

vigilant

THE MONTHLY CARGO CRIME UPDATE FOR TAPA'S GLOBAL FAMILY

NUMBERS

GAME

As more cargo theft intelligence rolls in, TAPA is raising the stakes in supply chain resilience

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welcome

**OUR THOUGHTS ARE WITH YOU
ALL – STAY SAFE AND WELL**

None of us could have predicted what is happening in the world today.

The global outbreak of coronavirus or COVID-19 has swept across borders, changing the world we live in in its wake. First and foremost, we are all thinking about the safety and wellbeing of our families and friends and our priorities will be to get through this troubled time fit and healthy.

Of course, it is impossible to also escape the dramatic impact the virus is having on businesses of all sizes across the globe, and this is bringing very real and additional pressures for everyone. While the words 'coronavirus' and 'COVID-19' dominate every news broadcast and media report, the term 'supply chain' is never far behind. All of a sudden, the whole world has woken up to the ebb and flow of goods around the world and the supply of food and essential healthcare products, in particular, have brought home how reliant we all are on the producers and transporters of goods we have all come to take for granted.

We know that so many of our members are working around the clock to ensure these vital supplies continue to get through to where they are urgently-needed; hospitals, medical centres, pharmacies and food stores. We also recognise the pressures for every other industry sector whose supply chains have been severely disrupted by border closures, factory closures, insufficient sea, air, road and rail capacity, or displaced workforces.

Right now, when so many people are losing their lives to the virus, our thoughts are with the families who have lost loved ones. This is a human tragedy of the worst kind.



We know this very sad and challenging moment in all of our lives will eventually end and we know that life and business will slowly start to recover – but so much of what we did previously is likely to change based on the lessons we will all have learned during this time.

Supply chains will continue to be at the forefront of the global recovery and TAPA member companies will be at the heart of the improvements we all want to see. And, as we know, sadly, there will continue to be people in society who remain determined to disrupt our supply chains for their own criminal benefit. Our resolve to defeat them will be greater than ever.

TAPA is a strong and resilient global association. We are one global family and we will support each other in the days, weeks and months ahead.

Be safe and look after each other.



MARCEL SAARLOOS
Chair
TAPA EMEA



ANTHONY LEIMAS
Chair
TAPA Americas



TONY LUGG
Chair
TAPA APAC

EUROPOL OPERATION LEADS TO 68 ARRESTS FOR €10 MILLION 'FAST AND FURIOUS' HEISTS FROM MOVING TRUCKS



An unprecedented law enforcement operation involving five countries has resulted in the taking down of one of the most active networks of cargo thieves operating across Europe.

Composed of over 100 members, this organised crime group is believed to have committed over 150 acts of cargo theft and caused losses worth in excess of **€10 million**. The coordinated actions took place under the umbrella of a joint investigation, code-named 'ARROW', coordinated by Europol.

This latest phase of Operation ARROW resulted in the arrests in Romania of 37 members of this highly professional criminal syndicate. 73 house searches were carried out in the early hours of the morning across the country by the Romanian National Police (Poliția Română) and the French National Gendarmerie (Gendarmerie Nationale) with the support of Europol.

These arrests follow those in other European countries of more members of the same

criminal group. 10 suspects were arrested in France earlier this year by the French National Gendarmerie as part of a parallel action, and a further 10 suspects were detained in Spain, six in the Netherlands and five in Sweden, Europol reported. European arrest warrants have been issued for the remaining members at large.

The arrested individuals, who are originally from Romania, are suspected of carrying out thefts from moving lorries, even as the drivers continued to drive at high speed on motorways, oblivious to the crimes taking place.

"Executing such thefts requires a high degree of sophistication. One car would start to drive slowly in front of the lorry while two other cars held up the other traffic. A fourth car would drive up close behind the lorry. One of the

criminals would climb out of the car's sunroof onto the bonnet and break open the lock on the lorry with an angle grinder. The valuable cargo would then either be transferred to their vehicle, or thrown on the side of the road to be picked up later. The driver of the lorry and other road users were often completely unaware of what was going on," the Europol statement said.

Involved from the very onset of the investigation in December 2016, Europol brought together the different police forces to help them connect the dots between their own national investigations and provided analytical support before and during the action days. Intelligence gathered during the operation is now being analysed.



Thorsten Neumann, President & CEO of TAPA EMEA, said: "It is very reassuring for all supply chain security stakeholders to see this incredible level of commitment to reducing cargo thefts by Europol and the law enforcement agencies of EU Member States. We congratulate them on this highly successful operation and continue to offer them our full support in their future investigations."



TAPA APAC's 'coronavirus impact' webinar provides a deeper understanding of the current manufacturing situation in China

The global outbreak of the Covid-19 virus is still creating more questions than answers for both the general public, governments and businesses all over the world.

To provide a clearer understanding of the manufacturing situation in China and its impact on operational activities, supply chains and employees, TAPA APAC hosted a special 'coronavirus impact' webinar, sharing the expert insight of David Collins, Chief Executive Officer at China Manufacturing Consultants (CMC) Pte. Ltd., a consulting firm specialising in providing business solutions to companies involved in global supply chains and manufacturing activities in China. *Vigilant* summarizes his comments...

What is the effect of the coronavirus?

The effect to China has been severe. Wuhan and numerous other cities are still under lockdown. Under pressure from the Chinese government, cities are slowly returning to work. Local authorities inspect companies individually before issuing certifications for operations to commence. At the beginning of this process, about 40% of the people went

back to work. Some companies have up to 90% of their workforce now but the numbers vary wildly.

What is the global impact of COVID-19?

China is the world's workshop, hence no country or industry is likely to escape disruption. In addition to production delays, the flow of freight containers is heavily reduced. Busan, South Korea, for example, is 30% below the normal volume of containers since so many of the containers are stuck in China. Most electronics are made in China and this will have a detrimental effect on any industry using electrical parts, which explains the already-affected automotive industry.

How much longer will the shutdowns be in place?

In most of China, the shutdowns are over, with the exception of Hubei province. The real problem is that movement is still restricted, so people leave their city or are afraid to leave. In Shenzhen and Dongguan, the governments were cooperative and worked hard to get companies back working. Much of the rest of China is following this plan. I believe that most of China will be up and running by the middle of March at the latest. Wuhan is a different story and this area is unpredictable.

Can staff from other countries go to China?

The answer is yes and no. Many countries have stopped allowing people to go to China and most airlines have stopped services. Although there are still ways to travel to China, it is difficult and expensive to do so. Furthermore, the real problem is coming back. Most western countries require a 14-day quarantine on return from China and many Chinese cities will not allow entry without a city-specific ID. I recommend that companies do not send people to China for the near future.

Should we move out of China?

No, you should not move out of China with coronavirus as the main reason. Nonetheless, there are a few exceptions, one of which is when you already had plans to move and have good economic reasons to do so. Then there is no reason to stop. China's supply chain and manufacturing is huge and cannot easily be replaced. According to a report from Standard Chartered Bank, it estimates that close to 300 million Chinese are likely to join the middle class in the next 15 years, which translates to a huge opportunity for businesses. Moving out of China will not stop the fundamental problems that are existing now in China and you may miss the upcoming opportunity.



How can we mitigate current and future risks?

At this crucial period, it is necessary to update or create a Business Continuity & Recovery Plan (BCRP) for future risks. You may explore alternative suppliers, taking note of costs and feasibility. Companies can look at increasing factory productivity to reduce the number of people needed and allow production to continue despite labour shocks like this. Standard work instructions for each job must be readily available for new employees to be taught quicker if labour availability decreases rapidly. Another strategy is to implement a robust planning system in order to plan and adjust product mixes quickly and easily to market changes. These mitigation strategies have the added benefit of improving overall operations and leading to better productivity, costs, and cash flow.

'China is the world's workshop, hence no country or industry is likely to escape disruption. Most electronics are made in China and this will have a detrimental effect on any industry using electrical parts.'

About the presenter:



David Collins is an expert in leadership, lean manufacturing and employee engagement. With over 30 years of manufacturing experience

in the automotive, aerospace, computer, furniture and chemical industries, he has held several leadership positions with international assignments for numerous global automotive and electronics suppliers and manufacturers. David has helped to set up five manufacturing facilities from scratch in the US, Canada and Mexico, including a \$450 million project.

To hear the webinar in full click [here](#)

For more information about TAPA APAC training or to provide feedback, please contact the secretariat at training@tapa-apac.org

WELCOME TO OUR NEW MEMBERS



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


Company	Country	Website
arviem AG	CH	www.arviem.com
Corteva Agriscience	US	www.corteva.com
Dyson Technology Limited	UK	www.dyson.com
Squad Security Ltd	UK	www.squadsecurity.co.uk
unival group GmbH	DE	www.unival-group.com
Dachser Group SE & Co. KG / Cargoplus	DE	www.dachser.com
Overhaul	US	www.over-haul.com
GoPro	NL	www.gopro.com
Helveticor	CH	www.helveticor.ch

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

Company	Country	Website
Aramex Hong Kong Ltd	Hong Kong	www.aramex.com
Avery Dennison	Vietnam	www.averydennison.com
Keppel Logistics Pte	Singapore	www.keppellog.com
KuaYue-Express Group Co., Ltd. / 跨越速运集团有限公司	China	https://www.ky-express.com
Padilla Reefervan Corporation	Philippines	www.padillareefervancorporation.com.ph
Preference Megacycle Sdn. Bhd.	Malaysia	www.preference.com.my
S.F. Express (Singapore) Private Limited	Singapore	http://www.sf-express.com/sg/en
Shanghai DTW Logistics Co., Ltd / 上海大田物流有限公司	China	www.dtw.cn
ShenZhen Datian Logistics CO., LTD.	China	www.dtw.com.cn
Suzhou DTW Warehousing Co., Ltd. / 苏州大田仓储有限公司	China	www.dtw.com.cn
Tiranga Logistics Private Limited	India	www.tirangalogistics.com

KICKING CRIME OUT





The number of incidents may be bad but the downward trend for the past two years shows Brazil is continuing to achieve its goal of tackling the country's cargo theft epidemic...

The 'Cargo Theft – Criminal Org Chart' produced by law enforcement agencies in Brazil has a formidable look about it. But for the types of players involved and the nature of their activities, the approach and processes resemble those of most international supply chains.

In this case, however, the 'buyers' are the resellers of stolen goods who place their 'orders' on a daily basis. The 'sourcing' is done by offenders who know how and where to identify the goods required, and the 'transport providers' are very often drugs dealers who rent out weapons, vehicles and tools to cargo thieves, to facilitate the 'pick-up'.

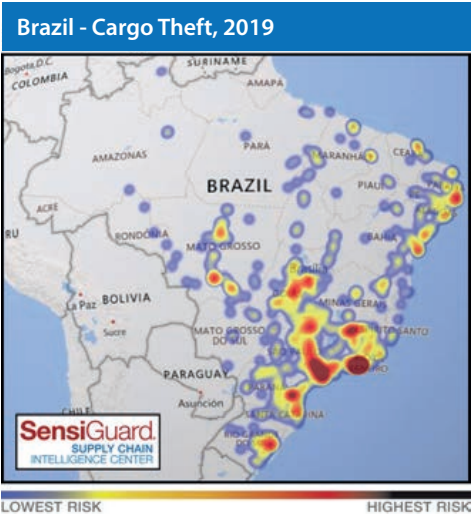
Those on the frontline whose job it is to physically go in to seize the products on order are estimated to commit an average of 8-10 robberies per day, frequently targeting high tech goods.

In one of the latest incidents reported to TAPA’s Incident Information Service (IIS), criminals followed a truck loaded with smartphones from a distribution center and attacked the vehicle and its security escort in broad daylight on the highway connecting Rio de Janeiro and the city’s airport. One of the security guards was shot in the attack in what was just one of up to 22 truck hijackings a day that take place in the city.

In another case on 7 March, four armed criminals invaded an airline warehouse in the cargo area of International Airport of RioGaleao in Rio de Janeiro by hiding inside a trailer as the vehicle passed through the main gate. Heavily armed, the gang reportedly spent 40 minutes in the facility stealing a shipment of mobile devices stored in its security cage, forcing staff to load their truck with the cargo before making their escape.

For the country’s law enforcement agencies, fighting cargo crime is a 24/7/365 occupation and the sheer volume of attacks is constantly stretching their resources to the limit – but the resolve of the Government to target those behind these very public assaults on the Brazilian economy means they continue to close in on, and close down, the organized crime groups behind this growing ‘industry’.

This month, the second phase of ‘Operation Espolidor II’ removed 80 suspects from Rio’s streets who are believed to be connected with cargo crimes in 13 counties. Several stores were closed down and their owners arrested too.



Whether the news is good or bad, the topic of cargo crime in Brazil is now so widely publicised, it has become a part of everyday life.

TAPA Americas’ latest *Brazil Cargo Theft Annual Report*, produced in association with Sensitech, gives a revealing snapshot of the size of the challenge facing the authorities. In 2019, TAPA’s IIS recorded a total of 2,816 cargo theft incidents in Brazil, up 1.2% over 2018 and 15.4% versus 2017. In order to be included in the TAPA Americas’ IIS database, an incident must provide information on mode, product category, and city and state.

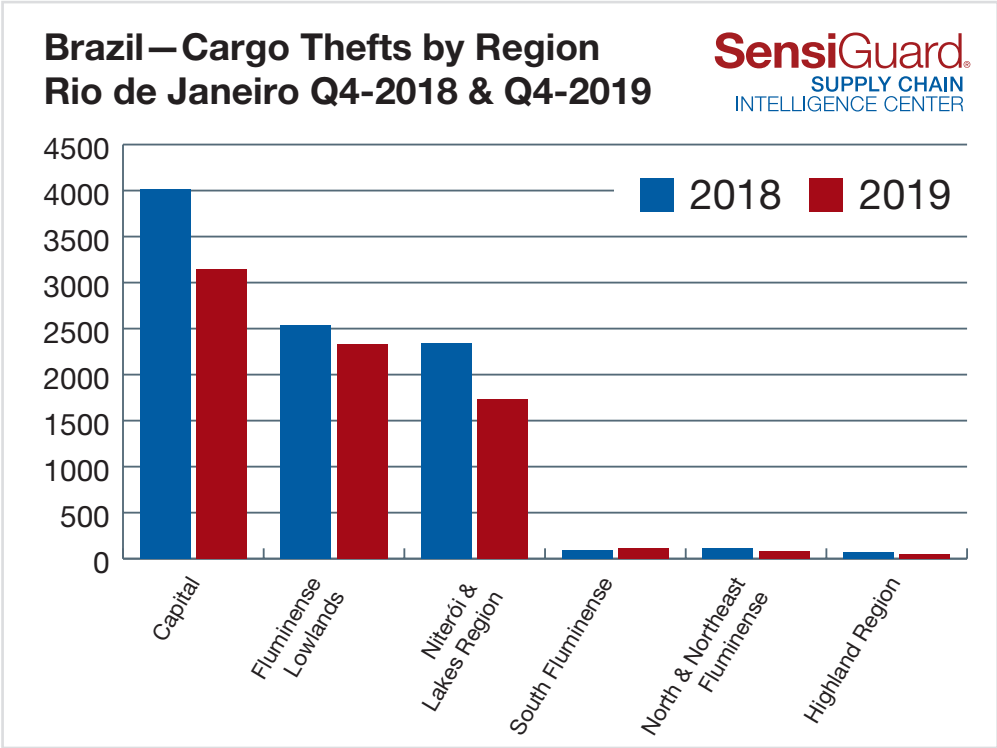
Data for all known cargo thefts - including incidents where the level of intelligence does not qualify them to be included in the IIS database – offers a glimmer of hope that, despite the high volume of attacks on supply chains, the preventative measures being

enforced are producing encouraging results.

In São Paulo in 2019, the overall total of cargo thefts of 7,315 represented a 16% decrease over the previous year. The same is true in Rio de Janeiro, the other main hotspot of criminal activity, where crimes were down 19% year-on-year to 7,450.

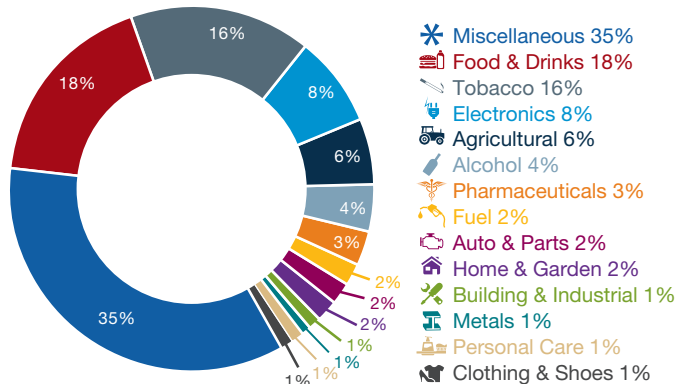
Across the expanse of São Paulo, in Q4 2019 only three of the 11 regions in the Sensitech report saw an increase in crimes:

- Araçatuba – up 33%
- Bauru -up 17%
- Ribeirão – up 13%



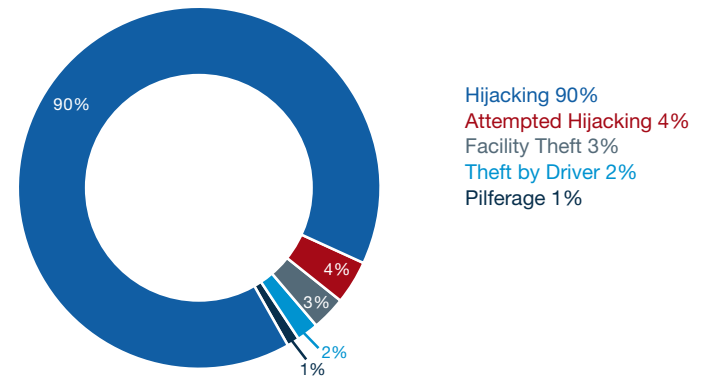
Brazil – Cargo Thefts by Product Type, 2019

SensiGuard
SUPPLY CHAIN
INTELLIGENCE CENTER



Brazil – Cargo Thefts by Event Type, 2019

SensiGuard
SUPPLY CHAIN
INTELLIGENCE CENTER



In the Capital region for the year as a whole, the 3,752 reported incidents were down 11% over 2018, while in Greater São Paulo there was an even bigger decline of 23% to 1,844 crimes. Two other regions all averaging more than one crime per day in 2019 also saw a fall in incident rates:

- Campinas – where the 469 incidents were down 18% year-on-year
- Santos – 395 crimes in 2019, a 29% drop

Piracicaba – which recorded 434 incidents in 2018 – also saw significantly fewer crimes last year. The incident rate was down 34% to 285.

Most cargo crime events in São Paulo in 2019 occurred along the Anhangera and Dutra highways.

There was an equally positive decline in all but one of the regions of Rio de Janeiro. Despite the 16% increase in crimes in Sul Fluminense over the course of the year, the state's two most critical regions, Capital and Baixada Fluminense, recorded annual reductions of cargo thefts of 22% and 8% respectively, while the biggest overall falls were reported in North & North East

Fluminense and Highland Region of 35% and 28% respectively.

A high crime rate was seen on the BR-101 in the region of São Gonaçalo, while other highways classed as hotspots were Dutra, BR-040 and other points along the BR-101.

Hijacking was the type of incident recorded for 90% of all thefts covered by the 2019 report, with most attacks taking place on Street (59%) and Roadway (20%). Crimes mostly took place in the morning (41%) and afternoon (24%).

Across Brazil as a whole, goods were targeted in 11 TAPA IIS product categories, led by Food & Drinks (18% of the annual total) and Tobacco (16%).

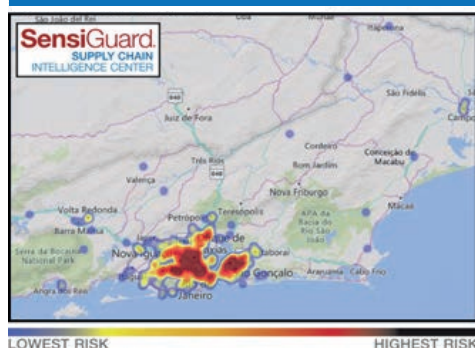
The report concludes: "Since 2018, Brazil has shown a downward trend in cargo thefts and this continued in 2019, despite particularly high value robberies at airports, including, most notably, Galeão, Viracopos, and Guarulhos. These involved high losses of valuables such as cash, jewellery and electronics. Despite the falling numbers, there are areas where the risk of cargo thefts remains very high. Opportunity robberies are still very frequent, and highly organized and prepared gangs also continue to operate."

São Paulo - Incidents 2018 vs. 2019

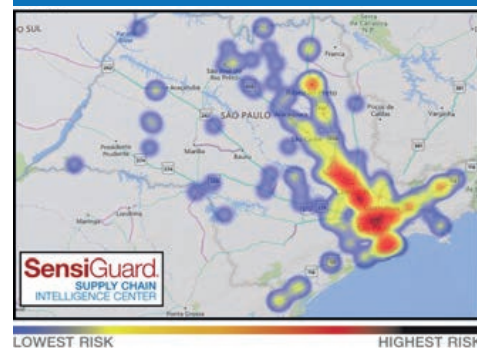
Region	2018	2019	Percentage Change
Capital	4,231	3,752	-11%
Greater São Paulo	2,399	1,844	-23%
Araçatuba	6	8	33%
Bauru	36	42	17%
Campinas	575	469	-18%
Piracicaba	434	285	-34%
Presidente Prudente	18	15	-17%
Ribeirão Preto	151	170	13%
Santos	560	395	-29%
São Jose do Rio Preto	19	17	-11%
São Jose dos Campos	183	181	-1%
Sorocaba	126	104	-17%
State Total	8,738	7,315	-16%

Source: São Paulo Department of Public Security

Brazil - Cargo Theft, Rio de Janeiro 2019



Brazil - Cargo Theft, São Paulo 2019



REPORT COMPILED BY:

Sensitech® Inc. is a leading provider of supply chain visibility solutions, serving global leaders in the food, life sciences, consumer goods, and industrial markets. We enable customers to monitor temperature and condition, mitigate supply chain risks, and optimize logistics performance across the supply chain to achieve increased product quality, integrity and efficiency. Sensitech is a Carrier company, a leading provider of heating, air conditioning and refrigeration systems, building controls and automation, and fire and security systems leading to safer, smarter, sustainable and high-performance buildings. Sensitech Inc. is headquartered in Beverly, Mass., with over 35 sales, service and distribution locations around the world.

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...



STAY SAFE

I want to begin by echoing the thoughts of our three TAPA regional Chairs and send the entire TAPA Family my best wishes at this very difficult time. The coronavirus is one of the biggest challenges most of us can ever recall and it puts into perspective many of the smaller, trivial things we often worry about in our daily lives.

I am locked down with my family in Germany and I know most of you are in a similar state of isolation, wherever you may be in the world. I wish you all good health and hope we get through this time as quickly and safely as possible. I am looking forward to seeing all my TAPA friends again soon once it is safe to do so.

In the meantime, stay safe and well.



**SAFETY
FIRST**



THANK YOU FOR YOUR SUPPORT

Like so many other events across the globe, our TAPA EMEA conference in Amsterdam, which should have taken place earlier this month, had to be postponed at short notice as the spread of coronavirus forced organisations and governments to ban large group gatherings.

It was the right decision, of course. At every TAPA event, the safety and wellbeing of every participant is our foremost priority.

We understand that many of you had already made travel plans to join us in Amsterdam and we, once again, were looking forward to an outstanding conference involving first class speakers and panellists, and with the support of our sponsors and exhibitors. Sadly, it was not to be, but we very much appreciated the support and understanding of everyone.

Our planning and momentum will not be wasted. We are already working on our next conference which will hopefully take place on 30 September-1 October. We will keep you fully up-to-date with our plans as everything becomes clearer in the coming weeks and months.

COVID-19 INTELLIGENCE

You will have seen the regular updates from all three TAPA regions which share information and advice on how supply chains are dealing with the impact of the coronavirus. We intend to maintain these to provide relevant and useful information throughout this crisis. If you have any news or information which will benefit the wider TAPA Family, please send it to us at info@tapaemea.org and we will aim to include it in our updates.



FULL SPEED AHEAD

Even in these uncertain times, at TAPA EMEA we are carrying on our work on behalf of our members to deliver the services and benefits you continue to need to support your supply chain resilience programmes.

As Mark and Steve report in our Standards FAQs in this issue, we are continuing to receive very positive feedback on the new 2020 versions of our FSR and TSR Security Standards, and we hope this will result in a much higher adoption of the Standards once they go 'live' on 1 July 2020. Our Standards rollout is on track and we are now looking to adjust our face-to-face training to online courses to make sure you receive all the help you need to start or grow your certification programmes. Stay tuned for further details.

Of course, we shouldn't be surprised that you are impressed – because you have helped us shape and improve the Standards so they are fit for purpose for your supply chain security requirements. This is why Standards which have been developed 'by the industry, for the industry' are the most successful. We aim to prove this once again with our Parking Security Requirements.



DATA OPENS DOORS

In the *TAPA EMEA IIS Annual Report* for 2019, which was distributed to our members and partners this month, I said that the first thing we are asked whenever we try to attract a new member, gain the support of a new law enforcement agency partner, or engage with a government ministry is 'where's the data?'

Real cargo crime intelligence is the most powerful tool we have to gain the recognition and support we need to make supply chains more resilient. In 2019, thanks to the great work of our IIS team and many of our member and partners, we doubled the volume of incident data we received. Consequently, more supply chains will be more secure because of the insight this gives into the activities of criminals in our region.

So, a massive 'thank you' for everyone who shared or sourced data for our database. I assure you it will open more doors for TAPA at the highest levels of business, law enforcement and government.

I'M WORKING ON...

Along with other colleagues in the region, we've started the planning process for a digital transformation that will include a new TAPA EMEA website and CRM system to make our membership connections more seamless and efficient. As well as giving you access to all the information you need, we also want our online presence to be the best possible advocate of what we do as an association to help us attract more members and partners. I'll keep you updated as our plans take shape as we look to deliver more benefits for more members in 2020.



EUROPE, MIDDLE EAST & AFRICA REGION

CARGO CRIME MONITOR

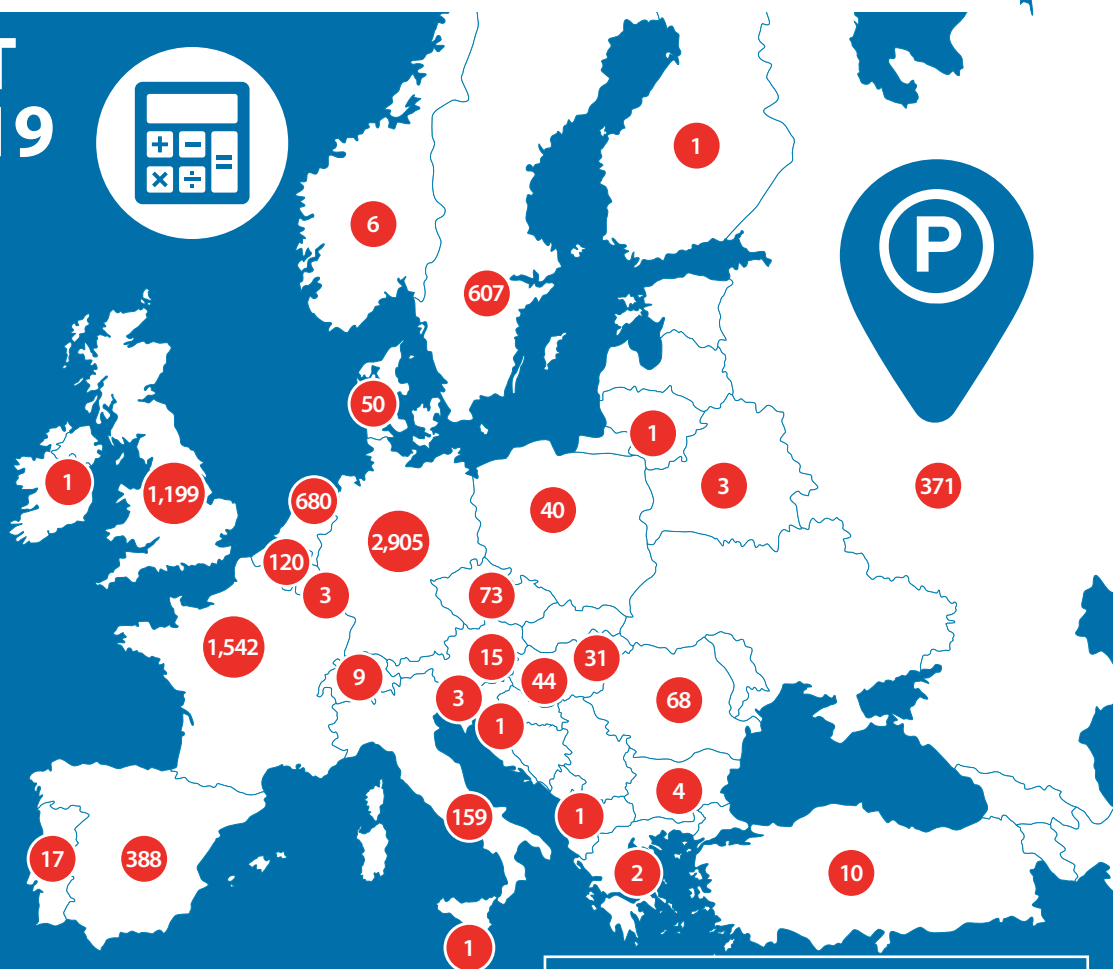
CARGO THEFT ANALYSIS 2019

NO. OF INCIDENTS IN 2019 & VS. (2018)

▶ Albania	1 (0)
▶ Austria	15 (4)
▶ Belarus	3 (0)
▶ Belgium	120 (55)
▶ Benin	1 (0)
▶ Bulgaria	4 (2)
▶ Cameroon	2 (1)
▶ Congo	1 (0)
▶ Croatia	1 (0)
▶ Czech Republic	73 (14)
▶ Denmark	50 (4)
▶ Finland	1 (1)
▶ France	1,542 (168)
▶ Germany	2,905 (142)
▶ Ghana	3 (0)
▶ Greece	2 (3)
▶ Hungary	44 (8)
▶ Ireland	1 (4)
▶ Italy	159 (58)
▶ Kenya	15 (3)
▶ Liberia	1 (0)
▶ Libya	1 (0)
▶ Lithuania	1 (0)
▶ Luxembourg	3 (0)
▶ Malawi	1 (0)
▶ Malta	1 (0)
▶ Morocco	3 (0)
▶ Mozambique	1 (0)
▶ Namibia	1 (0)
▶ Netherlands	680 (437)
▶ Nigeria	23 (1)
▶ Norway	6 (1)
▶ Poland	40 (9)
▶ Portugal	17 (1)
▶ Romania	68 (26)
▶ Russia	371 (95)
▶ Slovakia	31 (6)
▶ Slovenia	3 (1)
▶ South Africa	118 (40)
▶ Spain	388 (252)
▶ Sweden	607 (50)
▶ Switzerland	9 (2)
▶ Turkey	10 (1)
▶ Uganda	5 (0)
▶ United Arab Emirates	7 (1)
▶ United Kingdom	1,199 (2,585)
▶ Zambia	2 (0)
▶ Zimbabwe	5 (1)

TOTAL 8,548 (up 114.7% vs. 2018)

The locations of 3 incidents were unknown



€137,991,499

Total loss for the 3,344 or 39.1% of crimes stating a value

€536,889

Average loss for the 179 major cargo crimes reported to TAPA's Incident Information Service (IIS) in 2019

19

Number of TAPA IIS product categories recording losses in EMEA in 2019





8,548

Total incidents recorded in 2019, up 114.7% year-on-year

€17,440,800

Biggest single loss -
Theft of jewellery/precious metals from an Origin Facility in Sandton in South Africa's Gauteng province on 9 August

Number of countries in EMEA reporting incidents

48

vs. 35 in 2018



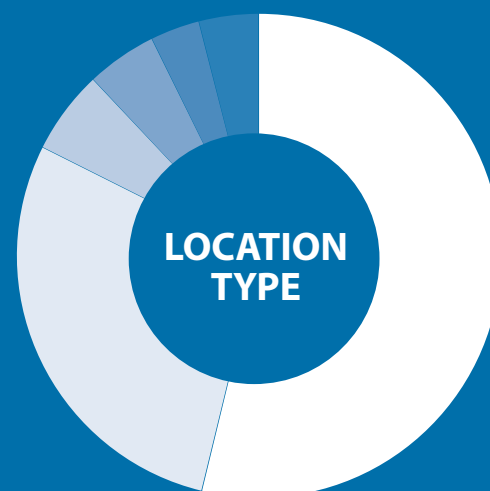
INCIDENTS - TOP 5

Theft from Vehicle	4,567 (53.4%)
Theft	1,932 (22.6%)
Theft from Trailer	649 (7.5%)
Theft of Vehicle	437 (5.1%)
Fraud	333 (3.8%)

TOTAL 92.4%

Theft from Facility	220
Truck Theft	89
Hijacking	81
Theft of Trailer	70
Unknown	42
Clandestine	40
Robbery	36
Theft from Container	30
Theft of Container	16
Theft from Train	6

TOTAL 7.6%



LOCATION TYPE - TOP 5

Unclassified Parking Location	4,602 (53.8%)
Unknown	2,448 (28.6%)
En Route	482 (5.6%)
Destination Facility	402 (4.7%)
Origin Facility	288 (3.3%)

TOTAL 96%

Services 3rd Party Facility	159
Maritime Transportation Facility	53
Authorised 3rd Party Facility	45
Railway Operation Facility	25
Road Transportation Facility	22
Aviation Transportation Facility	22

TOTAL 4%

235 Crimes in EMEA recording a loss value of between €50,000 & €100,000 produced a combined loss total of €15.9m

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



€378,058

AVERAGE DAILY LOSS IN EMEA IN 2019



53.8%

Or 4,602 of the recorded incidents took place in Unclassified Parking Locations



MODUS OPERANDI USED IN ANNUAL CARGO THEFTS:

TOP 5

Intrusion	4,064 (47.5%)
Unknown	3,462 (40.5%)
Violent & Threat with Violence	322 (3.7%)
Deception Other	308 (3.6%)
Deceptive Pick Up	150 (1.7%)

TOTAL: 97%

Theft from Moving Vehicle	99
Internal	85
Deceptive Stop	35
Forced Stop	21
Cybercrime	2

TOTAL: 3%



SHATTERING STATISTICS

Recorded cargo thefts from supply chains in Europe, the Middle East and Africa (EMEA) more than doubled to 8,548 incidents in 2019 and involved losses of products worth well over €137 million. The number of crimes represents a 114,7% increase over the previous year.

The incident rate is the highest recorded in TAPA's 23-year history as the leading Security Expert Network for everyone in the supply chain and reflects criminal attacks on all modes of transport; air cargo, ocean freight, road freight and rail freight.

In its *Incident Information Service (IIS) Annual Report 2019*, the Association also reveals average losses for major cargo crimes of €536,889 and an average daily loss in the EMEA region last year of €378,058.

The intelligence data is based on cargo losses reported to TAPA's IIS by international law enforcement agencies, insurers, manufacturers and logistics service providers. Despite the high numbers, however, the Association continues to emphasise that it is still not receiving reports on the large majority of cargo crimes it believes are taking place across the region.

FIVE-YEAR IIS ANALYSIS

Recorded cargo theft incidents in EMEA

2019	8,548
2018	3,981
2017	2,880
2016	2,611
2015	1,515

Sources: TAPA EMEA IIS Annual Reports

In 2019, the number of incidents rose to 8,548 versus 3,981 in 2018. Of these, only 39.1% of reports provided any financial value for the goods stolen, which accounted for a combined €137,991,499.

The Association also recorded thefts from supply chains in more countries in the EMEA region than ever before – 48 in total compared to 35 in the previous year.

Of this total, 10 countries accounted for 94.6% of the cargo crimes reported in 2019:

- Germany – 2,905, up 1,945% year-on-year
- France – 1,542, up 817.8%
- United Kingdom – 1,199, down 53.6%
- Netherlands – 680, up 55.6%
- Sweden – 607, up 1,114%
- Spain – 388, up 53.9%
- Russia – 371, up 290.5%
- Italy – 159, up 174.1%
- Belgium – 120, up 118.1%
- South Africa – 118, up 195%

While the UK was the only country to report fewer incidents to TAPA's incident database in 2019, the Association is aware that UK police have information on more than 4,000 cargo crimes across the country over the course of the year which has not so far been shared with TAPA.

Higher incident rates were also recorded in many other countries in the region, including:

- Czech Republic – 73, up 421%
- Romania – 68, up 165.3%
- Denmark – 50, up 1,150%
- Hungary – 44, up 450%
- Poland – 40, up 344.4%

In terms of major losses, the top five countries – based on crimes reporting a value - were heavily influenced by a small number of very high value thefts, notably in Albania and South Africa:

- South Africa - €19,334,171
- Netherlands – €15,875,292
- United Kingdom – €13,377,226
- Germany - €10,918,393
- Albania – €10,000,000

In the second tier of losses for crimes with a value of between €50,000 and €100,000, three of the 21 countries with incidents in this category accounted for the majority of the total £15.9m loss:

- Russia – €5,166,599
- Germany – €3,748,444
- United Kingdom – €3,250,207



The biggest single loss reported to TAPA's IIS in 2019 was the theft of **€17,440,800** of jewellery/precious metals stolen from an Origin Facility in Gauteng province in South Africa. This was one of 19 crimes with 7- and 8-figure loss values. Overall, the 179 major cargo thefts last year – classified as incidents with a loss of **€100,000** or more – represented a total loss of **€96,103,152**.

Losses were recorded in 16 separate TAPA IIS product categories, with 12 suffering combined losses of **€1 million** or higher; phones, clothing and footwear, cosmetics and hygiene products, car parts, computers/laptops, cash, jewellery/precious metals, furniture/household appliances, food and drink, metal, tobacco, sports equipment, and no load (theft of truck and/or trailer).

Trucks continued to be the biggest target for cargo thieves, featuring in some 95% of all freight losses in the EMEA region. The lack of secure truck parking remained one of the most significant contributors to these crimes, with drivers forced to park their vehicles at service stations, in laybys and on industrial estates while taking mandatory rest breaks. TAPA's Parking Security Requirements (PSR) industry standard is working to identify and certify a network of truck parking places which meet its members' requirements. Already, this has gained the support of Parking Place Operators in 10 countries across the region, with more in the pipeline. In total, 4,602 of the crimes reported in 2019 occurred in unclassified parking places. Smaller vans involved in Last Mile deliveries also faced a high level of risk.

During 2019, only 220 Theft from Facility crimes were recorded, reflecting the growing reluctance of cargo thieves to take the risk of targeting warehouses and distribution centres where security systems and on-site personnel increase their chances of getting caught.

Attacks on trucks continued to mostly involve so-called 'curtain slashing' crimes as thieves cut the tarpaulin curtains of parked trucks to reach the goods inside. Drivers also faced extreme

violence in many of these attacks. At least two drivers lost their lives in cargo crimes in 2019 while others were threatened by violent offenders armed with guns, knives and other weapons.

Other modus operandi used by cargo thieves during the year included a significant number of fraudulent pick-ups by offenders using fake driver and company identities, and cloned vehicles – often after being awarded loads through online freight exchanges for available transport capacity. GPS jammers were once again used to block vehicle tracking signals in some truck hijackings, while the 'blue light' tactic to force drivers to stop their vehicles was another M.O. reported to the Association.



Commenting on the 2019 data, TAPA EMEA's President & CEO, Thorsten Neumann, said: "Cargo crime has been growing at a record rate in the EMEA region since 2014

and previous analysis by the European Parliament and industry associations put the total cost at more than **€8 billion** a year in Europe alone. Our statistics only show the incidents reported directly to our IIS database but they are the best possible indicator of the growing risks companies are facing and, naturally, a significant cause of concern for supply chain security, loss prevention and risk management professionals.

"There is no doubt that the supply chains of TAPA members globally are among the most resilient in the industry because of the steps they are taking to protect goods in transit or being stored in facilities. This includes adopting our industry standards for facilities and trucking operations.

However, for the industry-at-large, the risks are now greater than at any time this century."

He also advised companies to consider the 'bigger picture' of TAPA's cargo crime data, adding:

"Some countries stand out simply because of their high rates of crime reported to our IIS database. This, however, does not mean they are bigger crime hotspots than anywhere else in EMEA. It just means our sources of intelligence in these countries are more willing to use the information they have at their disposal to reduce cargo crime in the most effective ways possible. Frankly, we need more partners with this positive approach. When supply chain security professionals in our Manufacturing and Logistics Service Provider members need to determine the level of risk on a particular route or in a specific country, our IIS database gives them high quality, credible intelligence on which to base their decisions. So, the greatest risk is often in countries where we have little information on the activities of cargo thieves, making it harder to manage these risks."

TAPA's full 56-page *Incident Information Service (IIS) Annual Report 2019* was produced exclusively for global members of the Association.





CARGO THEFTS RECORDED BY TAPA'S IIS IN THE UNITED STATES RISE FOR THE FIRST TIME IN EIGHT YEARS AS THIEVES BECOME MORE ORGANIZED AND SOPHISTICATED

The volume of cargo thefts recorded by TAPA's Incident Information Service in the United States last year rose for the first time since 2011, driven by the growing levels of organization and sophistication of criminal groups focused on supply chains, and the relatively minor penalties often associated with cargo crime.

Based only on incidents stating the mode, product category, city and state, TAPA Americas' *Annual Cargo Theft Report for 2019*, produced in association with Sensitech, includes a total of 703 cargo thefts in the United States over the course of the year, with an average value of **€118,396** – a 17% increase in volume over 2018 but a 22% fall in average value year-on-year.

Despite the lower value, the number of recorded incidents grew at a rate not seen for several years, the report states, with organized cargo thieves in the United States once again diversifying into advanced cargo theft techniques to hone their processes in pursuit of highly targeted shipments.

With an average of 59 reported incidents per month, the United States sustained cargo thefts at a rate of 1.93 per day in 2019.

Major cargo theft trends

Recent pursuits into atypical and advanced cargo theft types have led to the increase of cargo theft volume in the United States for the first time in eight years, fuelled primarily by the rise in cases of Pilferage.

Large scale Pilferage events continued to break records throughout 2019, accounting for 38% of the annual total and showing a 115% increase over 2018's previous record. Additionally, the average value of Pilferage has been steadily rising every year since 2016, reaching **\$112,227** in the last calendar year.

Organized thieves in the U.S. have long utilized a "risk vs reward" calculation when targeting cargo. As such, Pilferage is being increasingly utilized as a method to reduce risk for subsequent, larger, full truckload thefts. This allows thieves to target products or specific shipments that provide a lesser chance of capture or disruption. This can be seen in the continued increase of reported mixed retail loads, or less than truckload (LTL) thefts. These

shipments are typically a mix of products destined for a 'bricks and mortar' retail store.

Diligent and organized thieves are known to utilize their criminal network to identify the contents of these loads and have developed an understanding that mixed retail loads typically have less security measures in place than a dedicated trailer of one high value/targeted product. Often, the loss to any single owner of these loads may be too low to trigger a police report or insurance claim, which can hinder awareness of the issue.



The states that top the cargo theft landscape do so largely due to a few important factors, such as the presence of large seaports, whose high volume of cargo allow for many information gathering opportunities for organized thieves.'

Cargo theft by State

44% of total thefts recorded by TAPA's IIS in 2019 took place in just three states:

- **California**, which logged 23% of total thefts in 2019, claimed the top spot for cargo theft again, but saw a 10% drop in incidents compared to 2018
- **Texas** remained the second largest state for recorded cargo thefts, accounting for 11% of all crimes recorded in the United States – but, again, this was a double-digit drop of 30% over the previous year
- **Georgia**, meanwhile, jumped from fifth place in 2018 to the third highest state for reported cargo crime with a 34% rise in incidents year-on-year

Of the 40 states suffering cargo losses in 2019, other notable changes were in:

- **Florida**, where thefts dropped by 14% versus 2018
- **Illinois**, which saw 34% fewer incidents compared to the previous year
- **North Carolina**, which climbed into the top 10 states for cargo thefts following a 591% increase in its annual incident rate
- **Virginia**, where despite only representing 2% of the total US crimes, incidents rose 1,017%.

The states that top the cargo theft landscape do so largely due to a few important factors, such as the presence of large seaports, whose high volume of cargo allow for many information gathering opportunities for organized thieves, and the confluence of major interstates which offer target rich and under protected truck stops.

In addition, the presence of Cargo Theft Task Forces in areas known to be hotspots of cargo theft activity does increase the level of uniform reporting in these areas. Knowing this, it is reasonable to believe that areas that record little to no cargo theft are likely to still be experiencing it, but inconsistencies in reporting lead to a lack of properly collated data.

Location can also indicate what product types are more at risk for cargo theft within certain states, due to a higher concentration of particular cargoes within those states.



For example, some product types and subtypes have very strong state specific trends. Examples include Building & Industrial, which recorded more thefts in Texas than any other state to account for 27% of total Building & Industrial thefts nationwide, and was the second most stolen product type within Texas, accounting for 17% of the state's total.

Other states with disproportionately high thefts of a particular product type include: Alabama with 60% of its thefts of Home & Garden goods (11% of the national total), California logging 27% of its thefts in the IIS category for Electronics (37% of the national total) as well as 16% involving losses of Clothing & Shoes, Florida with 11% of its thefts consisting of Auto & Parts, Georgia with 19% of its thefts coming from Home & Garden, Illinois with 19% each for Electronics and Miscellaneous, Louisiana with 33% Auto & Parts, Maryland with 31% Home & Garden, Michigan with 43% Auto & Parts, New York with 80% Home & Garden, Utah with 100% Metals, and Virginia with 36% Electronics.

Cargo theft by product type

Electronics was the most stolen product type recorded by TAPA's IIS in the United States for

PRODUCT TYPE	AVERAGE VALUE 2019	AVERAGE VALUE 2018
Alcohol	\$51,891	\$114,130
Auto & Parts	\$90,253	\$104,921
Building & Industrial	\$74,292	\$151,413
Clothing & Shoes	\$121,082	\$389,402
Electronics	\$207,700	\$221,105
Food & Drinks	\$87,733	\$76,233
Home & Garden	\$64,714	\$50,044
Metals	\$128,156	\$62,656
Miscellaneous	\$82,698	\$117,396
Personal Care	\$263,926	\$285,443
Pharmaceuticals	\$255,978	\$406,139
Tobacco	\$54,000	\$148,080
Total	\$118,396	\$151,502

the calendar year, 17% of the overall 2019 total, although this represents a drop of 15% from 2018.

- Food & Drinks accounted for 17% of the total, up 21%
- Miscellaneous product losses were up 57% year-on-year
- Home & Garden saw a 1% rise in product thefts
- Auto & Parts incidents were 7% higher than in 2018
- Building & Industrial product thefts, in contrast, reduced by 26% year-on-year
- Clothing & Shoes incidents were up 4% year-on-year

Looking more closely at specific products:

- The rate and average value of Pharmaceuticals thefts fell by 26% and 37% respectively, with an average loss value of **\$255,978**.
- Food & Drinks losses accounted for just under 17% of total thefts nationwide. California (25%), Florida, and Texas (16% each) were the top three states for Food & Drinks thefts in 2019. The most commonly stolen subtypes in this sector were Meats (16%), Coffee, Energy & Sports Drinks (14%), and Canned & Dry Goods (13%). Seafood recorded the highest average value within Food & Drinks at **\$210,354**.
- Electronics thefts represented 17% of total loss incidents in 2019, and had the third highest average loss value at **\$207,700**. California (37%), Florida and Georgia (10% each), were the top three states for Electronics thefts, together accounting for 57% of total Electronics losses.
- Home & Garden accounted for 17% of the total and an average value of **\$87,733**.

Cargo Theft by event type and location

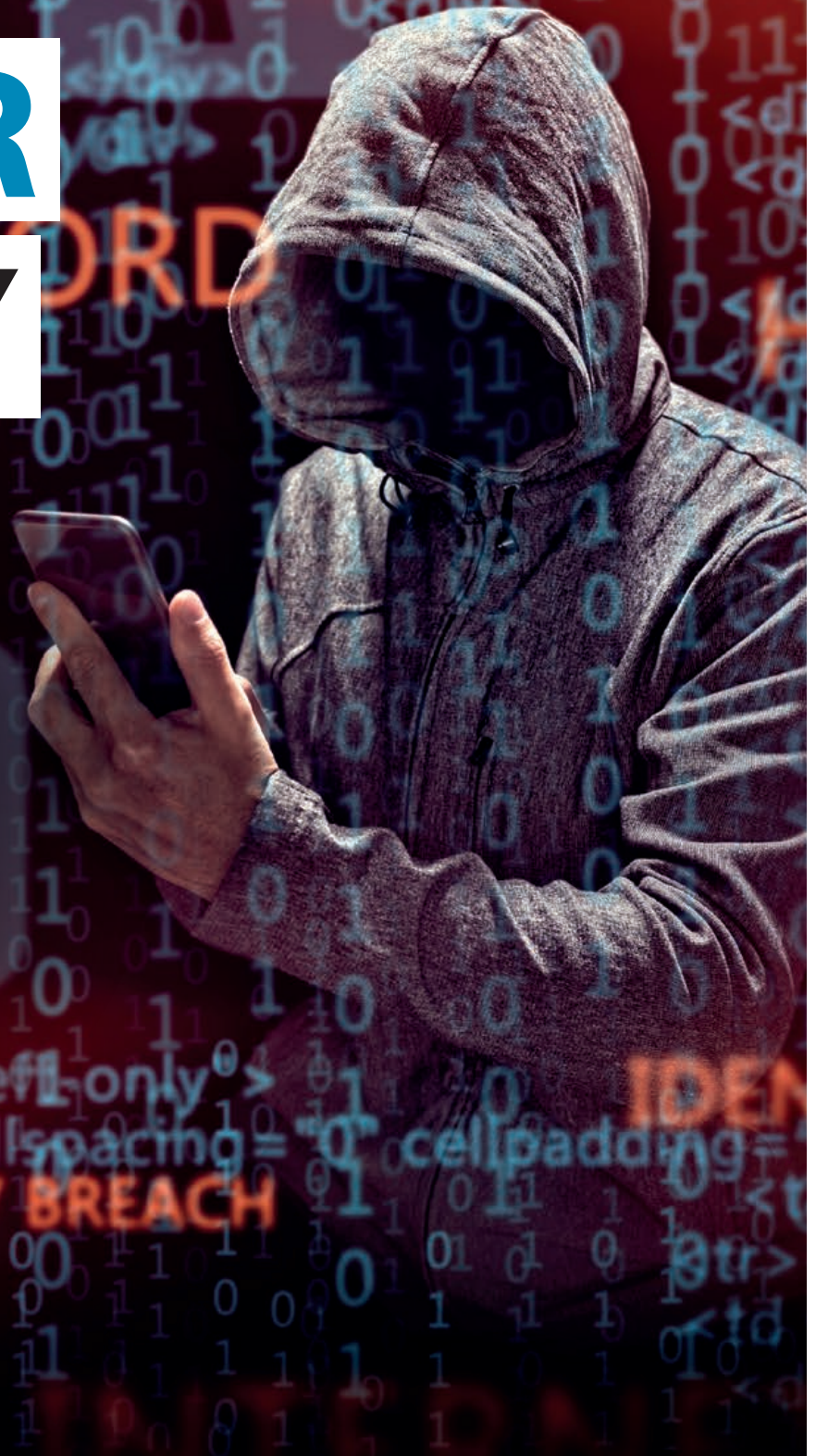
Due to risk of capture, cargo thieves in the United States largely tend to target loaded trailers and containers that are stationary and unattended. Fictitious Pickups (FPU) rose by 48% from 2018 to 2019 to account for 4% of the total.

In 2019, 80% of all thefts with a known location occurred within Unsecured Parking locations down from 83% in 2018. The most frequently targeted Unsecured Parking areas were Truck Stops (28%), Public Parking (19%), and Drop Lot (14%). Theft from Secured Parking fell from 9% of known locations in 2018 to 7% in 2019.

Please note: This data is taken from TAPA Americas' Cargo Theft: 2019 Annual Report and the incidents referenced may or may not be included in TAPA's IIS database.

CYBER UNITY

Continuous cyberattacks on supply chains are emphasizing the need for businesses to develop closer intelligence-sharing relationships with Law Enforcement Agencies





Last year, Cybersecurity Ventures predicted that cybercrime would cost the world \$6 trillion annually by 2021, up from \$3 trillion in 2015. Cybercriminals continue to target global corporations at the heart of their operations, and particularly their supply chains.

In the latest *Allianz Risk Barometer 2020*, cyber incidents top the chart as the top business risk for companies globally and regionally in Asia Pacific for the first time ever, after receiving 35% of responses from more than 2,700 risk management experts in over 100 countries and territories – the largest number of respondents ever.



'Cyber criminals have realised that the supply chain has many weaknesses and with the increase of digitalization and IOT, it is time for CEOs to make cyber security at least a quarterly boardroom agenda item.'



With the increase of attacks, resilience has become a key driver for any organization managing a complex global supply chain. The World Economic Forum reported that, in 2018, information loss and business disruption accounted for over 75% of total business losses from cybercrime.

TAPA's Worldwide Council, a global forum of experts from the Americas, Asia Pacific and Europe, Middle East & Africa, is developing a Supply Chain Cyber Security Standard to address the issues arising, particularly with more companies embarking on their digitalization transformation journeys.

Recently, the managing director of logistics giant Toll Group warned other CEOs they must expect to suffer the horror of a major cyber-attack, and called for greater collaboration between business, government and regulators

to tackle this growing global threat. In his first interview since Toll was hit by a major ransomware attack known as Mailto on 31 January, Thomas Knudsen, told *The Australian Financial Review* it had not yet found out where in the world the hackers had come from, but was almost through the final stages of bringing its more complex customer systems back online after five and-a-half weeks.

A call for greater collaboration



Tony Lugg, Chairman of TAPA APAC, said: "Mr. Knudsen is right to call for greater collaboration amongst the industry and I applaud him for doing so.

Cyberattacks of this nature are becoming all too common and impacting manufacturing plants, Tier One suppliers and logistics providers." He went on to say "TAPA will be working with more Law Enforcement Agencies across the APAC region and has appointed Steve Mullins as TAPA Board Steering Committee Lead for Regional Law Enforcement Liaison and Trade Compliance to build more collaboration within and across the Americas and EMEA regions too."

In 2017 and 2018, according to Symantec, supply chain attacks rose 78%. "Cyber criminals have realised that the supply chain has many weaknesses and with the increase of digitalization and IOT, it is time for CEOs to make cyber security at least a quarterly boardroom agenda item," Lugg said.

"The responsibility cannot be solely placed on the Chief Information Officer. Leaders in the supply chain need to ensure that their suppliers are also addressing cyberattacks and ensure it is documented in back-to-back contractual agreements," he added. In 2019, Airbus responded after a number of their suppliers were attacked, with *Bloomberg* reporting that Airbus SE has now taken steps to shield itself from cyberattacks targeting the European aerospace and defense company through subcontractors' computer systems.

Working closely with law enforcement agencies



"With increasing reliance on data, IT systems and digitalisation, companies face a growing number of cyber challenges, including larger and more expensive data breaches, an

increase in espionage, hacker attacks, ransomware and spoofing incidents. Companies need to stay one step ahead of cybercriminals by anticipating possible technology loopholes and challenges," Steve Mullins comments.



Cyber security has more and more visibility throughout the industry, including through government organizations like Customs Trade Partnership Against Terrorism (CTPAT) and as reflected in the changes to the Minimum Security Criteria. "TAPA will be working closely with Law Enforcement Agencies such as INTERPOL to share data on corporate cyber incidents reported by our members and to keep our members well-informed on the latest cyber threats," Mullins went on to say.

A report by INTERPOL on cybercrime in Southeast Asia has already highlighted the key emerging cybercrime trends and threats which continue to be faced by the region today. In the fight against transnational cybersecurity breaches, TAPA's focus will be to establish lines of communication with the INTERPOL Cybercrime Response Team to share real-time supply chain cybercrime incident data and to identify emerging cyber threats in a similar fashion to how TAPA shares cargo crime data from its IIS (Incident Information Service) global database with Law Enforcement Agencies for the prevention and detection of crime. Steve Mullins said: "TAPA APAC's intention is to set up a single point of contact with these agencies to improve the exchange of crime data to help TAPA members."



1. Data or security breach



2. Espionage, hacker attack, ransomware, denial of service



3. Errors or mistakes by employees

INTERPOL's 'ASEAN Cyberthreat Assessment 2020' provides an in-depth analysis of the cybercrime trends and threats confronting the Association of Southeast Asian Nations (ASEAN) countries, and provides strategies for tackling them.



Evolving cyber threats with digitisation

TAPA members not already doing so should take additional preventive measures to tighten supply chain security against cyber threats, including:

- Conduct supply chain risk assessment to identify new and emerging cyber threats
- Upgrade security monitoring and measuring systems to higher standards
- Maintain secure back-ups for digital assets
- Share cyber threat intelligence among industry partners and report incidents in IIS
- Leverage TAPA training courses to provide regular staff training for security and anti-phishing awareness
- Purchase insurance cover which factors in cyber risks affecting the supply chain

Larger business interruptions from new causes

Despite dropping to second position in the Allianz report, business interruption remains one of the most significant risks given the trend for larger and more complex direct and indirect losses from traditional causes, such as natural catastrophes, and new causes, such as

digital supply chains or civil unrest. The civil unrest in Hong Kong, for example, affected the region indirectly with multinational companies staying away and local employees unable to access their workplaces due to safety concerns.

This reflects the need for TAPA members to:

- Maintain logistical and digital assets to prevent unexpected downtime
- Enhance the security of assets by acquiring higher TAPA Standards
- Build up a redundant supplier base to reduce supplier risk and monitor credit scores
- Review your Business Continuity Plan (BCP) regularly for risks arising from new causes
- Create a disaster recovery plan that goes beyond the BCP
- Practice and activate your BCP so staff know how to enact contingencies

These top perils – cyber threats, business interruptions and climate change – have a critical impact on the operational performance, financial results and reputations of key stakeholders. Planning and managing for these risks in your supply chain structure is the key to business resilience in this age of digitalization. TAPA members may also take one step further to watch for emerging new technologies, such as artificial intelligence, smart objects and virtual reality that may instantly transform the supply chain industry and obsolete existing processes.

The UK's independent authority on cyber security, The National Cyber Security Centre, provides supply chain security guidance and proposes a series of 12 principles, designed to help you establish effective control and oversight of your supply chain. It offers a series of scenarios against which to measure the security of your supply chain. See their guidance [here](#)

"The idea is to give you some concrete examples of good and bad supply chain security to help TAPA members and other organizations begin the process of understanding their own situation," Steve Mullins says.

For more information on Cyber Security, please contact TAPA APAC at secretariat@tapa-apac.org

Planning and managing for these risks in your supply chain structure is the key to business resilience in this age of digitalization.

STANDARDS FAQs #31



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.

We are continuing to receive positive comments about the TAPA 2020 Facility Security Requirements (FSR) and Trucking Security Requirements (TSR) security standards. It is clear that many members are following our advice and reading the documents now to prepare for their introduction on 1 July 2020.

In this FAQs, we answer some of your questions on auditing practices and certification.

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.

When I complete the FSR 2020 training, I plan to self-certify the warehouses my company operates to FSR level C. As I will be qualified as a TAPA Authorised Auditor, can I now also audit my sub-contractor's warehouse, which stores and handles shipments for us?

Answer: The Authorised Auditor (AA) qualification for a Logistics Service Provider (LSP) is intended for the organisation the individual works for. It is not permitted for the LSP AA to conduct self certification audits at other LSPs or their sub-contractors. This is due to the fact that self certification is awarded to a business unit in line with TAPA's requirements and the LSP may be utilised by multiple buyers or other LSPs. Therefore, to ensure consistency and avoid conflict of interest claims, TAPA does not permit LSP AAs to submit TAPA self-certification audits for other organisations.

For smaller LSPs which do not have an in-house security resource, it is possible for the LSP to formally contract directly with an external security agency/professional, where a named individual can be appointed by the LSP to perform the role of the AA for the LSP. In this instance, the named individual must be trained by TAPA and is deemed to be acting on behalf of the LSP. They should not be offering a TAPA self-certification audit service to other LSPs.





Question 2.

For FSR 2020 multi-site certification, what do I need to do in preparation for the Independent Auditor's visit?

Answer: Here is a basic list, but it's important you fully understand the process to ensure you and your auditors are prepared for an efficient audit:

1. Make sure you have read and understand both FSR 2020 and the TAPA FSR Certification Framework Document 2020. These documents can be downloaded from the TAPA website.
2. Ensure your selected auditor is aware of the full scope of your multi-site operation to be certified. For example, 'All warehouses in Northern Spain' would not be acceptable. This is an example of what the IAB would expect to see:

TAPA FSR A & C Multi Site Certification

Central Function: Barcelona

Sampling Sites:

- a) FSR A required in Barcelona, Santander, Vitoria, Pamplona

- b) FSR C required in Zaragoza, Lleida, Valladolid, Oviedo

3. Pre-auditor visit:

- a) Schedule the main meeting with your Independent Auditor at the Central Function site.
- b) Agree with your auditor a list of information/procedures that will be required in advance or on the day of the certification audit.
- c) Agree, with the auditor, the sites which will be available to be sampled. Agree dates for the sampling (10% of sites)
- d) Ensure evidence is available to the auditor that demonstrates all sites to be included in the multi-site certification meet the conformance requirements. This should include in-house audits and records of corrective actions being issued and managed etc.



Question 3.

I want to prepare for TSR 2020 certification. Where can I find the audit forms?

Answer: The 2020 TAPA FSR and TSR Standards were issued six months ahead of their introduction (on 1 July 2020) to allow our members to evaluate them before planning their audits. We still have to create the audit templates that are to be used. These will be available by June 2020. Anyone wishing to evaluate their preparedness for the updated Standards before June should use the actual Standard, which lists the requirements in chronological order.

Question 4.

My TSR 1 2017 certification expires in November this year and I will recertify to TSR 2020. My main customer wants me to add Escorts and Cyber Threat to my certification. What must I do to prepare and add these to my certification?

Answer: When you arrange for the TSR 1 certification audit with your chosen Independent Audit Body, make sure Enhanced options: Escort Company Service Levels and IT & Cyber Threat are added to the certification audit scope.

Complete an assessment of TSR 1, Escort Company Service Levels and IT & Cyber Threat compliance and address any gaps before the auditor's visit.



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

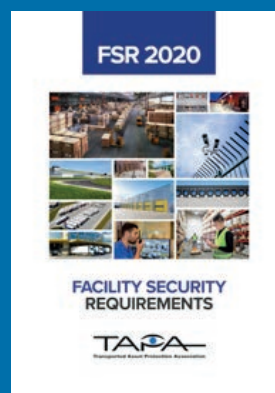
FSR	Company Name	Country	City	Class
FSR	Dachser Netherlands B.V.	NL	Zevenaar	C
FSR	DHL Express (Slovakia), spol. s.r.o.	SK	Košice	C
FSR	DHL Express and DHL Global Forwarding	IE	Dublin	A
FSR	Frigo Trans	DE	Fußgönheim	A
FSR	Gebrüder Weiss AG	CH	Altenrhein	C
FSR	GEORGI Handling GmbH & Co. KG	DE	Frankfurt	C
FSR	LLC syncreon Rus	RU	Moscow	A
FSR	Schenker d.d.	SI	Ljubljana	A
FSR	Tech Data	FR	Bussy Saint Georges	C
TSR	Company Name	Country	Category	
TSR	Frigo Trans	DE	Level 1 / Category Small	
TSR	Soncotra	BE	Level 1 / Category Small	
TSR	Transportes Frigoríficos RP	ES	Level 1 / Category Medium	

ASIA PACIFIC REGION

FSR	Company Name	Country	City	Class
FSR	Zuellig Pharma Ltd.	Thailand	Samutprakarn	A
FSR	Zuellig Pharma Sdn Bhd	Malaysia	Selangor	A
FSR	Schenker Logistics (Chongqing) Co., Ltd	China	Chongqing	A
FSR	Sinotrans (ZhengZhou) Airport Logistics Co. Ltd.	China	Zhengzhou	A
FSR	Suzhou DTW Warehousing Co., Ltd.	China	Suzhou	A
FSR	Man Shun Shipping Company Limited	Hong Kong	New Territories	A
FSR	Arvato Digital Services Pte Ltd	Singapore	Singapore	A
FSR	Aramex Hong Kong Ltd	Hong Kong	New Territories	C
FSR	Integrated Micro-Electronics, Inc.	Philippines	Binan Laguna	C
TSR	Company Name	Country	City	Class
TSR	SC GLOBAL TRANS (HK) CO., LIMITED	Hong Kong	New Territories	Level 2
TSR	Shanghai Time Rider International Transportation Co.,Ltd.	China	Shanghai	Level 2
TSR	KART (China) Co., Ltd.	China	Shenzhen	Level 2
TSR	Shenzhen Bao Heng Tong Industrial Co.,Ltd.	China	Shenzhen	Level 1

NEED HELP WITH YOUR TAPA FSR & TSR CERTIFICATION PROGRAMMES?

TAPA's Standards Teams in each region are ready and willing to provide you with help and support to begin or increase your FSR & TSR certification programmes. Talk to us about your plans or ask us to answer any questions you have about the new 2020 versions of the Association's Security Standards. We're here to help. Contact us [here](#)





CENTRAL POLICE SERVICES FOR TRANSPORT CRIME ARE ESSENTIAL TO TACKLE CROSS-BORDER CARGO THEFTS AND LINKS TO OTHER FORMS OF SERIOUS CRIME

Cross-border losses remain one of the biggest challenges for cargo crime and insurance investigations – a fact that is well-known, and regularly exploited, by offenders.

The annual statistical data provided by international loss adjusters, B.V.B.A Wim Dekeyser for cargo thefts in Belgium in 2019 more than highlights this situation. Based on its own data, it says Belgian carriers now suffer as many cases of cargo losses in other countries as they do within their own national borders.

In 2019, Wim Dekeyser's analysis of major Belgian freight crime incidents shows:

- 23% were recorded in France
- 23% took place in Eastern Europe
- 19% were reported in the Netherlands
- 13% of crime occurred in the United Kingdom

In recent years, the company has provided one of the best sources of intelligence on

the activities of fake carriers in Europe and crimes which have been perpetrated by bogus operators via online freight exchanges. Its highly respected, free of charge 'warning system' lists the identities of hundreds of company names which have been involved in cargo losses to help the loss prevention programmes of legitimate buyers of logistics services and authentic transport operators.

In the past year, cases involving fake carriers rose sharply to 25% of all incidents recorded by Wim Dekeyser – up from 9% in 2018 – although not all came as a result of companies buying transport capacity using online exchanges. This is by far the highest level in the last five years. In two of these major frauds, 13 and seven shipments were stolen.

Recoveries of stolen loads in Romania, Poland and the Czech Republic, while very welcome news for the victims, also served to demonstrate the cross-border nature of these types of incidents. The biggest scam in Poland also showed clear links to organised crime in both Poland and Ukraine, the report adds.

Some fake carriers are also very repetitive in their activities; one was linked to over a dozen embezzled shipments.

Overall, 15 losses involving fake carriers were recorded by Wim Dekeyser last year, the highest number since 2015. The combined loss for these crimes was also at its highest level since 2014 at **€1,952,152**, with only **€85,000** of the stolen goods being recovered.

The biggest scam in Poland also showed clear links to organised crime in both Poland and Ukraine, the report adds.



One of the noticeable shifts in the last 12 months concerned the nationalities of fake carrier operators. Interestingly, 42% of bogus operators were found to have originated in western Europe, including the Netherlands, where two 'huge scams' were traced in 2019, the report states. Poland was also cited as the 'home' of such offenders, well ahead of the likes of Lithuania, the Czech Republic and Romania.

Goods targeted throughout the year fell into nine categories:

- Metal – 36%
- Raw materials – 28%
- Food – 8%
- Household goods – 8%
- Alcohol – 4%
- Textiles/shoes – 4%
- Groupage – 4%
- Machinery – 4%
- Car parts – 4%

While Wim Dekeyser's incident analysis pays close attention to criminal use of online freight exchanges, it does reference new exchange sites or digital platforms which appear to be making security one of their main priorities. Hopefully, this will drive improvements in due diligence and security across the sector.

A 'more worrying new player on the market,' the report adds, is UBER FREIGHT, which is now active in Germany, the Netherlands and Poland. So far, Wim Dekeyser says, the company has not responded to its questions relating to legal capacity, screening and security issues, or social dumping. As with its 'taxi branch,' no doubt most of the people offering UBER FREIGHT solutions are almost certainly legitimate and well-intentioned operators which will provide their services professionally and deliver as promised. However, as with all new schemes, criminals will be looking to exploit gaps in the system and to play on the trust of buyers. It is something Wim Dekeyser and traditional freight forwarders and transport companies across Europe will be monitoring closely in relation to both potential unfair competition and supply chain security.

The supply chain resilience challenges for Belgian Manufacturers and Logistics Service

Providers are common with those of companies in most other markets in Europe:

The report highlights:

- Organised crime involvement in thefts of full loads, and in networks to dispose of stolen goods in an organised manner;
- The issue of trucks using unsecured parking areas; especially alongside highways in spite of an increase of secure parking areas in some countries, such as France, Spain and the UK. "The problem is far from being solved as the cost of using these facilities is apparently in conflict with the weak economic position of the road hauliers," Wim Dekeyser states, adding that it is confronted with thefts from unsecured parking areas in Belgium, France, Germany, the Netherlands and the UK every day. This situation is exacerbated by 'travelling gangs' of cargo thieves, often linked to Eastern European organised crime, which are active all over Europe;
- General problems concerning law enforcement; cargo crime given a low priority, lack of international cooperation between European law enforcement services, more protective laws in relation to privacy and, for instance, the use of 'informants';

The company also repeated its concerns, stated over several years, regarding the use of the VPV, a simplified police report used by certain Belgian law enforcement agencies and public prosecutors' offices. This is still being used, even for high value thefts, the company says.

Looking at the need for more secure truck parking areas in Europe, Wim Dekeyser recognised that TAPA has developed its Parking Security Requirements (PSR) industry standard, while the European Commission has its own Safe & Secure Truck Parking Areas (SSTPA). While the Commission says its standard will soon be incorporated into EU law, the standard still isn't applied generally and, at this stage, for the whole of the EU only has five SSTPAs audited and approved under the EU system. This explains why "for obvious reasons, in day-to-day practice, other lists of secured parking areas are used from TAPA, from specific shippers or from our office," the report continues.



The 'conflict' between the two initiatives, Wim Dekeyser (left) adds, is "a quite confusing situation for the users of secured parking areas." In the meantime, thefts on open, unsecured parking areas still account for more than 50% of incidents.

Secured sites which are in operation, however, are not immune from criminal attacks. The report notes incidents at secured locations in Wanlin in Belgium, Vemars Ouest in France and Venlo in the Netherlands. This raises questions over the need to implement and/or control the security measures put in place to ensure a consistent performance level. "One major problem is that security is essentially based on avoiding 'unauthorised access' by trucks, but criminals get access with 'authorised' vehicles simply by paying to use the parking facilities, for instance with false license plates."

2019 also saw an increase in crimes involving what Wim Dekeyser describe as 'fake buyers.' The company explains: "The technique used is quite simple: an important producer is approached by a promising new client pretending to represent a well-established concern. The sales department is enthusiastic (and blinded) and ships several shipments of goods without advanced payment guarantee. At the end of the day, it transpires that the crooks abused the name of the established company using fake telephone numbers and mail accounts to obtain delivery of the cargo without paying for it.

"There is also a particular risk for transport or logistics companies who are approached by criminals to arrange for road transports and/or storage facilities (sometimes only for a few days); services will never be paid for by the crooks."

Part of the solution to stopping these and other aspects of cargo thefts is greater collaboration and intelligence sharing. While acknowledging several highly successful police operations in 2019 to disrupt cargo crime operations, Wim Dekeyser adds: "Last year we pleaded for the creation of a Central Police Service dealing with transport crime. The countries where such offices exist are, unfortunately, the exception. The advantage is evident; having a total view over the country and to make links with other fields of serious crimes like narcotics, money laundering and even terrorism. Such central offices in countries can ensure the necessary links with Europol and INTERPOL to fight against transport crime. This could simplify international contacts and procedures which nowadays are often very bureaucratic and time-consuming."

meet THE BOARD

As *Vigilant* extends its reach to the global TAPA Family, we'll be introducing you to some of the TAPA Board Members in the AMERICAS, ASIA PACIFIC and EMEA regions who are volunteering their time and expertise to drive forward the Association's goal of minimizing cargo losses ... so please meet ...

David Ching, TAPA APAC

Tell us about your day job?

The Black Swan Theory, for an event which comes as a surprise, has an interesting way of reminding us there is never a dull day in the field of security. When you think it's time to pack up, slow down and head home for a nice, relaxing evening... expect the unexpected. As the Asia Pacific Regional Security Manager for DHL Supply Chain, my role involves working closely with colleagues from various countries in mitigating security risk and threat and ensuring the end-to-end supply chain is secure. As we have customers from various sectors, it requires customized design solutions to ensure our customers' assets are well safeguarded. I spend time exploring various types of technology, proof of concept and application, to enhance our overall operational security and design solution.

Does your employer support the time you devote to TAPA APAC?

My company has a well-balanced and holistic approach towards personal development. I am also appreciative to have a very supportive manager who

'In learning, you will share, and in sharing you will learn. Get ready for the new 2020 FSR and TSR Standards.'

encourages us to strive for further development in our area of interests and strengths by providing the opportunities, guidance and support needed. My time spent as a TAPA trainer and, now, as a Board member allows me to further interact with security professionals from various

industries, understand different sector's security concerns and needs, and gain best practices.

Why did you join TAPA?

The only way to stay abreast of the latest security threats, trends and industry practices is to be among security professionals from various sectors of industry, having a common interest of making the end-to-end supply chain more secure. TAPA provides that networking platform as well as relevant training programs and up-to-date Standards.

I started like everyone else, attending TAPA trainings, annual conferences and seminars which provided good knowledge and networking opportunities. In 2017, I had the privilege to contribute as a TAPA trainer to facilitate FSR training and this is where I have learned the most from other members.

What are your Board responsibilities?

Aligning with my strong passion, my upcoming responsibilities are as part of the training committee, which I will be hosting with my former colleague Felix Li. Training is enriching, fun and, at times, stressful when members rely on you for their certification exam. I am excited about the launch of the new 2020 FSR and TSR Standards, which take effect on 1 July, and we will be running a series of new trainings from the second half of 2020 and into 2021.



MEET THE BOARD (continued)

When the world changes as rapidly as it does today, one of the greatest challenges is to develop standards and programs that are relevant and will continue to serve the requirements of businesses. There are more new modus operandi in product diversion, risks, threats and opportunities that can ultimately test how strong and resilient the end-to-end supply chain is, as well as the bond between buyers, LSPs, SSPs and law enforcement agencies. Apart from TAPA's popular FSR and TSR programs, based on feedback gathered from our members and industry, TAPA APAC will be introducing a further series of standards and programs, so stay tuned.

How does your involvement in TAPA APAC help in your day job?

My involvement in TAPA APAC creates a great two-way synergy with my day job in two main aspects – networking and standards. TAPA's networking sessions allow me to interact with security professionals from all sectors, helping me to bridge the learning curve. Being in the LSP industry, I have the privilege to represent my peers from this industry to feed back to TAPA the changes and challenges we are seeing on the ground, which then goes into redefining the Association's Standards as we are seeing today.

Likewise, my involvement in TAPA helps me to keep abreast of industry best practices and to have a better understanding, appreciation and application of the Standards.

'There are more new modus operandi in product diversion, risks, threats and opportunities that can ultimately test how strong and resilient the end-to-end supply chain is.'

Fake logistics workers walk away with \$15 million in Chilean airport heist



A van made to look like one used by one of the world's leading logistics companies helped at least 10 armed robbers steal \$15 million in cash from an airport terminal in Chile.

The gang passed themselves off as staff working for the logistics company, entering the airport in a 'branded' vehicle before threatening security guards as they arrived in the cargo area of Santiago's Arturo Merino Benitez International Airport. They escaped with the money, which had been shipped to Chile by Bank of America, a media report said.

Police are investigating the possibility that the gang had received inside information in order to carry out the raid. They also suggested that the necessary security protocols were not in place. A similar attack in 2017 saw thieves steal another \$19 million cash shipment.



TES achieves TAPA FSR 'A' to support corporate sustainability program

The e-waste recycling company, TES, has reconfirmed its focus on client safety, security and sustainability by completing its re-certification for TAPA's Facility Security Requirements (FSR).

Gaining TAPA FSR accreditation supports the company's commitment to upholding best-in-class industry security standards, systems and procedures to protect its clients' assets from grey market losses, theft and shrinkage.

"Supply-chain sustainability is a key differentiator for any business looking to enhance the reputation of its supply chain or logistics network in terms of environmental, risk, and waste costs. There is a growing need to integrate environmentally sound choices into supply-chain management, which TES has managed to demonstrate during its FSR audit process", said Tony Lugg, TAPA APAC's Chairman.

To date, TES is the one of the few e-waste recycling companies in the world to comply with the stringent requirements of FSR. TAPA certification serves as yet another indication to its clients that TES is dedicated to safeguarding their end-of-life devices and data at the highest possible level, specializing in the commissioning, deployment, and retirement of customers' IT assets, ensuring every part of the process is seamless and compliant with global security and environmental regulations.





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 at least 2 metres 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