advised organizations to carefully evaluate the risks associated with changing modes.

Taking an insurance perspective, Michael Yarwood added: "It is paramount that assessments are undertaken and management controls are in place – including reviews of key controls, access controls, vehicles left on-site, premises left unoccupied, perimeter fences being intact and gates being kept locked. We are anticipating increased cargo theft activity as restrictions are lifted."

Click [here](#) to watch the Webinar Replay



### Using data intelligence to prevent cargo crime

As Logistics Service Providers adapt to new routes to manage COVID-19 disruptions, temporary storage solutions and changes in transportation modes, supply chains face new risks arising from increased transportation times, custom delays, and technological challenges. Criminals are taking advantage of these shifts and technological loopholes to target high value cargoes ... making intelligence on these crimes even more vital to the resilience of TAPA members' supply chains.

TAPA's Incident Information Service (IIS) provides a centralized, global database of recorded cargo thefts, helping members understand when and where incidents are occurring, the products targeted and the M.O. deployed as well as regular crime 'alerts' and trend analysis.

The BSI Cargo Theft Report 2020 shows supply chains in Asia Pacific face particularly high risks in India (59% of all recorded cargo theft incidents), China (24%), Indonesia (1%) and Vietnam (2%).

In this webinar, TAPA IIS working committee member Ramesh Raj, Regional Director for Asia Pacific of Pharmaceutical Security Institute, discussed the global cargo security landscape, latest insights, case studies of recent cargo losses and best IIS practices to help companies protect goods in transit or stored in facilities, and to address the changing realities resulting from COVID-19.

Click [here](#) to watch the Webinar Replay

### Securing your remote workforce and supply chain operations in a COVID-19 world

During the global COVID-19 pandemic, securing remote workforces and supply chain operations have become two of the main priorities in ensuring business continuity. As many companies are transitioning to remote or work-from-home status, workers face even higher risks of becoming victims of cyberattacks.

This webinar aimed to provide practical guidance on how to secure remote workforces – worker-by-worker, device-by-device.

Greg Higham, Chief Information Officer and Adran Yoong, Sales Engineering Manager APAC of Malwarebytes talked with TAPA APAC's



Tony Lugg about solutions and discussed case studies which provide awareness and strategies to overcome the challenges faced with working remotely.

In March, Europol warned businesses of a significant rise in cybercrimes such as infiltration and access into confidential information, phishing emails, malware and ransomware as firms have needed to rely on digital technologies to conduct business from home. Once IT security is compromised, hackers can identify what cargo to steal, when to steal it and the best M.O. to use. And, after the theft is completed, data is deleted or altered making it difficult to trace stolen goods if companies fail to identify the breach in time.

Resilience360's Annual Risk Report 2020 stated that in the first half of 2019; data breaches exposed 4.1 billion records, 68% of businesses believed their cybersecurity risks are increasing and, by 2021, damages caused by cybercrimes are expected to reach \$6 trillion per year.

**To defend against such cyber-attacks, Greg Higham, Chief Information Officer from Malwarebytes, proposed three prevention methods:**

- Increase device security as VPNs are explicitly being targeted by hackers
- Effectively operationalize security for remote work by executing at least a daily remediation scan schedule for verifiable security. Greg highlighted that many Malwarebytes customers have reported

discovering thousands of malwares in their devices prior to a scan. Greg said: "The longer devices stay out of the office, the less secure they become." He advised companies to establish a prioritization scheme for high value individuals and departments, such as Executives and Finance, to increase security, monitoring and remediation

- React quickly to an attack - Greg highlighted that Malwarebytes has observed in many instances that the initial infection can quickly sprawl out of control. Therefore, isolation of compromised endpoints is critical, and this simply must be done by leveraging a cloud approach for remote workers



Greg added that through Malwarebytes' remote recovery, compromised data can be recovered from a ransomware attack to get a device back in operation within minutes. However, remediation must be thorough and precise.

**Case study of Malware attack in Switzerland:**

Malware forced a Swiss shipper to go offline for close to a week on 10 April 2020. The company reported a network outage amidst the COVID-19 outbreak and was forced to shut down systems and go offline for more than 5 days, including its website and digital tools for clients. The outage began in one of the MSC's data centres in its headquarters, based on an engineering targeted vulnerability.

**Case study of Ransomware attack in Australia:**

An Australian transport and logistics company shut down multiple systems and business units in response to a "Mailto" ransomware attack on 31 January 2020. This attack compromised around 1,000 systems and impacted local and global deliveries. It took down over 500 applications of its delivery and tracking systems and reported a net loss of US\$113.8 million from operational breakdown, delivery delays, restructuring of systems, loss of customers, and damage to brand reputation.

Strategies against cyber-attacks like those in these case studies should have standardized and compliant security measures to prevent losses.

To watch the Webinar Replay on Securing Your Remote Workforce & Supply Chain Operations During COVID-19, please click [here](#).

**WELCOME TO OUR NEW MEMBERS**

**Please join us in welcoming the latest members to join TAPA EMEA...**

Company	Country	Website
Von Bergen SA	CH	www.vonbergensa.ch
Scan Global Logistics A/S	DK	www.scangl.com
Monster Parking	ES	www.monsterparking.es
SIG EMEA B.V.	NL	www.sigemea.com
FM Logistic	FR	www.fmlogistic.com

**Please join us in welcoming the latest members to join TAPA AMERICAS...**

Company	Country	Website
Sharp Transportation Systems Inc.	USA	www.sharpdecision.com
Sendekem Inc.	USA	www.sendekem.com

**Please join us in welcoming the latest members to join TAPA APAC...**

Company	Country	Website
DQS Management Systems Solutions (HK) Ltd	Hong Kong	www.dqs.hk
KMA-Suzue Logistics Mynamar Ltd.	Mynamar	http://kma-suzue.com/
Shenzhen Airport International Cargo Terminal Co., Ltd	China	www.iccs.com.cn
Shenzhen Yoursender Supply Chain Group Corp., Ltd. (Yantian Modern Industrial Service Center)	China	www.56100.com
Viet Nam Handles Clean Environment Company Limited	China	Moitruongsachvn.com



# STOP CORONA VIRUS

## PUBLIC HEALTH ADVICE

TAPA asks all of its global members, their families and friends to carefully follow the advice of your national and local governments and health authorities, as well as the World Health Organization (WHO), to stay safe and well, and to restrict the outbreak of the coronavirus (COVID-19)

For the latest advice from the WHO click [here](#)

### Basic protective measures against coronavirus

Most people who become infected experience mild illness and recover, but it can be more severe for others. Take care of your health and protect others by doing the following:

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- stay at home to prevent the spread of coronavirus
- If you have to go out for essential necessities, wash your hands as soon as you get back home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- do not touch your eyes, nose or mouth if your hands are not clean
- social distancing - maintain the recommended distance between yourself and anyone who is coughing or sneezing
- Stay informed and follow advice given by your healthcare provider

## STAY SAFE EVERYONE

**TAPA**  
Transported Asset Protection Association